HAVERHILL FAMILY PRACTICE

(D83021)

PATIENT REPRESENTATIVE REPORT 2016

Aim: To give patients a voice in the organisation of their care, contribute to the practice decision-making and consult on service development and provision.

Our Patient Reference Group was founded in October 2009 (then called the Patient Participation Group – PPG). The Practice Manager advertised within the surgery and approached patients who would be interested in forming a PPG within the surgery. Our first official meeting was held on 22 March 2010. At this meeting our Chairperson and Secretary were elected, Terms of Reference, Quorum, annual review arrangements and a work plan of short, medium and long term objectives were agreed upon.

We hold regular meetings (bimonthly) in the surgery (usually a Wednesday evening , although recently the group wished to hold alternate afternoon meetings). We have a cross selection of members who include the older generation, working population and parents. Unfortunately, despite ongoing recruitment campaigns, we do not have any current PRG members representing patients from our ethnic minorities. This may be due to our rural location or relatively low numbers of ethnic patients. Since inception there has been a changeover of members due to retirement, ill-health and work commitments but this has not affected our overall numbers due to the recruitment of new members. Our current Chairperson was elected following the merge of Dr Selby & Partners and Stourview Medical Centre.

Our group is advertised via posters displayed within the surgery, our website, word of mouth and quarterly newsletters.

The group have been members of NAPP (National Association for Patient Participating) from inception and receive regular newsletters and updates which are disseminated to our members. Some of our members have also attended external workshops at inception of the group to gain insight into the workings of PRGs.

2/…

-2-

2011/2012 Survey - The group met on 5 March 2012 to discuss the survey findings and formulate an action plan and addressed a) not being open Saturday mornings - the practice had (since 7.1.12) run Saturday clinics and b) appointment times – the appointment of locum doctors to cover doctor absences to reduce waiting times. No further action has occurred.

2012/2013 Survey – The group met on 13 February 2013 and 24 April 2013 to discuss the survey findings and agree an action plan. The group felt patients, on the whole, seemed very satisfied and that ‘things were going in the right direction’. It was felt improvements in contacting the surgery were promising and may well be due to the surgery opening the telephone lines at 8.00am instead of 8.30am but it was noted patients seemed to be experiencing dissatisfaction with speaking with the doctor/nurse over the telephone. With this in the mind the practice agreed to formalise telephone consultations and offer pre-bookable telephone appointments. No further action has occurred.

2013/14 Survey – The survey took place between October 2013 and January 2014 and surveyed 200 patients. Patients were asked by the reception team, GPs and nurses to participate in a paper survey. PPG members also attended one of our Saturday morning ‘flu surgeries to hand out, encourage and explain the rationale behind the survey.

The group met on 5 March 2014 to discuss the survey findings (disseminated beforehand) and agreed an action plan to address a) telephone access - the surgery invested in a brand new telephone system with one of the benefits being a designated line especially for patients to cancel their appointments and b) opening times - a more detailed approach in informing patients of our surgery opening times and services. To ensure information is displayed in the surgery, on our website and information is available to be taken away.

2014/15 Survey - Our survey took place during February 2015 to seek patient’s views on access to appointments and outcome. 197 patients took part in our survey.

The results and comments from the survey were very favourable. The majority of patients had booked routine appointments, with the majority of those booked within a week of the appointment date. 100% of patients were satisfied with the outcome of their appointment. The majority of patients were able to rebook another appointment if needed, and a significant majority of patients were confident with the doctor or nurse’s ability to provide care.

Due to our imminent merge with Stourview Practice the practice did not hold a Patient Group meeting but discussed the survey results with our Patient Group Chair, Mr Frank Gibson, during March 2015. The results were discussed following the merge at a joint Patient Group Meeting with ourselves and Stourview Medical Centre but as the group were happy with the results no action plan was formulated .

-3-

**2016 Survey**

Our most recent survey took place during August, September and October 2016 to seek patients’ views on access to appointments and outcomes. 290 patients took part in our survey and this was the first survey following the merger of Dr Selby & Partners and Stourview Medical Centre in June 2015 to form Haverhill Family Practice. The survey questions were kept the same so as to provide an accurate comparison following the merge.

As previously mentioned, a new Chairperson was elected following the merge and we wish to welcome Mrs Susan Spittlehouse to the role and thank Mr Brian Church and Mr Frank Gibson for their hardwork and support as previous Chairs.

The Group were due to meet in January 2017 to discuss the findings of the patient survey and evaluation of the Haverhill Health Open Day held on 28 October 2016 but the date has been postponed until February 2017. (The Haverhill Health Open Day was an event hosted and arranged by the Patient Representative Group and West Suffolk Clinical Commissioning Group).

Overall the results remain very promising with many positive comments fed back. The majority of patients having booked routine appointments, the majority of these booked within a week of the appointment date. 90% of patients were satisfied with the outcome of their appointment and 94% of patients were confident with the doctor or nurse’s ability to provide care. An action plan is pending at this point, awaiting a rescheduled meeting date.

Of note, following a national shortage in recruiting GPs, the practice recruited for the role of an Emergency Care Practitioner in June 2016 in order to improve patient access. Following the success of this role we recruited another Emergency Care Practitioner in November 2016 which has further increased patient access.

As a practice we open Monday to Friday 8.00 am to 6.30 pm with patients able to book appointments on-line, by telephone or in person. We hold Saturday morning clinics from 8.30 am to 11.30 am, bookable in advance, for a doctor and nurse. Following the merge the opening hours on a Saturday were increased (as above) and an additional Phlebotomist works alternate Saturday mornings.

The practice regularly displays our DNA rate and contacts patients by telephone or letter to discuss/highlight their non-attendance. The surgery also send text/SMS messages to remind patients of their appointment(s) for those patients who have consented.

The practice would like to thank those patients who took part in our recent survey.

The most recent survey results (2016) are available for patients to view on our website [www.haverhillfamilypractice.co.uk](http://www.haverhillfamilypractice.co.uk). Copies are also available from reception.

Attachment: 2016 survey results.

January 2017