



## Patient Participation Group Report

March 2015.

## Executive Summary

The following report outlines requirements for a Local Patient Participation Report to satisfy the PP-DES 2014 – 2015 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"

18 High Street Cranleigh Surrey GU6 8AE	Practice Manager: Jacqueline Stockill
Number of doctors	6 Partners 4 Assistants 1 GP Registrar
Number of patients on 30.3.15	15096

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 representing the views of patients when the CQC came to inspect the practice on 7<sup>th</sup> October 2014. At the time of writing this annual report, the final CQC report is still awaited. The PPG was able to demonstrate its work over the past years with the practice and show how it acts as "the voice" of the patients. The CQC were impressed by the health promotion activities of the PPG such as topical evening meetings and the health promotion stand in the High Street.

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 as more have joined who represent identified important groups. The virtual PPG has grown again, from 130 in 2012, through 178 in 2013, 312 in 2014 and now 444 in 2015. 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"> <li>-Guest: Carol Searle, Health and Wellbeing Manager for Waverley Borough Council. Discussion on how our community can look after themselves better and where they can go for help and advice.</li> <li>-Discussed structure of the NHS</li> <li>-Devised questions to ask Guildford and Waverley CCG</li> <li>-Revised terms of reference for PPG , discussed selection of Chair and Vice Chair for next year.</li> <li>-Initial planning of PPG awareness week event.</li> <li>-Patient feedback on NHS experiences – 111 and Out of Hours services</li> </ul>
May	<ul style="list-style-type: none"> <li>- Planning for the PPG Awareness Event next month.</li> </ul>
June	<ul style="list-style-type: none"> <li>- PPG Awareness Event: 2 outdoor venues, outside the Co-op and in Fountain Square. Leisure centre took part; Caroline Pleasance, Guinness World Record holder for fastest nurse to complete the London Marathon there; Co-op promoted healthy foods; Cranleigh Pharmacist promoted self-care and how pharmacists can be first port of call when ill; demonstrations of the Village's new public defibrillators; First Steps mental health team participated.</li> <li>- Aided promotion of Homestart family support within the practice.</li> </ul>
August	<ul style="list-style-type: none"> <li>- Participated in the "put patients first" National Campaign.</li> <li>-Discussed "did not attend" rates at the surgery and the development of the Practices' Urgent Access Clinic designed to improve emergency access for patients.</li> <li>- Update on the Frailty Work and Integrated Care Planning within the Practice.</li> <li>- Discussed themes of complaints received by the practice. None related to clinical treatment.</li> <li>- Communications strategy</li> <li>- Healthwatch e-bulletin issues</li> </ul>

September	<ul style="list-style-type: none"> <li>- Child Mental Health and Surrey Health and Wellbeing board.</li> <li>- Discussion over how CMP implements NICE recommendations and keeps up to date through training, audit and reflection.</li> <li>- Review of local paper's article on Out of Hours services. Attendance at Guildford and Waverley CCG's AGM to directly question services for Cranleigh.</li> </ul>
October	<ul style="list-style-type: none"> <li>- CQC inspection discussed: due to happen 4 days after the PPG meeting. PPG have been involved in reviewing the practices protocols and pathways prior to this event. PPG chair to be available to talk to CQC inspectors on the day.</li> </ul>
November	<ul style="list-style-type: none"> <li>- Guest: Debbie Featherstone, The Welcome Project, Waverley.</li> <li>- Proposed closure of Longfields Residential Home discussed.</li> <li>-Guests: Gillian Barnes and Liz Patroe from Guildford and Waverley CCG to discuss out of hours provision in Cranleigh.</li> </ul>
January	<ul style="list-style-type: none"> <li>-Guest: Angela Juhning to talk about Telecare.</li> </ul>
February	<ul style="list-style-type: none"> <li>-CQC inspection report still not finalised. PPG had been waiting for the results of this to form the basis for next patient survey. Instead PPG decided to make use of the data and patient's feedback gleaned through the Friends and Family test and then discuss this at the AGM to form the basis of where to focus work over the coming year.</li> <li>-Discussion over how to reach young adults; considering social media presence for PPG.</li> <li>-PPG members interviewed Tom Yates, Paramedic Practitioner attached to the surgery for an 8 week further training post.</li> </ul>
March	<ul style="list-style-type: none"> <li>-AGM finalised.</li> <li>-Plans made for this year's PPG Awareness week: 28<sup>th</sup> and 29<sup>th</sup> May.</li> <li>-Discussion over volunteers from the PPG coming to help out within the surgery; showing people where to go, answering questions much like volunteers do in the Royal Surrey County Hospital.</li> <li>-Planning for an educational evening on Diabetes.</li> <li>-Exploration of idea for "healthy pledges" online to encourage self care and healthy lifestyles of our community.</li> <li>-Guest: Dr Clare Stevens to talk about Pacesetter Award – a recognised award demonstrating excellence in the care of children which the practice are working towards.</li> </ul>

