



# THE GILL MEDICAL CENTRE

## Patient Participation Group Report 2014-15

This report summarises the development and outcome of the Gill Medical Centre's Patient Reference Group (PRG) for the QOF year 2014-15.

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### **1. Introduction**

A Patient Participation Group (PPG) is a collection of patients who have volunteered to provide feedback to the practice. The Gill Medical Centre recognises that patients are key stakeholders in the development of GP surgeries and services, and we encourage the involvement of these patients in decisions about the surgery. Patients can provide feedback in a variety of ways, including by phone or writing, and by completing the Friends and Family Test (response cards are in reception, and there is a link to an online survey on the website). The PPG is a more formal way of gathering specific information which is then anonymously reported to patients, staff and the Clinical Commissioning Group. Our PPG takes the form of an email survey followed by a face-to face meeting to discuss the feedback given via email.

### **2. Objectives**

The purpose of the PPG is to obtain feedback from our service users and, where appropriate, make changes to the way we run the surgery in response to this feedback. We hope that these changes will allow patients to continue to experience a good quality service, and we aim to improve patient satisfaction. We also aim to create a PPG that is representative of our patient population.

### **3. Profile of our practice population and Patient Reference Group (PRG)**

#### ***Practice population: age and gender by number***

	Age →	0-15	16-24	25-34	35-44	45-60	60-79	80+	Total	Total
Gender ↓										
Female		563 9%	315 5%	498 8%	405 7%	613 10%	580 9%	172 3%	3146	3146
Male		632 10%	275 4%	369 6%	418 7%	610 10%	536 9%	105 2%	2972	2972
		1195	590	894	823	1123	1116	277	6118	6118

#### ***PPG: total number of email list***

Male	Female
8	24

**PPG: total number who replied to PPG 2014-15 email survey**

Male	Female
1	7

**PPG: breakdown of email respondents by gender, ethnicity and age**

	Male white British	Female white British
0-15	0	0
16-24	0	0
25-34	0	0
35-44	0	2
45-60	0	2
60-79	1	3
80+	0	0

**PPG: breakdown of email respondents by gender and employment status**

	Male	Female
Employed	0	4
Unemployed	0	1
Retired	1	2
Other	0	0

No PPG members are carers or consider themselves to have a disability.

**4. Process of PPG recruitment**

The majority of patients who were contacted as part of the 2014-15 PPG were already on our contact list as they had responded to previous PPG surveys. Other patients were recruited at the request of a GP or nurse, and some responded following an advertisement on our website. Despite our best efforts, our PPG is not representative of our patient population so we are keen to recruit as diverse a PPG as possible. Any patients who are interested in joining are encouraged to contact the practice manager. We continue to work with the Clinical Commissioning Group who are advising us on how to improve recruitment in areas where we are lacking representation.

**5. Results of the 2014-15 survey**

**Question 1: What do you think works well at The Gill Medical Centre? Why do you think it works well?**

- Variety of appointments: telephone, face-to-face, emergency
- Extended surgery times for working patients
- Professionalism of staff
- The emergency walk in clinic
- Variety of ways of ordering prescriptions
- Online access
- Cleanliness of the surgery

*Surgery feedback:* we are glad to hear that patients have been benefiting from the variety of appointments, extended hours, and the variety of ways to order prescriptions. The walk in clinic has been very successful and was introduced after feedback from the PPG so we are grateful for continued feedback from patients. We are pleased to hear the feedback about our staff and the cleanliness of the surgery; we changed cleaning contractor six months ago and have seen an improvement in the quality of cleaning.

**Question 2: What do you think could be improved about The Gill Medical Centre? Why do you think that these issues should be improved?**

- Parking
- Inability to book nurse's appointments online
- Lack of children's toys in the waiting area
- Delays with repeat prescriptions
- Surgery waiting times
- Extra phone lines
- Information board does not always work
- Size of the waiting room
- Appointment availability
- The surgery continuing to take on new patients
- Waiting room seating is creaky and wobbly

*Surgery feedback:*

- Parking

This is something that came up in the previous year's report but unfortunately it is beyond our control. Unlike many surgeries, we have a dedicated car park and there is also on street parking available. We are not in a position to buy more land for parking as the plot next to us is privately owned. The double yellow line system is controlled by Salford City Council.

- Nurses appointments

We have not made nurse appointments available for booking online because there is a risk that people may book in for blood tests without seeing the doctor first. It is important that the GP authorises blood test requests as otherwise the nurse cannot perform the test. Also some nurse appointments take 10 minutes, others take 20 or 30 minutes; therefore there is a risk that people won't book a long enough appointment for their required procedure.

