

# KINGSWOOD SURGERY

## LOCAL PATIENT PARTICIPATION REPORT

### 2013-14

#### **Introduction**

In 2011 the Department of Health launched a new Directed Enhanced Service (DES) to encourage Practices to engage more closely with their patients. This represents an integral part of the general initiative to encourage the closer involvement of patients in the design and delivery of the healthcare they receive.

The team at Kingswood Surgery fully supports this initiative. Having taken steps in 2011/12 to implement this service, the Practice has continued to take steps to foster dialogue with patients; the intention being that future service delivery will be based on increasing communication and information sharing with the patient population.

Steps have been taken to ensure that the consultation process is as inclusive as possible and that the feedback from our Patient Representative Group (PRG), and our patient population via the annual Patient Survey reflects the diverse nature of our catchment area.

#### **Practice Profile:**

At the beginning of January 2013, total patient numbers were 9,457 with females slightly in the majority; there were 48 males and 83 females over the age of 85 and 396 males and 437 females below 5 years of age.

At the beginning of January 2014, there were a total of 9838 patients, an increase of 4% over the year. Females were once again in the majority at 5078 to 4760 males. Aged 85 and over there were 50 males and 82 females. There were 499 males and 534 females 5 or below

The Practice has an ethnically diverse list and patients come from a range of social backgrounds.

**Composition of the Patient Reference Group (PRG):** As documented in last year's report, the PRG is representative of the practice profile; The Group comprises individuals with ages ranging from 36 to 74 and a 60/40 split between females and males

respectively. The diversity of the group is representative of the Practice profile.

### **Agreeing Priority Areas with the PRG**

Despite best intentions, it has not been possible to schedule face to face meetings except on one occasion although there has been regular ad-hoc contact with members. The Group has operated mainly as a virtual support group with communication by e-mail and telephone.

However, a small Group meeting was held in February to discuss the roll-out of Patient Access Enhanced Service and to issue registrations for the Group to "road-test" the system. Those willing to be involved were very enthusiastic and have provided valuable feedback which has enabled some improvements and fault finding as the system has been made available to a wider patient group.

The meeting also provided the opportunity to discuss Practice performance throughout the year, update attendees on improvement areas and focus attention on what should be the subject of this year's Patient Survey. With continuing high patient demand for access, the priority areas for further exploration remained unchanged from the previous year.

### **Patient Survey**

The Patient Survey was compiled with the help of Patient Dynamics Ltd, an independent statistical analysis company with experience of the NHS and General Practice.

The patient survey was undertaken over a two week period in March 2014. A "clickable" version was made available on the Practice Website and receptionists offered patients the opportunity to complete a survey in the waiting room wherever possible. The survey was advertised on the public screen in the waiting room. Spreading the survey over a number of days and making completion of the survey completely voluntary and anonymous avoided making the survey population selective.

### **Survey Results**

138 Respondents completed the Survey. The report shows that the group of patients which took the survey was quite well balanced with regard to age and ethnicity but with regard to gender two thirds of the respondents were female. While just over 75% of responders were white, 23% classified themselves as Black, Asian

or mixed race. 16% of responses came from carers and nearly a half of the responses came from patients with long term conditions.

In the main, patients answering the survey were happy with the service and care they receive. Over 61% of patients felt that the service had improved in the last 12 months with another almost 38% feeling it had remained about the same. Only 1% of responders felt the service had deteriorated.

However, it is disappointing to note that some key areas still need to improve: although there has been a slight improvement over the previous year in "getting an appointment" 9% still felt this was hardly ever possible and 32% were only able to get through some of the time. Just over 70% of patients responding did feel able to get an urgent appointment when needed most or all of the time although a significant 26% felt this was only the case "some of the time".

Encouragingly, there was some very positive feedback: Over 80% of patients thought that the clinicians gave them enough time during consultations and over 90% of patients thought that the GPs explained their treatment/condition in a way they could understand. It is also a credit to the Reception Team that over 90% of respondents thought that they were "as helpful as they should be".

The results do provide the Surgery with a clear focus for future improvements; while the vast majority of respondents are happy with the service and treatment they receive when they get to see a clinician, a significant minority struggle to communicate with the surgery and would like to see more access to appointments. Main focus areas for next year's action plan should be:

- Additional urgent-on the day appointments.
- Shorter wait times for pre-book appointments.
- Improved access by telephone.
  
- The number of appointments available has been increased year on year.
- The number of receptionist employed has been increased
- Online access to appointments and repeat prescriptions has been implemented.

Please see the full report on the outcome of the survey by clicking ([here](#)) for the scored questionnaire showing how patients answered each question. The results are also published on the Practice

Website, and have been made available to the surgery staff and the patient Support Group.

## Action Plan

It must be recognised that these areas of concern raised in the Survey are not new and neither are they unique to Kingswood Surgery. While this does seem to be an issue for the majority of Surgeries nationwide as demand for NHS increases continuously, and certainly within the High Wycombe area, it does increase the pressure to find countermeasures to improve our service in these areas.

There have been some significant gains from the actions outlined in last year's action plan:

- The number of appointments available has been increased year on year.
- The number of receptionist employed has been increased
- Online access to appointments and repeat prescriptions has been implemented.

However, Kingswood Surgery did fail to introduce the new, upgraded telephone system which was planned and efforts must be successful to improve call-handling performance during 2014. The availability of urgent and pre-bookable appointments is also a key area for improvement.

The proposed actions to address these key issues were initially discussed internally at a Practice Meeting and then submitted to the Patient Support group for comment and consultation via e-mail. The outline of the resulting Action Plan is as follows:

<u>Action</u>	<u>Who?</u>	<u>When?</u>
<ul style="list-style-type: none"><li>• Complete regular GP led triaging of calls to better manage the allocation of urgent, pre-bookable and telephone appointments</li></ul>	Dr V Kapoor	March/April 2014

<ul style="list-style-type: none"> <li>• Increase the number of Minor Illness Nursing appointments available to release GPs for more urgent cases.</li> </ul>	Practice Manager	April 2014 and ongoing
<ul style="list-style-type: none"> <li>• Recruit new GP Partner/salaried GP in March April 2014 and redesign GP Rotas to optimise appointment availability by diverting certain categories of appointment to minor illness nurses and Practice Pharmacist.</li> </ul>	Practice Manager, partners	April, May 2014
<ul style="list-style-type: none"> <li>• Install new telephone system with appropriate call waiting information, recording facility and caller ID to facilitate smoother call handling.</li> </ul>	Practice Manager	May/June 2014 2013

### **Practice Opening Hours and Contact Numbers**

Normal core hours at Kingswood Surgery are from Monday to Friday 8am to 6.30pm and we can be reached during these hours at the telephone numbers below to make appointments with the appropriate clinicians or answer queries.

Extended hours are available **by appointment** on Tuesdays from 6.30pm - 8pm, Thursdays from 7am - 8am and Fridays from 7-8 AM. Appointments can be made on the number below.

Telephone 01494 474783

Full details of the Kingswood team and the services available can be found on the Practice website at [www.kingswoodsurgery.org](http://www.kingswoodsurgery.org)

Our Fax number is: 01494 438424

Other useful numbers are:

District Nursing Team 0844 2252404  
Health Visitors 01494 459757

### **Out of Hours**

Urgent Out of Hours Medical Care can be obtained when the surgery is closed by dialling 111.