

DR CASTLE & PARTNERS, SOLE BAY HEALTH CENTRE

REPORT & ACTION PLAN 2017 - 2018

Introduction

The Southwold Surgery Patient Participation Group (PPG) meets on a quarterly basis and is made up of representatives from the extensive catchment area covered by the practice. Details of the practice demography and how the PPG's representation reflects this can be found at Appendix 1.

This Action Plan is based on:

- a. PPG & Practice agreed priorities.
- b. Southwold Surgery GP Patient Survey results, including the Friends and Family Test.
- c. Minutes of Southwold Surgery PPG meetings.

Priorities for the Next Two Years:

- **Priority 1** - To redesign the appointments system following the retirement of two of the partners and ensure patients saw the most appropriate clinician.
- **Priority 2** - To continue to address a key area identified in the 2017 GP Patient Survey, which was how best to support local services following the closure of the local hospital to help manage long term conditions – working with CCG, CSIP matrons and ECCH to redesign local services.
- **Priority 3** - To work with other community organisations to represent, safeguard and develop local healthcare provision by engaging with the local population and raising the profile of related events, such as public meetings.
- **Priority 4** - To increase the proportion of patients who use the on-line repeat prescription service. The PPG were keen on this to ensure practice resources were efficiently utilised.
- **Priority 5** - To appoint new Salaried GP / Partner and induct
- **Priority 6** - To assess outcomes of Care Quality Commission (CQC) Visit
- **Priority 7** - To examine ways to improve Patient Confidentiality
- **Priority 8** – To Undertake patient survey in 2018/19

How the Practice will report findings to Patients

- The PPG has been involved at every stage and will report the findings to all patients they come in contact with.
- The PPG recommended, and we have taken action, to publish the results in local media and village magazines. The PPG helped the Surgery to develop its website.
- PPG Briefed via emails to enable them to share information locally as they are often asked questions by local residents – ensure PPG members briefed adequately.
- The results are posted in the Surgery and available for patients to read.
- The PPG again recommended that no public meeting is required to discuss these results, but emphasised the need for public consultation to explain the progress on the Healthy Living Centre.
- The practice website to be redesigned to enable patients to keep up to date with practice initiatives.

Plans for achieving the Priorities

- **Priority 1**

Following the departure of two partners, the remaining partners and the practice management team redesigned the appointments system to ensure the following:

- Patient access to the most timely appointment was improved;
- Patients were seen by the most appropriate clinician;
- The practice optimised its skill mix of staff.

The resulting appointments system, a joint GP and Practice Nurse Urgent clinic with 5 minute appointments, about which which patient feedback has been overwhelmingly positive, is a combination of same day team and routine book ahead appointments and has resulted in the following benefits:

- Approximately 100 additional appointments being available per week;
- A more speedy and timely service which matches capacity to demand more effectively;
- Access to appointments and on the telephone has been improved significantly;
- There is a clear development structure for staff;
- The right resource is targeted at the areas of most need
- Job satisfaction has been improved;
- The practice is more resilient;
- Ensuring that the correct time is allocated depending on patient need;
- The appointments system enables improved patient access for those with urgent conditions;
- The routine appointment sessions will be more consistent and suffer fewer interruptions, thereby reducing patient waiting times.

Priority 2

Patient satisfaction with the surgery remains consistently high. The practice exceeds national, local and neighbouring practice targets in almost all areas. To meet this target the following measures were put in place:

