

New Hall Surgery

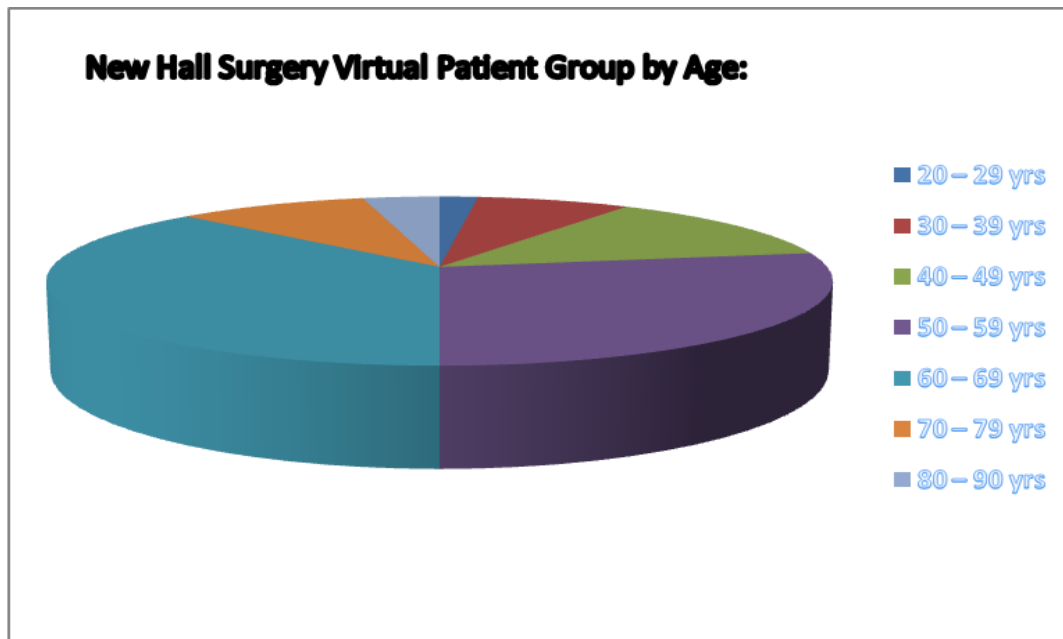
LOCAL PATIENT PARTICIPATION REPORT:

This report has been written to comply with headings required by NHS Hull. This report will be posted on the practice website, a summary made available to patients by means of a leaflet and also submitted to NHS Hull via Hayley Patterson.

- **Patient Group Profile:**

New Hall Surgery Patient Participation Group (PPG) structure, of those with ethnicity coded) is currently 100% White British with predominantly older patients involved. Although we have 46 listed members, there is currently a core group of about 15-20 patients who attend, with members joining and leaving periodically. The practice group agreed, as part of terms of reference, to have no greater than 20 regularly attending members. The surgery has struggled to form a robust group over some years and feels that its current group are offering consistent help and support to the practice. The group, in discussing its current make-up, did not feel that a lack of younger people, or ethnic minority patients, detracted from the main aims of the group and they felt they were in a position to represent all the practice patients appropriately.

The practice patient virtual group (PPVG), which complements the PPG, consists of 64 members. This is more representative of the patient population as a whole, particularly from an age perspective (see below), although it is still mainly populated by the older patients, who have more time to give. Ethnic representation within this group is 3.13% (2 patients).



