

Manor Street Surgery

Patient Participation Report FY 14/15

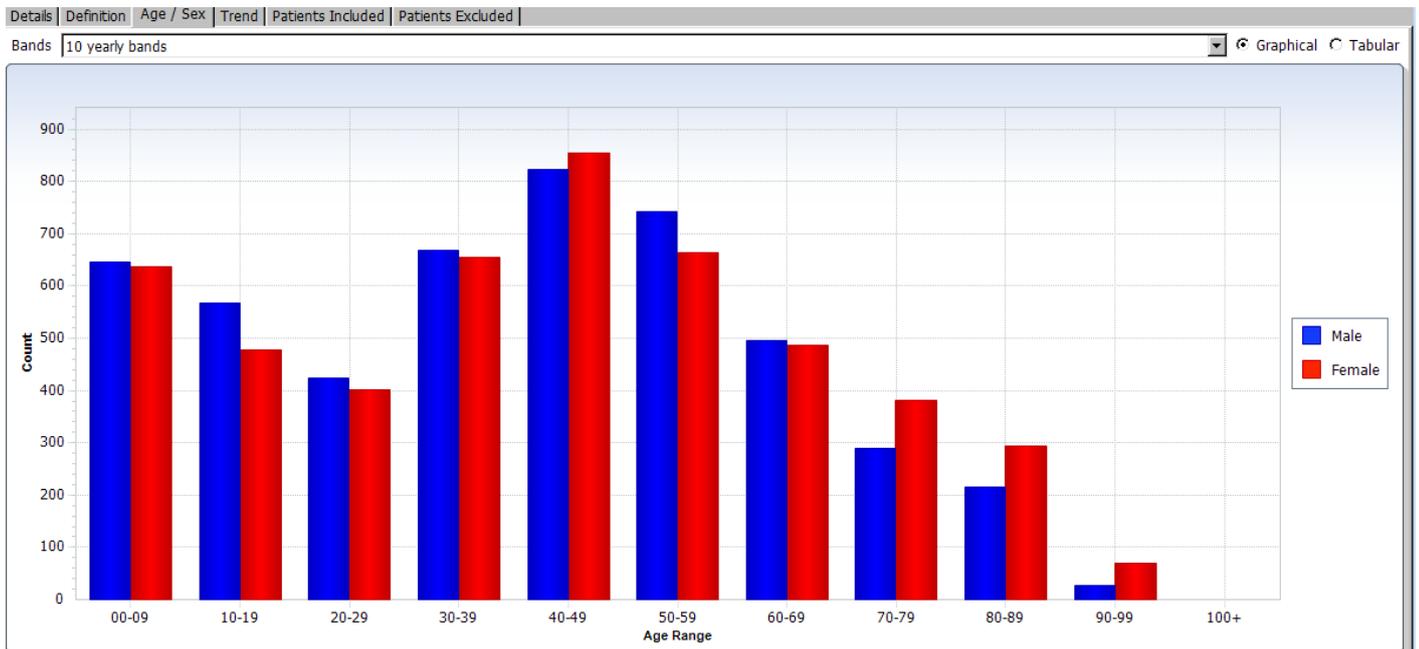
This report summarises the activities of Manor Street Surgery's Patient Participation Group (PPG)

It contains:

1. Profile of the practice population and the PPG and the ongoing process used to recruit to members to the PPG
2. The progress made with the action plan for FY 2014/15
3. The progress made with the action plan for FY 2013/14
4. Confirmation of our opening times

1. Profile of the practice population and PPG

Practice Population, as at 16 March 2015, 9813 patients.