- To further develop the CSIP program;
- The appointment of both a Health Care Assistant and a Senior Community Case Manager who work in conjunction with the CSIP clinical case manager to seamlessly manage the care in the community. Local charities are hugely supportive;
- The practice has regular, monthly all staff/practice meetings, monthly educational meetings for clinicians, monthly significant event meetings, Heads of Department meetings, GSF multi-disciplinary team meetings for case discussion;
- To make better use of the quarterly Protected Time for Learning afternoons. This has improved communication and has allowed time for more timely and consistent staff training;
- The website was entirely redesigned and updated and is now a more effective way to communicate with patients. For example, the decision to not send out letter invitations to patients who required a flu vaccination was discussed with the PPG. While the PPG recognised and supported the practice's drive to reduce postage and manpower costs, the practice noted concerns about the change in call system and took great pains to ensure that publicity material was available in a number of locations and mediums. Despite initial concerns, the take up for flu vaccinations was almost identical to the preceding year. The PPG suggested refinements to the publicity for the next flu round and these recommendations will be implemented in full. These include; starting the publicity campaign earlier in the year to provide more notice; have more posters in the outlying villages; and putting notices in a more diverse range of local publications;
- Working with CCG, CSIP matrons and ECCH to redesign local services and dovetail this with integration plans;
- The Surgery was open for appointments in the early evening from 1830hrs to 1900hrs, as requested by patients, but decided to stop offering extended access for the following reasons: the take up of the available appointments was poor; the 'did not attend' (DNA) rate for these appointments was significantly higher than for other appointments; those attending evening

appointments had subsequently been found to not be those who could not attend appointments during the day due to work commitments, but those who regularly attended during normal surgery opening hours. The number of respondents who completed this section and who were seeking extensions to existing opening times were relatively very small;

Priority 3

The practice and the PPG will be represented on a local charity (Sole Bay Care Fund) that represents the local community health needs and safeguard local services. The charity will also have representatives from local charities, societies, care homes and councils. Representatives from the practice and the PPG have also been asked to contribute to the local town plans, which include a specific healthcare provision section.

The practice has always acted as the central hub for the provision of excellent care in the community. The partners and staff fully embrace the holistic concept of care, but initiatives such as the CSIP/Community Matrons, working with social services and the voluntary sector and charity colleagues, means the surgery is truly embedded in the community it serves and tries to offer a seamless service based on the immediate and future needs of its patients. We continue to develop plans to enhance the Surgery's ability to act as the focal point for care of the local population as it will provide the opportunity for the GP surgery, outpatient/community services, social care, allied health and voluntary groups, dentistry and a pharmacy to all be brought together in one facility. This is a clear statement to the community of the investment in their future health needs and support.

Priority 4

Each patient is asked to complete a personal details update form when they come to the surgery to ensure that the practice has the latest information. This also invites them to register for the on-line service. The practice has a large proportion of patients registered for this service and patients can now book appointments on-line, order repeat medication, complete questionnaires and access their summarised health records. The practice website has also been revised to raise the profile of the service and to clarify the simple registration process.

Priority 5

PPG members have been instrumental in spreading the word about personnel changes and managing the information flow, by responding to questions from local residents and by circulating printed material, but also in spreading understanding about implications on appointments and remote clinics. A replacement salaried doctor has been appointed and is due to start in September 2018.

Priority 6

The practice was selected for a CQC visit. Representatives from the Group met with the visitor and were able to provide a very positive account of the service received by patients. The CQC had already got information on the level of patient satisfaction at the surgery prior to their visit and said that they had no concerns regarding how the practice looked after the interests of its patients. The practice subsequently received an Outstanding classification in the resulting CQC report and was fully compliant in all of the areas investigated. The PPG and practice reps have continued to work together to review findings and best practice for the new building.

Priority 7

Re-locating where certain work is done. Visiting other health centres with similar set-ups to see how they manage patient interactions, patient confidentiality and patient expectations.

One option is for the majority of calls to be taken upstairs, away from the reception area. This option has been made more viable due to the popularity of the patient self check-in screens and sharing a reception with East Coast Community Health, but the acoustics of the building and the open plan reception and offices upstairs, are currently being investigated by NHS Property Services and LSI Architects.

The main telephone handling reception area was relocated upstairs where there is no patient access. All reception and public facing staff are required to undertake mandatory training to ensure they understand the importance of patient confidentiality, they take in to consideration their new surroundings and the pro's and con's associated with it and that they must not volunteer information.

Priority 8

It is the intention to carry out another patient satisfaction survey using the GPAQ style forms in 2019.

