

Drs, Palooran, George & Koshy
Bransholme Health Centre
Goodhart Road
Hull

Annual Local Patient Participation Report
Year 3
February 2014



Report written on behalf of the practice by Julie Charles Practice Manager

Index

Page 1	Cover Sheet
Page 2	Index
Page 3	Introduction
Page 4 - 5	Practice Overview
Page 6	Patient group comprising of registered patients and use best endeavours to ensure the patient group is representative
Page 7	Agree with Patient Group which issues are a priority and include these in a local practice survey.
Page 7	Collate patient views through local practice survey and inform Patient Group of the findings.
Page 8 - 9	Provide Patient Group with the opportunity to comment and discuss findings of local practice survey. Reach agreement with the Patient Group of changes in provision and manner of delivery of services. Where the group does not agree significant changes, agree these with the PCT.
Page 10	Agree action plan with PRG and seek PRG agreement to implementing change
Page 10	Publicise the Local Patient Participation Report on Practice website and update the report on subsequent achievement
Page 11 - 13	Appendix 1 – Patient Survey/Results/Comments
Page 14	Appendix 2 – Action Plan 2013/14
Page 15	Appendix 3 – 2012/13 You Said We Did

Introduction

This is our Third publication; Previous publications are available on the practice website for comparison purposes.

The purpose of the Patient Participation DES is to ensure that patients are being involved in the decisions about the quality and range of services provided by the practice.

Its aims are to encourage and reward practices for the proactive engagement of patients through the use of effective patient engagement groups and local practice surveys.

The key steps remain as follows:

- Step 1 – develop a structure that gains the views of patients and enables the practice to obtain feedback from the practice population, e.g. PRG;
- Step 2 – agree areas of priority with the PRG;
- Step 3 – collate patient views through the use of survey;
- Step 4 – provide PRG with opportunity to discuss survey findings and reach agreement with the PRG on changes to services;
- Step 5 – agree action plan with the PRG and seek PRG agreement to implementing changes;
- Step 6 – publicise actions taken and subsequent achievement.

The outcomes of the engagement and the views of patients are to be published on a practice website by 31st March 2014.

This report summarises the continuous development and outcomes of our practice patient participation group and practice survey.

Practice Overview

The practice of Drs, Palooran, George & Koshy is situated in an area of high deprivation and unemployment; it sits on a large, mainly council estate to the East of the city. The practice is housed within a large Health Centre and is 1 of 8 separate GP businesses. The practice is well-established and has operated in this locality since 1976.

Bransholme population - East Ward 10,864, Bransholme East is the 6th most deprived ward in Hull. West Ward 8,815 Bransholme West is the 8th most deprived ward in Hull (Source public health sciences)

- The practice area is defined as Bransholme, North Bransholme, Sutton, Sutton park & Kingswood, up to the East side of Thomas Clarkson & Runnymede Way.

Dr P K Koshy joined the practice partnership in July of 2012; he is now a well respected and valuable member of our team and he enjoys excellent relations with his patients.

The practice moved into a purpose built health centre in September 2012. The new health centre delivers a more comprehensive range of health & community services to meet the needs of its population. The practice population is more than pleased with the new and updated facilities the health centre now provides and the patient environment has much improved, this was well reflected in the results of last year's patient questionnaire. Patients are now very familiar with the new premises and continue to enjoy all of its facilities, some patients have commented that the centre can sometimes feel impersonal because of its size.

Dr Koshy is an established GP trainer, In December of 2012 he successfully gained teaching status for the practice and we were allocated our first GP registrar in February 2013.

The practice population as at February 2014.

	0 -9	10 - 19	20 - 29	30 - 39	40- 49	50 - 59	60 - 69	70 -79	80 - 99	Total
Males	298	297	373	248	329	253	179	110	45	2132
Females	302	289	341	243	308	249	190	162	54	2138

The practice ethnicity profile

Ethnicity	Male	Female	Total
White British	1567	1697	3264
Asian/British Asian (Indian)	6	6	12
Mixed other	535	377	912
Other any other	2	2	4
Other Chinese	2	0	2
White other background	12	13	25
African	1	2	3
Caribbean	1	1	2
White Irish	4	3	7
Black British	0	1	1
Zimbabwe	0	2	2
Black African	1	2	3
Mandarin	0	1	1
Turkish	1	0	1
Latvian	2	4	6
Polish	6	7	13
Estonia	2	4	6
Not specified			6

