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## Devonshire Green and Hanover Medical Centres Local Patient Participation Group Report 2013/14

Our Patient Participation Group (PPG) met for the first time in October 2011 and has met a further 10 times since then. This is a report of its activity from April 2013 to March 2014.

### 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.

In November 2013 a letter was sent to all members asking whether they were still happy to be part of the PPG. Two responses were received indicating that they were no longer able to attend the meetings but they were happy to continue to receive updates by post and would email me any comments or suggestions they would like to make. These two members are now "virtual" members of the PPG and all members have my email address and are able to comment this way if they choose to. However, one person did notify us that they could no longer be on the PPG due to ill health.

This means the PPG now consists of 11 patients

- 7 men and 4 women
- 7 are Devonshire Green patients and 4 are from Hanover Medical Centre
- 3 do not have English as their first language.

- 2 patients are between 40 and 50, 3 patients are between 50 and 60, 3 patients are between 60 and 70 and 3 patients are over 70 years of age.
- 2 are “virtual members”, being updated and feeding back by post / email
- Attendance of meetings ranges from 6 to 8 people. The Senior GP Partner and Practice Manager also attend the meetings.

The PPG itself is considering what further steps need to be taken to ensure they are as representative as possible. We have the name of one patient who has expressed an interest to join and the Partners are considering who else could be approached.

The **Agreed Action Plan for 2013/2014** was...

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.

## **PPG Activity for year 2013/14**

**Letter** A letter was sent to all members on 24<sup>th</sup> May 2013 giving a brief update on our advertising for Advanced Nurse Practitioners, our choice of new Clinical System, thanking them for their efforts in the previous year, and reminding them of our next meeting in July.

### **Meeting on 11<sup>th</sup> July 2013**

This was the ninth meeting of the PPG.

Updates were given regarding our achievement in QOF (97% of available points) and that we had gained full funding for our 12/13 PPG activity.

PPG members were also updated regarding CQC compliance, work that had been done and that which was still planned. We discussed the issues around the arrival of 111, changes in staff, and the work we had done to begin to apply to change our Extended Hours provision. Kevin Bonardt (Practice Manager) also gave an explanation of all the recent changes in Primary Care provision (NHS England, CCGs, Public Health etc). PPG members discussed these issues.

Dr Pettinger updated the PPG on our recruitment of an Advanced Nurse Practitioner. We had just appointed and she would start in October 2013. Kevin Bonardt updated the PPG about our choice of new clinical system (EMIS Web), why we had chosen it, and that we expected it to be installed in October 2013.

Dr Pettinger led a discussion regarding our falling registration list size, and then we reviewed the newly agreed Action Plan for 2013/14. Because several items on the plan were waiting for the arrival of the new computer system, it was agreed that the next PPG would be after this had been installed. A date was agreed for December 5<sup>th</sup> 2013.

**Letter** A letter was sent to all members on 1<sup>st</sup> November 2013 giving a brief update on our preparations for the new computer system and the slightly later date for installation, the arrival of our Advanced Nurse Practitioner, and to remind everyone of the date of our next meeting. We also used this letter to ascertain people's continued willingness to be members of the PPG, details of which are at the beginning of this report.

### **Meeting on December 5<sup>th</sup> 2013**

This meeting began by updating the PPG about various issues.

- CQC: Visits had now begun in Sheffield, although our practice had not yet been visited. We discussed some of the different Essential Outcomes and also distributed the "The Way Forward" document from the CQC for PPGs. PPG members were happy to be contacted by the CQC inspectors as and when a visit was due.
- 111: This was now fully operational and was working ok. The practice had been busy promoting the service and getting rid of all NHS Direct information. 111 notifications were working well on the new computer system.

- Extended Hours: Our application to alter our Extended Hours had been declined by the NHS England Local Area Team. We were not happy about this as we had proposed the changes based on our PPG patient survey, but the LAT had said that the Saturday morning surgery had proved popular on their National Survey. We felt that our recent survey was more comprehensive but chose not to appeal at this time. Extended Hours would continue as normal.
- New Computer System: This had now been installed in early November and was working well. It had taken a huge amount of preparatory work and training for the whole team but was proving itself to be a good upgrade.
- Advanced Nurse Practitioner: Dr Pettinger led a discussion about the role of the ANP and the effect it had had so far in our morning surgeries. The PPG were very positive.
- Registrations: Dr Pettinger explained that a new leaflet was now in the Walk-in Centre at Broad Lane which informed patients of the existence of several GP surgeries near the City Centre where they could register. Discussion was also held regarding the surgery's desire to attend Fresher's Week activities at a local University in order to raise awareness of our surgery to students. One of the PPG members had been actively researching the options for the practice.

We reviewed the Agreed Action Plan for 2013/14 and were able to report that we had completed the actions needed for the Extended Hours review (action 1) and had continued to advertise the arrival of 111 and other options for Out of Hours provision, which completed action 2)

We had discussed the use of a Waiting Room TV screen (action 5d) which had been demonstrated to the PPG, but the Partners were not happy to use the system due to its need for local advertising to pay for it. We had received a quote from EMIS for a Waiting Room information screen but that had proved to be far too expensive.

