

Seaton Surgery

Station Lane
Seaton Carew
Hartlepool
TS25 1AX

Local Patient Participation Report 2013-14

Practice and Patient Group Profile

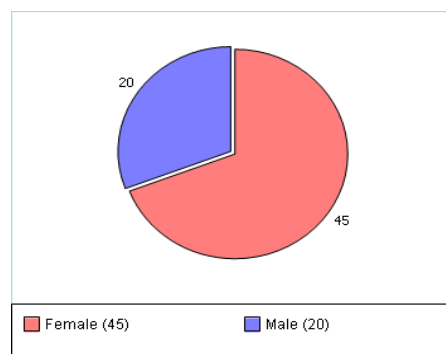
Step 1 – Developing the Patient Reference Group

Seaton Surgery is located in the village of Seaton Carew, Hartlepool and serves a population of approximately 2900 patients (as at 31st January 2014). Our Patient Group was formed early in 2012 and is both a virtual (on-line) group and a postal group. The Group is made up of our registered patients with patients of a variety of ages and disabilities, carers, patients with long-term conditions and parents of young children and teenagers. There is unfortunately an under-representation from our male patients and we continue 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. Our clinicians agreed to invite patients from under-represented groups for example, patients with chronic disease, learning disabilities and ethnic minorities.

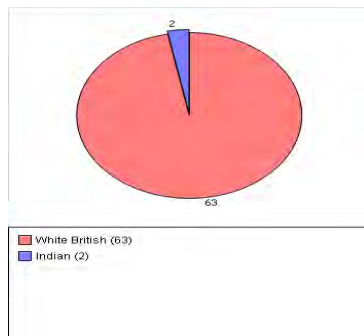
Patient Reference Group Distribution Report 2014

Breakdown of Patient Reference Group Population

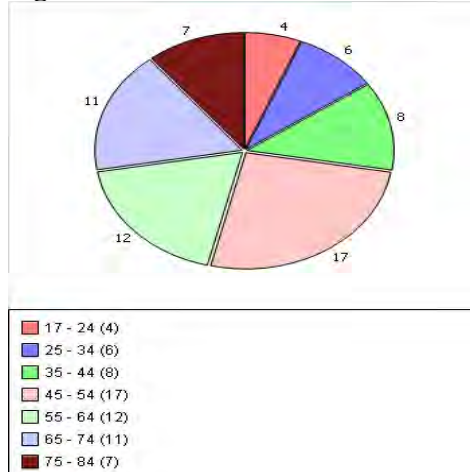
Gender



Ethnicity



Age



Breakdown of practice Population.

Gender

Sex	Patient Count
Female	1430
Male	1480

Age

Age range	Patient Count
0-9	323
10-19	296
20-29	318
30-39	364
40-49	426
50-59	429
60-69	396
70-79	229
80 +	129

Ethnicity is recorded in 89% of our patients as shown in the table below.

Ethnicity	Patient Count
White British or mixed British	2496
Not specified	321
Black Caribbean or white Caribbean	4

Ethnicity	Patient Count
Black African	4
Indian/Asian or British Asian	37
Chinese	3
Other white ethnic group/European/mixed European	20
Other	7
Total	2892

Following on from last year's report

Further to our report in 2013, we have continued to look at and develop our on-line services; we have increased the number of patients signed up to be able to order medications and book appointments on-line. This is a service we are very keen to expand and make available to as many patients as possible as it has time saving and convenience benefits both to our patients and to the practice.

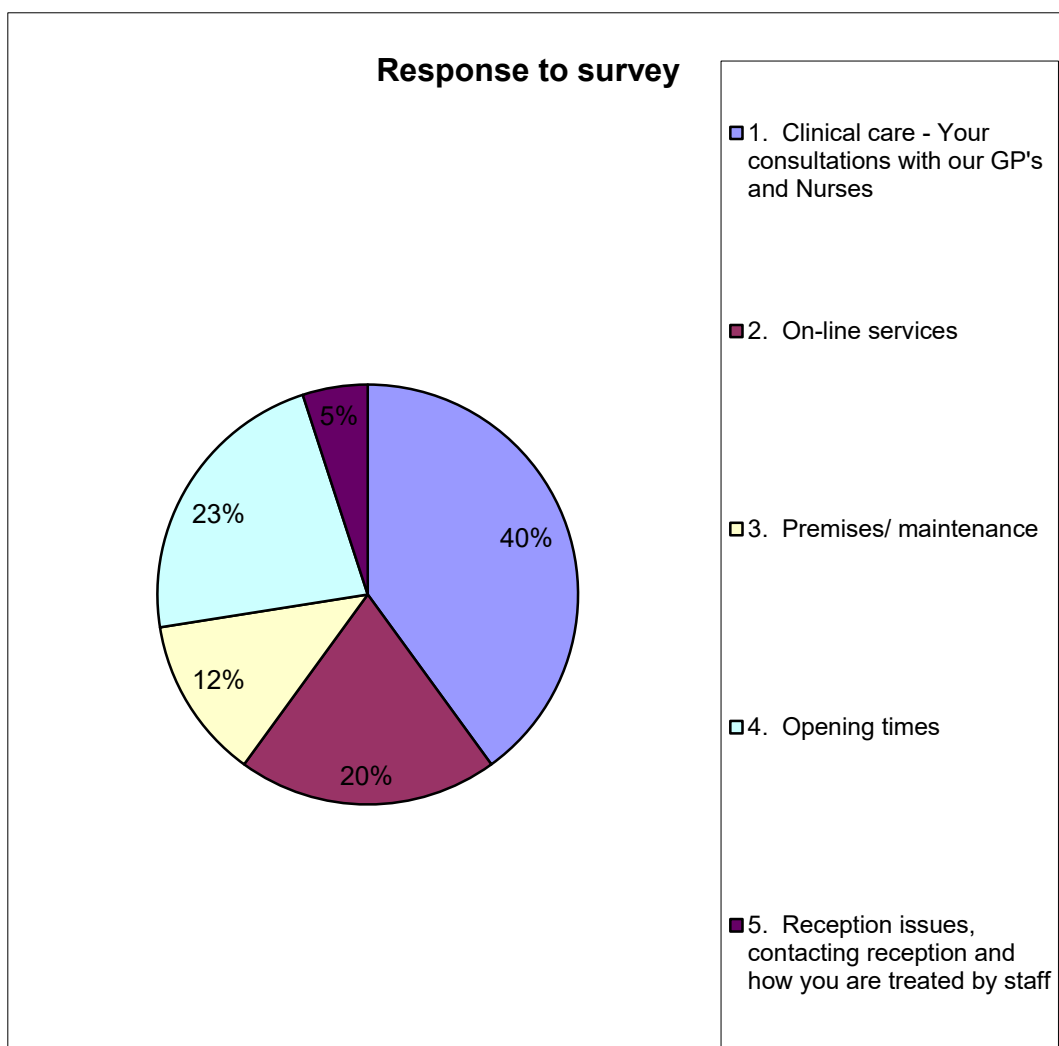
Another area we agreed to improve was providing patients with long term conditions better access to information leaflets relating to their conditions. There is a multitude of information leaflets available via our practice computer system and our nurses and GP's make these available to any patient diagnosed with a new condition or anyone wanting more information on a condition they have been managing.