- **Patient Profile:**

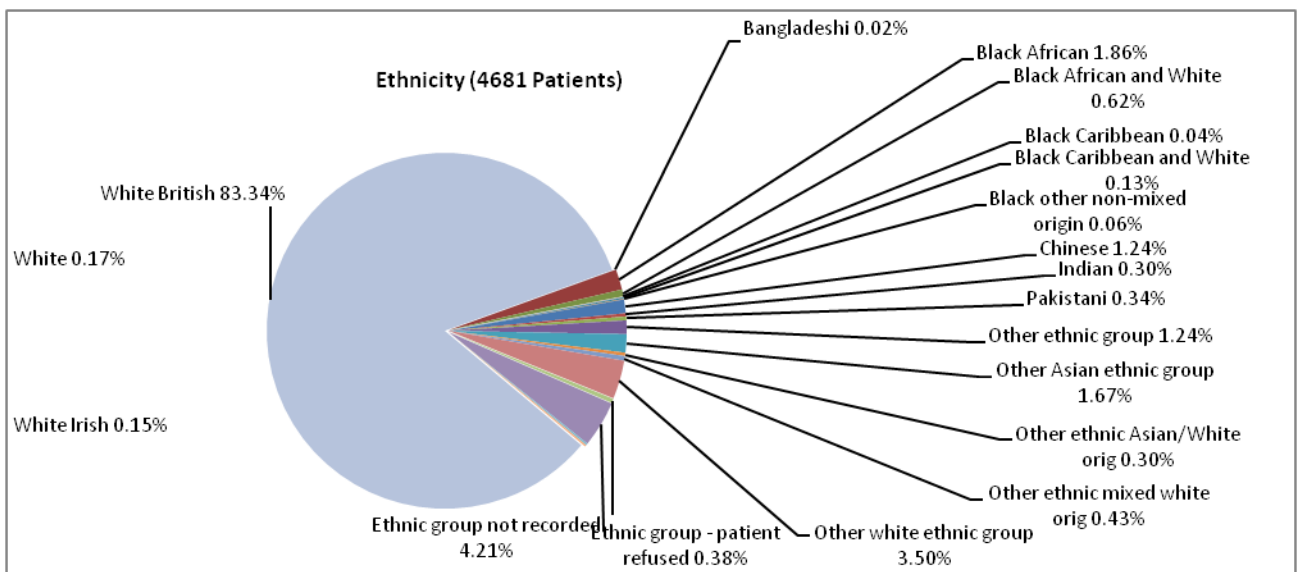
Patient Ethnicity of New Hall Surgery Patients, *where recorded*, as at December 2011

Bangladeshi	1	Bangladeshi	0.02%
Black African	87	Black African	1.86%
Black African and White	29	Black African and White	0.62%
Black Caribbean	2	Black Caribbean	0.04%
Black Caribbean and White	6	Black Caribbean and White	0.13%

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Black other non-mixed origin	3	Black other non-mixed origin	0.06%
Chinese	58	Chinese	1.24%
Ethnic group - patient refused	14	Indian	0.30%
Ethnic group not recorded	16	Pakistani	0.34%
Indian	58	Other ethnic group	1.24%
Other Asian ethnic group	78	Other Asian ethnic group	1.67%
Other ethnic Asian/White orig	14	Other ethnic Asian/White orig	0.30%
Other ethnic group	20	Other ethnic mixed white orig	0.43%
Other ethnic mixed white orig	164	Other white ethnic group	3.50%
Other white ethnic group	18	Ethnic group - patient refused	0.38%
Pakistani	197	Ethnic group not recorded	4.21%
White	8	White	0.17%
White British	7	White Irish	0.15%
White Irish	3901	White British	83.34%

4681



New Hall Surgery, as at 01/03/2012, has 9082 patients. However, only 48% of patients have their ethnicity recorded. As this accounts for, roughly, half of the patients, it can be assumed that the above breakdown is representative of all the patients at New Hall Surgery. It is likely that, if all patients' ethnicity were recorded, that the white British element would be proportionally higher than for the 48% of patients shown above. The reason for this is that in the past 5 years, ethnicity has been actively collected for new patients and the surgery is aware that there has been an increase in ethnic patients joining the surgery during this period: Asylum Seekers, foreign students and refugees in particular. Patients registered prior to this period were, for the most part, white British origin, but their ethnicity was not recorded as there was not been a call for it at that time.

From this information Black African (1.86%), Chinese (1.24%) and Other Asian Ethnic Group (1.67%) stand out as highest percentages.

Proportionally this will mean at least 1 member of the PPG should be of an ethnic minority. At present, no one within the PPG is of an ethnic minority, although the practice has actively encouraged participation through posters, website and through other communications. However, as stated in A. New Hall Surgery has also developed a "Virtual" patient group of 64 members, 2 of which are Indian and Other Asian ethnic group, respectively.

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- ***Priority Issues:***

At their 12/10/11 meeting the PPG discussed and agreed the priority areas for the practice, which were broadly what was included in the CFEP Patient Satisfaction Survey. After discussing what was included in this survey the group could not think of anything further which needed to be added, as there was an opportunity within the survey to give opinions, as well as answer set questions. Priority areas were agreed as:-

- Access – including telephone, opening hours, continuity of care & seeing GP of choice
- Waiting times
- Patient education and information
- Complaints handling
- Confidentiality

It was agreed that the building was of a high standard and the group has no concerns about improvements to the building.

