



Patient Participation Group Report

March 2014.

18 High Street, Cranleigh, Surrey, GU6 8AE

Practice Manager: Jacqueline Stockhill

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Executive Summary

The following report outlines requirements for a Local Patient Participation Report to satisfy the PP-DES 2013 – 2014 requirements as directed by the;

THE NATIONAL HEALTH SERVICE ACT 2006

The Primary Medical Services (Directed Enhanced Services) (England) (Amendment) Directions 2011 Insertion of new direction 12A - "Patient Participation Scheme".

The survey results in this report have been collated from January to March 2014 and continue on from results in the 2013 Local Patient Participation Report.

18 High Street	Practice Manager: Jacqueline Stockill
Cranleigh	
Surrey	
GU6 8AE	
Number of doctors	6 Partners 2 Assistants 1 GP Registrar
Number of patients	14960

The Patient Participation Group (PPG) has developed in three directions over the past year. It has worked with the surgery to directly benefit patients, it has kept up to date with changes in the wider NHS and has organised events for health promotion. It has also successfully recruited more people to the PPG.

One of the highlights of the PPG's work this year was having two of its members sitting on the final interview panel to recruit new doctors. The PPG representatives asked questions of their own choosing and were fully involved in subsequent discussions with the partners and management, and this led to the successful appointment of two new GPs.

The PPG has accomplished the action plan set out last year and has developed a clear path of where it is going and what it wants to achieve.

The core PPG group has grown from 10 to 15 members as more have joined who represent identified important groups. The virtual PPG has grown again, from 130 in 2012, through 178 in 2013, and now stands at 312. Recruitment is ongoing.

Cranleigh Medical Practice PPG is a member of the National Association of Patient Participation.

Summary of PPG work and meetings this year:

April	<ul style="list-style-type: none"> - Following on from the 2013 PPG AGM, discussion of plans for 2013-14. - Election of new Chair and Vice Chair - Carers – how can PPG and CMP encourage carers to register and support them better? Led to articles in local magazines , promotion of Carers breaks. - Planning for next health information evening: Dementia.
May	<ul style="list-style-type: none"> - Planning of PPG awareness stall to be run outside the Co-op in PPG week. Carer’s Trust to provide information about local groups and initiatives. - Out of hours services update; input to Guildford and Waverley Clinical Commissioning Group (CCG) survey. - Feedback on NHS experiences. - Audited the use of “how to get the most out of your appointment” leaflet – not many people asked had heard about it – practice staff encouraged to give them out and distribute to groups who will benefit from the advice.
June	<ul style="list-style-type: none"> - PPG and Carers’ promotion event – 13th June, stall outside Co-op in Cranleigh. Representatives from PPG and Action for Carers Surrey. - Feedback on NHS experiences, discussion of successful near-point INR testing service at the surgery. - NHS Choices – individualised feedback for the surgery . - Support for “The Girls” of CMP who ran the Race for Life in aid of Cancer Research UK.
July	<ul style="list-style-type: none"> - Discussion of CQC and the role that PPG will play in CQC inspections. Consideration of outcomes 1,2,6,21. - New repeat prescription service: feedback and discussion on the improvements. - Communication strategy for PPG – update and allocation of tasks. - Feedback on 111. - Formulation of questions to ask at the CCG meeting on 23rd July.
August	<ul style="list-style-type: none"> - Representative from First Steps came to show what is available in the borough to support mental well-being. - In depth discussion of CQC outcomes 1,2,6,21 and how CMP are meeting these: <ul style="list-style-type: none"> - 1: Involving and respecting patients – PPG leaflet, online interpreter with longer appointments for non-English speakers, wheelchair and lifts. - 2: Consent to care and treatment – living wills, safeguarding and chaperoning policies. - 6: Co-operating with other providers – quarterly multidisciplinary meetings, “virtual ward” with community matron, integrating with other healthcare teams. - 21: Records – policies – scanning, shredding, archiving, clear desk, special patient notes for out of hours, access to records. - Discussion of new patient-focussed surgery website. Interactive and updated. Many new features. - CCG public board meeting discussion.
September	<ul style="list-style-type: none"> - Visit from Community Matron. - Review of the Patients’ Charter. - Discussion of CQC outcomes 12, 13, 16: <ul style="list-style-type: none"> - 12: recruitment of staff – PPG would like to be involved in the process. - 13: abuse of staff – PPG surprised at frequency; complaints system discussed – transparent, CMP will share anonymised numbers and

	<p>subjects of complaints with PPG.</p> <ul style="list-style-type: none"> - 16: Assessing and monitoring the outcome of service provision – surveys, feedback. <p>-PPG will get involved with Dementia Champion project.</p>
October	<ul style="list-style-type: none"> - Planning for next patient survey – ideas for questions and tying this in with CQC outcomes. - Physiotherapy service discussion
November	<ul style="list-style-type: none"> - Visit from Sheila Smith, elected representative for patients on the Royal Surrey County Hospital Trust and John Coleman, Deputy Director of Operations, Access and Support Portfolio, to talk about patient discharge procedures from the Royal Surrey. - Cranleigh community meeting about Dementia Friendly Surrey organised by the PPG; with representatives from many groups including PPG, carers, social care, financial planners, Police, care homes, Waverley Councillor, Medical Practice team, Cranleigh Co-operative, Guildford and Waverley CCG, Dementia Friendly Surrey.
January	<ul style="list-style-type: none"> -Patients' Charter update - Quality survey launch online and face to face encouragement to participate with PPG members in the waiting areas. - Multi-professional Triage Team (MPTT) and Choose & Book - "Put patients first" campaign. - New dermatology and vascular services coming to the surgery.
February	<ul style="list-style-type: none"> -Review of Terms of Reference for the PPG. -Complaints review
March	<ul style="list-style-type: none"> -Formulating questions for next CCG meeting -Selection of Chair and Vice Chair for coming year. -PPG Awareness Week Event – first week in June – to run in the Village Hall, a stall with people from the Health Centre, Leisure Centre, Co-operative – all to promote healthy lifestyle and nutrition as well as raising awareness of the PPG. Also to invite the charity who are providing defibrillators to all the pubs in Cranleigh to promote their work and forthcoming public training events. -26th March: evening PPG AGM with presentation and discussion of survey results and ideas to take forward for the next year.

