

NEW DOVER ROAD SURGERY

Report to the Surgery by the Patient Participation Group

5 June 2019

Contents

1. Introduction.....	2
2. Quality Reports.....	4
CARE QUALITY COMMISSION	4
NHS CHOICES.....	4
I WANT GREAT CARE.....	5
IPSOS MORI GP PATIENT SURVEY	5
3. Reports on Surgery Walkabouts	7
Report on Surgery Walkabout on 31 October 2018	7
Report on Surgery Walkabout on 25 November 2018	8
4. Report on New Dover Road Surgery’s Web Presence.....	9
Homepage	9
Right Hand Side Quick Links	9
Tabs on Top.....	9
Online Patient Access	10

New Dover Road Surgery Patient Participation Group

2019 Report to the Practice

1. Introduction

The New Dover Road Surgery PPG was established in 2012. Its Terms of Reference are as follows:

1. **Name of the Group** – The Group shall be called the “New Dover Road Surgery Patient Participation Group (PPG)”
2. **Membership** – No fewer than 7 patient members, one of the GPs and the Practice Manager or her representative. The patient members will serve for a maximum of two years with further terms by invitation from the GP Partners. Matters for the group will be decided by majority vote of the patient members of the Group.
3. **Aim** – The Group’s aim is to support the Practice by involving patients in decisions about the range and quality of services provided by, and commissioned by, the Practice.
4. **Objectives** – The objectives of the Group shall be to:
 - a. Keep patients aware of the Patient Participation Group through notices on boards in waiting rooms in the Practice and on the Practice website and encourage patients to feed back
 - b. Seek feedback from patients through surveys about the range and quality of services and provision to inform practice decision making
 - c. Through the Practice, communicate to patients the results of any surveys and actions arising from their feedback
 - d. Seek to ensure membership of the Group is representative of the patients of the Practice and ensure significant minority input is canvassed
 - e. Support the Practice in giving feedback to local and national consultations
 - f. Build relationships with other local PPGs and the NAPP
 - g. Support the Practice by fundraising for the purchase of non-NHS funded items
5. **Meetings** – Meetings of the PPG shall be not less than four times per year. A minimum of four patients and one representative of the Practice will be needed for a quorum
6. **Organisation**
 - a. The Group shall elect a Chair on an annual basis who will normally be a patient. The Chair will maintain contact with the Practice between meetings of the Group and where necessary, take action on their behalf to further the aims and objectives of the Group
 - b. The Practice shall also provide secretarial services including minuting meetings, communicating with patients and communicating with members of the Group

Revised 24 October 2019

The PPG was originally set up to survey the patients in the Practice which it did until this function was superseded by the annual GP Patients Survey conducted by Ipsos Mori. Results of this survey are discussed at PPG meetings. In 2016, the PPG conducted its first Walkaround Survey of the Surgery and in 2018, this was repeated in 2018. It was also agreed that other surveys ought to be undertaken including one combining the various quality reports including the CQC inspection report and those from NHS Choices and I Want Great Care, and a Patient’s view of the practice web presence. All these were discussed at the PPG meeting on 6 February 2019 and this 2019 Report to the Practice compiles all these elements into one document comprising the first of a series of reports which the PPG shall present to the practice annually.

2. Quality Reports

Hugh Joslin

The New Dover Road Surgery is subject to four publicly available quality reports. Each of these is accessible from the surgery website. From a PPG perspective, the New Dover Road Surgery is performing a high quality service. The PPG will be discussing each of these reports at its meetings throughout the year with the practice.

CARE QUALITY COMMISSION

New Dover Road Surgery Quality Report, 10 March 2017

OVERALL RATING = GOOD

Under this there are five subheadings:

Are Services Safe?	GOOD
Are Services Effective?	GOOD
Are Services Caring?	GOOD
Are Services Responsive to People's Needs?	GOOD
Are Services Well-led?	GOOD

The report can be accessed here

<https://www.cqc.org.uk/location/1-542207582?referrer=widget3>

NHS CHOICES

This website gives details of the practice and allows patients to comment on the service they have received. It also includes results of the "Friends and Family Test"

FRIENDS AND FAMILY

Out of 147 responses, 95%Patients recommend this practice.

RATINGS

Telephone Access	4/5
Appointments	4.5/5
Dignity and Respect	4.5/5
Involvement in Decisions	4.5/5
Providing Accurate Information	4.5/5

LATEST REVIEWS OF THE PRACTICE

Reviewers are asked to award a star rating and leave comments. The following is the breakdown of the star rating. Of 21 reviewers, the following were awarded:

5 Stars	12
4 Stars	2
3 Stars	1
2 Stars	3
1 Star	2

It is suggested the PPG reviews the comments at one of its meetings. Each comment is however responded to by the Practice Manager.

NHS Choices is here - <https://www.nhs.uk/Services/GP/Overview/DefaultView.aspx?id=43536>

I WANT GREAT CARE

Reviewers are asked to give a star rating for 5 questions, the results are:

How likely are you to recommend this GP Practice to friends and family if they needed similar care or treatment?	5 Stars	9
	4 Stars	4
Were you involved enough in decisions made about your care and treatment?	5 Stars	11
	4 Stars	2
Was the surgery clean?	5 Stars	12
	2 Stars	1
Were the receptionists helpful?	5 Stars	8
	4 Stars	2
	3 Stars	2
	2 Stars	1
Is it easy to get an appointment (either by telephone and/or at the surgery)?	5 Stars	6
	4 Stars	1
	3 Stars	4
	2 Stars	2

It is suggested the PPG reviews the comments at one of its meetings.

