

Devonshire Green Medical Centre

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Devonshire Green and Hanover Medical Centres Local Patient Participation Group Report 2012/13

Our Patient Participation Group (PPG) met for the first time in October 2011 and has met a further seven times since then. This is a report of its activity from April 2012 to March 2013.

Composition of the PPG

When we started the PPG in 2011 we took advice from the National Association for Patient Participation (NAPP) which showed that inviting patients onto the PPG would be a valid method of recruitment.

Our doctors and nurses were asked to provide names and contact details of patients they thought might be interested in the PPG and who would make up as representative group as possible. An initial invite was sent out in September 2011. Based upon the responses received, doctors suggested more names in order to encourage minority categories of our population to be represented. A second wave of invites were sent to these patients and more members of the PPG were gained.

At our first meeting in October 2011 we had 13 patients in the PPG.

- 8 men and 5 women
- 8 were Devonshire Green patients and 5 were from Hanover Medical Centre
- 4 did not have English as their first language.
- 1 patient was between 30 and 40 years of age, 2 patients between 40 and 50, 4 patients between 50 and 60, 3 patients between 60 and 70 and 3 patients who were over 70 years of age.

During the 2012/13 year one person notified us that they are no longer able to be on the PPG. However, another patient expressed an interest in joining the PPG and we hope they will join us at our next meeting in July 2013.

The PPG itself is considering what further steps need to be taken to ensure they are as representative as possible. A doctor and the Practice Manager also attend the meetings.

Meeting on 17th May 2012

This was the fifth meeting of the PPG. We reviewed the 13 point action plan that had been agreed from the previous year and Dr Pettinger and I addressed each individual item on the Action Plan, explained the issues surrounding each item, and suggested a timescale for each task. In summary we said that...

- We would be able to research the possibility and impact of on-line prescription ordering, on-line appointment booking and text/email appointment reminders when we had a new clinical computer system. Our current clinical software did not cater for such services but we committed to researching new systems and visiting other practices that ran the new systems.
- We committed to change our telephones from 0845 numbers to local 0114 numbers as soon as possible. We hoped this would be done after the summer holidays.
- We had committed to produce a quarterly practice magazine called "Practice Pulse". A Spring/Summer edition had been prepared and was shown to the PPG. The content included advice about prescription ordering, Carers services, Travel Health and Vaccinations and our Comments and Complaints procedure. However, the main articles were about the activities of the PPG, the results of the survey, 30 examples of patient comments from the survey, and an A4 side of information about where to get medical help or advice when the surgery was closed which included information about NHS Direct, Walk-in Centre, Minor Injuries, A&E, Community Pharmacist advice, as well as advising people to call our number when we were closed so that they were put through to the GP Collaborative..
- We agreed to get new name badges for all our staff so that patients were easily able to identify staff members
- We committed to print business cards to hand out to our patients which had the contact details of both surgeries on. We felt these would be kept better in people's wallets etc, but we wanted to wait until we knew what our new telephone numbers would be.
- We discussed patient access and Dr Pettinger outlined some changes we were putting into place regarding our Drop-in surgeries. Patient would now be seen from 8.30am rather than 9.00am resulting in quicker access to a doctor and less waiting time for all patients on the drop-in list.
- We outlined 23 maintenance tasks on our buildings and committed to getting these done by the next PPG meeting.
- We reported that we had ordered 2 new bike racks for patient use at Hanover Medical Centre. Devonshire Green already had bike rack provision.
- We committed to researching some kind of electronic information screen to have in the Waiting Rooms that would tell the patients which doctors were working and whether they were running on time or not.

The PPG then had a discussion about whether they were representative of our practice population and whether they wanted to propose a Chairperson, Vice chairperson and a secretary from that group. They felt they were representative at that time, that they were happy with the way the PPG was being run, and that they did not want to nominate any PPG members as Chair, Vice-chair etc. The next meeting date was agreed as September 13th, although this was later changed to October 11th 2012.

