

ESCRICK SURGERY

PATIENT REFERENCE GROUP REPORT 2013/2014

Escrick's Patient Reference Group was formed in November 2011. It consists of 2 members of staff and 11 patients, one member having moved out of the area. The Practice Manager and a GP partner represent the staff and the patient representatives are from North Duffield, where the practice has a branch surgery, and Escrick. The practice now has 6,045 patients, 2,770 male and 3,275 female which is approximately half and half so our representation in the Patient Reference Group is much the same having 5 female and 6 male members. All the group members range in age from mid 40's to early 80's. In November 2011 4,076 of our patients were in this age range of the group which represented 68% of our patient population compared to 2,804 and 46% now. All our members are White British however patients of other ethnicity were invited to join. Members range from being retired, working and carers both for the elderly and the disabled. Most of the patients in this group told us they had chosen to join the group as they felt they wanted to thank the practice for its excellent service and therefore give something back. Over the coming year the practice will invite and encourage new members to join, hopefully finding some patients that represent the younger generation and working mums or mums with small children to add a different dimension to the group. Invitations to join will be included in the newsletter and posters in the practice as well as random letters of invitation which is how the group was initially set up.

A meeting was held on 9th December 2013 to discuss the draft survey and discuss the previous year's action plan. The group were informed about the recent success of the practice's Care Quality Commission inspection. The 4 areas on the action plan had been completed from the previous year and these were discussed. An 'update' newsletter had been produced to give patients more information. Confidentiality and general reception issues had been discussed at a staff meeting. On-line facilities have been promoted with the number of patients now having registered with the practice for on-line access being 1,109 out of a total of 6,046. After discussion at a partners meeting it was agreed that it was not possible to make alterations to the reception area at the present time however several issues were addressed to reduce the number of patients having to queue.

Action Plan 2012/13

1. To provide an 'update' newsletter.	Completed
2. To discuss confidentiality and receptionists at the next staff meeting.	Completed
3. To promote the use of the practice website for on-line booking of appointments and repeat medication.	Completed
4. To discuss with the partners the reception area and the possibility of a separate area for prescription collection.	Completed

The draft survey had been sent to all members of the group prior to the meeting. Amendments to the survey were made and the survey was agreed. This year initially, 50 surveys were sent out with a SAE as well as given out in the practice so that the patients who come on a regular basis weren't always the ones completing the questionnaire. Due to a poor lack of response a further 70 surveys with SAE were sent out to additional patients at the end of January. It was agreed to meet up again after Christmas when the results had been summarised.

141 surveys were completed, compared to 128 in the previous year and 159 the year before that. The survey results were summarised and comments identifiable to individuals were removed. Each member of the group was then sent a copy of the results and a meeting was arranged for 24th February 2014 to discuss these. Included with the survey results was a copy of a letter the practice had sent out to patients regarding care.data. They were also informed that these were being given out with new registration packs, with repeat prescriptions and that there were posters up in the waiting rooms and details on the website relating to care.data.

At the meeting in February care.data was discussed first. At the time of the meeting NHS England had just announced that there was to be a six month delay in the roll out of care.data. Again the survey results were excellent and it was agreed as in previous years that Escrick continues to offer an excellent service to patients but this caused a slight dilemma as the group is finding it harder and harder to identify areas of improvement for the action plan. It was agreed that this needed documenting. Several people had used comments for specific personal issues within the comments boxes of the survey and this was discussed within the group. It was not possible to reply to these patients as the survey is anonymised. It is important that patients are aware that if they have any issues or concerns that they can phone and discuss these with Jayne, the Practice Manager, at any time if they are unhappy. These issues don't have to be complaints but often issues can be addressed if discussed and situations defused. This will be added to the next newsletter.

The results of the survey were discussed and the only area which could be identified to put in the action plan was to open over the lunchtime period. The surgery is currently closed from 12.30pm - 1pm. Another area that was identified, however not from the survey, was that for people with hard of hearing it was a problem now the wall monitor was not working. This was linked to the old computer system and patients could see when they were being called for their appointments. Unfortunately when the practice changed to their new computer system last year the wall monitor was disconnected. It was felt the cost of the new monitor outweighed the benefits however the practice appreciates that for a minority of patients this is not ideal. After discussion it was agreed that patients who were hard of hearing would have a screen message put on their records. When a receptionist booked an appointment she would add a message on for the clinician asking them to come and collect the patient from the waiting room. It was agreed by all members of the group this would be added to the action plan.

Action Plan 2013/14

1. To open the surgery from 8am - 6pm (removing lunchtime closure)	To be completed by 30 th September 2014
2. To put an alert on to patients records who are hard of hearing in order that receptionists can inform clinical staff to collect these patients from the waiting room.	To be completed by 30 th April 2014

Compared to the previous 2 years there are very few issues on the action plan and as already stated these had been hard to identify. Both these areas should be completed before the next meeting and will be discussed then.

The minutes of the Patient Representative Group meetings, the survey results and the annual report for 2013/14, 2012/13 and 2011/12 are all available to view on the practice website www.escrickurgeryyork.co.uk and patients will be informed of this in the next newsletter.

Escrick Surgery is open 8am-6pm Monday to Friday and closes for lunch from 12.30pm-1pm. Surgeries run from 8.30am-10.50am and 3.30pm-5.50pm with the doctors. Non urgent appointments are for 10 minutes. There is a daily advice surgery every week day morning from 8.30am to 10.50am and these are 5 minute emergency appointments. The Duty Doctor is available each morning between 8.30 am and 12 noon for telephone consultations. Nurse appointments are available between 8.30am-12 noon and 2pm-5pm Monday to Friday. Appointments with the Health Care Assistants are available 8.30am-11.30am Monday to Friday.

North Duffield is open 8am-12.15 pm Monday & Tuesday and 8am-12.45 pm Thursday. Surgeries run from 8.40am-10.50am Monday & Tuesday and 11am-12 noon on Thursday with the doctors. Nurse and Health Care Assistant appointments are available each week and alternate between Tuesdays and Thursday mornings.

Appointment at both sites can be accessed on-line.

Reluctantly the practice had to stop provision of the **Weldrake** and **Naburn** clinics recently. This was due to the fact that the surgeries held there did not meet the Care Quality Commission requirements. There had been no clinics held at either site for some considerable time and therefore we hope this wouldn't cause any inconvenience to patients. Posters informing patients of this were put up at both Escrick and North Duffield and on the website.

OOH Arrangements - Patients should call **0330 123 0938** from **6pm - 6.30pm** and call **111** from **6.30pm - 8am**.