The PPG formulated an entirely new survey this year, focussing on the quality of clinical services received, cleanliness of the new building, interaction with staff of the practice and access. The questions were designed to try and pick up on any areas of concern that could then be looked at by the PPG in more detail. Patients were also given the opportunity to make "free text comments" which is something that was raised in last year's survey discussion as being a good idea.

The results of the survey were very good. Discussion of the results at the PPG AGM generated some good ideas for areas to look at over the coming year; the most notable of these being how to get patients to self-care more and use the services at the practice, and in the wider healthcare environment, most effectively.

Experience and thoughts regarding the PPG

The PPG has really grown in status and knowledge over the past year, becoming involved in many more discussions and processes which are vital to the health and wellbeing of our patients. The group is forward-thinking and innovative, and is now sharing its work to inspire patient groups in other practices. It is a very effective and essential group who really are “the voice of the patients”.

Very sadly, two of the key members of our group passed away this year. We will always remember Valda and Chrissy, who contributed so much of their time, care and experience and worked tirelessly for the benefit of our patients.

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About The Practice

We are a large, friendly rural training practice in the biggest village in England, nestling at the foot of the Surrey Hills. Our team provide high quality, evidence-based healthcare to our community and look after nearly 15,000 patients. The GPs, Doctors in training, specialist nurses and healthcare assistants are well supported by a friendly and helpful administrative team.

The Doctors

Dr Christie
Dr Clark
Dr Donovan
Dr Turner
Dr Inglesfield
Dr Mayer
Dr Hull
Dr Blakemore
Dr Hardy

Dr Bratty retired this year.

Two more doctors will be starting in the next two months: Dr Lupini and Dr Stevens.

The Practice Staff

Practice Nurses

Our Practice Nurses specialise in preventative medicine. Appointments can be made for immunisations, cervical smears, contraception and blood pressure checks, foreign travel, asthma, COPD, cardiovascular health, stroke and TIA reviews, vaccinations and advice. We now have 6 Practice Nurses, three of whom are fully trained minor illness nurses.

District Nurses

The District Nurses, run by Virgin Healthcare, are based at the surgery and can be contacted on 01483 782490.

Healthcare Assistants

Our healthcare assistants run NHS Health Checks and support the nursing team by providing phlebotomy (blood taking) clinics as well as monitoring blood pressure, arranging ambulatory blood pressure monitoring, taking ECGs, near-point INR testing and checking urine samples. They also provide administrative support in the chronic disease management of our patients.

Health Visitors

The health visitors are based at the surgery Monday to Friday and can be contacted on 01483 782440 - answering machine available. The Health Visitors run a weekly drop in child health clinic on Wednesdays.

Opening Hours

Monday to Friday - 08.00-18.30.

Extended hours clinics for pre-booked doctor and nurse appointments – Tuesday evenings until 20.00 and Saturday mornings 08.30-10.30. The surgery is not open for telephone calls at this time – all emergency calls and appointments out of normal working hours are provided by Harmoni Thamesdoc.

Patients are all registered with the Practice and have a named doctor. We encourage patients to see their named doctor where possible for continuity of care, but they are able to see any doctor in the practice.

An appointment can be made by booking online, phoning 01483 273951 or by coming in and speaking to a receptionist. Urgent cases are always seen on the same day. The duty doctor triages calls for urgent advice and appointments and arranges an appropriate time for the patient to be seen. Each doctor has appointments which can only be booked by the duty doctor and there is also an “urgents” clinic every day at 1200, which together provide the capacity for emergencies to be seen. For non-urgent appointments, patients are offered the choice of the next available slot with their usual doctor, or an appointment with another doctor if more convenient for them.

We also offer an online service to book appointments and order repeat prescriptions. Patients can register for this service at reception.

Telephone Consultations

Patients are able to dial their doctor's secretary directly, who can discuss their request with the doctor and arrange a telephone consultation if needed.

Home Visits

Home visits are available for patients who are too ill to visit the surgery. Most visits occur between 1230 and 3pm and where possible patients are seen by their usual doctor. Urgent visits that come in during the morning or in the afternoon are attended to by the duty doctor. Patients are asked for details for the reason of the visit so each can be arranged with appropriate rapidity.

When the Surgery is closed

Out of hours patients use the National Call number 111 to access advice. This number is advertised in the surgery, on the website and on the new patient leaflet.

Local Survey Methodology

This year saw the launch of the brand new interactive surgery website. This has an inbuilt patient survey function. The survey was designed by the PPG, loaded onto the website, sent electronically to the virtual patient group by email, given in paper form to patients who came into the surgery, and PPG members also helped people to complete paper copies in the waiting areas. The survey was promoted on the website, on the waiting room electronic screens and in local magazines.

Patient Reference Group

PRG Membership

Member Profiles

Members of the Patient Reference Group are recruited from patients registered at Cranleigh's Surgery. The Core PPG of 15 members is led by a chair who is elected each year. The core group is made up from 2 GPs, the Practice and Deputy Practice Managers and eleven patients with wider interests and positions in the community. The core group members have a wide range of experience amongst them, many having been involved in health and social –related action groups in the past. All are patients of the practice and have extensive local knowledge about the area and the population. Amongst this group are strong representatives for children and young families, frail elderly, patients who make use of online services, patients who have no online access, patients with disabilities and patients who reside in a local retirement village and in nursing homes.