Eththnicity

All White	All Black	Indian	Pakistani
5749	17	32	6
58.58%	.17%	.32%	.06%

Bangladeshi	Chinese	Vietnamese	Other Asian	Not Stated
4	20	0	51	3934
.04%	.2%	.0%	.51%	.40%

Registered Patients with a Disability

83
.85%

PPG Profile

The PPG consist of 27 members whose age profile is as follows:

16-19 years	0
20-29 years	0
30-39 years	0
40-49 years	4
50-59 years	8
60-69 years	10
70-79 years	3
80 years and over	2

The ethnicity of the group was entirely white British

The make up of the Virtual Group is not available at this time

The PPG has recognised since its inception that it was unrepresentative of the Practice population:

The main difference in the membership of the PPG and the practice population are:

- The PPG does not represent all age groups, disabilities and ethnicity of the Practice population. There are no representatives from the age 16-39, no member with a disability and no member from an ethnic

minority. This was recognised by the Group itself and it was seen as a key Action to broaden the membership of the Group to ensure it is properly representative of the whole Practice population this action was extended into 2014/15.

The Practice together with the PPG initiated steps to target and recruit members to the PPG who would enable full representation of the practice population. In addition, in recognition that younger age groups were often not available, it was agreed to seek virtual members of the PPG. Thus the following initiatives were implemented:

- Posters were displayed in the practice throughout the year.
- Leaflets were made available to all patients attending the practice
- Full information regarding the PPG was displayed on the front page of the Practice website with an explicit request for members
- The doctors and nursing team encouraged patients to join the PPG during consultations and “flyers” were made available to patients
- PPG members were encouraged to recruit members with particular emphasis on under-represented groups
- A tear-off portion for the Access Survey was available for members to register for the virtual PPG

2. Outcomes from the PPG Action Plan 2014/15

The PPG were to undertake an independent review of the Practice Appointments System and access for patients.

1. The PPG undertook a benchmarking survey of other Dacorum Practices with the following results:

8 contacts were provided. 7 contacts were made by telephone and 7 have submitted responses - see below.

All respondent practices (PMs) have been promised an 'anonymised' version of the results by the end of November.

The Manor St identity and the population sizes will be removed from this draft report before it is shared.

In the left hand column are the questions posed and to the right are the submissions by each practice.

Name of practice	Manor St	Pract 1	Pract 2	Pract 3	Pract 4	Pract 5	Pract 6	Pract 7	
Patient pop	9696	17300	18300	3285	13500	16000	13600	8990	
No of drs seeing patients in a typical week	6	11	11	2	11	12	9	6	
Total no of hours drs see patients in f2f consultations in a typical week	76	217	312	35	175	171	190	90	
Total number of standard duration patient appts available for patients to see a dr for each day of the week (typical week)	Mon - Fri	462	1326	1870	180	1040	1022	814	450
	Sats in a month	12	56	40	0	0	72	24	24
Number of early morning surgeries starting at or before 8:00am (Mon - Fri)	1	2	2	0	3	0	5	0	
Number of early evening surgeries starting at or after 6:00 pm (Mon - Fri)	1	2	4	3	4	2	1	1	

To facilitate easier comparison we have produced the following tables (1 – 7) which express the findings from the 'potential patient experience'. The net effect is to nullify the different patient population sizes by practice. Practices are ranked in each of these tables in descending order of performance. P1 = Practice 1 etc from the above table. The right hand column in each table allocates scores for the performance of each practice (8 = highest and best performer and 1 = lowest and worst performer.)

Table 1

Number of patients per doctor

P4	1227	8
P5	1333	7
P7	1498	6
P6	1511	5
P1	1572	4
Manor St	1616	3
P3	1642	2
P2	1663	1

Table 2

Average number of hours worked per doctor in surgery consultations (f2f)

P2	28.3	8
P6	21.1	7
P1	19.7	6
P3	17.5	5
P4	15.9	4
P7	15	3
P5	14.3	2
Manor St	12.7	1

Table 3

Number of weeks to see all patients in f2f consultations in the practice

P2	58.6	8
P6	71.6	7
P4	77.1	6
P1	79.7	5
P5	93.6	4
P3	93.9	3
P7	99.8	2
Manor St	127.6	1

Table 4

Number of patients for each Mon-Fri appointment

P2	9.8	8
P4	12.9	7
P1	13	6
P5	15.7	5
P6	16.7	4
P3	18.3	3
P7	20	2
Manor St	20.99	1

Table 5

Number of patients for each Sat appointment (in a month)

P5	222	8
P1	309	7
P7	375	6
P2	458	5
P6	567	4
Manor St	808	3
P3	No appts	2
P4	No appts	1