Practice Registered Carers

	0 -9	10 - 19	20 - 29	30 - 39	40- 49	50 - 59	60 - 69	70 -79	80 - 99	Total
Males	0	0	0	0	2	0	3	1	2	8
Females	0	1	4	4	13	10	7	4	0	43

Opening Times

The practice is open Monday, Tuesday, Friday 8.00am – 6.30pm, Wednesday & Thursday 8.00am – 7.45pm

Core hours are Monday to Friday 8.00am – 6.30pm; the practice provides an extended hours service on a Wednesday & Thursday evening 6.30pm – 7.45pm

Appointments are bookable by telephone, in person and online via practice website www.drpalooranandpartners.nhs.uk To book online patients must register and obtain an Emis password from the practice. Drs Appointments are bookable 2 weeks in advance and are generally of 10 minutes duration; Nurse Appointments are bookable 3 months in advance and are generally of 15 minutes duration. Requests for appointments can be made in person or by telephone during the following times: - 8:00a.m to 6.30pm Monday, Tuesday & Friday, 8.00am – 8.00pm Wednesday & Thursday. Appointments will be offered as follows: - In an emergency as soon as possible - Urgent Consultation within 24 hours - Non-urgent within 48 hours.

Extended hours surgeries are run by the practice nurse and health care assistant, telephone access is not currently available during extended hours.

Prescriptions can be ordered by telephone on a designated prescription line 336702 between the hours of 8.30am and 1.00pm, in person, on line via practice website www.drpalooranandpartners.nhs.uk and by a secure NHS e-mail http-pctb81119-prescription@nhs.net

Clinical Services

Anticoagulation Clinic, Cryo Clinic, Antenatal/Postnatal Care, Hypertension clinic, phlebotomy, Childhood Immunisation, 6 week baby checks, Smear Tests, Contraceptive Services, Holiday Vaccinations, and Insurance Medicals.

Out of Hours Service

A new national 111 service will come into force In June 2013, patient will simply ring 111 to access the OOH service/deputizing service, the call is free of charge.

For general medical advice patients can contact NHS DIRECT on telephone No: 0845 4647.

General Mission statement

“As a team we wish to give the highest possible level of healthcare to all our patients. We aim to provide care promptly and considerately with the efficiency and effectiveness using the resources available to us. We strive for job satisfaction for all the team in a pleasant working environment. It is our intention to promote both the improvement and expansion of services as far as is feasible in the future”.

Further information on the practice its staff and services are available on our practice website www.drpalooranandpartners.nhs.uk

Patient Participation Group

The practice has an established Patient Participation Group which has been running since February 2011.

The campaign for recruiting members commenced back in August 2010. We set out in the hope of recruiting members from a mix of age/sex ethnic origin, elderly, vulnerable and disabled patients. These continue to be our priority areas where we hope to increase membership to ensure good representation.

The following methodology is used to encourage & promote membership:

- Display of posters in surgery
- Coverage in practice newsletters
- Opportunistic invitation by clinical staff during consultation, annual reviews of chronic patients, home visits and nursing home visits.
- Opportunistic invitation by reception staff
- Coverage through multiple disciplinary meetings & gold standards meetings
- Invitation by practice carer's co-ordinator
- SMS texting
- Invitation on new patient registration forms
- By holding an open event in the health centre.
- On the practice website
- Word of mouth by existing members

Progress to date:

Current membership includes: Virtual membership of 23 and face to face in person membership of 6 , unfortunately face to face membership has decreased due to work commitments of members.

PRG Profile - Representation of the group has improved as a result of our virtual membership, we currently have a mixed aged representation including, parents with young children, single parents, disabled and ethnic minority members and registered carers. We will continue to invite membership and promote the group further.

Meetings are now held bio-monthly or ad hoc if anything urgent arises or by special request from the group.

Our practice website www.drpallooranandpartners.nhs.uk provides the facility for patients to give feedback and suggestions on any issues of concern through a patient feedback form.

Agree with Patient Group which issues are a priority and includes these in a local practice survey.

The following aims & objectives of the group were set out from the onset; these continue to be the priorities of the group, patients, & the practice.

Aims

- To contribute to the continuous improvement of the services provided by the practice
- To encourage patients to engage with the practice & their own healthcare
- To Plan for any practice changes

Objectives

- Sharing experience & feeding back
- Identifying areas with scope for improvement
- Highlighting excellence
- Supporting change
- Bringing peers together for mutual encouragement
- Promoting self-management
- Linking into the community

In addition any CQC (Care Quality Commission) related issued will be taken into consideration and any recommendations/actions after CQC inspection as taken place.

The Patient Participation Group work closely with the practice to ensure the facilities & services on offer reflect the views, needs & expectations of our patients.

