

# COULBY MEDICAL PRACTICE

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## LOCAL PATIENT PARTICIPATION REPORT

### A description of the profile of the members of the PPG:

There are 25 members within the group all of who are registered patients at the Practice. There are 9 male and 16 female representatives.

#### Age profile:

2 members: 30 – 40 years

2 members: 41 – 50 years

5 members: 51 – 60 years

10 members: 61 – 70 years

6 members: 71 – 80 years

The majority of the group are retired but the group does consist of two members who have young children, 5 members who are either in employment or self employed, and members who have a disability or long term condition.

There are some patient groups that have been unrepresented on the Patient Participation Group but efforts have been made to attract these members which have not come forward.

A description of the steps that have been taken by the Practice to ensure the PPG is representative of its registered patients and where a category of patients is not represented, the steps the Practice has taken in an attempt to engage that category.

All patients are welcome to join the PPG. Coulby Medical Practice attracted members to the group by publicising through the Practice website, patient newsletters, posters in the waiting area and leaflets in and around the practice. The Practice also asked local pharmacies to display posters to attract patients who may visit the pharmacy but not the Practice.

Despite the above publicity some patient groups have not come forward. The Practice has tried to engage the unrepresented category of patients by the GPs and nurses personally asking patients to join the group which again was unsuccessful.

To ensure the views of the unrepresented categories of patients were represented, the Practice produced a database of patients who were happy to be contacted once or twice a year to complete a short survey. 41 patients

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Dr Heather Wetherell Dr Cathy Williamson Dr Gerald Fernandez  
Dr David Bannar-Martin Dr Hepzibah Jesuraj Dr Rachel McMahon

were happy to be contacted to complete a survey and the Practice now has involvement from all categories of patients.

A description of the steps taken to determine and reach agreement on the issues which had priority and were included in the local practice survey

The Practice was keen to engage with patients to help make improvements for the needs of its patients.

The Practice presented to the group the results of the last Practice survey which was carried out in April 2011 as a lead for discussion. The Practice also considered any themes from patient complaints, significant events and patient suggestions. The practice representatives and members of the PPG group discussed specific areas for improvement and agreed several areas to specifically concentrate on which determined the questions on the patient survey.

A description of how the Practice sought to obtain views of its registered population.

The Practice and PPG originally agreed to use the well established Improving Practice Questionnaire which has previously been used in the Practice and is widely used in the UK.

However after consideration, it was felt that the specific problems and improvements the Practice and PPG wanted to focus on would not be given a clear answer through the use of IPQ survey. It was therefore agreed to design our own questionnaire using the specific questions that were priority.

The survey was sent out by email/post to the 25 members of the PPG group and the 41 patients who agreed to be contacted to complete the survey. A further 200 surveys were distributed in the Practice. The Practice tried to target various groups of patients and at different times of the day such early/late appointments, baby clinics, chronic disease clinics, general GP and nurse appointments.

A total of 266 surveys were distributed.

The survey was distributed in January and questionnaires were asked to be returned by Friday 3<sup>rd</sup> February 2012 ready to be collated for the next PPG meeting.

A total of 217 completed surveys were returned to the Practice.

How the Practice sought to discuss the results of the survey with the PPG and agree an action plan

The 217 completed surveys were analysed by the Practice Manager, Sarah Richardson. The results were presented as a figure and percentage for each question with all patient comments listed below each question.

The survey results were sent to the PPG group by email prior to the PPG meeting on 28<sup>th</sup> February 2012 to allow the members to digest the results and highlight any priorities to discuss at the meeting.

At the PPG meeting on Tuesday 28<sup>th</sup> February 2012 the results were discussed in detail which enabled the Practice and PPG group to agree on priorities to take forward and develop an action plan.

Details of the action plan and a description of the findings and proposals that arose from the survey including statistical evidence and proposals arising out of the practice survey.

Patients were asked a total of 5 questions.

Are you happy with the Practices opening hours? YES 93% NO 7%

Due to the high satisfaction rate from recent and previous results it was agreed there will be no plans to extend opening hours. This is also due to additional overhead costs of opening the Practice for extended hours. The GPs are however considering altering their surgeries with a possibility of earlier and later appointments between core hours and our Nurse Practitioner offers appointments until 5.20pm for acute problems.

Are you happy with the opportunity of seeing a GP of your choice? YES 77% NO 23%

It was clear that both the GPs and patients surveyed prefer continuity of care but many patients didn't realise that they had a choice when telephoning for an appointment.

ACTION POINT – It was agreed that the receptionists will offer choice to patients when available.

Would you be happy to be held on a stacking system rather than receive the engaged tone? YES 77% NO 23%

There are always overwhelming comments and complaints about difficulties in getting through to the Practice from 8am in the morning and patients find this very frustrating. The on-line booking system would free up telephone access and possibly reduce DNAs as patients are able to cancel appointments on-line. Posters could be displayed in the waiting area on a weekly basis on the number of DNAs.

ACTION POINT – To implement a stacking system. To display a poster on a weekly basis on the number of DNAs.

Would you find on-line appointment booking useful? YES 70% NO 30%

The finding from the survey was that patients who said they would not find the service useful were mainly because they had no access to a computer. It was agreed that this additional service would not affect patients who would not use the service but improvements to accessing the Practice by telephone may be seen.

ACTION POINT – To look into clinical computer system capabilities of implementing on-line appointment booking and implement if service available.

Would you be happy to discuss appropriate problems with the GP over the telephone? YES 80% NO 20%

The findings from the survey highlighted that many patients were unaware that this service already existed and that many patients would be happy to use this service.

ACTION POINT – To increase the number of telephone appointments available and to advertise this service in the waiting area, website and newsletter.

A description of the action the Practice intends to take as a consequence of discussions with the PPG in respect of the results, findings and proposals arising out of the survey.

The agreed action points:

- To increase the opportunity to see a GP of patients choice. Receptionists to offer choice of GP and time where available.
- Telephone Access – To implement a stacking system.
- Accessing the Practice – To look at the current clinical computer systems capability of implementing on-line appointment booking. To implement this service if this is possible.
- To target patients who DNA (Did Not Attend) – To display weekly poster with numbers of patients who DNA.
- Telephone consultations – To increase the number of telephone appointments available and to ensure this service is advertised to patients in the waiting room, website and newsletter.

A description of Coulby Medical Practice opening hours and the method of obtaining access to services through the core hours.

Coulby Medical Practice is open Monday to Friday 8am – 6pm.

Patients can make appointments by telephoning or calling in to the Practice to make an appointment.

**Same day appointments** – These appointments are available from 8am each morning.

**Pre-bookable appointments** – Each doctor has a selected number of appointments which can be booked 2 weeks in advance.

**Urgent appointments** – Patients who request an urgent appointment once all the same day appointments have been taken will be triaged by the 'duty GP'. The receptionists will take details and pass this to the 'duty GP' who will specify an appointment time or alternative message to the patient.

**Home visits** – Home visits are for bed bound patients. Patients will be visited at home if their condition warrants a visit.

**Telephone consultations** – Telephone appointments are available to book for appropriate problems such as medication reviews and test results. Appointments can be made through the receptionist.

**Nurse Practitioner appointments** – Same day and pre-bookable appointments are available to see the Nurse Practitioner for acute problems.

**Phlebotomist, Health Care Assistant and Practice Nurse appointments** – Pre-bookable appointments are available each day for nursing appointments. The receptionists will ensure you are booked in with the correct member of staff when booking the appointment.