The practice has a 'virtual' Patient Reference Group. This means that patients are invited and encouraged to give their feedback via surveys on various aspects of the practice in a number of ways; by completing a paper format of the survey, by accessing surveys from the practice website, completing a survey whilst they are in the practice, or by email if they have signed up for email PPG contact.

PRG Recruitment & Representation

In order to ensure that members of the group are fully representative of our registered patients, the Surgery uses the following means to recruit:

- Core PPG members attend the surgery to promote themselves at strategic times such as the opening of our new building, flu clinics, at times when surveys are being run.
- The PPG newsletter, published in Cranleigh People magazine which is a free community magazine delivered monthly to every household
- Information displayed on the waiting room information screens
- Leaflets available on reception desk
- Leaflets in consulting rooms for GP's to recruit individuals, in particular those who may not be aware of the PPG in the methods already mentioned or are unable to access them in any way
- Leaflets enclosed in new patient registration packs.
- Short messages on the repeat prescription ordering forms.

The current number of PRG Members is 15 core members and 312 signed up to the virtual PPG, and with each survey more patients are reached out to in the waiting rooms – not all of these subsequently want to sign up to the virtual PPG. Recruitment is on-going using all the methods described above.

PPG Agreement of Priorities

The PPG agreed the format and content of the survey questions based on results from previous years and input and ideas from the PPG group itself.

Results, Outcomes & Findings

Survey results by Input Channel

224 surveys were completed this year, an increase on previous years – 175 in 2013 and 70 in 2012.

Of 224, 106 were completed electronically and 118 on paper.

Summary of Demographics

The demographics of survey respondents this year is very similar to last year. This year the PPG added in another age range, “over-75” as lots of the work and discussions have been about the frail elderly this year, so they wanted to see how many of this group are accessing the surgery. 17% of respondents were over-75.

Representation of Registered Patients

Cranleigh Medical Practice can confirm that the feedback is being provided by a more representative group of its registered patients than last year. We would still like bigger numbers to respond and recruitment to the PPG is ongoing. Face to face contact with members of the core PPG has been invaluable in encouraging patients to take part.

The following steps are being taken to increase representation:

- PPG page on new surgery website
- When a patient signs up to the surgery newsletter through the website, they will be included in the virtual PPG group emails.
- PPG newsletter and information in Cranleigh People magazine and now in the Cranfold Life magazine as well – new from 2013.
- “open” PPG annual meeting where more patients can come to meet the PPG, discuss surveys, give feedback.
- PPG evening clinical meetings with invited speakers to educate patients and raise awareness of the PPG.

Survey Results and discussion.

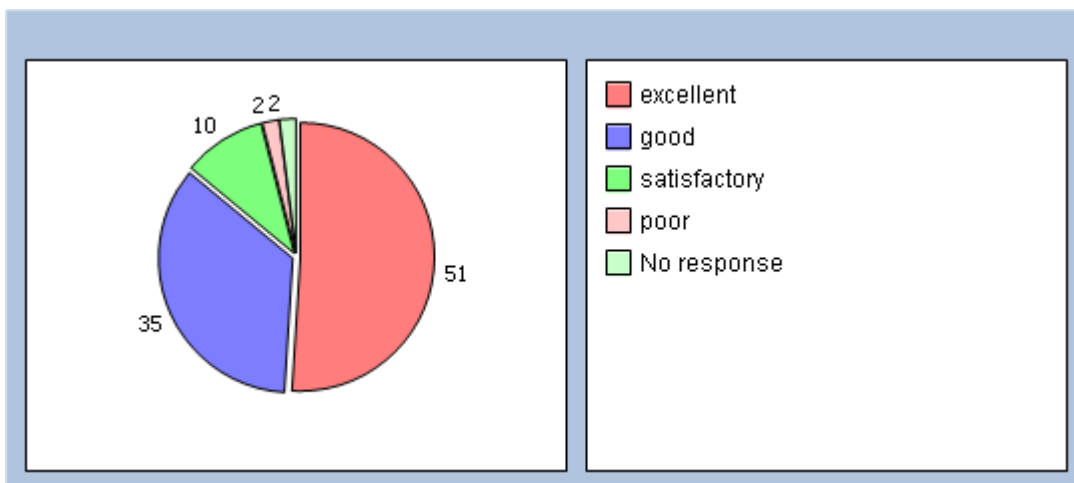
Cranleigh Medical Practice Patient Survey 2013-14

Patient Survey 2013-14

Here are the results of this year's survey, followed by discussion points raised by the PPG.

Please rate your doctor or nurse on how much time they gave you

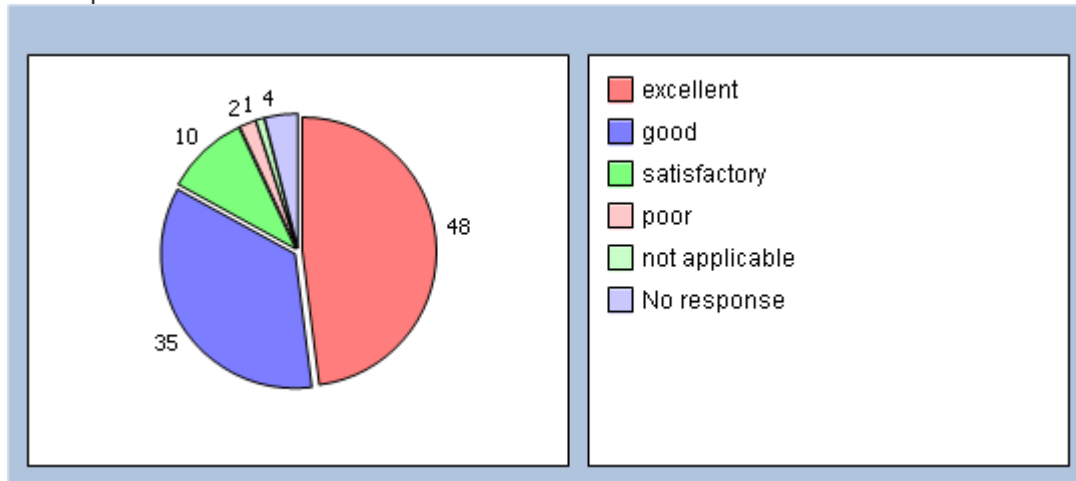
excellent	51%
good	35%
satisfactory	10%
poor	2%
not applicable	0%
No response	2%



- Very high satisfaction with time given by clinicians. An understanding that where some patients need more time, this may cause clinicians to run a little late.