Meeting on October 11th 2012

This meeting began by updating the PPG about surgery issues regarding staffing and CQC.

- Staffing: The Practice had recently been going through an incredible amount of change which included the retirement of three senior partners, their replacement by a partner and two salaried GPs, the retirement and acquisition of a new Practice Manager, a new Senior Receptionist and some new GP Registrars. We also knew that other staff

changes would be happening soon which would end up with 16 staff movements in the last 16 months. We discussed this with the PPG and highlighted the unsettling nature of such an amount of change.

- CQC: We explained what CQC was and talked about the process of registration with CQC and the work that needed to be done both before and after the initial registration. Our registration deadline was October 31st 2012.

We then reviewed progress on the 11/12 Action Plan which can be summarised as...

- We had arranged to visit two practices to research the benefits of a new clinical computer system. Each practice ran a different clinical system and we would be able to compare systems.
- We had now changed out telephone numbers to local 0114 numbers.
- We were waiting to produce our business cards with contact details on until we knew when 111 was going to go live as this would affect the message we included on the cards about accessing out of hours services.
- We reported that the change to Drop-in access had been positive.
- The cycle racks at Hanover had been installed.
- All 23 maintenance tasks had been completed.
- We had not progressed the possibility of an information screen in the Waiting Room

We also discussed the need to produce another patient survey and action plan, but the PPG felt that we had done such a comprehensive job of the previous survey that there was only need for a smaller survey to be done. We committed to discuss the contents of the survey at the next meeting.

The date of the next meeting was agreed as December 6th but this had to be cancelled and the new date was set as 17th January 2013.

Meeting on January 17th 2013

We again updated the PPG on recent staff changes and the progress we were making on QOF and CQC tasks.

We also updated the PPG on our progress on the Action Plan which included...

- The confirmation of a visit to another practice on Feb 28th where we could look at the Emis Web clinical system.
- The plan to upgrade our telephone lines from analogue to digital so that we could comply with the new needs of automatically transferring between 111 and the GP collaborative.
- Confirmation of new name badges for all staff now that recruitment was at an end.
- Still waiting for confirmation from 111 before we would print our business cards

- We showed the PPG an example of a waiting room information screen that had been offered to us for free, but involved the use of advertising local businesses. The PPG liked the health information but it was decided that the practice would discuss what it felt about the use of advertising in its surgeries.

Dr Graham Pettinger then discussed our future options for the provision of clinical care with regards to the arrival of a new Partner GP or the use of Advanced Nurse Practitioners for our Drop-in sessions. The PPG discussed the advantages and disadvantages of each approach. Dr Pettinger committed to visit some other practices that used Advanced Nurse Practitioners in order to research how effective such a model was and what impact it could have in our practice. He would report back at the next PPG.

We then discussed the survey and jointly agreed that the survey should cover which extended hours provision was most popular, whether our patient's knew to call our number when we were closed to receive information on how to access Out of Hours care, what Out of Hours provision they were aware of, what Out of Hours provision they had accessed in the last year, and what ideas our patients might have for health promotion events to be held at our surgery. I was tasked to produce the survey and to report back on its results at the next meeting.

The date of the next meeting was agreed as March 21st 2013.

Meeting on March 21st 2013

There was a brief update on staffing, QOF and CQC.

Dr Pettinger then fed back on his visits to other surgeries about Advanced Nurse Practitioners. The PPG discussed the extent of the clinical remit of such Nurses, especially regarding their ability to prescribe. Dr Pettinger informed the PPG that the issue of Nurse Practitioners would be discussed at the imminent Partners Meeting where they could decide to progress and advertise. The PPG were positive about this.

We were able to tell the PPG that we had decided on our new clinical system. We had informed the PCT and we envisaged the new system being installed and operational by August/September 2013. We would then be able to address the on-line prescription ordering, possibility of on-line appointment making, and email and text reminders about appointments.

