

The Gold Street Surgery

Practice Report on Patient Participation Scheme

2014/2015

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**Introduction**

Gold Street Surgery is participating for the third year in a project as part of the Patient Participation Direct Enhanced Service to further improve the level of patient participation in the Surgery and feedback in relation to our services and patient requested improvements.

We have a patient participation group which is a virtual group that allows our patients to provide us with feedback without the need to attend meetings or commit much time.

Feedback can be given in a variety of ways, depending on preference, including questionnaires (either paper or online), the Friends and Family test, telephone conversations, emails correspondence etc. We might ask for feedback on a certain service, general feedback about experiences with the Surgery, feedback on specific projects we have running, or advice on what improvement projects should be a priority for us.

If you would like to join this group, please contact Mrs Jacky Porter on [jacky.porter@nhs.net](mailto:jacky.porter@nhs.net) or call the Surgery on 01799 525325

The Gold Street Surgery operates out of two sites, one in the town in Saffron Walden and one near the school in Great Chesterford.

Our opening times are:

Gold Street is open every weekday between 8.00am and 6.30pm.

School Street is open between 8.00am and 12.30pm plus Monday and

Wednesday afternoons between 3.30 and 5.00pm

Extended hours:

We offer an extended hours service on Monday mornings for bookable early morning appointments between 7 and 8 am.

We also offer evening telephone appointments which can also be booked for telephone advice from Monday to Thursday.

When the Surgery is closed patients telephoning the Practice are re-directed to the NHS 111 service

1. PPG Structure

Profile of our Practice Groups

We are a growing practice with over 10,000 patients registered with us. The Practice makes every effort to gain as much information about our registered patients as we are able to utilise the profile tools on our clinical system as well as survey information and patient registration forms.

Demographic information:

Male 4825

Female 5089

Age ranges:

17-24 829

25-34 1084

35-44 1257

45-54 1548

55-64 1320

65-74 956

75-84 619

Over 84 372

The Practice looks after both residential and nursing home as well as a number of patients living in warden controlled accommodation. We also look after a residential learning disabled unit.

The Practice operates a recall system for patients with chronic conditions such as Asthma, COPD, Cardiac disease, Diabetes and Chronic Kidney disease.

The Practice has a website (<http://www.thegoldstreetsurgery.co.uk>) and in house messaging screens where we display important information and changes within the Practice.

The Practice also publishes a Surgery Leaflet.

The Practice has actively promoted the Patient Participation Group and tries to encourage as many patients as possible from all areas to join.

We collected information from patients joining the group so we were aware of their demographics so that we could ensure that we understood the mix in comparison to our Practice Profile.

We currently have 53 members of the PPG (virtual group) and the demographics are as follows:

Male 14

Female 39

17-24 3

25-34 5

35-44 8

45-54 14

55-64 10

65-74 7

75-84 4

Over 85 2

We therefore feel that we have a fair distribution of patients in the PPG who represent the patient population.

**How we invited patients to join the PPG**

* Posters in waiting rooms
* Leaflets in waiting rooms, reception and consultation rooms so GPs could give to patients
* Practice leaflets in waiting rooms
* Practice website
* Discussions with patients during interviews and consultations
* When patients are in discussion with staff members
* When sending out repeat prescriptions

In addition we tried to involve patients from every sector including minority groups to join the PPG

1. **Areas of priority**

The following priorities were identified following input from members of the PPG from the previous year:

• Appropriate use of the Health Service

• Communication between Practice and Patients

• Patient Satisfaction with the Practice

• Opinion on use of a Minor Injury unit in the town

• Membership of the PPG

1. **Patients views via the use of a survey**

A survey was conducted for 2 weeks in February 2015 to try to capture patient views on the priorities identified by the PPG.

* Surveys were conducted in the waiting rooms of both sites
* Survey were also available on the website

A copy of the Survey Result can be found below with the most relevant results.

**Results of Gold Street Surgery Patient Survey 2014/15**

**Gold Street Surgery Survey 2015**

Your Consultation

1. When you first have a health problem that needs professional advice is there anybody other than you GP that you contact?

No Nurse Practitioner Practice Nurse Healthcare assistant Accident and Emergency Pharmacy NHS 111

Private Therapist Other-please state

Result: 41% would not see another professional

11% would see the Nurse Practitioner

10% would consider using NHS111

12.5% would consider using the local pharmacist

Following your consultation

1. Do you feel empowered to be able to manage your own illness independently?

Yes No

1. Do you feel appropriate investigations and management were initiated?

Yes No

Result: 75% felt empowered to manage their own illness

79% felt appropriate investigations and management were initiated

Access

1. For same day appointments, do you prefer

Open (sit and wait) Booked appointments

Result: 32% prefer to sit and wait

54% prefer booked appointments

4a) How do you get to the surgery?

Walk Taxi Own Car Public Transport Other

4b) If parking at Gold street surgery are you?

Disabled (i.e. blue badge holder) Parent of young children Able bodied

Result: 53% walk to the surgery

5% use their own car

6% of patients parking at GSS are disabled

8% are parents

Communication

5a) If there was email access to the practice for non-urgent communication would you use it?

Yes No

Result: 51% would like email access

5b) What other methods of communication would assist you?

Local plans

1. Would you be prepared to travel out of town to a health centre?

Yes No

Result: 55% would travel to an out of town health centre

1. **PPG Review of Survey**

The results of the patient survey were discussed in detail at the PPG meeting of 11th March 2015

The minutes of this meeting are on a separate document.

1. **Agreed Action Plan with PPG following survey**

* Improve Communication: Gold Street Surgery will aim to improve communication by way of email access for patients with non-urgent queries.
* Improve access for disabled patients: Gold Street will try to encourage able bodied patients to use alternative car parks to the surgery car park.
* Improve appointment access: Gold Street Surgery will review the same day appointment system and offer bookable appointments on Monday morning. We will also look into the possibility of 48 hour access. We will also offer and advertise more on-line access to appointments.