Please indicate how well your doctor or nurse involved you in decisions about your care

excellent **48%**
 good **35%**
 satisfactory **10%**
 poor **2%**
 not applicable **1%**
 No response **4%**

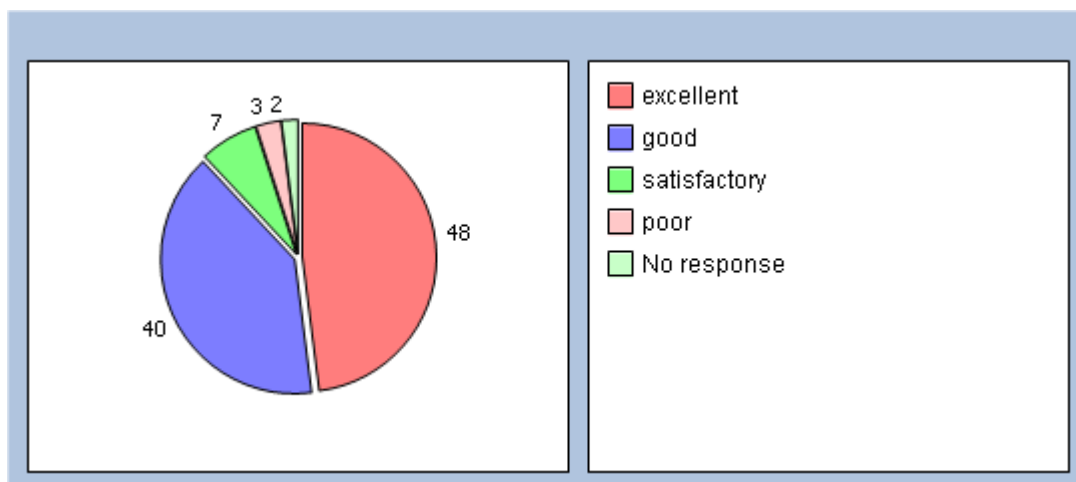


- Very high patient satisfaction.
- Clinicians are handing out patient information leaflets during consultations, as the PPG have appreciated in the past – more useful and well received than giving patients a website to look up when they get home.

We continually strive to keep the building hygienic, clean and tidy.

Please indicate how you think we are doing in the reception and waiting areas

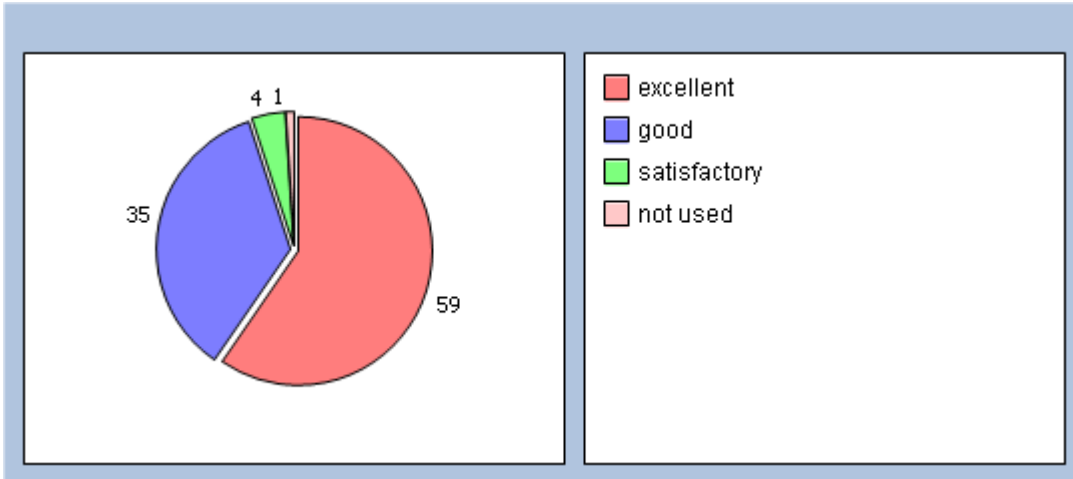
excellent **48%**
 good **40%**
 satisfactory **7%**
 poor **3%**
 not applicable **0%**
 No response **2%**



- Very high satisfaction. One free text comment was "clean now but the building is only a year old – let's see in another year's time" – may repeat these questions next year.