We then looked at the report on the results of the survey and discussed the findings. A summary of the report is as follows...

- 176 responses had been obtained over a 4 week period where receptionists handed out surveys to patients at both Devonshire Green and Hanover Medical Centres.
- Patients at both surgeries had expressed a slight preference for early morning Extended Access appointments. However they had also rated highly our current provision of a late surgery on a Tuesday evening and our extra surgery on a Saturday morning.
- 34 patient comments had been provided that were mainly positive about our Extended Hours service, although some people wanted more appointments and some said they were not aware of the Extended Hours provision.
- 66% of patients at Hanover Medical Centre said they knew to call our telephone number even when we were closed in order to receive information about Out of Hours access. 30% said they didn't know. 74% of Devonshire Green patients said they did know to call our number, and 18% didn't know. This meant that, on average, 70% of our patients knew to call our number even when we were closed, and 24% said they didn't know.

- Patients indicated their awareness of out of hours service providers as follows..

	Yes HMC %	Yes DG %	Yes Average %
NHS Direct	72	68	70
NHS Walk-in Centre	88	86	87
GP Collaborative	38	30	34
A+E (adult or children's)	70	76	73
City Centre GP	31	29	30

- Patients indicated their use of out of hours providers in the previous year as...

	Yes HMC %	Yes DG %	Yes Average %
NHS Direct	32	23	27.5
NHS Walk-in Centre	44	46	45
GP Collaborative	17	13	15
A+E (adult or children's)	27	31	29
City Centre GP	11	7	9

- Patients provided 43 ideas of health related issues that could be the topic of health promotion events at our surgeries.

Based on these results, the PPG and the practice agreed the Action Plan for 2013/14.

Agreed Action Plan for 2013/14

1: Continue to provide Tuesday evening and Saturday morning Extended Hours, and Partners to discuss the feasibility of early morning access.

2: Continue to advertise and educate on the range and access to Out of Hours services, especially with the arrival of 111, by...

- printing information on the right hand side of prescriptions
- having as main news in Practice Pulse
- highlighting in Practice Leaflet, website and appointment cards
- putting posters in the Waiting Room
- printing our business cards informing people to call our number to be advised on OOH services
- using 111 marketing material
- having "Choose Well" leaflets in Waiting Rooms / Consulting Rooms

3: Research what health promotion events are already going on in the community and advertise in the Waiting Room.

4: Consider what Health promotion events might be possible at the surgeries.

5: Continue with last year's Action Plan...

- a: Research the possibility and impact of on-line prescription ordering and appointment booking via our website (when our new clinical system is in place).
- b: Research email or text reminders to reduce non-attendances of appointments when our new clinical system is in place (PPG members were dissatisfied at the number of appointments wasted by people not turning up or not being cancelled).
- c: Commitment to review access / appointment / drop-in system in the next 6 months (Decisions over GP Partners or Advanced Nurse Practitioners)
- d: Waiting Room information Screens.

The date of the next meeting was agreed as 11th July 2013.

Opening hours

Our surgeries are open...

Monday, Tuesday, Wednesday and Friday 08:30 – 12:00, 13:30 – 18:00 (Hanover closed on Tuesdays from 12:00)

Tuesday evening (appointment only GP led service) 18:30 – 19:30 at Devonshire Green

Thursday 08:30 – 12:00 (both centres closed in the afternoon)

Saturday 08:45 – 10:00 (Emergencies and pre-booked appointments – GP led service) at Devonshire Green.

Come to either surgery or call 0114 2720255 (Devonshire Green) or 0114 2762248 (Hanover) during opening hours.

This report will be added to our website and summaries provided in our waiting rooms and in our quarterly patient magazine. Any changes in service will have been updated on the website and our usual practice leaflets etc.

Kevin Bonardt, Practice Manager, March 2013