

Seaton Surgery

Station Lane
Seaton Carew
Hartlepool
TS25 1AX

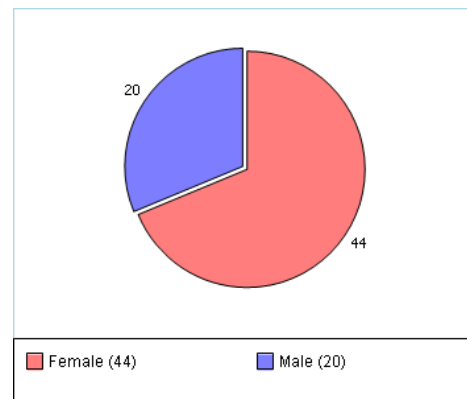
Local Patient Participation Report 2012-13

Practice and Patient Group Profile

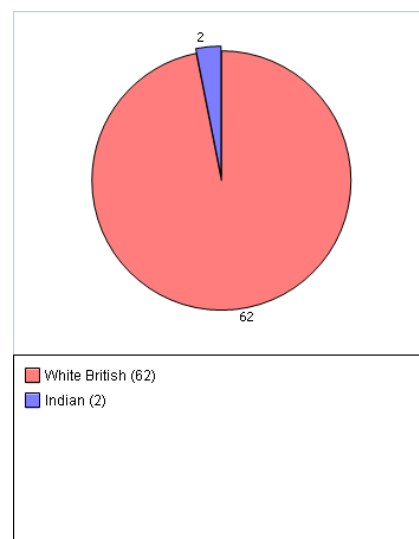
Seaton Surgery is located in the village of Seaton Carew, Hartlepool and serves a population of 2892 patients (at 28th February 2013). Our Patient Group was formed early in 2012 and is both a virtual (on-line) group and a postal group. The Group comprises registered patients of a variety of ages, patients with disabilities, carers, patients with long-term conditions and parents of young children and teenagers. We recognise that there is a slight under-representation from our male patients and we have continued throughout the year to advertise our Patient Group through newsletters, on our website, and with a notice in reception and to actively encourage new members to join, paying particular attention to the under-represented groups, but have not gained any new members this year.

Patient Reference Group Distribution Report 2013

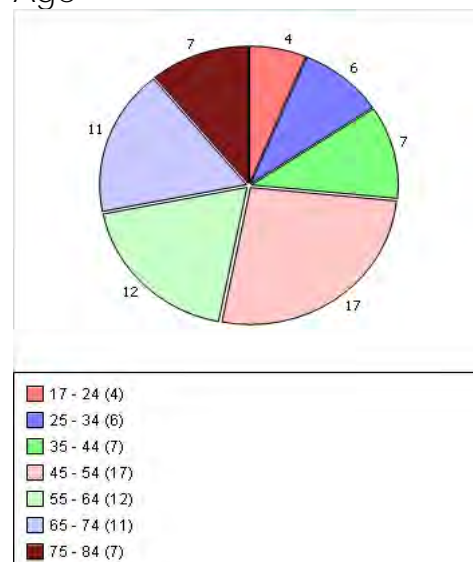
Gender



Ethnicity



Age



Following on from last year's report

Following our patient survey in 2012, one of the areas it was decided we should look at was on-line ordering of prescriptions and booking/cancellation of appointments. Both of these services have been active for the past 6 months and we are getting more and more patients each week requesting passwords to register for our on-line services. These new services will continue to be advertised on our reception noticeboard, in our practice leaflet and on our website. With regard to text message reminders in an effort to decrease wasted appointment times, we are also continuing to gather patients consent to send reminders via text messages. Unfortunately we have seen an increase in the number of wasted appointments recently and this is an area we will continue to tackle. To address the issues raised about privacy in reception, we have now made available a small consultation room should any