Dr Castle & Partners Patient Survey 2017		% (based on 147 surveyys returned)
	How good was the GP at:	
Q1	Putting you at ease?	
	Very Good	89
	Good	10
	Satisfactory	1
	Poor	0
	Very Poor	0
	Does not apply	0
		100
Q2	Being polite and considerate?	
	Very Good	95
	Good	5
	Satisfactory	0
	Poor	0
	Very Poor	0
	Does not apply	0
		100
Q3	Listening to you?	
	Very Good	89
	Good	11
	Satisfactory	0
	Poor	0
	Very Poor	0
	Does not apply	0
		100
Q4	Giving you enough time?	
	Very Good	87
	Good	11
	Satisfactory	2
	Poor	0
	Very Poor	0
	Does not apply	0
		100
Q5	Assessing your medical condition?	
	Very Good	84
	Good	13
	Satisfactory	1
	Poor	0
	Very Poor	0
	Does not apply	2
		100
Q6	Explaining your condition and treatment?	
	Very Good	85
	Good	12
	Satisfactory	1
	Poor	0
	Very Poor	0
	Does not apply	2
		100
Q7	Involving you in decisions about your care?	
	Very Good	81
	Good	13

	Satisfactory	1
	Poor	0
	Very Poor	0
	Does not apply	5
		100
Q8	Providing or arranging treatment for you?	
	Very Good	87
	Good	7
	Satisfactory	1
	Poor	0
	Very Poor	0
	Does not apply	5
		100
Q9	Did you have confidence that the GP is honest and trustworthy?	
	Yes definitely	99
	Yes, to some extent	1
	No, not at all	0
	Don't know/Can't say	1
		100
Q10	Did you have confidence that the doctor will keep your information confidential?	
	Yes definitely	97
	Yes, to some extent	2
	No, not at all	0
	Don't know/Can't say	1
		100
Q11	Would you be completely happy to see this GP again?	
	Yes	100
	No	0
		100
Q12	How helpful do you find the receptionists at your GP practice?	
	Very helpful	89
	Fairly helpful	10
	Not very helpful	0
	Not at all helpful	0
	Don't know	1
		100
Q13	How easy is it to get through to someone at your GP practice on the phone?	
	Very easy	59
	Fairly easy	32
	Not very easy	3
	Not at all easy	0
	Don't know	1
	Haven't tried	5
		100
Q14	How easy is it to speak to a doctor or nurse on the phone at your GP practice?	
	Very easy	37
	Fairly easy	28
	Not very easy	8
	Not at all easy	1
	Don't know	5
	Haven't tried	21
		100
Q15	If you need to see a GP urgently, can you normally get seen on the same day?	
	Yes	74
	No	5
	Don't know/ Never needed to	21
		100
Q16	How important is it to you to be able to book appointments ahead of time in your practice?	

	Important	87
	Not important	13
		100
Q17	How easy is it to book ahead in your practice?	
	Very easy	53
	Fairly easy	35
	Not very easy	6
	Not at all easy	1
	Don't know	1
	Haven't tried	4
		100
Q18	How do you normally book your appointments at your practice?	
	In person	27
	By phone	65
	Online	7
	Doesn't apply	1
	100	
Q19	Which of the following methods would you prefer to use to book appointments at your practice?	
	In person	26
	By phone	55
	Online	18
	Doesn't apply	1
	100	
Q20	Thinking of times when you want to see a particular doctor: How quickly do you usually get seen?	
	Same day or next day	28
	2-4 days	10
	5 days or more	44
	I don't usually need to be seen quickly	13
	Don't know, never tried	4
		100
Q21	How do you rate how quickly you were seen?	
	Excellent	33
	Very Good	22
	Good	18
	Satisfactory	15
	Poor	6
	Very Poor	1
	Does not apply	5
	100	
Q22	Thinking of times when your willing to see any doctor? How quickly do you usually get seen?	
	Same day or next day	57
	2-4 days	13
	5 days or more	15
	I don't usually need to be seen quickly	10
	Don't know, never tried	5
		100
Q23	How do you rate how quickly you were seen?	
	Excellent	39
	Very Good	28
	Good	15
	Satisfactory	7
	Poor	2
	Very Poor	1
	Does not apply	9
	100	