Collate patient views through local practice survey and inform Patient Group of the findings.

The practice undertakes a local practice survey annually.

In October 2013 the group met and reviewed the questions and results of last year's survey. Virtual members were given the opportunity to comment via –e-mail. We agreed a similar set of questions for the 2013/14 survey; however it was decided to use a slight difference in the scoring method to make it simpler. The group again agreed that the inclusion of age, sex, ethnicity and how often a patient uses the services of the practice wasn't necessary and did not serve any purpose; therefore it was omitted from the questions.

It was agreed that the results of the questions should provide the practice with a platform from which to work with in regard to improving access, services and the quality of consultations.

The survey was compiled and approved by the group. The questionnaires were made available for completion by patients during November and December of 2013.

The patient survey questions & results can be found at [Appendix 1](#)

Provide Patient Group with the opportunity to comment and discuss findings of local practice survey. Reach agreement with the Patient Group of changes in provision and manner of delivery of services.

A total of 173 Questionnaires were completed by patients. The results were collated by the practice manager in January and sent to all members of the group including virtual members for their comments, feedback and notes for potential actions. A date of 16th January 2014 was agreed to propose actions and develop a new action plan.

A consultation with the patient participation group took place on the 16th January 2014 to discuss the results of the practice survey and form any actions. The Practice manager summarised the results and invited the group to present their own views.

Summary of results: the following are the percentage of patients scoring either good or very good for the following questions.

	Doctor	Nurse
Making you feel at ease	87%	98%
Warmth of greeting	87%	98%
Asking about your symptoms	84%	95%
Listening & not interrupting	89%	96%
Being interested in you as a person	79%	97%
Understanding your concerns	80%	97%
Showing care & compassion	82%	95%
Explaining tests & treatments	80%	95%
Involving you in decisions	86%	96%
Giving enough time	82%	94%
Overall satisfaction	88%	97%
Ease of getting appointment	79%	80%
Waiting time to see Dr/Nurse	80%	80%
Ability to see Dr/Nurse quickly	81%	81%
Access to services		
Giving appointment with Dr of choice	74%	
Speed at which telephone was answered	80%	
Ease of ordering prescriptions	85%	
Prescriptions ready on time	87%	
Obtaining test results	84%	
Convenience of appointment time	87%	
Other questions		
Please rate the staff (all)	95%	
Please rate the premises	97%	
Satisfaction with the opening times	98%	
Overall satisfaction with the practice	98%	

Summary of PPG discussion

The group and the practice are pleased with the results of this year's survey, however a little disappointed and surprised that in a few areas the percentages have dropped when comparisons were made to last year.

The group commented that they thought that moving into the building last year could have had a positive effect on patients, resulting in extremely high marks, and that the differences this year could be down to the feel good factor which has now diminished and

patients have reverted to being a bit more conservative with their marking. However the results were still of a good standard.

It was also commented on that Dr Koshy is particularly popular with patients and demand for his appointments is much higher than his capacity. Also having a female registrar particular pleased patients and again the demand for appointments with her was also very high, the group feel that this could be the reason for a lower percentage result for choice of Dr compared to last year.

The practice manager informed the group that the practice has not yet had its CQC inspection. When the CQC inspection has taken place and a report is received it will be discussed with the group and any suggestions for improvement/ actions arising from the report will be included & added within the 2013/14 action plan.

Agree an action plan and seek agreement to implement changes

After discussing the results in detail the group identified the following areas where we could form an action plan to try and improve further.

- Showing care and compassion, explaining test results & appointments with Dr of Choice

These were highlighted as the % had fallen by 10% for showing care & compassion, by 12% for explaining tests & treatments and by 16% for Dr of choice.

Outcome of meeting

- It was agreed to form an action plan around the areas where percentage results showed the most differences when comparing with last years results. These were as specified above.

The group were extremely surprised at the drop in marks as the comments made by patients in these areas do not reflect the results. The group also commented that they thought the new Drs were extremely good and had heard many positive comments about them. The demand for the female Dr was high and Dr Koshy was proving to be a very popular GP.

Full survey comments can be found at Appendix 1 with the results.

Action plan

The practice manager formed the action plan for 2013/14 and gained approval from the group to implement. The action plan can be found at **Appendix 2**.

Outcomes of actions for 2012/13 can be found at **Appendix 3 You Said We Did**.

Publicise the Local Patient Participation Report on the Practice website and update the report on subsequent achievement

The patient participation report will be made available on the practice website from 14/03/2014 and also distributed to:

- PPG members;
- Virtual members
- Staff in the practice;
- Hull CCG.
- Published on the NHS choices website.