Please rate the cleanliness of the consulting and treatment rooms

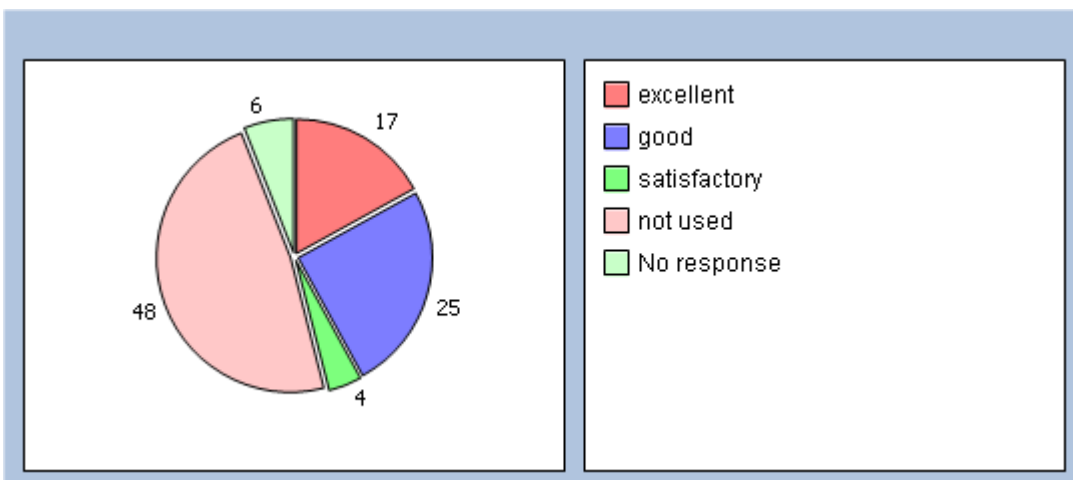
excellent **59%**
 good **35%**
 satisfactory **4%**
 poor **0%**
 not used **1%**



- Very high satisfaction.

Please rate the cleanliness of the toilets

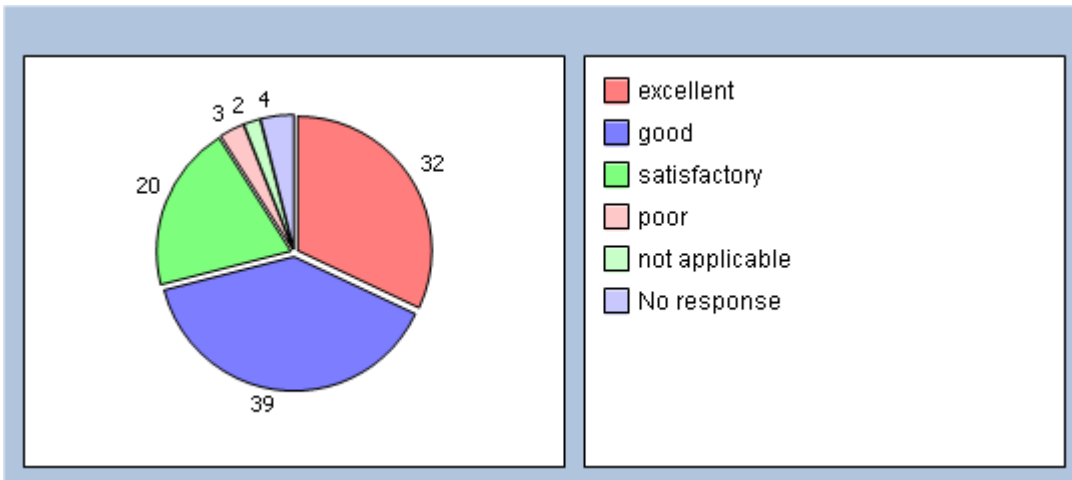
excellent **17%**
 good **25%**
 satisfactory **4%**
 poor **0%**
 not used **48%**
 No response **6%**



Our administrative and clinical teams are here to help you when you need them.

Please rate the service you have received from our receptionists

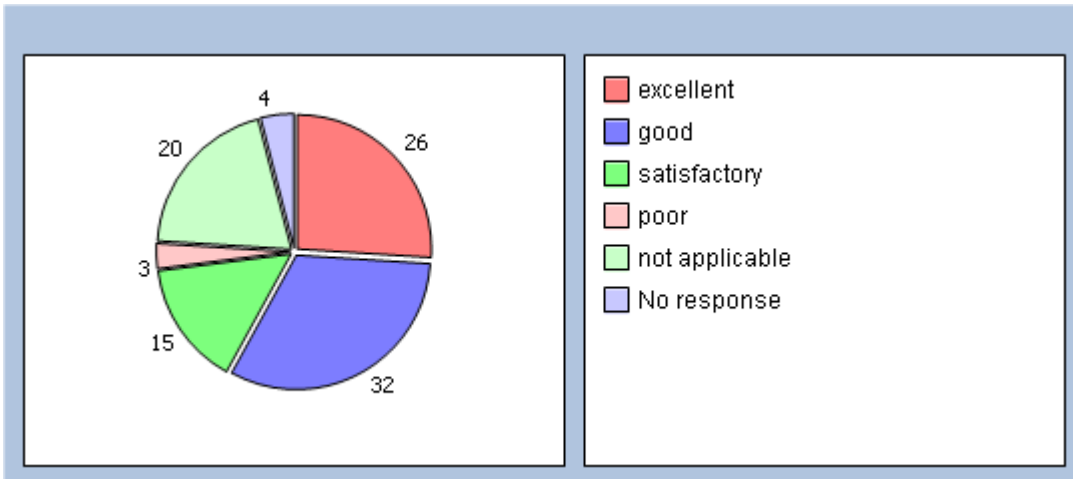
excellent	32%
good	39%
satisfactory	20%
poor	3%
not applicable	2%
No response	4%



- Very high satisfaction with receptionists.
- Receptionists are the frontline for people attending the surgery.
- Discussion that there should be a confidential area to speak to receptionists – there is a confidential interview room, also a private barrier to talk behind – notices will be put on these to make them more obvious to queuing patients and receptionists will promote their use where needed. Introducing the queuing system with “wait here” sign has been useful in keeping patients back from the reception desk, allowing people to go up one at a time.
- PPG feel receptionists deal with a lot of unnecessary verbal abuse from patients and give their support to the team who have a difficult job.
- PPG feel receptionists are key in signposting patients to the different services within the practice and will look at ways of encouraging patients to tell receptionists what the problem is, so they can be booked with the most appropriate person. PPG also to show patients that receptionists are trained in, and bound by, confidentiality just as all the other clinical and non-clinical staff are.

