

SUNNYSIDE MEDICAL CENTRE – PATIENT REFERENCE GROUP
Report of progress to date (February 2015)

Dear Sunnyside Patient

As you may be aware, 2014 was the fourth year of our online engagement with our representative group of patients helping us to identify areas of service provision that are working well and those where we can improve. Thank you to everyone who has provided feedback via the recent survey.

With all the changes that are taking place in the NHS it has been a very challenging 12 months at Sunnyside, as it has been at all surgeries across the country. There has also been a change in our partnership. Dr Greenslade has recently left our practice and another experienced GP, Dr Sian Slater, is due to join us in April 2015. Further announcements about GP's will be made during the year ahead.

Our focus is very much on providing the best possible care that we can give to our patients given that resources and finances are tightly constrained. We have already successfully invested in and implemented a number of innovative changes since last year (see details in section H below) and following this years feedback we are now making some further commitments for the year ahead. These intentions are also documented below. The GP partners here at Sunnyside wish to deliver the best possible clinical service to their patients and your comments are helping us to identify where the biggest impact can be made.

The information below explains the efforts that we have made during the past year to identify and analyse our patients concerns, and the resulting plans that have been reviewed and approved by both patients and partners.

Section A. Developing a group structure that gains the views of patients and enables feedback

At the time of writing our patient list size is 12,873 and we are continuing to attract new patients to our surgery. Sunnyside has a relatively young patient profile when compared to many other practices in Portsmouth with 22.2% of our patients under 18 years and 11.7% of our patients being 65+ years. 1.7% of patients come from mixed ethnic groups with 4.2% coming from other non-white ethnic groups.

Given the above, it was therefore essential that the membership of our Patient Reference Group (PRG) had a reasonable proportion of young contributors from a variety of backgrounds. Most of these patients are likely to actively use the latest technology including the internet and mobile phones. This reassures us that online surveys remain the most appropriate way to engage a large proportion of our patients. Furthermore, our patients come from a number of different ethnic backgrounds so the recruitment of PRG members needs to encourage membership opportunities from everyone. In addition, the practice boundaries cover some areas of high deprivation so it is important to ensure that members from all social and financial backgrounds have equal opportunities to join and contribute to the group.

Accordingly, to ensure that we provided varied opportunities to join the PRG covering different ethnic backgrounds, age ranges and personal profiles, a number of distinct PRG recruitment drives were run in the period up to end of January 2015. These included:

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1. Patients were given an open invitation to join the PRG from GP's, nurses or receptionists when attending routine patient consultations.
2. During the flu clinics held in October, patients were approached to complete a hardcopy survey and also invited to provide contact information so they could be added to the PRG
3. Staff members approached patients waiting in the reception area on an adhoc basis.
4. Advertising efforts included posters in the surgery, and a TV bulletin page encouraging all patients to join the group. Forms providing joining instructions were routinely available in the surgery

Section B. Group Membership

As of the end of January 2015 a total of 220 patients had signed up to the PRG with many patients opting to remain on the PRG register from previous years. 64% were female and 36%. Most importantly, the patient group was comprised of a broad range of ages as follows:

<24	6.4% of group
25-35	25.5% of group
35-45	21.4% of group
45-55	20.5% of group
55-65	12.7% of group
65+	13.5% of group

In January our membership application drive was closed to allow us to focus on obtaining feedback to our survey. Although we made a very positive attempt to encourage involvement from all cultural groups, the group is still predominantly white British.

Ethnicity	% proportion of group
White British	92.7%
White & Black Caribbean	0.5%
Other White	1.8%
Asian/Asian British	4%
African	1%

All consent forms were retained and the patient data recorded. PRG members were assigned to an e-mail distribution list (if appropriate) so that email/electronic surveys could be easily sent.

Section C. Agree the key priority areas

The PRG was asked for comments and priorities within 8 key areas of practice business that were previously discussed and agreed. These were:

- Clinical Care
- Reception Issues
- Getting to the surgery
- Patient confidentiality
- Getting an appointment
- Opening times

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- Buildings and facilities
- Waiting times

In addition a further option allowed for any additional comments to be made.

Section D. Collate and analyse our patient’s opinions through the use of a survey

The surgery has an online account with survey monkey and created a questionnaire comprised of 9 questions broadly matching the key priorities and the areas of specific interest to the surgery. The questions were designed to cover GP appointments, confidentiality, clinical excellence, waiting times and various general aspects of patient education and awareness.

The online survey was released for responses from 19th January 2015 and ran until 13th February 2015. During this time the patients were given a link to the survey by e-mail. A follow up request to complete the survey was issued to PRG members and online service users before the survey was closed.

Of the 220 PRG members, 48 (22%) of these patients completed the survey online. This is lower than last year’s response rate.