Table 6

Number of patients for each early morning surgery (at/before 8:00 am)

P6	2720	8
P4	4500	7
P1	8650	6
P2	9150	5
Manor St	9696	4
P3	No appts	3
P5	No appts	2
P7	No appts	1

Table 7

Number of patients for each evening surgery (at or after 6:30 pm)

P3	1095	8
P4	3375	7
P2	4575	6
P5	8000	5
P1	8650	4
P7	8990	3
Manor St	9696	2
P6	13600	1

2. Outcome

Following discussions with the Partners, and although the Partners were meeting their Access responsibilities under the GMS contract, it was agreed that a trial of additional access surgeries would be carried out during the period 1 March – 31 May 2015:

- Tuesday 0800-0900 hrs
- Wednesday 0800-0900 hrs and 1700-1800 hrs
- Thursday 0800-0900 hrs
- A commitment to a minimum of two telephone surgeries each working day.

The Access Trial was organised by the PGG which has created a communications campaign to announce the access trial and promote sign up to the virtual PPG.

Materials included:

- Newsletter
- Website copy
- Survey for users of the extended hours' surgeries
- Waiting room display

The PPG committee will be part of the team helping partners to review the access trial.

The PPG were to support the Practice in identifying and registering carers

3. Together with Kirstie Hardiman, the Practice Carers Champion, The PPG undertook a robust exercise to identify the number of carers registered in the Practice. This included notices in Reception and in the main Surgery noticeboard.

The outcome was that an additional 8 carers were identified.

The PPG was to continue to recruit members to the Group including the virtual group. Effort was to be made to recruit individuals from the younger age groups, ethnic minorities and disabled representatives

4. The PPG have been active in seeking new recruits to both the main PPG and the virtual PPG with a small measure of success. This will continue to be a high priority in 2015/16.

The progress made with the action plan for 2013/14

5. There has been considerable progress on The Action Plan agreed in March 2013
 - The PPG had assumed responsibility for brigading clinical information leaflets in the waiting room and managing waiting room reading materiel.
 - A PPG Working Group assumed responsibility for producing the Practice Newsletter in Autumn 2014

4. Practice Opening Times

The Practice Opening Times are as follows:

Monday	0700-2000 hrs (including Early Access 0700-0800 hrs and Late Access 1830-2000 hrs)
--------	--

Tuesday- Friday 0800-1830 hrs

The Second Saturday of Each Month

0800-1200 hrs (includes GP Surgery and Nurses Clinic)

5. Individual Healthcare Professionals Availability to Patients

Subject to absence on-leave, sickness, training or outside of the surgery commitments the healthcare professionals at Manor Street Surgery are available as follows:

Dr Richard Walker – Monday to Thursday morning and afternoon

Dr Bill Bado – Monday, Wednesday, Thursday and Friday morning and afternoon

Dr Helen Manton – Monday, Tuesday and Friday morning and afternoon

Dr Lesley Hallan – Monday, Tuesday morning and afternoon and Wednesday Afternoon (Child Health Surveillance)

Dr Robert Loftus – Monday and Tuesday and Thursday and Friday morning and afternoon

Dr Gill Sanders – Wednesday and Thursday mornings only

Dr Hillary Willard (locum) as and when required to cover other GP's in the practice

Kate Buckley (Nurse Practitioner) Monday, Tuesday morning and afternoon, Thursday and Friday morning and afternoon

Kathy O'Dair (Practice Nurse) Tuesday, Wednesday and Thursday morning and afternoon

Rose Brandom (Practice Nurse) Monday, Wednesday and Friday morning and afternoon. Thursday morning only

Suzanne Saunders (Healthcare Assistant) Tuesday and Wednesday morning, Thursday and Friday morning and afternoon

Fiona Lewis (Healthcare Assistant) Monday to Wednesday morning and afternoon, Tuesday morning only

In addition doctors on early access and late access Mondays and doctors and

nurses on Saturday access are rota'd individually to undertake these access sessions.

6. Acknowledgement

The Partners wish to acknowledge the outstanding support and work carried out by members of the PPG.