Please rate the service you have received from our secretaries

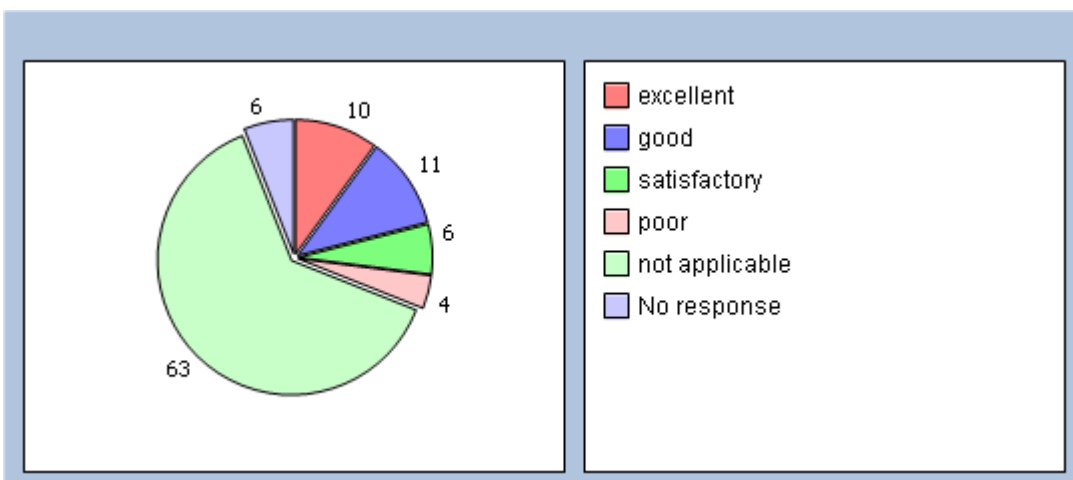
excellent	26%
good	32%
satisfactory	15%
poor	3%
not applicable	20%
No response	4%



- Very high satisfaction with secretaries.
- Direct dial phone numbers have been very useful in smoothing patient access to talk to doctors named secretaries. These numbers are published on the website, and given out to patients on a printed slip of paper when the doctor wants the patient to phone up for their results. Reception directs patient queries to the secretaries initially, who are often able to sort out the problem. If they can't they will discuss with the doctor and arrange a telephone consultation if appropriate.

Please rate the service you have received from our management team

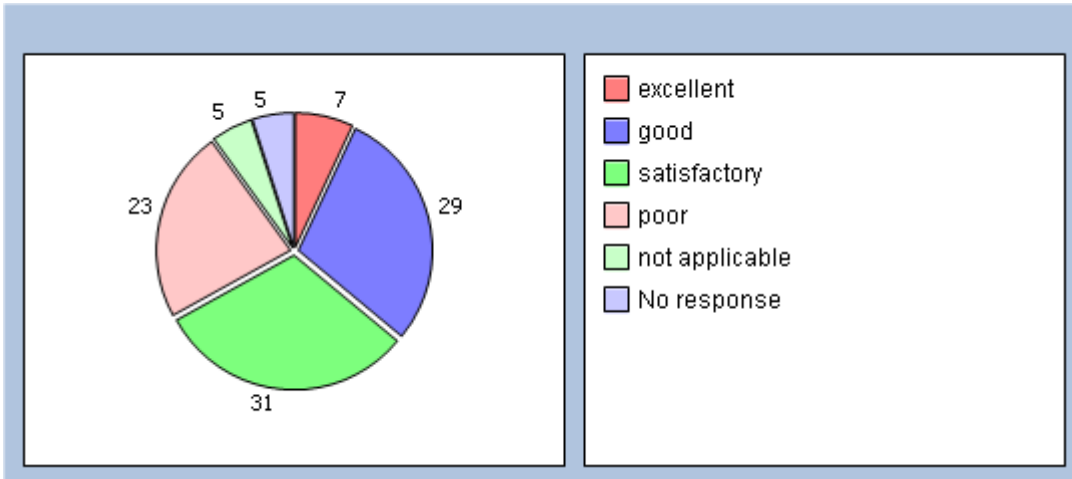
excellent	10%
good	11%
satisfactory	6%
poor	4%
not applicable	63%
No response	6%



- Not many people answering the survey have dealt with the management team! It may be more useful to rerun this survey, asking for feedback directly from people who have just spoken to or dealt with them.

How would you rate getting through to us on the telephone?

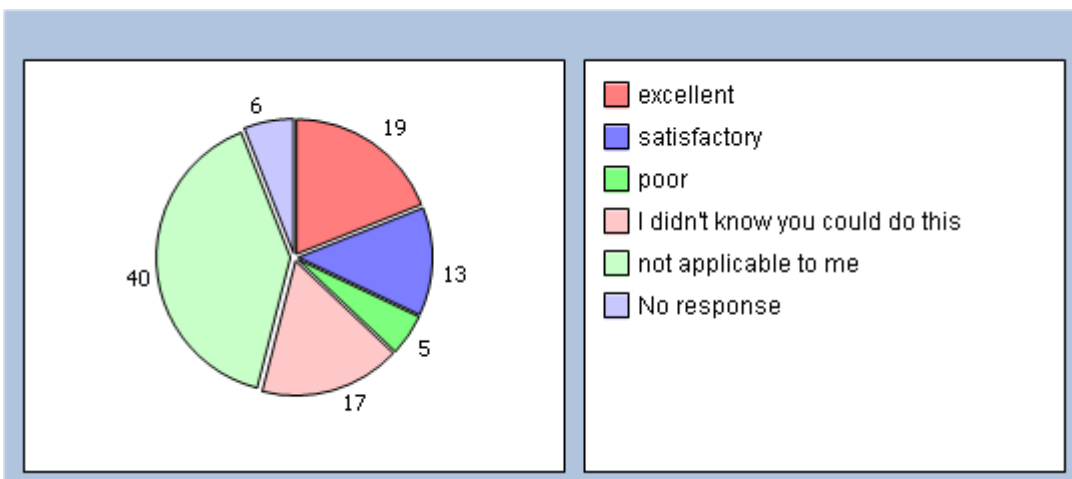
excellent **7%**
 good **29%**
 satisfactory **31%**
 poor **23%**
 not applicable **5%**
 No response **5%**



- An improvement from last year.
- Giving the secretaries direct-dial numbers for patients to use has eased up pressure on the main phone number. Increased staff man the phones at times of high demand.
- Promoting the interactive options on the practice website may further reduce pressure on the telephones.

