

**Annual Report 2013**  
**Patient Participation Group**

Dr Murphy and Partners is a two site practice operating from 6 Woodlands Road and 283 Acklam Road, Middlesbrough. We currently have 4783 patients registered at Woodlands Road and 3674 patients at Acklam. The practice population has high deprivation with higher than average morbidities. There is an increased number of elderly patients which is representative within the patient participation group.

The practice developed a patient reference group approximately two years ago to ensure that patients were involved in decisions about the range and quality of services provided both now and in the future.

We have endeavoured to gain patients from a cross section of the practice population to ensure the group is as representative as possible.

To date the practice has 100 members signed up to the group. The make up of the group is as follows:-

6 members in the age range 17-24	6 Female	
21 members in the age range 25-34	12 Female	9 Male
11 members in the age range 35-44	9 Female	2 Male
10 members in the age range 45-54	6 Female	4 Male
17 members in the age range 55-64	11 Female	6 Male
30 members in the age range 65-74	14 Female	16 Male
5 members in the age range 75-84	1 Female	4 Male

Of the patients listed above we have a mix of Students, Unemployed, Working Patients and Carers. 4 of the members are Indian, 1 African, Two Irish, 1 Asian and the remaining British ethnicity. 6 of the members are Carers and 3 have debilitating illness.

We do not currently have any group members who have learning disabilities however patients are being informed about the reference group during their assessments within the Practice.

Our work with Middlesbrough Council and the Health & Social Care Research Team at Teesside University has continued over the past year. Yvonne Gall our Health Care Assistant has lead this work within the practice and helped to develop services for Carers within the Practice and participating services within Middlesbrough. Our service to Carers ensures they're fully aware of available support and how to join the group should they wish. This additional engagement has ensured Carers are represented within the group.

To ensure we continue to gain members who fully represent the 'make up' of the practice we continue to advertise the group within the practice via posters, via the practice website (where patients can sign up electronically), via newsletters within the practice and online. We have invitations to join the group in various languages. We will continue to target minority groups of patients via community staff and outreach teams where appropriate.

The patient participation group was initially set up as a virtual group however we endeavour to hold an annual meeting for members to give them an opportunity to meet face to face with practice members i.e., GP's, health care professionals, nurses, management and admin staff. Our last meeting took place in the function room at the Coronation Pub Acklam on 29 August 2012. 12 members attended this meeting.

During this meeting we re-visited the previous agreed priority areas. i.e.,

- Methods of Communication with Patients
- Developing Services
- Getting An Appointment
- Opening Hours & Premises

Members agreed these priority areas were still pertinent and future surveys should be targeted around these areas. Members further agreed that surveys should continue to be carried out anonymously by the practice, results collated and reported to the group for feedback and comment prior to agreeing next year's action plan. A copy of the minutes is attached for reference. Appendix 1

This year's survey took place during December 2012 and January 2013. A copy of the survey was circulated to members for approval prior to being conducted. Patients attending both Woodlands and Acklam sites were randomly asked to complete a questionnaire. Just over 7% of patients were asked to participate in the survey(600 patients) of which we received 484 completed questionnaires i.e., 4.76%. A copy of the results is attached for your information.

Results of the survey were publicised within both practices and published on the website. A copy is attached for reference (Appendix 2) All patients within the reference group were sent a copy of the results.

Group members were asked to forward feedback and comments on the results prior to this report being written.

Received comments included:-

- Can an update on the proposed new development be added
- Difficulty contacting the surgery via telephone in an emergency
- Need more staff on reception at peak times

**Following patient comments and feedback we have updated the Action Plan as follows:-**

- We will add a Premises Section to the The Action Plan in an effort to keep patients updated on the surgery development.
- Telephones are already a standing item on the Action Plan however we will continue to look at ways we can improve the system. We are hoping the new 'Dr First' appointments system will alleviate the volume of calls we used to experience first thing on a morning so this should help points 2 & 3.