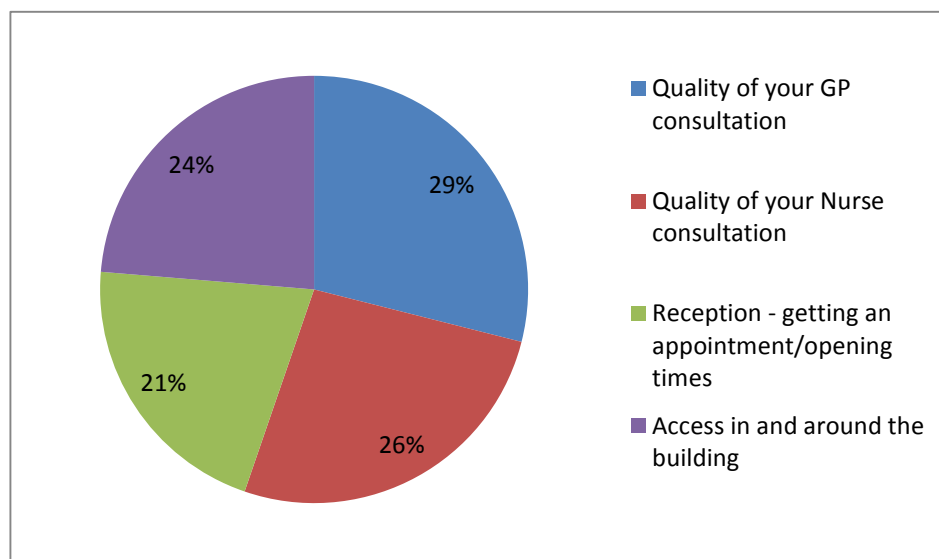
of our patients need to speak to a member of reception in private. This has been advertised on our noticeboard.

Agreeing Areas of Priority with the PRG

In January 2013 we contacted our Patient Group by post and via e-mail to ascertain which of the following areas they would like to discuss in more detail:-

1. The quality of your GP consultations
2. The quality of your Nursing consultations
3. Reception - getting an appointment, opening times and access to appointments on line or by telephone
4. Access in and around the building

As shown below, the two areas chosen for further discussion were our GP and Nurses consultations and these topics formed the basis of our patient survey which took place on-line and in the surgery for two weeks from 11 February 2013.



Collating patients views through the use of a survey

We aimed to survey 25 patients per 1000 of our practice population in-house and the survey was also made available for completion on-line.

Taking the two most popular subjects for discussion, questionnaires were compiled, using a selection of questions from the GPAQ questionnaire, these were printed and distributed to patients on their visits to the surgery during February 2013. Members of the reception team asked patients to complete the questionnaires during normal surgery times. Once all responses were completed, the answers received were entered into our web-site survey tool to enable us to collate the information. The practice holds all completed paper surveys to enable us to verify the validity of the data.. A report was

made available on our website and this was also distributed to our Patient Group to inform them of our findings.

Provide the Patient Representative Group with the opportunity to discuss survey findings, and reach agreement with the PRG on changes to services.

A copy of the Local Practice Survey and a copy of the summary of all 87 responses is available from the practice and on our web-site, www.seatonsurgery.co.uk. The results were collated and analysed by Sue Cullen, our Practice Manager. A summary of the patient survey was issued to the members of the Patient Participation Group by e-mail and post for further discussion and comment and an action plan developed based on feed-back received from the Patient Group.

Findings of patient survey

	Very Good	Good	Neither good nor poor	Poor	Very Poor	Doesn't apply or no response
How good was the Doctor or Nurse at ...giving your enough time	88%	11%	-	-	-	1%
... asking about your symptoms	80%	17%	1%	-	-	2%
... listening	81%	14%	2%	-	-	3%
... explaining tests and treatments	67%	24%	1%	-	-	8%
... involving you in decisions about your care	66%	24%	4%	-	-	6%
... treating you with care and concern	80%	14%	2%	-	-	4%
... taking your problems seriously	77%	17%	1%	-	-	5%

	Yes, definitely	Yes, to some extent	No, not at all	Don't know/can't say	No Response
Did you have confidence in the doctor or nurse you saw	88%	10%		1%	1%

In addition it was found that 82% of our patients were very satisfied with our opening house and 11% were fairly satisfied. 2% surveyed were quite dissatisfied with our opening times although no further comments were made expanding on this. Access to appointments and opening times will be made available for further discussion at our next patient survey.

Step 5 – Agree an action plan with the PRG and seek agreement to implementing changes.

Results of the survey and a proposed action plan were sent out to our Patient Group in March 2013 to seek further comments and agreement. We had an overwhelming amount of positive feedback which we really appreciated; comments are available on our web-site. Comments relating to opening hours will be addressed in our action plan. The partners and staff at Seaton Surgery will continue to maintain our high standards of care and service.

