

DIPTON SURGERY

PATIENT PARTICIPATION REPORT

2012/2013

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Contents

1 Introduction

2 Profile of Members

3 Local Issues

4 developing the local practice survey

5 Analysing the results

6 Formulating the action plan

7 Implementing the action plan

1 Introduction

Dipton Surgery moved into new premises in February 2011. The new building is purpose-built and easily accessed by all patients and visitors on the main A692 between Consett and Gateshead. There is ample parking and disabled bays for easy access.

The Practice has 2450 patients approximately.

This practice is owned by Dr Jon F Levick and is part of the The Oakfields Group. The Practice team is led by Dr Pratim Sarkar. A female Nurse Practitioner and Prescriber Julie Davison assists the Doctor she can assess all women's health problems. We also provide a Practice Nurse, Health Care Assistant and an administration team of a manager and six receptionists.

The practice opens daily 8.30am – 6pm with extended hours on a Wednesday Evening 6-7.15pm

Seeking the views of Practice Patients

The practice has always valued and engaged in seeking views from its patients with respect to services it provides and to this end a patient participation group was formed in 2006.

This group has developed and has become more meaningful in the last few years. The group was particularly valuable in giving feedback and engaging with the practice leading up to our new purpose built premises and moving from our old home in Browns Buildings. The practice engaged with the community as a whole and support from the Patient Group was greatly appreciated.

During September 2011 and November 2012 we conducted the Annual Practice Survey which was agreed by members of the group. The survey was designed by cfep UK surveys. This was a company which we have used in previous years and it has allowed us to compare improvement year on year. During 2011/2012 the practice rated at 92% and in 2012/2013 rated at 93% of patient rating the practice as good, very good or excellent.

During April 2012 following the introduction of a New Appointment System the members of our patient group requested a survey which dealt only with the way in which we offered appointments to our patients. The results of this survey were published on our website in August 2012. From this survey and from the feedback from our patient group a degree of flexibility was introduced for those patients who had difficulty taking telephone appointments.

Action	Completion
Develop a survey and circulate to the Patient group.	September 2011 & November 2012
Develop a survey to look only at the practice appointment system and distribute	April 2012
Hold a meeting with the Practice group to discuss results and formulate action plan	January 2012 & March 2013
Review the results from the appointment survey discuss and formulate action plan	September 2012

2. Patient Participation Group

The practice tried to increase the profile of the patient group during 2011 and again in 2012.

The practice has used the following methods to try to recruit new members:

- Poster in the waiting room
- Practice Manager verbal invite to Mothers at the well baby clinic, 3 ladies agreed to give their views. To date they have not responded to invitation.
- Message on the prescription counterfoils asking for members
- Information on the practice website
- Information on the in house Plasma Life Channel
- Letters to our Young patients inviting them to join the group (16 -21yrs) We received 20 replies from 170 letters sent . None wished to be part of a young patient forum.
- Patients who have made comments and complaints are invited to join

During 2012 a virtual group was set up attracting 3 new members and 2 existing members of our regular face to face group also joined. The face to face group has attracted 4 new members during 2012/2013.

Profile of members

Demographic	Profile
Age	34 -75
Sex	A mix of male & Female users
Medical Conditions	A Mix of users with chronic illnesses and also those with no ailments. (i.e. regular & irregular service users)
Professional and Non Professional	Involved / Influential in the community
Employment status	Mixture of employed, retired and homemakers

3. Local issues

The group's priorities during the last 2 years were mainly the appointment system and the introduction of telephone appointments. Other areas of discussion were 111 service, introduction of weekend working, warfarin monitoring, online services and physiotherapy. The group have also taken an interest in the development of the new North Durham CCG and 3 members attended the engagement event in March 2013 at the Lamplight in Stanley.

4. Developing the Local Practice Survey

The majority of the practice group members were very familiar with the Cfep surveys. Results from this go back to 2007, therefore it was decided by the group to continue with this measure of patient satisfaction allowing us to compare results year on year. During 2011/12 86 patients completed the survey and during 2012/2013 87 patients completed the survey.

In year one the patients also decided that they would like to poll patients about the new appointment system. This resulted in a further more focused feedback only on appointments. This survey was completed by 72 practice patients.

Results were reviewed by the patient group in January 2012, September 2012 and March 2013.

5. Analysing the Results

The results were analysed at meetings which were held on 24th January 2012 and 14th March 2013 for the main patient surveys. Results of the appointment survey were analysed on the 18th September 2012. The meetings were chaired by Jeanette McGeary Practice Manager. During year one we particularly focused on the many comments received. In year two the main focus was around any areas where the practice had anyone giving poor as the answer on the survey.

In year one the practice produced a You Said We did table to allow patients to see what actions were taken. In year 2 an action plan was formulated to address the areas which were least positive on the survey.

From the appointment survey a detailed explanation of how the appointments are made and what patients could expect was included in the newsletters. Details were also added to the website.

Date	Number of patients in attendance
24 th January 2012	11
18 th September 2012	11
14 th March 2013	13

6. Formulating the action plan

Action	Completion
You Said , We Did (Document separate on the website)	January 2012
A Privacy Notice to go up – offering patients the opportunity to speak in private if necessary	March 2013
Receptionist to be reminded about phone calls on the main desk and maintaining confidentiality. Whenever possible the receptionist would	March 2013 and ongoing

remain on the desk to meet and greet patients	
Receptionists to advise patients if any of the clinics are running 30mins late or more apologising and offering those who can't wait alternative appointments	March 2013 and ongoing
A common sense approach to be used regarding patients who are really unwell and asking others waiting if the very sick patient can be prioritised	March 2013 and ongoing
Telephone provider to be contacted regarding displaying our telephone number, removing anonymity.	April 2013 & ongoing
Keep reviewing and incorporating new services in newsletters available online and in practice and in local businesses	March 2013 and ongoing

7 Implementing the action plan

Practice Manager & practice Staff