How would you rate booking an appointment online, through your computer or mobile phone?

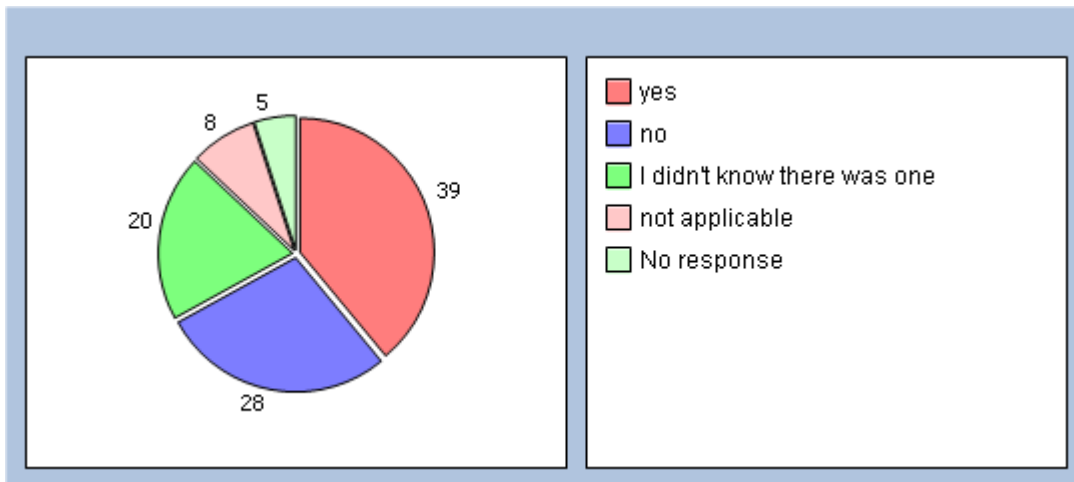
excellent **19%**
 satisfactory **13%**
 poor **5%**
 I didn't know you could do this **17%**
 not applicable to me **40%**
 No response **6%**



- Majority of people who use this service are very happy with it.
- Would be good to promote this further.
- At times there have been problems getting through the EMIS Access website to make appointments – EMIS Access is a separate website, outside of the control of the practice, but when we are told of problems our IT team get straight onto them and phone people back to resolve the issues.
- PPG keen to be able to book nurse appointments online. This is not possible with the current IT available. Doctors appointments are easy to book – 10 minute slots. Nurses are difficult – there are 6 nurses, all of whom do different things and specialise in different areas. The appointments they offer for different problems range between 5 and 20 minutes. Some nurse appointments have to be preceded by a health care assistant appointment or blood test – so at present it is too complex to book nurse appointments online. If it changes in the future, we will embrace it!

Have you used the direct dial numbers to get through to your doctor's secretary?

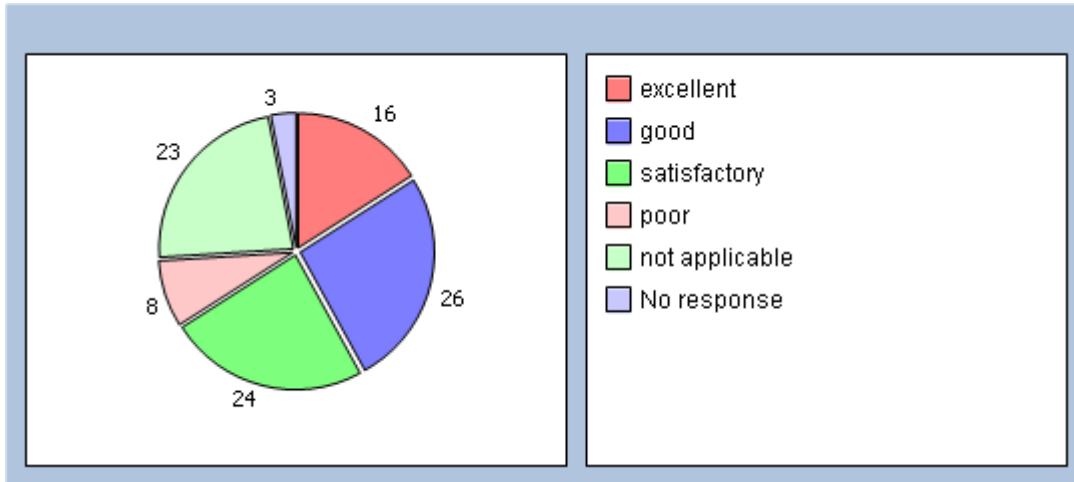
yes	39%
no	28%
I didn't know there was one	20%
not applicable	8%
No response	5%



- Would benefit from further promotion. Just raising this subject in the survey will have increased patients awareness of this service.