The members of the Patient Group agreed with this overall aim and in the light of the results of the patient survey specifically agreed the following actions:

Action Plan

Priority for action	Proposed Changes	Actioned by	Achievable timeframe
Following on from our 2012 patient participation group, text reminders of appointment dates and times.	<p>The Practice is currently sending out text reminders and will continue to gather consent from patients to enable this to go ahead.</p> <ul style="list-style-type: none"> • Consent forms available in reception • Advertise service on web-site • Notices on prescriptions • Poster in waiting room 	All staff	March 2013 and ongoing
Following on from our 2012 patient participation group, online services for booking and cancellation of appointment and ordering of repeat medication	<p>These services will continue to be advertised to raise awareness in the hope that while being of benefit to patients who have internet access, this will also reduce telephone waiting time. At present, GP appointments can be booked online, Nurses appointments are not available for online booking as different time slots are required for different procedures.</p>	All staff	March 2013 and ongoing
Two areas from our recent patient survey; explaining tests and treatments and; involving you in decisions about your care	<p>Whilst the feedback was very positive and the majority of patients felt these areas were very good, they were slightly down when compared to other areas. These are two areas we will aim to improve by:</p> <ol style="list-style-type: none"> 1. Providing patients with 	All clinical staff	March 2013 and ongoing

	information leaflets relating to their care, 2. Patients with long term conditions will all have a documented care plan, 3. Improving communication between clinicians and patients.		
Comments from survey regarding opening hours	It appears from some comments received that patients may be unaware of our late night surgeries; we will advertise this service more widely with posters in reception, on our newsletter and on our web-site.	Nicola Harris	March 2013
Refurbishment of practice premises	Over the next few months, we will be updating the practice premises to improve our environment for patients and staff and also to improve access for wheelchair and pushchair users.	Management	April – July 2013

Step 6

All members of the Group were in an agreement with this action plan which was circulated in the minutes to all members of our Patient Group.

Patients can access our services by telephone, in person or on-line.

Hours	Monday	Tuesday	Wednesday	Thursday	Friday
Core Hours	8.00am-6.30pm	8.00am-6.30pm	8.00am-6.30pm	8.00am-6.30pm	8.00am-6.30pm
Opening Hours	8.30am-8pm	8.30am-6pm	8.30am-6pm	8.30am-4.30pm	8.30am-6pm
Surgery times GP	9am-11.30am and 3pm-5.30pm	9am-11.30am and 3pm-5.30pm	9am-11.30am and 3pm-5.30pm	9am-12am	9am-11.30am and 3pm-5.30pm
Surgery times Nurse Practitioners	9.00am-12noon & 2pm-5.30pm	8.40am-12noon & 2pm-5.30pm	9am-12noon & 1pm-5.30pm	8.40am-12 noon 1pm-3.30pm	8.40am-12noon & 1pm-5.30pm
Surgery times	8.45am-11am	8.45am-12	9am-11.30am		9am-12noon

Health Care Assistants		noon			
Warfarin Clinic			2.30pm-3.30pm		
Health trainer				9am – 4pm	

During the hours of 8am and 8.30am, Monday to Friday and from 3.30pm-6pm on a Thursday, the duty Doctor is available on call. Between the hours of 6pm until 8.00am the following morning Northern Doctors are available for emergency calls on telephone number 0300 1231851. Direct telephone access is available to our receptionists and admin teams during our opening hours. The Practice opening hours are displayed on the Practice website, within the practice leaflet and on the front door of the Practice.

Extended Hours

The Practice offers Extended Access on a Monday evening from 6.30pm-8pm for pre-bookable GP appointments. During those weeks where a Monday falls on a Bank Holiday, extended hours will be provided from 6.30pm-8pm on a Tuesday evening.

In addition there are telephone consultation appointments available with the GP or nurse, pre-bookable at the end of each morning and afternoon surgery.

Dr Patel and staff would like to thank our Patient Reference Group for their time and commitment in enabling the Practice to produce this report and survey.

We would also like to thank our patients who took the time to complete the survey .

Availability of Patient Participation Report

A copy of this report has been sent to:

All members of the Patient Group
The North East Primary Care Services Agency (NEPSCA)

A copy of the report is available in the waiting room at the practice along with the report of the local patient survey to which this report refers. The local patient survey was undertaken on an anonymous basis so it is impossible to respond individually to these 87 patients.

Susan Cullen, Practice Manager

March 2013