

2015/16 Patient Participation Enhanced Service Reporting

Practice Name: **Norwich Practices Health Centre**  
**Rouen House**  
**Rouen Road**  
**Norwich**  
**NR1 1RB**

Practice Code: **Y02751**

Signed on behalf of practice: D. Laws-Chapman Date: 30.03.16

Signed on behalf of PPG: Reviewed with PPG Date: 22.03.16

**Prerequisite of Enhanced Service Develop/Maintain a Patient Participation Group (PPG)**

Does the Practice have a PPG? YES/NO	YES
Method of engagement with PPG: Face to face, Email, Other (please specify)	Online PPG hosted by Healthunlocked, regular questions, polls and surveys. Questions can be entered onto the Healthunlocked site where other PPG members can read and comment on.
Number of members of PPG:	51

**Detail and gender mix of the practice population and PPG**

	Male	Female
Practice	4991	4441
PPG	22	29

**Detail of age mix of practice population and PPG**

	<16	17-24	25-34	35-44	45-54	55-64	65-74	>75
Practice	1181	1300	3930	1447	791	460	216	107
PPG	0	0	2	5	8	13	17	6

## Detail the ethnic background of your practice population and PPG

	White				Mixed/multiple ethnic groups			
	British	Irish	Gypsy or Irish Traveller	Other White	White & Black Caribbean	White & Black African	White & Asian	Other Mixed
Practice	7216	64	6	562	45	48	83	56
PPG	45				1			

	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any Other
Practice	1076	46	15	8	60	117	20	6	0	4
PPG	2			1						

## 2015/16 Patient Participation Enhanced Service Review

**Describe steps taken to ensure that the PPG is representative of the practice population in terms of gender, age and ethnic background and other members of the practice population:**

The practice has found it difficult to encourage a diverse membership. The general thinking behind the online virtual PPG was that it would encourage more input from patients aged under 40 years old, as this is our largest age demographic, and also ethnic groups that might not be keen on face to face meetings. Our online virtual PPG is advertised on our website, within the surgery waiting area and leaflets are given to patients as part of their pack when they first register at the practice.

**Are there any specific characteristics of your practice population which means that other groups should be included in the PPG? e.g. a large student population, significant number of job seekers, large numbers of nursing homes or a LGBT (Lesbian Gay Bisexual Transgender) community? YES/NO**

NO

*If you have answered yes, please outline measure taken to include those specific groups and whether those measure were successful:*

## Review of patient feedback

**Outline the sources of feedback that were reviewed during the year:**

- Practice complaints/compliments which are received either verbally, by letter or email. These are discussed at the monthly practice meeting.
- Practice comments forms which are also discussed at the monthly practice meetings
- Friends and Family questionnaire
- Registered Patient Survey

## **How frequently were these reviewed with the PPG?**

The outcome and comments of the Registered Patient Survey were posted on the virtual PPG site for members to comment on. We also add any issues that are brought up during the year via the other means if we feel there is an underlying problem but a lot of our complaints and comments are of a one-off nature usually related to an individual's care.

## **Action plan priority areas and implementation**

### **Priority area 1**

#### **Description of priority area:**

The 2014/15 survey identified the following areas for improvement:

The availability of GP appointments was an issue with many patients saying we were over our intended target of 2 days to see a GP urgently.

#### **What actions were taken to address the priority?**

- Actively recruiting more GPs
- Moving practice to a new building has created more consultation rooms
- GP rotas have been reviewed to make sure that more urgent appointments are available

#### **Result of actions and impact on patients and carers (including how publicised):**

We now have three employed GP's at the practice whereas a year ago we were working with locum GPs only. This gives us improved continuity of care. With the additional GPs and the move to new premises we can now have more GPs working per day which increases or appointment availability and enables us to offer more urgent appointments.

### **Priority area 2**

#### **Description of priority area:**

The 2014/15 survey identified the following areas for improvement:

The survey identified that patients were finding it hard to get through to us on the telephone.

#### **What actions were taken to address the priority?**

When the practice moved premises a new telephone system was installed with additional phone lines added to the system. The new system has an automatic assistant which directs patients to the correct extension, has a queuing system and has call monitoring which allows the practice to see when our busy times are and through the call recording feature we can review calls in the case of a complaint.

#### **Result of actions and impact on patients and carers (including how publicised):**

There has been a massive reduction in the amount of comments about the telephone system and it allows easier working for the staff at the practice. The new system was advertised via the electronic patient information screens.