	Thinking of your most recent consultation with a doctor or nurse	
Q24	How long did you wait for your consultation to start?	
	Less than 5 minutes	17
	5-10 minutes	39
	11-20 minutes	30
	21-30 minutes	8
	More than 30 minutes	5
	There was no set time for my consultation	1
		100
Q25	How do you rate how long you waited?	
	Excellent	27
	Very Good	25
	Good	22
	Satisfactory	20
	Poor	5
	Very Poor	1
	Does not apply	1
		100
Q26	Is your GP practice currently open at times that are convient to you?	
	Yes	88
	No	10
	Don't know	2
	100	
Q27	Which of the following additional opening hours would make it easier for you to see or speak to someone?	
	Before 8am	7
	At lunchtime	16
	After 6:30pm	10
	On a Saturday	31
	On a Sunday	9
	None of these	27
		100
Q28	Is there a particular GP you usually see or speak to?	
	Yes	77
	No	22
	There is usually only one doctor in my surgery	1
	100	
Q29	How often do you see or speak to the GP you prefer?	
	Always or almost always	49
	A lot of the time	29
	Some of the time	17
	Never or almost never	2
	Not tried at this GP practice	3
	100	
Q30	How good was the nurse you last saw at:	
	Putting you at ease?	
	Very Good	75
	Good	20
	Satisfactory	3
	Poor	0
	Very Poor	2
	Does not apply	1
	100	
Q31	Giving you enough time?	
	Very Good	75
	Good	19
	Satisfactory	3
	Poor	0

	Very Poor	2
	Does not apply	1
		100
Q32	Listening to you?	
	Very Good	75
	Good	19
	Satisfactory	4
	Poor	0
	Very Poor	1
	Does not apply	2
		100
Q33	Explaining you condition and treatment?	
	Very Good	69
	Good	21
	Satisfactory	4
	Poor	1
	Very Poor	0
	Does not apply	5
		100
Q34	Involving you in decisions about your care?	
	Very Good	67
	Good	20
	Satisfactory	5
	Poor	2
	Very Poor	0
	Does not apply	7
		100
Q35	Providing or arranging treatment for you?	
	Very Good	59
	Good	17
	Satisfactory	8
	Poor	0
	Very Poor	1
	Does not apply	15
		100
Q36	Would you be completely happy to see this nurse again?	
	Yes	97
	No	3
		100
	Thinking about the care you get from your doctors and nurses overall, how well does the practice help you to:	
Q37	Understand your health problems?	
	Very well	92
	Unsure	6
	Not very well	1
	Does not apply	1
		100
Q38	Cope with your health problems?	
	Very well	90
	Unsure	8
	Not very well	1
	Does not apply	1
		100
Q39	Keep yourself healthy?	
	Very well	79
	Unsure	15
	Not very well	2
	Does not apply	4

		100
Q40	Overall, how would you describe your experience of your GP surgery?	
	Excellent	60
	Very Good	34
	Good	6
	Satisfactory	1
	Poor	0
	Very Poor	0
		100
Q41	Would you recommend your GP surgery to someone who has moved to your local area?	
	Extremely likely	81
	Likely	14
	Neither likely or unlikely	3
	Unlikely	1
	Extremely Unlikely	0
	Don't know	1
		100
Q42	It will help us to understand your answers if you could tell us a little about yourself:	
	Are you?	
	Male	33
	Female	67
		100
Q43	How old are you?	
	Under 16	1
	16 to 44	21
	45 to 64	26
	65 to 74	28
	75 or over	25
		100
Q44	Do you have a long-standing health condition?	
	Yes	62
	No	29
	Don't know/can't say	9
	100	
Q45	What is your ethnic group?	
	White	99
	Black or Black British	1
	Asian or Asian British	1
	Mixed	0
	Chinese	0
	Other ethnic group	0
		100
Q46	Which of the following best describes you?	
	Employed (full or part time, including self-employed)	39
	Unemployed / looking for work	1
	At school or in full time education	2
	Unable to work due to long term sickness	5
	Looking after your home/ family	3
	Retired from paid work	48
	Other	2
		100