- Toys

We follow strict infection control guidelines and have been rated highly for this. Unfortunately toys pose an infection risk as we cannot guarantee that they could be cleaned after each child uses them.

- Delays with repeat prescriptions

Added to the 2014-15 action plan, see below.

- Surgery waiting times

Added to the 2014-15 action plan, see below.

- Extra phone lines

We recently updated the phone lines to allow for a call queueing system. We cannot increase the number of phone lines as we have a limited number of phones and members of staff. This may be something that we look at in the future if we expand the surgery. Our busiest times on the phones are between 08:00 and 10:00 so for non urgent issues we recommend ringing later in the day.

- Information board does not always work

We had some issues with the information board following our computer system upgrade. Hopefully this is now working as we have not had any further reports of problems.

- Size of the waiting room

We do not currently have plans to expand the surgery, partly due to the lack of available land. In the future if we are able to expand the surgery, the waiting area is one of the key areas that we look at.

- Appointment availability

Added to the 2014-15 action plan, see below.

- The surgery continuing to take on new patients

Added to the 2014-15 action plan, see below.

- Waiting room seating is creaky and wobbly

We will include this in any future plans to update the waiting room.

**Question 3: Do you have any suggestions for The Gill Medical Centre?**

- Stop taking on additional patients
- More appointments to be booked on the day rather than in advance
- Increase appointment time from 10 minutes to 15 minutes
- A bigger car park
- More frequent medication reviews for patients with chronic conditions and multi-morbidity
- Book blood tests online
- Advertising the services on offer via email, post, leaflets or the website

*Surgery feedback:*

- Stop taking on additional patients  
Added to the 2014-15 action plan, see below.

- More appointments to be booked on the day rather than in advance  
Originally the Gill's appointment system was more weighted towards same day appointments, however patients asked to be able to book appointments several weeks in advance so we adjusted the appointments system. We have a daily emergency walk in clinic for newly emergent problems, as well as emergency appointments in the afternoon that can only be booked after 10:00am that day.

- Increase appointment time from 10 minutes to 15 minutes  
This is something that we will consider, however we are not currently in a position to change this. Currently a GP clinic consists of 15 face-to-face 10 minute appointments and 8 phone appointments of 5 minutes duration. If the appointments are changed to 15 minutes then we could only fit in 10 face-to-face appointments so our appointment availability would drastically decrease.

- A bigger car park  
Unfortunately we cannot to buy more land for parking as the plot next to us is privately owned.

- More frequent medication reviews for patients with chronic conditions and multi-morbidity.  
Currently most patients with long term conditions have a yearly review and are encouraged to make further appointments if they experience an exacerbation of their condition. From April 2015 we will be inviting patients with more than one long term condition (such as diabetes, cancer, asthma etc) to take part in a programme where they will have two reviews a year. More information will be provided to eligible patients in the upcoming months.

- Book blood tests online  
This is not currently possible as a GP must authorise blood test requests before they are booked.

- Advertising the services on offer via email, post, leaflets or the website  
Added to the 2014-15 action plan, see below.

**Question 4: Have you used the emergency walk in clinic? Please comment on how you found the experience**

- Appreciate the fact it is there if needed
- Disappointing that a chronic dietary problem could not be dealt with in a 5 minute appointment
- Easy to use from booking in to seeing the doctor
- A good service but does offering this appointment option has reduce the availability of other types of appointment? Has there been any analysis as to whether the uptake of this option is always used for emergencies?
- Good, the wait was not too long.
- Good service - son attended and was seen within 10 minutes.

*Surgery feedback:* we are pleased to hear such positive feedback for the walk in clinic. Chronic conditions are not suitable for the walk in clinic; the walk in clinic is for newly emergent conditions or the exacerbation of existing conditions. Patients are advised of this if they have booked for a non-urgent issue and people who frequently misuse the walk in clinic are advised to book a routine appointment instead. Having a GP running the walk in clinic does mean that they are not available for routine appointments, but it also means that patients who need urgent treatment can be seen on the day.