The Surgery premises have also had a major overhaul this year; we have had new flooring laid throughout in line with infection prevention control, new seating in the waiting room. Disposable curtains have been fitted in the examination rooms and we have decorated throughout.

Step 2 - Agreeing Areas of Priority with the PRG

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. Clinical care
2. On-line Services
3. Premises/maintenance
4. Opening Times
5. Reception issues



As shown above, the two areas chosen for further discussion were clinical care and opening times. These topics formed the basis of our patient survey which took place in the surgery for two weeks in November 2013. On-line services were a close 3rd place and we will continue to encourage patients to sign up for our on-line services.

Step 3 - Collating patients views through the use of a survey

We aimed to survey 25 patients per 1000 of our practice population with a mixture of both GP and nurses.

It was agreed this year to use CFEP Survey UK to conduct our patient satisfaction survey to ensure validity of the data collected. 85 surveys were printed and distributed to patients on their visits to the surgery during November 2013. Members of the reception team asked patients to complete the questionnaires during normal surgery times. Once all surveys were

collected, they were sent to CFEP Surveys UK Limited who collated the responses and provided us with a report. The report has been made available on our website and this was also distributed to our Patient Group to inform them of our findings. A hard copy was also made available in the waiting room.

Step 4 - 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 CFEP Survey and a copy of the summary of all 84 responses are available from the practice and on our web-site (please follow the link below), one response was void due to being blank. The results were collated and analysed by CFEP Surveys UK and a report provided. 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.

The report shows an overall score of patient satisfaction being 84% with the national average at 73%. We are delighted with this result and will endeavour to maintain these standards.

In addition it was found that we had an 88% mean score of our patients satisfied with our telephone access and 86% satisfaction with the visit to their practitioner.

[http://www.seatonsurgery.co.uk/website/A81612/files/IPQ - Seaton Surgery - 38178\[1\].pdf](http://www.seatonsurgery.co.uk/website/A81612/files/IPQ - Seaton Surgery - 38178[1].pdf)

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

Results of the survey were sent out to our Patient Group in February 2014 to seek further comments and agreement. We were thrilled with the huge amount of positive feedback which we really appreciated and the partners and staff at Seaton Surgery will continue to maintain our high standards of care and service.

After further discussion with the members of the Patient Group the following action plan for 2014 was agreed:

Action Plan

Priority for action	Action to be taken	Lead	Achievable timeframe
Premises maintenance	To continue completion of refurbishment to premises to bring standard required by CQC.	Sue Cullen	March 2014

Patient Reference Group – recruit more members	Continue to publicise the PRG and actively seek new members during registration of new patients.	Elaine Scott	Ongoing
On-line services	Continue to sign patients up for SMS appointments reminders and also to use SMS messaging to invite patients for annual reviews. On-line prescription requests – continue to promote this service along with EPS sign up. Promote SystmOne Online services via web site and posters in waiting room.	Nicola Harris	Ongoing
Speaking to a practitioner on the telephone.	Perform an audit/demand on patient initiated requests for access to a GP via telephone with a view to increasing slots and promote the appointments that are already available via the website and newsletters.	Sue Cullen	31/03/14
Late night clinic for nurses	Review the appointment rotas with the view to offering one late night clinic per month with a Nurse Practitioner.	Sue Cullen and Nursing team	May 2014
Confidence and satisfaction following consultation with clinician.	Raise awareness with clinicians and also source training in SystmOne information leaflets to ensure patients have a clear understanding of their condition.	Sue Cullen	31/03/2014
Reintroducing periodic newsletter	Production of periodic newsletter informing patients of developments and new services.	Nicola Harris	31/03/2014
Raising awareness of patient information leaflets being available in other languages.	Advertise more prominently on website and via newsletter. Training for staff to convert documentation into required language.	Nicola Harris	31/03/2014

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-3.30pm	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 Health Care Assistants	8.45am-11am	8.45am-12 noon	9am-11.30am		9am-12noon
Warfarin Clinic			2.30pm-3.30pm		
Health trainer		9am -12noon		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 NHS 111 are available for emergency calls on telephone number 111. 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 84 patients.

Susan Cullen, Practice Manager

February 2014