## **Priority area 3**

### **Description of priority area:**

The 2014/15 survey identified the following areas for improvement:

Patients were saying that they were having trouble getting through on the telephone to obtain test results.

### **What actions were taken to address the priority?**

With the new telephone system we are able to direct patients to the correct extension for their test results.

### **Result of actions and impact on patients and carers (including how publicised):**

The new phone system has made it easier for patients to get through to the correct extension without any problems, speeding up the process for patients.

## **Progress on previous years**

### **If you have participated in this scheme for more than one year, outline progress made on issues raised in the previous year(s):**

The 2015/16 survey was carried out over the course of the month of February and then the results were posted to the online PPG website for review by the PPG before this report was created. When a post is made on the site it automatically emails all members informing them of the new post.

## **PPG Sign Off**

**Report signed off by PPG: YES the survey and action points were posted on the PPG website and no disagreements were lodged.**

Date of sign off: 22.03.16

**How has the practice engaged with the PPG:**

Through the PPG website and via email

**Has the practice made efforts to engage with seldom heard groups in the practice population?**

Yes, We actively encourage patients to register for the online PPG

**Has the practice received patient and carer feedback from a variety of sources?**

Yes. Patient surveys, feedback forms, friend and family and through online sources (Twitter & Google+)

**Was the PPG involved in the agreement of priority areas and the resulting action plan?**

Yes

**How has the service offered to patient and carers improved as a result of the implementation of the action plan?**

New efficient telephone system and more urgent on the day GP appointments.

**Do you have any other comments about the PPG or practice in relation to this area of work?**

We are looking into new ways to improve the input from members of the group in the future. We will also be investigating new improved ways of communicating with patients and obtaining feedback. We will be looking at re-instating the face to face group in the upcoming year.

# Practices Questionnaire Report

## Overview

The patient survey was carried out during the month of February 2016 and encompassed a number of points about practice service.

The survey asked questions surrounding appointment availability, quality of communication, quality of service and cleanliness of the health centre. Patients were also able to leave other comments at the bottom of the survey form.

Once the survey was completed, the results were published to our online PPG community's website for the members of the PPG were emailed and invited to read and comment on the survey results.

## Possible Areas of Improvement and Action Plans

***10 minute appointments are too short and 15 minute appointments are better. Patient does not want to be told that they can only raise and deal with 1 issue per appointment.***

It is standard practice for GP surgeries to offer one issue per appointment. If appointment times are extended then the amount of appointments that we can offer per day will be reduced. We feel that the 10 minute appointment time is a good compromise between the length of an appointment and the amount of appointments offered for the GPs.

***It would seem that doctors who are not always based at the surgery have 15 minute appointments whereas the regular doctors have 10 minutes.***

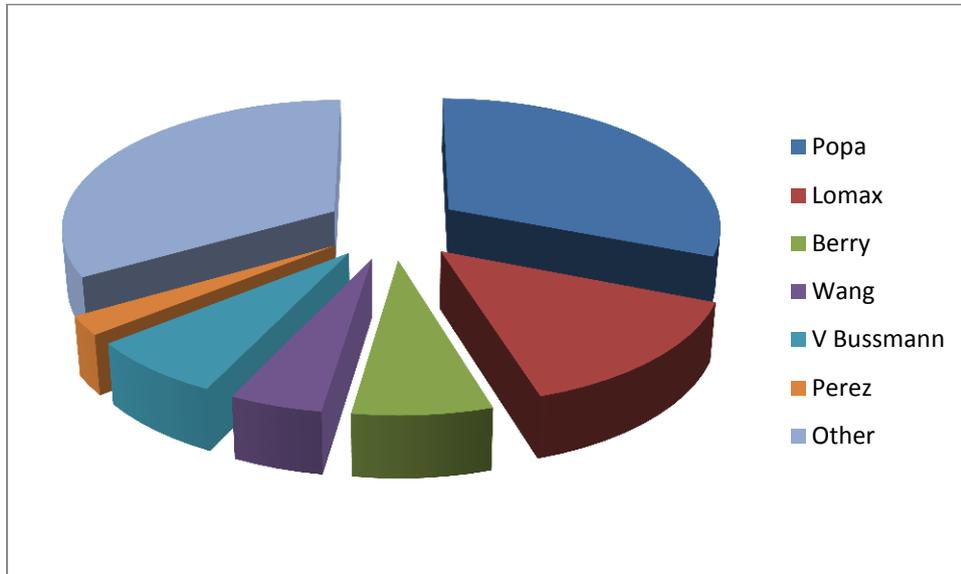
This is correct and it is because regular doctors get to know patients and therefore do not need to review patient history and records when seeing a patient. Locum doctors will normally need to review the record to check the patient's medical history before making a diagnosis.