<p><b>Question 5: Have you ordered a repeat prescription? Yes / No</b>  <b>Do you order these through the Gill or through a pharmacy? Gill / Pharmacy</b>  <b>Please comment on how you found the experience</b></p>
<p>Patients using The Gill for prescriptions:</p> <ul style="list-style-type: none"> <li>•My prescriptions are always ready when I call for them</li> <li>•Good</li> <li>•Very easy I do it online, great service</li> <li>•No problem at all as I order online and allow a few days for it to be prepared. I find it a nuisance that I can only get two months' worth of tablets as I have to diary the dates so I don't run out but appreciate that this is an NHS directive and not your decision but I wondered whether you had any way to give feedback to the NHS?</li> </ul> <p>Patients using the pharmacy for their prescriptions</p> <ul style="list-style-type: none"> <li>•Very problematic with delays in getting prescriptions in timely manner, lost prescriptions, having to have emergency supplies of medications, and multiple journeys to chase / collect prescriptions</li> <li>•Good</li> <li>•Very easy to use once set up with pharmacy.</li> </ul>
<p><i>Surgery feedback:</i> we are reviewing the repeat prescription process as part of the 2014-15 action plan.</p>

<p><b>Question 6: Have you registered for online access? Please comment on how you found the experience</b></p>
<ul style="list-style-type: none"> <li>•Excellent facility and much improved on what it used to be</li> <li>•System quite restrictive on narrative section. Communication poor from the Gill when repeat prescriptions in query and reception staff sometimes don't know where prescriptions are or where the matter is up to</li> <li>•I had a lot of problems. Gave up in the end. I no longer use it</li> <li>•Easy to use once set up</li> <li>•Usually a good experience however, there have been problems over the past few months. I assume with the installation of a new computer system these problems have been resolved. Tried to book an appointment online over the past few days and there were none available – is this a temporary problem.</li> <li>•I liked it. Easy to use, does pretty much everything I need it to. If the username and password could be changed to something more memorable would be better.</li> <li>•It's so good to make appointments and order prescriptions</li> <li>•Very useful as I can order my prescriptions and also check availability of my doctor for appointments although I get the impression that not all the appointments show on the online access</li> </ul>
<p><i>Surgery feedback:</i> the online system is provided by our clinical system provider (Egton) and we have mostly had good feedback. There have been some problems where patients have been issued passwords but have not completed the registration process before attempting to use this, so we recommend that anyone experiencing issues contacts the surgery. Unfortunately the password cannot be changed to something more memorable; this is controlled by Egton who manage the website and online services. There has been a lack of online appointments as when we upgraded to the new clinical system our appointment template was changed and the online option had not been included. We have now updated the template to automatically give the option of online booking for GP appointments. We regret that the online system cannot be used to keep patients updated on the progress of prescription requests due to the volume of requests we receive each day.</p>

<p><b>Question 7: Have you used our extended hours? (Wednesday evenings and Friday mornings). Please comment on how you found the experience</b></p>
<ul style="list-style-type: none"> <li>•Good idea for working patients</li> <li>•Not recently but have used them when I worked full time and found them to be very good. Especially as these time slots are prioritised for patients who work full-time, shifts etc</li> <li>•Early morning appointment and it was fine. Seen quickly and on time</li> <li>•Family member attended on Wednesday evening, very convenient</li> <li>•Very useful when working full time as it avoids the need to have too much time off work</li> </ul>
<p><i>Surgery feedback:</i> we are glad to hear that the extended hours have proved to be popular with working patients.</p>

**Question 8: Have you used our website?****Please comment on how you found the experience:****Can you suggest any information that you would like to see on the website?**

- I like using it to order repeats and to book appointments to see the doctors, but notice that I can't use it to book in for the nurse. This would help me because I need to have regular blood tests at the time of my review
- Used it for contact details and to read previous patient participation meeting notes. Monthly topical briefs on how to manage health better ie health for travelling and injections in April / cold and flu info in August. Stroke information. Obesity etc. Fact sheets in surgery too
- Easy to use. Everything you need seems to be there
- Good and informative. Information on staff resignations and recruitment would be useful.
- Fine, easy to find the information I needed. Maybe a bit of information about the doctor, how long with practice etc
- Easy to navigate etc. I think the website covers most things. Maybe advise how long blood results take etc
- Previously I had only used it to access the log in for the patient's internet site but have just taken a look and was suitably impressed. There is a lot of information on it that I didn't know was there. Again this may be something that needs to be advertised to your patients

*Surgery feedback:*

- Nurse appointments

Please see previous comments

- More information

We are looking at adding more information about our services and the clinicians working at the surgery. The section 'Health Information' has guidance about a variety of medical conditions. We do not publish travel advice as this can be subject to change and we always recommend an up to date travel appointment with the nurse before a holiday. The nurse can then provide the most up to date information about the need for vaccinations and any new outbreaks of infectious disease.