The PPG utilised the new Friends and Family test to survey patient opinions this year. Patients were given the opportunity to make "free text comments" which is something that was raised in the 2013 survey discussion as being a good idea.

The results of the survey were very good and the results appear later in this report. The survey results were discussed at the PPG AGM to generate ideas for the direction of the PPGs work over the next year.

### 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”.

The aims of the PPG are:

- To work in partnership with the surgery to help make care as good as it can be.
- To promote health and wellbeing in Cranleigh.
- To form a link with the rest of the Health Service including the CCG and voluntary services.

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## PPG Action Plan for 2015-16: 17

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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 over 15,000 patients. Since the new building opened two years ago, our practice size has increased by around 400. The GPs, Doctors in training, specialist nurses and healthcare assistants are well supported by a friendly and helpful administrative team.

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### The Doctors

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Dr Christie  
 Dr Clark  
 Dr Donovan  
 Dr Turner – retired in this year.  
 Dr Inglesfield  
 Dr Mayer  
 Dr Hull – relocated in this year.  
 Dr Blakemore  
 Dr Hardy – took over from Dr Hull.  
 Dr Lupini  
 Dr Jackson  
 Dr Stevens – took over from Dr Turner.

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### The Practice Staff

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#### 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.

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### Opening Hours

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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 Care UK and are contactable through phoning 111.

Patients are all registered with the Practice and all 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 “urgent clinic” which ran well last year became unwieldy and started to lead to long waiting times, so following discussions on access to appointments, the duty doctor system has been changed this year to enable better patient access and improve the availability for patients to see their named doctor. The “duty team” of a GP and minor illness nurse triage all requests for urgent same-day advice. They give telephone advice and arrange to see the patients as appropriate. Every doctor in the practice has emergency appointments which the duty team can book patients into, to enable more patients to see their usual doctor for emergency as well as routine reasons. When the usual GP appointments are all filled, patients who need to be seen will be seen by the duty team.

This year the Practice elected to take on a Paramedic Practitioner to extend his training. He worked closely with the duty team in assessing and treating patients both in the surgery and at home. The placement was very successful and much appreciated by patients; the surgery hope to continue such training placements in the future.

We also offer an online service to book appointments and order repeat prescriptions. Patients can register for this service at reception. We have successfully switched over to an electronic prescription system this year.

#### 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.

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## Home Visits

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Home visits are available for patients who are too ill to visit the surgery. Most visits occur between 12.30 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.

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## When the Surgery is closed

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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 patient leaflet.

## Local Survey Methodology

This year the "Friends and Family" test was launched. The opportunity was taken of asking patients for their free text comments when completing this survey, which could be done on paper, through the website or by text reminder following an appointment. Paper copies were handed out to patients by clinicians during appointments and were freely available at reception.

## Patient Reference Group

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### PRG Membership

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#### Member Profiles

Members of the Patient Reference Group are recruited from patients registered at Cranleigh's Surgery. The Core PPG of around 15 members is led by a chair who is elected each year. The core group is made up from two GP partners, the Practice and Deputy Practice Managers and around 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 representatives for children and young families, carers, the leisure centre, voluntary services, 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. The virtual group has grown over the past year, now numbering 444.

#### 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 PPG awareness days, flu clinics, at times when surveys are being run.
- The PPG newsletter, published in Cranfold Life 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 444 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.