***Two week wait for a non-urgent appointment is too long.***

Unfortunately there are long waiting times for appointments at most GP practices. A lot of non-urgent appointments can be seen by a nurse practitioner or a practice nurse and might be a better alternative to waiting for a GP appointment. We have tried to make booking appointments easier by allowing GP appointments to be booked online.

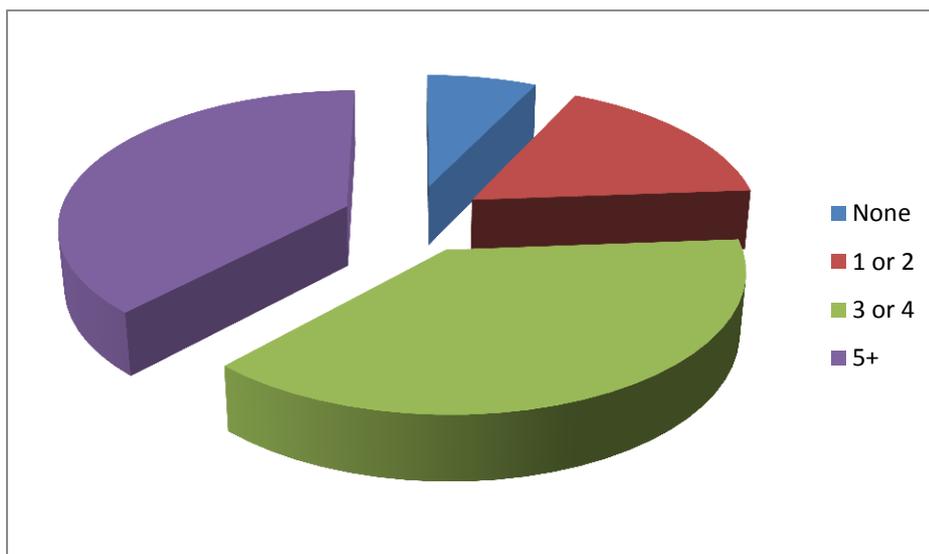
## Survey results

Dr Popa was the most seen doctor at the practice during the survey period with over 30% of surveyed patients.



With the comments from the survey it appears that Dr Popa is very popular with the patients as well. Dr Wang was also mentioned as a particular favourite with the patients.

When asking how many times the surveyed patients had a GP appointment in the past 12 months the results looked like this.



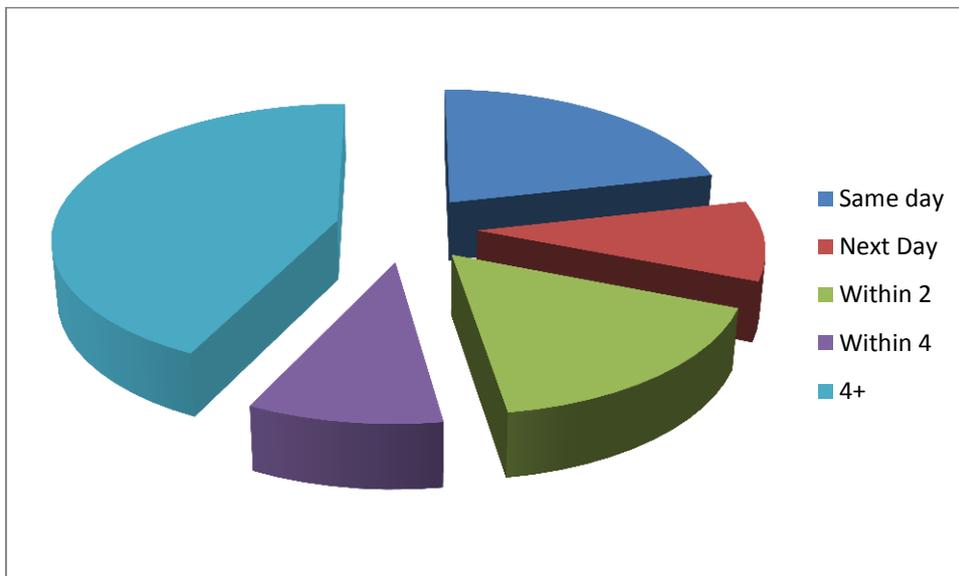
This shows that most patients have had between 3 and 4 or 5 and over appointments in the past 12 months.

We then asked the surveyed patients what was their opinion on the opening hours of the GP practice.