**6. Results of the Clinical Commissioning Group patient survey**

In addition to our PPG feedback, this report contains the most recent patient feedback collected by the Salford Clinical Commissioning Group (from quarter 2 of 2014-15). The CCG is a group of GPs from the local area who work alongside colleagues to commission (or buy) services for practices in the Salford area. They collate feedback from patients and provide it to practices as part of the service improvement programme. We aim to hit the green target in all areas. As the table below demonstrates, we have fallen short of our high standards in several areas and we will be working to improve this on an ongoing basis. Our priority will be the areas highlighted in red:

Less than 95% of CCG Average

95% - 100% of CCG Average

100% - 105% of CCG average

Greater than 105% of CCG average

Ease of getting through to someone at GP surgery on the phone	% Easy	86%
Helpfulness of receptionists at GP surgery	% Helpful	88%
Frequency of seeing preferred GP	% See their preferred GP always, almost always or a lot of the time	74%
Able to get an appointment to see or speak to someone	% Yes	94%
Convenience of appointment	% Convenient	90%
Overall experience of making an appointment	% Good	82%
Impression of waiting time at surgery	% Normally don't have to wait too long	49%
Rating of GP giving you enough time	% Good	90%
Rating of GP listening to you	% Good	91%
Rating of GP explaining tests and treatments	% Good	84%
Rating of GP involving you in decisions about your care	% Good	82%

Rating of GP treating you with care and concern	% Good	85%
Confidence and trust in GP	% Yes	93%
Rating of nurse giving you enough time	% Good	74%
Rating of nurse listening to you	% Good	75%
Rating of nurse explaining tests and treatments	% Good	75%
Rating of nurse involving you in decisions about your care	% Good	69%
Rating of nurse treating you with care and concern	% Good	75%
Confidence and trust in nurse	% Yes	84%
Satisfaction with opening hours	% Satisfied	85%
Is GP surgery currently open at times that are convenient	% Yes	86%
Overall experience of GP surgery	% Good	91%
Recommending GP surgery to someone who has just moved to the local area	% Recommend	83%

## 7. Areas for development

Having reviewed the PPG feedback, the main areas for development were as follows:

- Review of repeat prescribing
- Surgery waiting times
- Appointment availability
- Taking on new patients
- Advertising services online
- Clinician / patient interaction: impression of clinicians explaining tests and treatments, rating of clinicians involving you in decisions about your care, rating of clinicians giving you enough time, rating of clinicians treating you with care and concern, confidence and trust in clinicians
- Recommending the surgery

### Review of repeat prescribing

#### 1. Overuse queries

The introduction of a new clinical system changed the way in which we process repeat prescriptions. The system records the use of your medication over time and if at any point you order medication too soon, the computer system flags it as overuse. This caused delays as reception had been sending overuse queries to the GP which slowed the process of issuing the prescription. Having spoken to our clinical systems provider it emerged that the majority of medications would show as being overused unless the patient waited until the day they ran out of medication to reorder.

Solution: Following staff training, reception have now been advised that they can issue without query any repeat medication, as long as the patient is up to date with their medication review and if they are taking their correct dosage.

#### 2. Delays with scripts

We can process up to 100 prescription requests per day which are shared between the three GPs, or between two GPs if one is on annual leave. If GPs are called to an urgent visit this may delay them signing prescriptions.

Solution: We are in the process of recruiting another GP so prescriptions will be divided among more GPs; we hope that this will speed up the repeat prescription process. We are also working with pharmacies and our clinical system provider to move towards electronic prescribing, where pharmacies send us an electronic prescription request that can be signed electronically by a GP and returned to the pharmacy. There will be no need to print prescriptions so it is hoped that this will reduce delays.

#### 3. Overdue medication reviews / ordering acute medication / ordering too soon

Sometimes prescription requests may be delayed if your medication review is overdue. If the review is overdue then reception need to query your request with a GP who may decline to issue the medication until you have had a review, or they may opt to give you a smaller supply of medication than normal. Therefore it is important to check the date of this (it is printed on the white side of your prescription). Delays can also be caused if patients request medication that is not available as a

repeat. Please be aware that if you are ordering acute medication that it must be queried with the GP before it can be issued which may cause a delay. If you order medication too early this may also be queried. We appreciate that patients might want to order medication a week or so early to ensure that they have a new supply in time; however if you are ordering several weeks early the request may be declined.

Solution: Please check that your medication review is in date (it is printed on the white side of the prescription); please be aware that if you are ordering acute medication there may be a delay while it is being queried with the GP; please inform us if you need to make an early medication request due to holiday.

#### 4. Pharmacy request delays

Some patients order their medication through the pharmacy. On several occasions we have found that a pharmacy has ordered medication that a patient has not requested, or a pharmacy has been ordering medication too early. Both of these issues then cause delays with the correct medication being issued at the right time. We have been working with local pharmacies to improve the system from both sides.