The report & practice website will be updated with subsequent achievement.

Appendix 1

Drs, Palooran, George & Koshy “Improving our practice Questionnaire” Results 2013/14

173 questionnaires completed

Scoring 1 = Poor, 2 = Unsatisfactory, 3 = Satisfactory, 4 = Good, 5 = Very Good

SEEING A DOCTOR OR NURSE - RATE YOUR EXPERIENCE	Doctor					Nurse				
	1	2	3	4	5	1	2	3	4	5
1. How easy is it to get an appointment with a doctor or nurse	4	5	31	69	66	3	5	27	63	75
2. On arrival for your appointment how was the Length of time waiting to see the Dr or Nurse	4	3	30	65	71	3	5	27	64	74
3. Able to see a doctor/nurse quickly when necessary	5	5	23	61	79	2	3	27	62	78
4. Making you feel at ease.	2	0	22	43	106	1	0	2	28	141
5. Warmth of greeting	1	2	21	45	104	1	0	3	32	137
6. Asking about your symptoms	1	0	27	40	105	1	1	6	39	125
7. Listening & not interrupting.	1	0	18	46	107	0	1	6	31	134
8. Being interested in you as a person.	1	2	34	41	94	0	1	4	37	130
9. Fully understanding your concerns.	1	3	29	45	92	1	0	4	32	135
10. Showing care and compassion.	1	1	29	45	96	1	0	6	33	132
11. Explaining test and treatments clearly, answering your questions.	1	2	32	43	94	1	0	5	34	132
12. Involving you in decisions about your care, exploring how to improve your health, encouraging rather than lecturing.	1	1	23	51	96	1	0	5	40	126
13. Giving you enough time	1	3	28	48	93	1	1	9	33	129
14. Overall satisfaction of your consultation	1	0	21	47	104	0	0	5	33	135
ACCESS TO SERVICES	1	2	3	4	5					
1. Ease of getting through on the telephone	4	8	32	69	59					
2. Speed at which the telephone was answered	2	7	27	62	74					
3. Getting an appointment with your doctor of choice	7	5	32	61	67					
4. Convenience of appointment time	2	1	19	47	103					
5. Ease of ordering repeat prescriptions	3	4	18	28	119					
6. Repeat Prescriptions ready on time	3	1	17	32	119					
7. Obtaining test results	3	6	20	55	88					
ABOUT THE STAFF	1	2	3	4	5					
1. Please rate the Reception staff	1	0	8	20	144					
2. Please rate the prescription staff	1	0	8	22	142					
3. Please rate other Staff	1	0	9	25	137					
HOW SATISFIED ARE YOU WITH OUR OPENING TIMES	1	2	3	4	5					
Monday 8.00am – 6.30pm	0	1	5	23	143					
Tuesday 8.00am - 6.30pm	0	1	5	23	143					
Wednesday 8.00am – 7.45pm	0	1	5	23	143					
Thursday 8.00am – 7.45pm	0	1	5	23	143					
Friday 8.00am – 6.30pm	0	1	5	23	143					
OVERALL SATISFACTION	1	2	3	4	5					
what is your overall satisfaction with this practice	0	1	4	29	139					

Comments

- Very satisfied with all staff & Doctors.
- It might make it easier if you could open on a Saturday.
- Always nice & helpful.
- Always helpful.
- All staff very helpful.
- An excellent practice thank you.
- Dr Koshy all 5's.
- Would give 5 for Dr Koshy.
- Prefer not to have self check in, as get a nice warm welcome that a machine cannot give
- Also can ask about future appointments and test results, any blood test due the receptionist does all this when I check in.
- Well run practice with care and understanding from all staff.
- No complaints good service at all times.
- More evening appointments for people who work or weekend appointments.
- Overall very good.
- I find Dr George to be quite rude and not very empathetic.
- Some receptionists are more polite than others.
- When you have an appointment and you are running late over half an hour, you could contact patient to let them know instead of leaving them to just sit and wait.
- Love the new doctors.
- I dint think the doctor sees me as a person, I am just a number, I have not seen Dr Koshy yet so I can't comment on him.
- Getting to see a doctor is ok but I would like to see a bit more humanity
- A bit more person to person communication would be good.
- This should be done for individual doctors because they are all different and not all the same
- Female doctor
- Very good
- Using the computer the whole time, no eye to eye contact.
- Great job.
- Dr Koshy make you feel like you are not wasting his time, he is very thorough with his tests and makes sure I am happy with what he has said.
- Staff are always helpful and try to accommodate all my needs.
- I have always found this practice to be of a high standard.
- Seen Dr Koshy twice, excellent care.
- The building consultation rooms should be more suited to staff/patients needs e.g. chair or basket for clothes when undressing.
- The waiting area would benefit from seats near the reception desk for those who cannot stand for long.
- Cannot fault Dr Koshy or the receptions staff.
- Staff great at reception.
- 1st class.
- Dr Daniella is the first dr to show me results on computer that has been relevant to my visit.
- Scores for Dr Koshy not seen the nurse
- Great service
- The staff are very friendly and well mannered.
- We need the personal touch computers are not people plus I find it difficult to understand.
- It always amazes me how easy it is to get an appointment compared to other practices, the reception staff are excellent, if you feel your problem is urgent they do everything to get you seen as soon as possible.
- The staff are always friendly and polite and they listen too.
- I cannot fault my experiences ever with this practice, I am so pleased I have access to care when I need it.
- It's nice to talk to the receptionist.
- I've always been happy and relaxed at this surgery.
- Don't like changes can't use computers.
- Prefer person.
- Receptionists are lovely always make me feel welcome.
- Pay them more.
- Staff are lovely.