- We are looking at the possibility of having a patient self-check-in to avoid having to wait for an available Receptionist when the surgery is busy.
- Additional staff have been recruited for peak times at Acklam this should help address the shortfall

### Updated Action Plan and Progress to date

#### **Warfarin System**

We have now purchased software called INR Star which integrates with our clinical system. This software enables efficiencies for reporting and monitoring patients taking warfarin. It also updates our previous paper system and ensures patient's INR results are recorded automatically within their electronic record.

We now hold specific warfarin clinics each Monday and Wednesday at both Woodlands Road and Acklam Road surgeries. We are encouraging all warfarin patients to attend one of these clinics, however alternative appointments will be offered to patients who cannot attend at this time.

***Action - should financial assistance be available, to consider using near patient testing equipment which will allow patients taking warfarin to have their blood tested on the premises.***

#### **Appointments**

In an effort to abolish the on-going problem of getting an appointment with either the doctor or nurse practitioner, when you need one, we introduced the Dr First system on 21 January 2013. It's still early days and no doubt there'll be some tweaking to be done but first impressions are good. This system avoids the need for you to ring the surgery at 8.00 each morning. You should never be told we're full and asked to ring the next day. The system is designed to deal with the day's demand the same day. No appointments are pre-booked (you simply ring the day you need advice or to be seen). The receptionist will take your details and the doctor rings you back. Depending on the nature of your call the doctor will either deal with the query on the telephone or make you an appointment to be seen later in the day.

Our Nurse Practitioner, Lynfa Fairhurst provides extra surgeries daily to ensure we have sufficient time to deal with all patient queries on the same day. Please be aware when you telephone and ask to see a doctor your problem may easily be dealt with by the Nurse Practitioner. Lynfa deals with all minor ailments including coughs, aches and pains, sore throats, ears, infections, rashes, viral illness.

***Action - We will be auditing access figures later in the year to see how the results compare to capacity and demand prior to introducing Dr First. This information will be made available to patients.***

***Action - We will continue our education campaign to inform patients about our Nurse Practitioner and her role within the Practice as nearly 50% of the patients who completed surveys did not know or weren't sure of the illnesses she can treat.***

***Over 86% of patients surveyed felt the Dr First system was a good idea, just under 11% weren't sure.***

## **Telephones**

As previously reported, due to our envisaged move to new premises it is not cost effective or possible (due to contractual obligations) to change our phone system. We have therefore looked at ways we can improve access for patients.

From the beginning of February all doctors and the nurse practitioner now use mobile phones to telephone patients. This ensures the practice lines are kept as free as possible for patients.

***Over 72% of patients who took part in the survey felt telephone appointments were useful.***

## **Newsletter**

We will continue to produce a quarterly newsletter for patients where we can introduce new staff, explain changes to patient services or inform patients of forthcoming topical events. We would be happy for patients to get involved with producing the Newsletter, should anyone wish to volunteer please let us know.

***Actions - We will ask the Patient Reference Group if they have any items for the Newsletter.***

***We will continue to use the Newsletter to invite patients to join the PRG. Over 80% of patients who were surveyed did not know about the PRG.***

***We will continue to promote the PRG within the Surgery, via Newsletter and via our website.***

## **Health Promotion**

Following requests from patients at our last meeting to advertise local services, we now have a health promotion lead within the practice who is responsible for collating up to date information on health promotion and services within the area. Each practice has an information book in reception and we will endeavour to advertise appropriate services i.e., groups which promote healthy lifestyles, diet, exercise etc. We are happy to receive information from patients regarding these services.

**Action - Notice boards to be changed regularly with up to date topical information. Information folders to be kept up to date.**

### **Self-check- in**

**Action - We are currently looking at the possibility of having a self check-in system for patients. This will benefit patients in several ways, avoids having to wait for an available receptionist, cuts down on patients waiting at reception therefore avoiding queues and allowing patients increased confidentiality when checking in.**

### **Premises**

Unfortunately at this time there is no news to report on our new premises other than to confirm we continue to work with the PCT (Primary Care Trust) to secure new premises. Together with the PCT we have been following a procurement process and are hopefully near to selecting a suitable developer and site. Once we have confirmation from the PCT re this and ensure funding is secured, we will notify patients. We anticipate this will be within the next couple of months.