Solution: Pharmacies are now required by the NHS to contact patients seven days before a request is due to be made, to ensure that the patient needs the medication. It is hoped that this will lead to more accurate repeat prescription requests.

### **Surgery waiting times**

#### 1. Emergency walk in clinic

Emergency walk in clinic appointments are viewed separately as these are not a standard booked appointment. All patients booking an emergency appointment between 08:30 and 10:00 will be seen in the surgery, and after that time they will be put on the list for an emergency phone call. We understand that it can be frustrating to wait for these appointments; however we do not want to limit the number of patients who can be seen in the emergency clinic. As we recruit new clinical staff we will review the set-up of the emergency clinic; however we cannot commit to having more than one GP running this clinic as it would reduce appointment availability in other areas.

#### 2. Booked appointments

Several patients have commented on the delay in surgery for an appointment with a GP. We aim to see all patients on time for booked appointments so it is disappointing that we have not been able to meet our standards in this area. A standard appointment time is 10 minutes so if a patient takes longer than 10 minutes to discuss their condition, it causes a delay in the rest of the clinic. It was suggested that we have longer appointments, perhaps 15 minutes duration. Delays can also be caused by patients who arrive late for their appointment, as this has a knock on effect throughout the clinic.

Solution: We have changed our procedure for late patients. If a patient arrives late for their appointment they will be offered the opportunity to rebook, or to wait until the clinician is available to see them. The clinician will see the late patient when they have a gap, or at the end of the clinic – whichever occurs first. If a patient arrives after a clinic has finished they will need to rebook their appointment. This should mean that late patients do not delay patients who arrive on time. This was implemented in March.

Whereas we would like to offer the option of longer appointments, we cannot currently provide this service due to the inevitable reduction in the number of appointments. It is something that we will consider as part of the development of services at the practice. We block a few appointments in the GPs clinics to take into account any delays and to allow the GPs chance to catch up.

### **Appointment availability**

A number of patients have commented on the fact that our appointment availability has suffered in recent months. This is due to the loss of our salaried GP at the end of October. We advertised for a new GP in November and only had three applicants, so advertised again in February and we are in

the process of recruiting now. Unfortunately this is a nationwide issue; there was national press covering in February stating that the average wait for a GP appointment is now between two and three weeks. There is a shortage of GPs in the UK as it is no longer seen as a desirable job, due to the long working hours and workload so it is difficult for us to recruit to empty posts. There is also a shortage of locum doctors to provide short term cover.

Solution: we have used locum doctors to provide extra appointments throughout October to March. We are in the process of recruiting a new GP and hope to have someone in place by May (allowing for their notice period). The addition of a new GP will provide extra appointments so it is hoped that the wait for appointments will decrease.

### **Taking on new patients**

Some patients have asked us why we are continuing to register new patients while the surgery is so busy. Our contract with NHS England states that we have to accept any new registrations from within our practice boundary which covers Walkden and some parts of Worsley. We would breach our contract if we refused to accept these patients while we had an open list.

Solution: we have been working closely with NHS England to deal with this ongoing issue. We applied to reduce our practice boundary permanently so that we could remove some areas that are already well served by other surgeries. This was declined but in September we were given permission to temporarily reduce the boundary until March. This meant that we kept all of our registered patients but were not required to accept new patients who lived outside of the boundary. Since then we applied to formally close our list to new registrations and in March NHS England gave us permission to close for three months. One of the conditions of this is that we remove any patients who are living outside of our original boundary. We are in the process of writing to some 200 out of area patients to inform them that they will be required to find an alternative GP. This reduction in patient numbers coupled with the temporary list closure should alleviate the pressure on appointments.

### **Advertising services online**

Feedback about the website was generally positive but it has been suggested that we have more information about the services that we offer.

Solution: the website will be updated on an ongoing basis.

### **Clinician / patient interaction**

Feedback from the wider CCG survey has highlighted that we can make improvements in the way our clinicians involve patients in their care. This is a very important area for us and we are always looking for ways to improve our clinician / patient interaction. All clinicians have been made aware of the findings of this survey and they will continue to attend training courses as part of their professional development. If any patient had a specific concern this should be addressed to the Practice Manager so that we can investigate any issues. Clinicians will make sure that they provide information leaflets about new conditions, treatments and procedures. This written information will reinforce the verbal information given in a consultation. We aim to have achieved a higher compliance in this area of the survey by the next quarter.

### **Recommending the surgery**

The purpose of our PPG and various patient feedback systems is to allow us to make improvements to the patient experience at our surgery. Specific comments and suggestions are particularly helpful as they allow us to identify any weaknesses or areas for improvement. This service improvement is part of an ongoing work stream at the surgery.