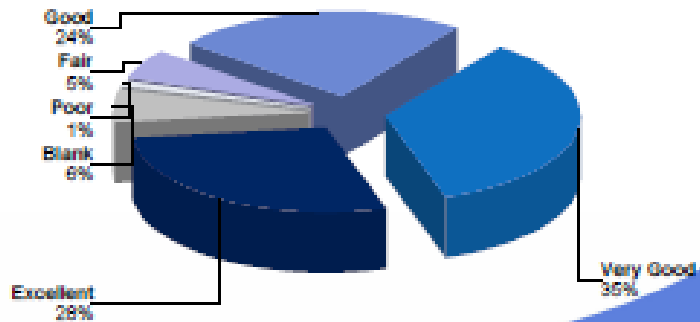
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- Patient Views / Practice Survey results:**

A full display of the survey results is also to be found in the reception area at the surgery and on the practice website

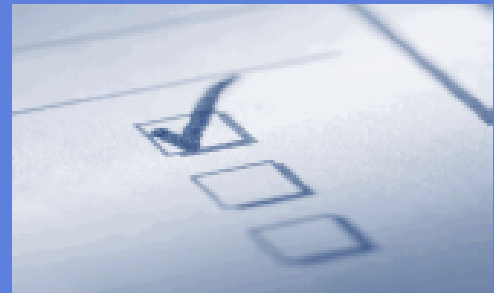
87%

of all patient ratings about this practice were good, very good or excellent

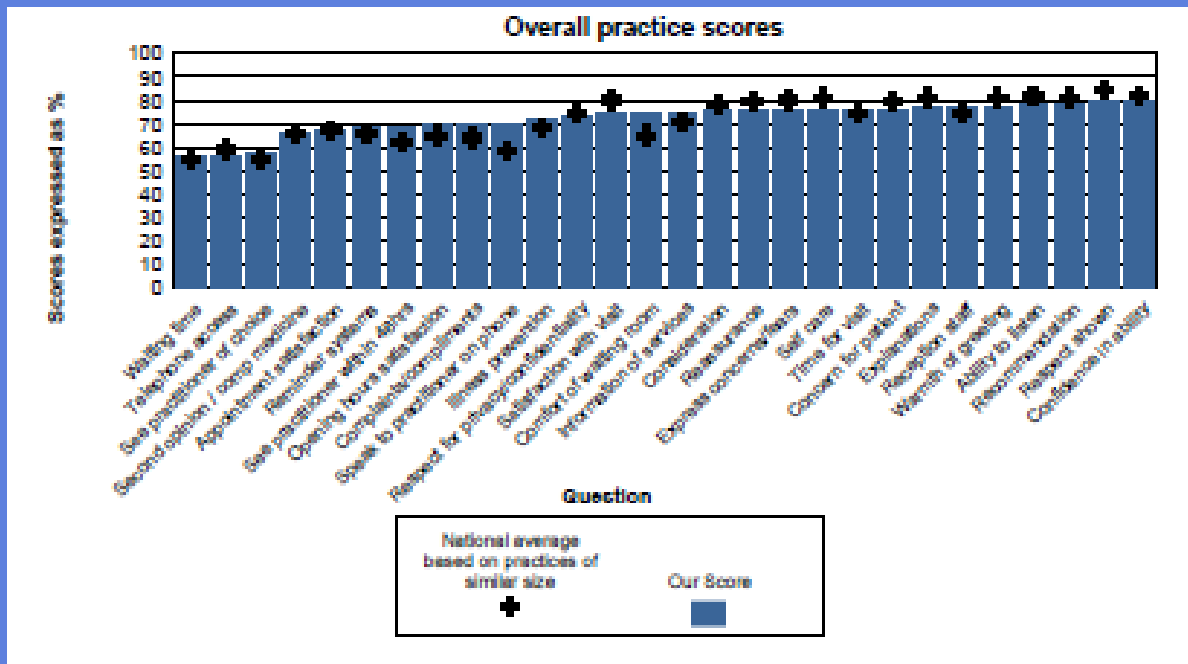


Thank you for your participation in this survey

Patient Experience
Survey Results 2011/2012
New Hall Surgery



"Striving towards excellence"



The results of this survey will help us to provide the best possible service to you