We were able to report our plans to provide on-line prescription ordering and appointment making and cancelling in January/February 2014 (action 5a), and that we would enable text reminders once the other online services were up and running (action 5b)

Action 5c had been completed with the arrival of the Advanced Nurse Practitioner.

We also discussed what we wanted to do for the PPG survey. It was noted that we had completed a very comprehensive survey two years previous followed by a shorter survey the year after. It was decided to re-use the initial comprehensive survey (slightly amended) in order to ascertain current views on service provision and compare them with the results of two years ago, especially given the enormous changes and challenges the practice had encountered during those two years.

It was agreed to publish the survey in January and to discuss the results and agree a new action plan at the next PPG meeting on March 6<sup>th</sup> 2014.

**Letter** A letter was sent to all members reminding them of the meeting on 5<sup>th</sup> March and included a copy of the results of the survey.

## Meeting on March 5<sup>th</sup> 2014

The meeting began with quick updates on CQC, details of new staff, and an explanation of the Care.data scheme.

However, most of the meeting was taken up with considering the results of the survey and agreeing an Action Plan.

Given the huge amount of change in the surgery in the last 2 years, the PPG wanted to see how the practice compared to its survey results from 2012. The PPG decided to use the same comprehensive 20 question survey it used in 2012 to survey the patients again this year so that comparisons could be made.

The survey was handed out to every patient who came at any time to either surgery and was willing to complete it. We received 114 responses, 72 from Devonshire Green and 42 from Hanover.

The initial survey had been designed by the PPG using questions from previous NHS questionnaires. The content of the survey was decided upon by a smaller previous survey which asked patients what they thought would be important areas for consideration.

Data was taken from every response and is indicated in the results as percentages. The 2012 results are given in brackets so that comparisons can be made.

### Summary of the Local Practice Survey results

- 93.5% (94%) rated the doctors as good or very good.
- 94% (96%) rated the nurses as good or very good.
- 92% (94%) rated their satisfaction at the care they get as very or fairly.
- 97.5% (96%) rated the receptionists as very or fairly helpful.
- 62.5% (56%) at Devonshire Green and 52% (42%) at Hanover said they were interested in booking and cancelling appointments on-line.
- Many people (through their additional comments) requested the ability to order prescriptions on-line (which was to go live just a few days later).
- 97% (92.5%) (DG) and 100% (98%) (HMC) knew they could see a doctor on the same day through our Drop-in Service, but 65% (DG) and 49% (HMC) felt it would take 8 days or more to see a doctor of their choice.
- 84% (89%) rated their satisfaction with the opening times as very or fairly.
- 39% (44%) (DG) and 35% (42%) (HMC) felt they did not have to wait too long after their appointment time to be seen. 37.5% (32%) (DG) and 38% (33%) (HMC) said they had to wait a little bit too long, and 12.5% (13%) (DG) and 22% (16%) (HMC) said they had to wait far too long to be seen after their appointment time.
- 33% (40%) (DG) and 37% (35%) (HMC) did not know about the availability of out of hours services.
- 100% (100%) (DG) and 97.5 (95%) (HMC) rated the buildings as very or fairly clean, but patients did point out areas that needed maintenance in their additional comments.

It was noted that these are still extremely high values for patient care, satisfaction, helpfulness of reception and cleanliness of buildings. There had been a perceived increase in the length of time to see a doctor but this was not a surprise to the PPG with increased demand on the service and no increase in funding. It was also noted that people still feel they sometimes have to wait to see the doctor but the comments often made it clear that this was acceptable because patients valued the quality of the care they received.

Based on these results, the PPG and the practice agreed the Action Plan for 2014/15

### Agreed Action Plan for 2013/14

- 1: Continue to promote best out of hours access (111 and GP Collaborative etc) using the usual methods (Waiting Room posters, recorded telephone message, Choose Well leaflets in various languages, quarterly newsletter, right hand side of prescriptions, website, verbally at new patient checks etc)
- 2: Make more use of the right hand side of prescriptions to get messages over to patients.
- 3: Review the use of internet appointment booking and cancelling through the year (Is it being used? Are there enough appointments available for the demand / proportion of patients registered to use the online service?)
- 4: Continue to promote on-line services (there were 370 patients registered by end of March 2014)
- 5: Get the text reminder service up and running once the service had been widely promoted in the practice and on the website.
- 6: Clarify and promote the policy for children accessing the Drop-in service (some of the comments in the survey showed some misunderstanding of the current policy)
- 7: Continue to advertise local health related events in the waiting rooms and consider what health promotion events might be possible at the surgeries.
- 8: Consider taking on a third GP Registrar (this would help with patient access to appointments)
- 9: Consider taking on an Advanced Nurse Practitioner for Devonshire Green
- 10: Make sure staff wear name badges

### 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 and Practice Nurse 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, call 0114 2720255 (Devonshire Green) or 0114 2762248 (Hanover) during opening hours, or book appointments or request prescriptions on-line at our website [devonshiregreenandhanover.co.uk](http://devonshiregreenandhanover.co.uk)

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 2014