Section E. Summary of survey results

- 96% (down from 99% last year) of patients said they were happy with confidentiality during telephone consultations.
- 92% (up from 86% in previous year) of those responding said they were happy about patient confidentiality when attending our duty team.
- 92% (down from 94% last year) said the GP’s listened to their requests and dealt with them appropriately.
- A total of 64% (down from 74%) of patients said they saw the GP within 20 minutes of their appointment time (excluding duty team).
- 79% of patients would be prepared to wait longer to get an appointment with their GP of choice.
- Only 19% of patients were aware that we have a facebook page.
- General comments often praised the services that we offer but patients did raise further concerns about the following;
 - Lack of sufficient appointments
 - Need for appointments 7 days per week.

F. Provide the PRG with the opportunity to discuss the findings and reach agreement with the PRG on changes to services

The partners reviewed the feedback from the survey and a draft copy of this report was then developed and mailed to all members of the PRG in February 2015. Any PRG feedback was reviewed. The final report was posted on our website during March 2015.

G. Agree action plan with PRG for 2015

Further actions agreed from the results of this year’s survey are as follows:

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- As in previous years, all staff will be reminded of the need to respect patients' wishes and provide absolute confidentiality wherever needed. A staff training session will be arranged in 2015 to help address customer service needs of our reception team. Should a patient who is seen in duty need to assure confidentiality then a private room/consultation will always be offered.
- Recent persistent IT system problems have resulted in considerable challenges for all staff and patients. The reception team have been under great pressure during periods when the system is unavailable. Following a major review, the partners have agreed to change clinical systems (from Vision to TPP SYSTMONE) during June 2015. This is a significant investment in time and money and it will cause a temporary disruption to patient services especially during the crucial go live period. The partners have supported this decision with the recruitment of a new IT projects and administration assistant. The new system is expected to be consistently faster and more reliable than our current system so this should offer all round performance improvements. It is also now the system of choice in Portsmouth, which will hopefully support better overall integration of services in the Portsmouth Area.
- IT staff training and awareness will be increased to meet the demands of the new system that is being implemented.
- The partners will re-launch the duty team following our recent redesign that has provided greater space, better efficiency options and enhanced privacy. From 1st May it will be called the *Urgent Care Clinic*. It is hoped that this naming will be far more recognisable and understandable in the context of the service provided.
- In preparation for increased collaborative working and future changes in working hours, the partnership have agreed to join the Portsmouth GP alliance. This will help to design and implement new patient services more consistently across all surgeries in Portsmouth.

Section H. Review of actions from last year

This year was an exceptional year for making some innovative changes at the surgery. The following is a summary of the progress that has been made so far.

Priority 1 - Getting an appointment.

The results of the survey indicated that generally the existing systems satisfy the patient needs and work well under normal circumstances, but they would benefit from some investigation and improvements to cope with periods of excessive demand. The telephone system generally seems to work well.

1. **ACTION** – The surgery will review its GP and nurse provision following recent partnership and staff changes. Adjustments to the appointment system will be implemented.
 - a. **OUTCOMES** – A new salaried GP has accepted our offer and will join us from April 2015. A considerable investment in locums has been made in order to enhance the number of GP appointments. During the year, we have

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recruited a new nurse and a new health care support worker (hcsw), providing an overall increase in the number of nurse/hcsw appointments that we are offering.

- b. We have removed the restriction placed on appointments available within the next 48 hours. This frees up more appointments to be available and prevents the need for patients to ring back later.
- c. We have introduced a numbering system for duty appointments.

Priority 2 – Waiting Times

The results of the survey generally indicated that waiting times are NOT a major concern and most patients usually accept that some unavoidable delays are acceptable. However, occasional long waits, especially for our duty team, do cause some understandable stress and frustration. Improvements can still be made to avoid delays wherever possible and to help improve the management of patient expectation.

1. **ACTION** – To review and redesign the duty team area to help improve staff efficiency while enhancing privacy for patients.
 - a. **OUTCOMES** – In November 2014 we completed a major refurbishment of the duty area, and added additional computers and telephones. An extra bay was added to the area to receive more patients.
2. **ACTION** A numbering system was introduced for duty appointments, to improve patients expectations when waiting for long periods.
 - a. **OUTCOMES** – A numbering system was introduced in November 2014.

Priority 3 - Patient Education and Awareness

In a continued effort to meet the growing demands of our patients the following actions were taken:

1. **ACTION** – To ensure our website remains fit for purpose.
 - a. **OUTCOMES** – Our new website was implemented in January 2015. This is designed for latest browsing systems and it has improved editing capabilities.
2. **ACTION** – To routinely update our Facebook page.
 - a. **OUTCOMES** – Our Facebook page now has 183 “likes”.

Thank you for your continued help and support to the surgery.

*Dr A R Tollast
Senior Partner*

Our Opening Times are :

Core opening times are 8am to 6pm Monday to Friday. We also offer extended hours appointments according to an alternating bi-weekly schedule (Week 1 – Tuesday and Thursday 6:30pm to 8pm; Week 2 Saturday 8am to 11:15am). Please see our website, or ask a receptionist, for further details.