- Staff always helpful.
- I think we are lucky to have such a good service.
- Excellent service.
- Really good, helpful and respectful.
- Excellent no problem.
- Because I like to see Glyn and Katie.
- Nice to see a female dr, saw myself and child, patient and considerate to both.
- Reception staff have always been the best part of this practice.
- The speed at which the telephone is answered is quick but then the receptionist always asks you to hold and this can be for a few minutes, I feel as though my phone call is not important at this point.
- Having to always wait on the telephone whilst staff are busy with other tasks.
- The self check in should have been installed last year.

Appendix 2

2013/14 Action plan- Although the results show a drop in the percentages reached in the above areas compared to last year, the comments do not seem to reflect the results. The group have discussed this and have come up with some suggestions as to what the causes may be and possible solutions.

Area	Concern/Issue	Possible Cause	Agreed Actions	Leads	Timescale	Desired Outcome
About the Doctor	Showing care & compassion	Drs not giving enough person to person communication Using the computer throughout the consultation Asking more questions and showing more compassion Time factors	Give more time to specific patients who will need more compassion and understanding and not to be rushed, i.e known cancer patients, newly diagnosed cancer patients, relatives who have recently been bereaved etc. Avoid entering consultation on computer until patient has left the room. Be a little more patient specific	Practice manager Drs	ASAP and to re-iterate at practice clinical meetings	Improved holistic patient care Improve patient experience Improved patient results next year
About the Doctor	Explaining test results	Asking patients to make an appointment with the nurse to explain results in more detail. Not having enough time to go through the results properly Not issuing information to the patients regarding their results i.e web mentor information leaflets	Drs to issue information leaflets where possible in connection with the relevant results Give double appointments if there are known to be several results to discuss Explore the possibility of nurse telephone consultations for results before the patient comes in to see the dr.	Practice manager Drs Receptionists Practice nurse	ASAP Following meeting ASAP Following meeting ASAP Complete by 31 st July 2014	Improve patient care Improve patient experience Improved patient results next year
Access to services	Giving an appointment with Dr of Choice	Recruitment of a female GP has proved very popular and demand is high. Dr Koshy is very popular with patients and his demand is extremely high	Capacity for Dr Koshy is at its maximum, consider displaying leaflet advising of popularity and booking in advance where possible. Consider adding more advanced booking slots for female gp.	Practice manager Drs	Complete by 31/07/2014 or sooner if possible	Improve patient experience/and awareness Improved results of next survey

Appendix 3

2012/13

You Said/ issue	We Did	Outcome
<p>Waiting times to see Drs & nurse need to be improved</p>	<p>Performed audit of waiting times for both the doctors and nurse & average length of appointments.</p> <p>Audited arrival times of clinicians over a 3 month period</p>	<p>More double appointments slots allocated</p> <p>Clinicians either arrive 15 minutes before surgery commences or surgery time is altered 15 minutes later.</p> <p>The results in this area have improved by 4% on last year.</p>
<p>Not easy getting an appointment with the Dr or Nurse</p>	<p>Performed capacity & demand audit.</p>	<p>Increased all clinician's appointments by 3 every day</p> <p>Keep a appointment cancellation book to ring patients if there are any cancellations.</p> <p>Surgery now has a GP registrar who has 2 surgeries a day</p> <p>The results in this area have improved by 5%</p>