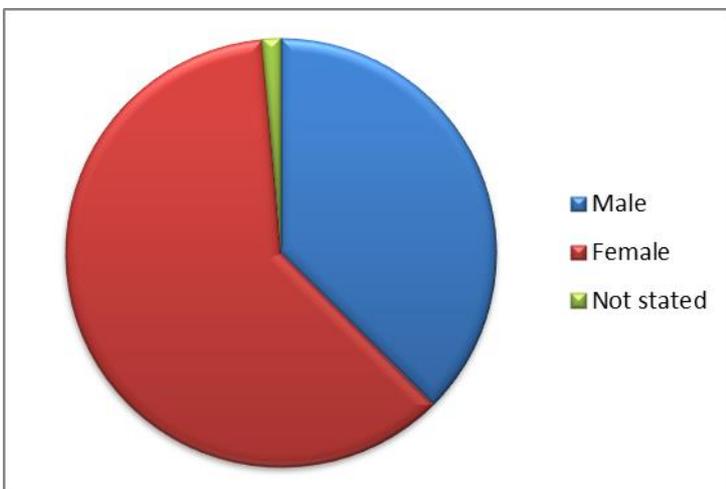
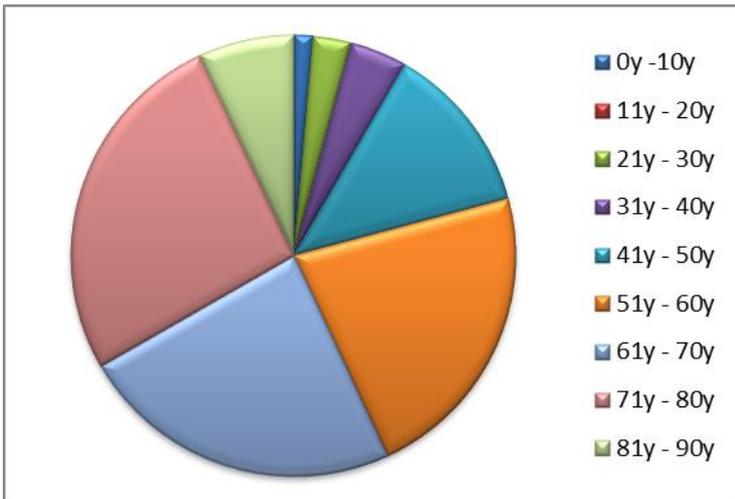
## PPG Agreement of Priorities

The PPG used the friends and family test to survey patients this year. The free text comments provided were discussed within the core PPG and again at the AGM with a wider range of patients, to form the focus of work the PPG should be undertaking in the next year.

## Results, Outcomes & Findings

### Summary of Demographics

There were a total of 157 responses in December. The demographics of patients participating was as follows:



## 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:

- A PPG and Health Awareness stand on the High Street during PPG Awareness week – this year it will be May 28<sup>th</sup> and 29<sup>th</sup>.
- 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 – successfully continued 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.

The friends and family test question, with responses was as follows:

**How likely are you to recommend our GP practice to friends and family if they needed similar care or treatment?**

- **Extremely likely**
- **Likely**
- **Neither likely or unlikely**
- **Unlikely**
- **Don't know.**