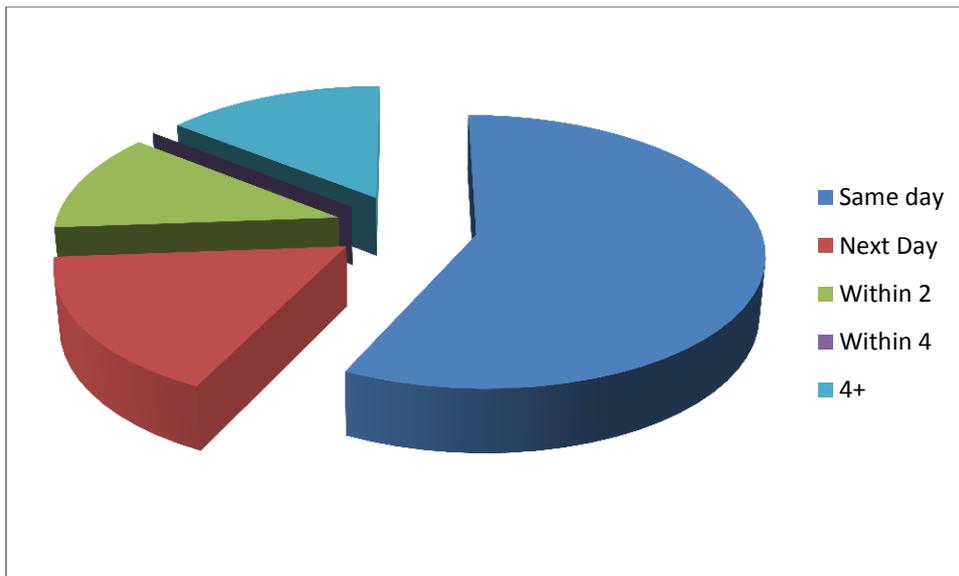
With over 50% of those patients surveyed describing our opening hours as excellent. This probably reflects on our 7-days a week opening and we are open until 8pm in the evening.

We asked how quickly patients can get to see a particular doctor.



With our patients tending to want to see the same GP it is not overly surprising that the majority said it takes 4 or more days to see a specific doctor. We hope that with ongoing recruitment that we can bring this figure down in the future.

We then asked how quickly the patients could see a GP if they did not want to see a particular doctor.



Most responders (57%) said they could see a GP on the same day if they did not specify a particular GP.

### Patient Feedback

All written patient comments have been included in their entirety but details which could identify a specific patient have been removed to ensure anonymity.

#### Comments:

1. I think timings are good compared to other surgeries. Staff is welcoming. If I call at the right time in the morning I will get a same day appointment.
2. It's easy to get an appointment, there's no messing around.
3. Dr Hill is very understanding and patient, completely understood problems and come up with plan to deal with problems.
4. The doctors are very thorough and reassuring and explore every avenue.
5. Both doctors, Dr Popa and Dr Wang, are excellent. I always book myself appointments only for them. They listen and give good advice. I can trust them.
6. Friendly staff
7. Sometimes got to wait a while to get appointment through the online booking and don't get to see doctor I have seen before.
8. I feel really positive, the doctor explained things to me and spent time talking about my health. Really fab doctor.
9. The hours and being able to make an appointment on a Saturday.
10. Always friendly
11. Everything has been good since the move
12. Always thorough and polite
13. See a doctor in days not weeks

14. Tried hard to help me, understood me very well
15. The long opening hours are excellent making it possible to see a doctor at the time of a patient's choosing and convenience. It is always possible to make an appointment with a nurse at short notice however it takes longer to get an appointment with a doctor.
16. 10 minute appointments are too short and 15 minute appointments are better. It would seem that doctors who are not always based at the surgery have 15 minute slots whereas regular doctors only get 10 minutes. If it takes some time to book an appointment the patient does not want to be told that they can only raise and deal with one issue per appointment.
17. Keep up the good work
18. Should be able to use the short cut from the Walk In to GMS that the staff use.
19. Dr Popa is absolutely brilliant. Most professional doctor that I came across in the entire NHS. She is the best! Treat her well!
20. Have always been well treated by Doctors, Nurses and all staff at this health centre since I registered
21. Really good doctor appointment, I'm not scared or worried anymore.
22. Much better since moving location.
23. I will recommend Dr Popa and Dr Wang to anyone
24. I'm extremely glad I chose to join the practice.
25. The doctors need to be more patient with people with anxiety.
26. Two weeks for non-urgent appointment is too long