

Neston Surgery PPG Report 2014/2015

The PPG is open to all patients in the Surgery. Patients under 16yrs may join subject to Parental consent.

The PPG is promoted through Surgery Posters, patient calling screens and the Practice website. Patients can express an interest in joining the PPG to any member of staff or register their interest on line via the Surgery website.

Direct invitation to join the group is also made by the staff.

We strive to recruit representation of all groups within the Practice profile. This Surgery has a high percentage of older patients and this is well represented in the PPG members but we are aware that the representation for the younger age groups is not balanced.

Much discussion has taken place over this including moving the times of the meeting, but we do meet outside of normal working hours to try and facilitate younger people that work attending. We did explore the possibility of a "blog" type link on the website to seek views of those patients that cannot attend meetings but this has not been actioned further

We currently have 17 members covering the 40-85 age group

Age	40-49	50-59	60-69	70-79	80-89
Male	0	0	3	1	2
Female	2	1	2	6	0

The Practice Population is

Age	0-9	10-19	20-29	30-39	40-49	50-59	60-69	70-79	80-89	90-99	100+
Male	420	428	451	406	579	636	628	475	222	30	0
Female	401	406	468	450	575	594	686	504	305	85	4

Ethnic Groups

We have identified that just over 1% of the patient population is non white British. Of that group, 8% are Irish, we do have one member of Irish nationality on the PPG. Other minorities are not represented at this current time.

Survey 2014/2015

The PPG discussed possible topics for the Survey in the March 2014 meeting.

After much discussion we centred the Survey around better ways to communicate. As technology expands many seek to find quicker, more effective ways to communicate. We appreciate that face to face interaction gives a more personal value, but people live hectic lives and are often inconvenienced having to wait in a queue, whether in person or on the telephone.

All members of the PPG were asked to submit question ideas to the Chair, these were formatted into a Survey, the structure of the Survey was approved at the May 2014 meeting.

The Survey was given to all patients attending the Surgery in a 4week period. A collection box in the waiting area provided anonymity for respondents. The results were collated by the Practice Manager and the issues raised and how we can use the responses to improve patient experience were discussed at the next meeting.

Responses and comments are detailed at the end of this report (*Item 1*)

Priority Areas

At the July meeting We discussed what areas we as a group would like to focus on that would benefit patients in the Surgery and the local community.

The three priority areas are detailed below with action plans and results

Priority Area 1: "Cross border" issues when patients are discharged from hospitals outside the practice's geographical area.

Background: Neston Surgery is on the border of healthcare between Wirral and Cheshire. The majority of patients attend Wirral Hospitals for in and outpatient care. Community follow up services eg; District Nurses, Physiotherapy, Rehabilitation services, Occupational therapy are delivered by Cheshire as these services are commissioned by Cheshire Commissioning Group. It was felt that sometimes due to health delivery being provided by two services patient care was not continuous or supported. The two hospitals do not have a shared agreement so providers of post discharge care could not access inpatient details.

Action: The Contracts manager Rob Nolan was invited to attend the November meeting to listen to the concerns and anecdotes raised by PPG members. It is part of his responsibility to commission services for the patients in West Cheshire. We also invited PPG members of two other local surgeries that have the same border geography. It was decided that anecdotal evidence would not support a change in services. A questionnaire was developed which would be sent to all discharged patients that had a need for ongoing care. **(Item 2)** The Discharge questionnaire was sent to other Surgeries, District Nurses and Health Visitors to distribute. It was hoped that this would identify the areas of post discharge border problems to feed back to the Commissioning team

Result: The number of the Surveys returned was not as high as expected. Ones that were returned did not identify a trend of cross border issues. Some evidenced that if a problem existed this was more to do with a discharge communication issue rather than an absence of Service. The Information Technology department continues to work on a shared system that would allow results to be transferable. The recent development of an integrated care team will hopefully be best placed to identify recurring issues. This remains on our agenda and Rob Nolan had agreed to revisit if the PPG wishes

Priority Area 2: Developing tele-medicine - by telephone or e-mail

Background: To identify a need to improve patient access to the surgery through updated technology

Action: We incorporated questions about what patients wanted in the PPG Survey. They identified that the use of email would be a useful contact medium. That more services should be on line and text message reminders would be beneficial.