How do you rate getting test results?

excellent	16%
good	26%
satisfactory	24%
poor	8%
not applicable	23%
No response	3%



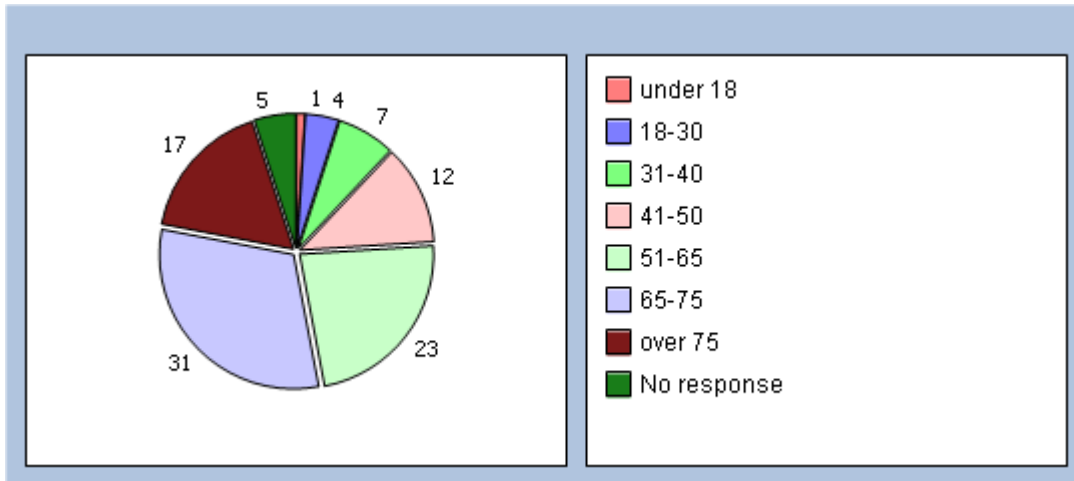
- Majority of patients are happy with getting test results. Each patient should be given a printed slip telling them how to get their results – either by phoning their doctors secretary (telephone number on the slip), or the doctor will phone/write.

We like to know we are asking a wide range of patients about their opinions so please select your gender

male **41%** female **56%**

and your age group

under 18	1%
18-30	4%
31-40	7%
41-50	12%
51-65	23%
65-75	31%
over 75	17%
No response	5%



- Similar demographics to last year.
- New age bracket identified this year – over-75s. Discussion over the new requirement for all over-75 patients to have a named doctor. Patients at Cranleigh are registered with “the practice” but ALL are given a named doctor when they register. Doctors like to see their “own” patients just as much as patients like to see their “own” doctors – both parties really value the continuity of care that a named doctor can give and the very special relationship that is built up with familiarity over time.
- Discussion about seeing “any” doctor when the problem is urgent – satisfaction with how quickly patients are seen when this is the case.
- PPG would like the surgery to publish each doctors interests, so patients may choose to see a particular doctor for a particular problem – this is welcomed by the practice and the doctors are happy to see patients who are not “theirs” for specialist areas, prior to returning them to their “usual” GP for ongoing care.

Based on your experience, how likely are you to recommend our GP Practice to friends and family, if they needed similar care or treatment?

extremely likely	34%
very likely	33%
likely	18%
unlikely	7%
very unlikely	2%
extremely unlikely	0%
No response	6%

- The “friends and family test” question is new and will be appearing across the NHS in hospitals, out-patients and surgeries. Excellent results with 85% of patients would recommend Cranleigh Medical Practice to their friends or family.

Further discussion generated by the survey results:

- New interactive practice website very well received, now getting 6,000 hits per month (old website 2,000)
- Out of 224 surveys, only 33 had added a free text comment. Of these,
 - o 16 were negative comments
 - o 7 were positive comments
 - o 10 were suggestions for improvement.
- PPG are keen to hear more of this type of feedback from patients.
- Practice have some good feedback on the NHS Choices website.
- Practice population is growing. More doctor time now in place.
- One comment was about “too many part-time doctors” – discussion that even full-time doctors are not available to all of their patients all of the time – many have commitments outside the surgery with teaching and training, looking after care homes, schools and retirement village.
- “if your doctor is not there today, what do you do?” – discussion about roles of different clinicians within the practice, role of named secretaries, using pharmacies and AE and minor injury services appropriately. Increasing demand across the health sector. If patients could make better use of available services, GP waiting times may reduce. PPG keen to promote self help and encourage people to take more responsibility for their own health.
- Minor illness nurses – “a major success of the practice”. Now 3 minor illness nurses trained and providing a minor illness service all day every day.
- Also relating to demand on appointments, the “did not attend” rate. PPG to look into this.
- Promoting the PPG and increasing members – new ideas generated and contacts discussed.

PPG Action Plan for 2013:

- To investigate ways of engaging patients in self-care. Encouraging patients to look after themselves, using safe information and ways of accessing this to help them; using services at the health centre appropriately. This will include showing patients that receptionists and people on the telephone are bound by confidentiality just as the clinicians are, and that telling the person on the phone a little about the problem will mean they are signposted to the right person for the most appropriate care. It may be appropriate to design a leaflet along the line of “who to see/speak to for what particular problem”.
- To investigate the “did not attend” rate and see if any positive change can be made here.
- To continue promoting the PPG and extending the group, aiming to get a larger sample of patients to complete future surveys:
 - o Making use of the new practice website
 - o electronic screens in waiting areas
 - o local magazines already used (Cranleigh People, Cranfold Life) and considering others
 - o stall in the village for PPG awareness day in June and making this into a bigger event by promoting healthy lifestyles with leisure centre, marathon-running practice nurse, healthy food from the Co-op, defibrillator use and training.
 - o Patient health information evenings – the next one to run on Diabetes
 - o Building on links already formed with the CCG and other patient groups
 - o Continue community groups outreach.
- To continue to be the voice of the patients and bring up issues on behalf of the community to discuss with the surgery.
- To pass information on patients experiences in the NHS back to the CCG.
- To look at patient feedback received by the surgery and act on this where appropriate.
- To continue involvement in the recruitment of new staff to the surgery.
- To remain a flexible and focussed group, paying attention to in-house, local and nationwide health issues and where possible making a positive representation of our patients.