**Action – We will have a standing item on the action plan and report information to the PRG as and when necessary.**

This proposed action plan was forwarded to the PRG for approval.

The opening hours of the practice remain the same i.e.,

6 Woodlands Road 8.00am to 6.00pm Mon – Fri  
Extended Opening till 7.00pm each Wed, GP Appointments available

283 Acklam Road 8.00am to 5.00pm Mon – Fri  
Extended Opening from 7.15am Wed to Fri inclusive GP and Nurse Appointments available

Access to services between 8.00am and 6.00pm is via telephone, website or in person. You may request repeat prescriptions via the practice website.

## **APPENDIX 1**

### **Notes from Patient Reference Group Meeting**

**29 August 2012**

Practice Representatives Present:

Dr W G Scott, Catherine Hurst Practice Manager, Lindsey Griffiths Deputy Manager & Yvonne Gall Health Care Assistant.

Patient representatives Present: Attendance list completed but not published with these minutes.

#### **Matters Irising**

Catherine updated the group on progress of the action plan agreed at the previous meeting. Updates included,

#### **Text Reminder Service**

The practice continues to collect patient consents to use this service and is hopeful to instigate the service in the near future.

#### **Test Results**

Patients who require in-depth information can request a telephone call from a GP or nurse who will explain results in more detail.

#### **Warfarin System**

We are currently looking at an electronic monitoring system called INR Star, this will enable the monitoring to be more efficient, cut down the margin for errors and ensure recording in patient electronic records is accurate and timely. Appointment slots are blocked (saved) each day specifically for patients requiring warfarin blood tests.

The equipment necessary to test blood on the premises would not be purchased in the immediate future due to limited financial resources however the patients present suggested raising money for new equipment through various fund raising events (this had been done in the past). The Surgery would be happy to support the PRG in organising charity nights, events, etc. Should any patient wish to lead on this please let Catherine know.

#### **Appointments**

The practice has been chosen by Mbro PCT to pilot a new radical appointments system. The system is called Dr First and it is envisaged we will adopt the Dr First system towards the end of the year (depending on required audit and monitoring being satisfactorily carried out, sufficient staff training and patient education). The Dr First system will help patients get the appointment they need when they need it. If you need advice about a health problem you will get an appointment by telephone and speak directly to your doctor by phone on the day that you call. The doctor will decide the most appropriate route to deal with your problem this may be via telephone, by face to face appointment or with another

member of the clinical team i.e., nurse practitioner. Further information will be available nearer to the launch of this service. Patient representatives present were positive about this new service.

### **Phones**

A new answering machine has been purchased for Acklam which abolishes the abrupt message that patients used to hear when the lines were busy. Unfortunately due to site restrictions we are unable to change phone systems until we move to new premises. However the gp's have considered using mobile phones to call patients which will ensure the surgery lines available are kept free.

### **Newsletter**

The practice newsletter was welcomed and we will try and produce an issue each quarter. Should patients wish to participate in producing the newsletter please let Catherine know.

### **Acklam Opening Times**

Acklam now closes at 5.00pm each week day. Early morning appointments are still available. Woodlands continue to offer later evening appointments on a Wednesday.

### **AGREEING PRIORITY AREAS**

Everyone present approved the priority areas agreed last year were still pertinent and work should continue. The priority areas are:-

- **Methods of Communication with Patients**
- **Developing Services**
- **Getting an Appointment**
- **Opening Hours & Premises**

The patient group were happy with the methodology used for the annual patient survey and agreed this year's survey should be conducted in the same manner i.e., survey to be conducted by the practice, questionnaires distributed to reference group for agreement prior to survey being conducted, questionnaires given to patients attending both surgeries over a 2 – 4 week period, completed surveys to be posted in the surgery. Results collated and presented to reference group. Survey to take place after Dr First service offered if at all possible.