Result: The Surgery has been proactively building up a bank of mobile telephone numbers. We have been concerned about confidentiality issues for text messaging and have examined several systems, but the Clinical system that we intend using does have an option for the patient not to be contacted when the appointment is made and we are satisfied that this will be as secure as possible. We had intended this to be implemented by the end of March but due to technical issues supporting NHS mail this has not been completed. We have increased the availability of online appointments and continue to promote this. We are reluctant to have a Surgery email address for patients but the Practice Manager is discussing this with other Managers to see how their email services are monitored, to ensure vital messages left by patients are not overlooked at weekends/evenings

Priority Area 3: Survey, review and document the voluntary services in our area so as to be able to signpost patients for effective support

Background: We wanted to be able to collate information about all the available voluntary services in the area. Often a large part of peoples healthcare is social health, we were ignorant of all the agencies in the community that support the aged, vulnerable people, carers, disabled, lonely etc Knowing this information and being able to signpost our patients we felt would enhance the service offered at the Surgery

Action: All PPG members and Surgery staff were asked to find details of a voluntary service within the area so we could make a list that would be readily available at the Surgery. These individual services can often be found on the internet, but to have a readily available reference of these organisations would be more user friendly. Organisations are emailed to the PPG chair who kept the list updated. The Surgery participated by doing mini health

checks at a Community event at Neston Town Hall in October 2014. This was a Community volunteers incentive to promote volunteer organisations. As a Surgery we wanted to support this event and raise the profile of these community groups.

Result: A list of local organisations has been created (*Item3*) This is kept on the shared drive of the Surgery computer for staff to access and will be updated. The list is also displayed in the patient waiting area. The list has also been shared with the Integrated Care team who work largely in a social care setting.

The PPG has been formed since February 2012. The participation in the group has been constant by many members. The past three years have been a learning experience in developing the group and understanding how the group could make a difference not only within the Surgery but to care in the Neston locality.

We have developed the INR star blood testing service to increase the capacity of routine venous blood tests for other patients.

We have recently installed a patient calling screen to assist visually and hearing impaired patients. We have had our telephone system extended to bring more lines into the Surgery to avoid patients having to redial, this has been suggested on previous PPG Surveys

The PPG meet every 8 weeks. Between meetings the chair circulates items of interest to all members. These are sourced from meetings, media, patient interest groups etc. A representative attends the local PPG chairs meeting and the Carers link meeting and many have attended more specific workshops. All members are invited to contribute to the Agenda, members have been instrumental in arranging speakers from outside the Surgery.

Many topics are discussed in the meetings, some are Surgery specific that can be actioned after discussion, others may involve wider issues that require input from other organisations. Many issues remain on the agenda for updates and progress reports.

Minutes of the PPG meeting are published on the Neston Surgery website www.nestonsurgery.co.uk once they have been agreed by the members

The foregoing report has been discussed and agreed with the PPG

Practice manager: Heather Elkin

Signed..... Date.....

Chair of PPG: Sue Gould

Signed Date

Item 1: Survey results 2014 2015

Neston Surgery Patient Survey - Communication Survey Response Analysis

We gave out 500 Surveys over a 4 week period. 93 patients responded

Are you aware that you can book appointments on line?

Yes – 37.5% **No – 62.5%**

The Surgery will continue to promote the on line booking system. We will continue to monitor the percentage of patients who request the on line access letter and increase the proportion of on line appointments accordingly

Did you know that you can book appointments in advance?

Yes - 72% **No - 28%**

This Service is widely used. As Surgeries are set up we allocate about 120 pre bookable appointments / per week that can be booked up to two weeks in advance. We are aware that patients cannot always get the appointment at the time they want with the Doctor they want but we hope the additional pre bookable online appointments may help this

Are you aware that you should book Medication reviews with the Nurse?

Yes - 57% **No - 43%**

The Nurses are very skilled at medication reviews and will book you in for an appointment to see the Doctor if they feel that is appropriate. Often patients use Medication review appointments to see Doctors with other problems, this does have an impact on patient waiting times and causes delays to Surgeries as the Doctor cannot do a review and consult about a new problem in a 10minute appointment slot

Would you approve of being contacted to remind you about an appointment by text message on you mobile phone?

Yes – 73% **No – 27%** (although 4% stated they do not have a mobile phone)

This service is being looked into by the Practice, but we need to satisfy ourselves that we have a fool proof system that will not breach confidentiality before we put it in place.

Would you approve of being contacted with the result of a blood test by text message – Normal results only?

Yes – 68% **No – 32%**

Again, the Surgery needs to satisfy itself that this is a robust , secure system before putting this in place.

Suggestions on how to communicate with the Surgery other than by telephone?

21.5% of respondents would like to use email

The Surgery can see positive and negative sides to this, technology is moving forward and it is something that must be considered. What could be left on an email would have to be restricted eg; An urgent email coming in late on Friday evening may not be seen until Monday. Repeat Prescriptions can already be requested on line.

2 patients would like to be notified of all results by letter

This is not possible. We do 100's of tests per week. The majority have normal results. If tests need repeating the Doctor will either send a letter or the receptionist will try to call you, if the receptionist tries to call 3 times without success a letter will be sent . When a result has been looked at by the Doctor he will leave a note on your screen for the receptionist to advise you of the Doctors comments when you call.

1 patient suggests Skype appointments

Not in the immediate future, but I'm sure this will happen

Hospital experience

16% of respondents had been in hospital recently

26 % of the above commented that their Doctor had received no Discharge letter

Other Comments:

The 4 hour deadline to be seen in A&E had not been met

Medical records were not available in the hospital

There were long waits on the day of discharge for medication

There was a lack of Doctor/Nurse support on discharge

Excellent care and experience

Less waiting time for Mental Health appointments

The Surgery is currently undertaking a larger piece of work to look at patient experience following discharge from hospital.