New Hall Surgery

- **Plan of action / discussions**

The practice survey results were distributed at the PPG meeting dated 18/01/12. The group went through not only the overall scores, but also the individual comments. These broadly broke down as follows:-

PATIENT COMMENTS:

- 54 people responded with very positive feedback. Themes among these responses included praise for the doctor call back system, the manners and skill of the doctors and staff and the level of care and respect afforded to patients
- 23 people responded with negative comments. Many of these relate to the doctor call back system, particularly that it is inconvenient for them and that the telephone lines are often very busy
- A number of people made recommendations for improving the level of service offered by New Hall Surgery
- A selection of respondents made suggestions regarding appointment access; people expressed a wish to be seen by the same doctor or nurse more consistently, there was also a desire to be able to book an appointment with a doctor of choice, and for more appointments outside normal working hours i.e. another late evening surgery (or the patient could be unaware of existing late surgery)
- A number of respondents commented that appointment time keeping could be improved
- A strong theme of recommendations was to improve the confidentiality in the reception area although there were no suggestions on how this could be done within the existing layout
- Other recommendations include the implementation of weekly 'healthy clinics' and promotion of free, local exercise and activity groups, perhaps even running some from the surgery

- **Detailed action plan**

The following plan of action was discussed, formulated and agreed by the PPG at the meeting dated 18/01/12

	Action:	By:
1	Openness – System to be designed allowing patients to be invited to send their comments on the practice via the website. Appropriate comments would be posted onto the website and could educate future practice plans	End Apr 2012 Completed 01/03/12
2	Work with doctors in the practice to identify areas of improvement for questions "About the Practitioner" where areas fall in the lowest 25% of all means	End Apr 2012
3	Consider ways of improving the times patients are kept waiting for appointments with both doctors and nurses	End Apr 2012
4	Investigate ways to improve patient confidentiality at the front desk (may involve have JAYEX board moved and re-organising reception area)	End Oct 2012
5	Seek to improve patient access via existing telephone system	On-going monitoring
6	Initiate patient education programmes to ensure that patients are fully aware of healthy lifestyle programmes and exercise opportunities within the practice area	End Feb 2012 Campaign started end Feb 2012
7	Educate patients in various ways about the appointment system, type of doctors and nurses within the practice and who they are able to help	End Mar 2012

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8	Investigate how we can help working people who cannot take or make phone calls during work times. Investigate how to tailor the appointment system for this group without showing favouritism over other patients making appointments. The concept of all patients being shown equality when making appointments was important to the group	End May 2012
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Achievement against this plan will be posted periodically on the website

- ***Statistical evidence for plan of action***

The above plan of action, fully agreed with the PPG, is based upon the statistical findings of the practice survey and also responds to the key themes from the patients' comments. A comprehensive display of these findings can be found in the practice reception. Details are also posted on the practice website

- ***Reporting to & involvement of the Primary Care Trust***

During late 2010 Hull PCT Local Engagement Manager, Reka Pataky, was a great help to New Hall Surgery in advising how to re-launch the surgery PPG, which had faltered at that point. At the re-launch of the New Hall Surgery PPG, Hull PCT was represented by 3 members, Reka Pataky, Carole Osgerby (Locality Engagement Manager) and Lisa Smith, a patient Ambassador working with NHS Hull. The practice would like to thank the NHS Hull for their support in re-launching the group. Advice and assistance was invaluable in the initial stages and helped to re-build a robust group

- ***Opening hours of the practice***

Practice opening hours are advertised on the practice website, within the practice leaflet, on Patient Choices website, within the practice on notice boards and are as follows (taken from the Practice Leaflet):-

Our normal surgery opening hours are: Monday - Friday 8.30am - 6.30pm. We also hold an evening surgery on a Thursday from 6.30 – 8.00pm and open on a Saturday morning from 9.00am – 12 noon. Please note that Thursday evening and Saturday morning surgeries are by appointment only. We are not open on Thursday evening or Saturday morning for telephone calls or to pick up prescriptions.

- ***Extended hours at New Hall Surgery***

New Hall Surgery offers what NHS Hull term "extended hours" by opening on a Thursday evening from 1830 – 2000hrs (doctor's appointments), and 1830 – 1930hrs (nurse's appointments), and also on a Saturday morning from 0900 – 1200hrs.

***Report written by Helen McAteer
Executive Manager
03/03/12***