### **Reception Staff**

Patients raised concerns about new members of staff and training required. Catherine explained many of the new faces weren't new staff however rotation of staff between sites meant patients were seeing 'new faces'. Catherine explained that some of the staff who used to work on reception had wanted to change roles and we have supported them in this, so although they were no longer seen on reception they were working within the surgery i.e., Yvonne now being Health Care Assistant , Angela Prescription Clerk between Woodlands Road and Acklam. Patient comments about staff training were taken on board and every effort would be made to ensure sufficient training given to all staff.

## **Health Promotion**

Ideas suggested on promoting weight management and healthy lifestyle in the surgery, maybe a notice in reception with posters and where to go to get support. The practice would look at collecting suitable information to support patients.

## APPENDIX 2

Please ✓ appropriate answer and post in survey box at Reception – thank you.

### PATIENT SURVEY DECEMBER 2012

#### COMMUNICATION

1. How would you like us to invite you for reviews or follow up appointments.	Telephone <b>267</b>	Text <b>141</b>	Email <b>62</b>	Letter <b>212</b>	Other- please specify	
2. Which method of communication do you feel is most suitable to inform patients about new services or changes to existing services?	E mail <b>111</b>	Text <b>95</b>	Letter <b>366</b>	Promotional Material in surgery <b>58</b>	Website <b>33</b>	Other – Please specify <b>4</b>
3. Do you find contacting the surgery easy?	Yes <b>344</b>	No <b>140</b>				
4. How would you rate the ease of contacting the Surgery via telephone?	Excellent <b>58</b>	Very Good <b>122</b>	Good <b>158</b>	Fair <b>107</b>	Poor <b>39</b>	
5. Do you feel the Practice Newsletter is a useful source of information?	Yes <b>314</b>	No <b>110</b>	Didn't know <b>60</b>			

#### DEVELOPING SERVICES

6. Are you aware the practice has a Patient Reference Group which enables the patients to have a say about how we deliver and develop patient services?	Yes <b>95</b>	No <b>389</b>				
7. Would you like more information about the Patient Reference Group?	Yes <b>228</b>	No <b>250</b>	Already signed up <b>6</b>			
8. Do you find the option of a telephone appointment useful?	Yes <b>349</b>	No <b>38</b>	Never used <b>58</b>	Was not aware of service <b>39</b>		
9. Do you know when an appointment/advice call from the Nurse Practitioner is suitable rather than seeing a doctor?	Yes <b>251</b>	No <b>101</b>	Not sure <b>132</b>			
10. Would you like this Practice to offer a system which would allow you to be treated by an appropriate clinician (Doctor or Nurse Practitioner) on the day you need to be seen?	Yes <b>415</b>	No <b>17</b>	Not sure <b>52</b>			

<b>11. How helpful do you generally find the Reception staff?</b>	Very <b>353</b>	Fairly <b>118</b>	Not very <b>12</b>	Not at all <b>1</b>
<b>12. How helpful do you generally find the Nursing Staff?</b>	Very <b>396</b>	Fairly <b>84</b>	Not very <b>4</b>	Not at all
<b>13. How helpful do you generally find the Doctors</b>	Very <b>383</b>	Fairly <b>97</b>	Not very <b>4</b>	Not at all

## OPENING HOURS

<b>14. Are you happy with the opening hours of the Surgery?</b>	Yes <b>404</b>	No <b>48</b>	Not sure <b>32</b>	Other – please specify
<b>15. Would you like the Practice to continue offering extended hours?</b> <u>Woodlands Road</u> – later surgery Wednesday evening. <u>Acklam</u> – early morning surgery Thursday and Friday	Yes <b>416</b>	No <b>24</b>	Not sure <b>43</b>	Other <b>1</b>
<b>16. Would you recommend your GP Surgery to someone who has just moved to your local area?</b>	Yes <b>446</b>	No <b>38</b>		