Constructive ideas for improving your experience at the Surgery

59% of respondents either made no comment or were very positive about the surgery, staff and Doctors.

More phone lines at 8am - *We have 4 lines coming in a 8am and the queue at the door. We have 4 computer terminals to book appointments, so we cannot physically book more than 4 appointments at any one time. We have looked at a call waiting telephone system, which is very expensive and would not mean you get through any sooner, it would put you on hold and give you a position number.*

Priority should be given to the queue, not the phone – *We have a receptionist who attends to patients that queue, ideally another Receptionist will take the telephone calls, however all receptionists have to answer the telephone, we are not an emergency service but we never know until the phone is answered what the problem is. On a daily basis receptionist are called on to give instruction to people with chest pain, bleeding, someone has collapsed, difficulty breathing etc. We apologise if people are kept waiting, we hope they understand.*

Could the Doctor have ring back appointments at the end of their Surgeries – *If you need to speak to a Doctor you will be advised of the best time to call back to speak to him/her. If a Doctor has call back appointments, people will be at home waiting for the call, if the Doctors Surgery then overruns or they have to go on an urgent house call, the appointment to call back will be compromised.*

X box for children in the waiting room – *The waiting room is a place for everyone, there is restricted space on the walls for such a system. If children want to bring hand held games/ ipads/tablets with them to amuse themselves they are quite welcome to do so as long as the noise level is turned down*

Chairs for people with back problems – *If we had raised chairs in the waiting room it wouldn't necessarily mean that they would be vacant for the people that need them, but I fully understand the problems suffered through back pain and will give consideration to that when we look at waiting room refurbishment.*

More notification of the Surgery Half day closing – *A very valid point. The Surgery is closed one afternoon a month for staff training, a list of these dates is on the website. We will put a notice advising of a half day closing on the front door a week before the closing date.*

Extended hours/ Saturday morning opening for people who work - *Firstly we couldn't designate late hours or Saturday mornings for just for people who work. While Neston Surgery do not physic ally open at these times you can book an extended hours appointment at Ellesmere Port Hospital (tel : 01244 385 422) or at one of Western Cheshire Extended Hours Bases - see our website for details www.nestonsurgery.co.uk*

Item 2: Discharge Questionnaire

Hospital Discharge Experience

The patients of Neston and Willaston fall on the border of healthcare between Wirral and West Cheshire.
We are seeking to identify the problems this may cause

Which hospital were you admitted to? (Please tick)

Date of Admission.....

ARROWE PARK	
CLATTERBRIDGE	
COUNTESS of CHESTER	
OTHER (Please specify)	

Did you need a service after discharge? (e.g. Physiotherapy, District Nurse) YES/NO
(Please circle)

If so, which service did you require?

Was this service arranged by the hospital before discharge? YES/NO (Please circle)

Did you experience any problems with the arrangements of the service? YES/NO (Please circle)

If YES what were they?

Were you discharged without the help you needed? YES/NO (Please Circle)

If YES, Can you tell us a little about this?
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.....
.....

Can you tell us about any experience or difficulty you have had accessing any of the Community Services since being discharged

.....
.....
.....
.....

Name

Contact Details

We thank you for completing this Questionnaire.
Your experiences are important to us to ensure that all patients have access to robust post discharge services

Item 3: Local Organisations

LOCAL ORGANISATIONS/CHARITIES

COMPILED BY NESTON SURGERY PPG GROUP 2014

- CAN Community Activities in Neston 0151 353 8638 Eileen or Zaria or email cangroup@tiscali.co.uk
- Neston Foodbank -see www.westcheshirefoodbank.org.uk for collection points
- Neston (snow) angles - as CAN above
- Charles Thompson Mission 0151 647 7303 ctmission.org
- Dog walking service petpals available locally
- Zero Centre 0151 6701528 www.zerocentre.org.uk (domestic abuse)
- Dementia Care Centre. Bromborough contact Mark Jones 482 3456 respite care
- Ellesmere Port and Neston Community Transport LTD-Neston and CH64 area 01513553739 Neil Sinclair coordinator. Costs £2.50 for less than 5 miles and 50p per mile after.
- Dementia Friends www.dementiafriends.org.uk for dementia help and support. Postcode links to services, meetings etc
- Memory cafes-one in Liverpool see Alzheimer's society website
- Wirral women's refuge www.womensrefuge.co.uk for numbers
- Tomorrows women Wirral -female only centre supporting women in empowerment etc
- Making Space-support mental health 07843 268111/01606 606694 Sue Chick
- Family Tree for the Wirral -support mental health 01514888159
- Carers trust Lesley Thomson 08000850307
- Chair aerobics Neston URC Friday mornings
- Home Instead based in Wirral - take out patients or companionship £13/hr