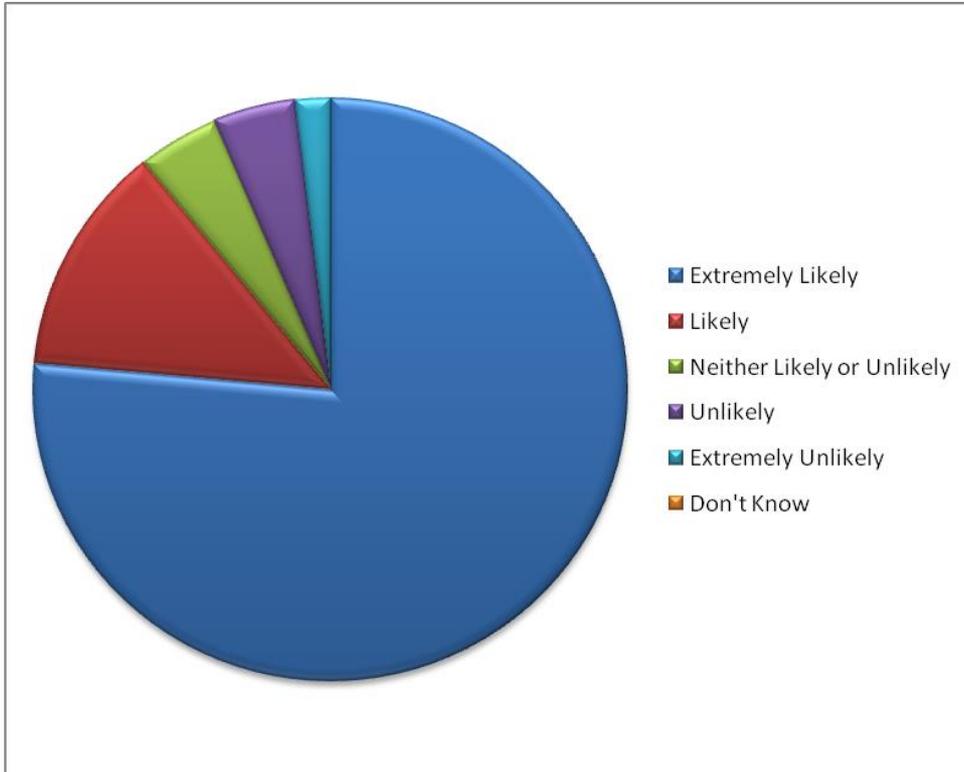
A free text area was provided to ask patients why they had chosen their response:

**What is your main reason for choosing that response?**

And the answers were sorted into categories.

**Results, December 2014:**

**89.17% of those patients surveyed were likely or extremely likely to recommend the practice to family/friends**



Extremely Likely	120	76.43%
Likely	20	12.74%
Neither Likely or Unlikely	7	4.46%
Unlikely	7	4.46%
Extremely Unlikely	3	1.91%
Don't Know	0	
<b>Total responses</b>	<b>157</b>	

## Examples of both positive and negative feedback from the survey:

### What is your main reason for choosing that response?

- I always get a quick and helpful service
- Efficient
- Helpful, friendly and quick response to all problems
- On time, precise treatment
- Quality of service in every area
- Seen within 2 hours of request, diagnosed with asthma and treated
- This is meant to be a medical practice not a dating agency - the questions for feedback are untargeted and inappropriate
- Rapid response by duty doctor followed by same day appointment
- Everybody is very friendly and takes great care of me
- Always found the practice to be helpful and efficient
- The quality of care my husband received as a guest patient
- The care given to me by Dr Stevens on Christmas Eve and the support from frail elderly co-ordinator
- Helpful reception staff
- I have used this practice for many years and have always had excellent care
- Always thorough and caring to treat and refer on to specialist
- Doctors always very helpful. Concerned about wait for hospital consultant appointments but not had necessity for those yet but suspect wait would be longer than I would like
- Doctors I have seen always listen and treat you kindly with respect and as if you are intelligent
- Bad phone waiting times, waiting times, little compassionate care, continuity of referral care, trust, lack of informed reliable reception staff
- Appointments easily available on the day, except for blood tests
- I find all the staff, doctors/nurses very polite and ready to help if they can
- Good experience
- I have had very good and caring treatment from the nurses and doctors. Dr Christie in particular. The nurses are wonderful and the district nurses.
- On the whole OK but problem seeing own GP for many.
- Always fits children in when poorly
- Always get appointment when needed. Dr Hardy is great.
- Good service but sometimes it's a long wait for an appointment
- Recently I have had a serious condition which has been handled extremely well
- Felt my GP took my symptoms seriously, arranged for tests and made a follow up appointment with me.

## Responses grouped into categories:

<b>Good Comments Categories</b>		<b>Improvement Comments Categories</b>	
On time/quick/efficient	14	Waiting Times for appointment	8
Caring/helpful/friendly/kind	32	Waiting Times in clinic	2
Efficient	7	Answering phones	10
Good service/care	9	Continuity of care	1
Very good service/care	5	Lack of informed staff	1
Quality of service/care	2	Inappropriate Q's on FFT	1
Excellent service/care	8	See own GP	2
Listening	1	Worst practice in the county	1
Easy to book/get appointments	5	No choice of other practice	1
Respected/taken seriously	2	Indifferent service	1
Duty doctor useful	1	Longer appointments needed	1
Range of Services	1	Reception Layout	2
Parking	1	More staff on desk	2
		More evenings	1
		More full time doctors	1
		More nurses	1

## Cranleigh Medical Practice Patient Survey 2013-14

Further discussion generated by the survey results:

The above results were discussed at the AGM on 26<sup>th</sup> March, with patients attending the AGM breaking into small groups with partners and management to discuss the themes raised. Their feedback was used to formulate areas for the PPG to focus on in the next year.

Waiting times in clinic:

- It would be useful for patients in the waiting areas to know if their clinician is delayed, so they can go to the shops or top-up car park ticket if needed. Several ways to do this – GPs talking to patients who are waiting, reception staff informing patients, is there an electronic solution which would flash up on the waiting room screens?
- Noted that the practice provides 55 more GP hours every week than it did 20 years ago.

Answering phones:

- Could be more efficient if telephone traffic was reduced. To this end, it would be helpful for the PPG to promote online access for patients, which is a useful system that allows appointments to be made online and repeat prescriptions to be ordered. The practice has opened this up further so patients can view their allergies and past immunisations. The practice are planning to extend this further so patients can see their results online rather than having to phone in for them. EMIS Access is available as a smartphone app as well as via PC. Patients can register for it by talking to reception staff.
- At the moment there are only 2,500 of the 15,000 patients registered for this facility.
- It would also be helpful to have a dedicated phone line for cancelling appointments – an automatic solution for this is currently being looked into by the practice. Reducing the number of patients needing to phone in will free up the lines for patients trying to get through.

Waiting room noticeboards:

- Patients appreciate seeing their clinicians on the screen and reading about them. However the pages change too quickly.

Communication from PPG to wider patient's population:

- Despite many leaflets for the AGM being distributed to Ewhurst, only one Ewhurst resident attended the AGM. Recognition that this may be because patients are content with their surgery and feel they do not have anything to discuss; but also discussion that patients don't know the function of PPG and how it works.
- Surgery to cleanse the PPG virtual group database to ensure no double entries of addresses.

Exercise classes for older people:

- There used to be a gentle exercise class for older people at the Leisure Centre on Wednesday mornings. Leisure centre staff member at the AGM confirmed this is now occurring on Tuesday mornings and is called "strength and balance" and is available at a concessionary rate.

#### Blood test availability:

- Discussion as to whether there could be a walk-in clinic, or "straight after seeing GP appointment". Where urgent, the GP will often take blood when he sees patient, but patients would like to explore this open access idea.

#### Alternative medicines:

- The surgery does not have a provision for alternative medicines or therapies - patient at AGM feels this should be discussed.

## PPG Action Plan for 2015-16:

- Promote online EMIS Access to patients. Aim for a target of 50% patients registering for this.
- Continue to work on communication from the PPG to the wider patient population. To promote the PPG at this year's PPG Awareness week on 28<sup>th</sup> and 29<sup>th</sup> May in the High Street. Continue to collect emails for the virtual PPG at events, flu clinics. Continue articles for Cranfold Life and Cranleigh People magazines. Explore social media presence for the PPG. Continue to reach out to clubs, voluntary sector and agencies within the community. Next year think about having a poster for the AGM on the surgery front door as well as leaflets at reception to catch people on the day.
- To investigate the "did not attend rate" further. In the week before the AGM, there were 33 missed GP appointments which equates to a whole day of GP time, 25 missed nurse appointments and 6 missed HCA appointments. To look into the demographics and possible reasons for DNAs and work with the practice to help reduce this rate.
- To look into developing self-care in our community. To consider a session run for parents by the minor illness nurses, covering common ailments, how to self-manage and when to seek help. To investigate running this in conjunction with Surestart.
- To continue working with the practice to encourage carers to register.
- To continue promoting healthy lifestyles to the community.
- To promote services already running at the surgery such as Travel Vaccinations.
- To discuss with surgery the provision of Alternative medicines and therapies on the premises. Also to discuss the viability of an open access blood clinic.
- To look at mental health provision for our patients and see what further support can be offered.
- To review the CQC inspection report when it comes in and action if needed. To review the Friends and Family test results every month and act on any emerging themes.