I WANT GREAT CARE is here

<https://www.iwantgreatcare.org/gpsurgeries/new-dover-road-surgery?page=1>

NB – The GP listing needs updating.

IPSOS MORI GP PATIENT SURVEY

The GP Patient Survey reports annually on patient experience. It is based on surveying 100 patients from the practice asking 18 questions. The headline results of the 2018 survey are summarised below:

The practice performed best in these three areas which were well above the CCG and national average:

- 96% of respondents say they have had enough support from local services or organisations in the last 12 months to help manage their long-term condition(s) (Local (CCG) average: 81%, National average: 79%)
- 98% of respondents felt the healthcare professional recognised or understood any mental health needs during their last general practice appointment (Local (CCG) average: 87%, National average: 87%)

- 98% of respondents say the healthcare professional they saw or spoke to was good at treating them with care and concern during their last general practice appointment (Local (CCG) average: 89%, National average: 87%)

There were two areas where the practice could improve patient experience, in both cases the response was below the CCG average but above the national average.:

- 69% of respondents are satisfied with the general practice appointment times available (Local (CCG) average: 72%, National average: 66%)
- 74% of respondents find it easy to get through to this GP practice by phone (Local (CCG) average: 76%, National average: 70%)

The PPG discusses the results of the full GP Patient Survey annually with the practice.

The GP Patient Survey is here - <https://gp-patient.co.uk/report?practicecode=G82115>

3. Reports on Surgery Walkabouts

Report on Surgery Walkabout on 31 October 2018

Pauline Walters

Downstairs

1. Sliding doors no longer have notices.
2. Several notices are posted around the check-in screen. Who would read them in this area? Looks rather messy.
3. The place between the Reception desk and the staff room has leaflets but who would read them in this area? Rachel assured me that they were also available in the waiting rooms. The certificates are fine here as there is an obligation to display these in the surgery. The Friends and Family or feedback forms would probably have a better response if they were in the waiting rooms.
4. Waiting room. Chairs are being gradually replaced with vinyl covers although they all seemed to be in good condition.
5. It is not possible to have toys in the waiting room, to maintain infection control.
6. The downstairs lavatory next to the consulting rooms has been refurbished and is in excellent condition with grab rails and nappy changing facilities.
7. The staff room is far too small and crowded but this is an insoluble problem given the nature of the building.
8. The areas behind and in front of the reception desk are clear of clutter.
9. It would be a good idea to cover the wires in the office at the front of the building. However, it is far tidier than it was at the last walkabout.
10. A problem with a computer terminal wiring in the treatment rooms corridor is to be dealt with in November.
11. Treatment rooms are clean, clear of clutter and well equipped.
12. All floors downstairs will be vinyl covered in a rolling programme, except for the reception area and stairs.

Upstairs

1. The whole area seemed to be much less cluttered than it used to be. Space is at a premium but is well used.
2. The ironing board in the kitchen should be fixed on a wall bracket.
3. Notice boards
4. In both waiting rooms, the notice boards are covered with information posters. It is hard to see who would read the wordiest ones, as the print is too small and the layouts far too dense. Some of the posters have to be displayed and perhaps these would be better at the top of the boards. Those with a simple message and illustrations are far more patient friendly and could be placed in the central area with those that are essential but with small print at the base.

In conclusion, the surgery is in much better shape than it was the last time and seems cleaner, tidier and welcoming for patients. The lack of space means that any further improvements are virtually impossible, and the best use is made of the space available.

Report on Surgery Walkabout on 25 November 2018

Merih Karadag-Roberts

I noticed during my visit that:

- The treatment rooms were impeccably clean and tidy;
- Notice boards upstairs and downstairs were up to date, full of information and well organised;
- Fire escape was unblocked and accessible from the top floor;
- Useful and up to date leaflets were displayed on every available desk and shelf surface;
- Social Prescribing leaflets were sent to patients along with their flu jab reminders by Lorna.

The following are my humble observations:

- The opening hours at the entrance could be displayed more prominently;
- The handwash facility next to the screen could be placed to the right of the screen, to be more noticeable;
- The Red Zebra panel at the entrance needs connection to the surgery and guidance on how to access this service;
- The notice for priority seating in the waiting room upstairs could be displayed a bit higher to make it more visible and not blocked by patients sitting in front of it;
- The first part of the stairs going to the top floor could have bannisters;
- The temperature of the surgery could be a little lower to help with your energy bills;
- The toilet cord downstairs could do with wiping/replacing.

Thank you, also, for telling me about the surgery currently being in the process of:

- Changing the upholstered chairs for vinyl ones for hygiene reasons;
- Changing the carpet in the waiting room with hard flooring;
- Having parts of the surgery decorated;
- Having a paper towel dispenser installed for the babies' changing table in the changing area downstairs;
- The success of the item-specific collection box downstairs.

4. Report on New Dover Road Surgery's Web Presence

Hugh Joslin

Homepage

- Good informative homepage. Plenty of ways to browse using tabs at the top and on right hand side.
- Newsfeed up to date and useful.
- Good to see Patient Access near the top now. Maybe needs an explanation of what it is, what it lets you see and how to access it.
- Good use of different coloured fonts to identify different bits of information

Right Hand Side Quick Links

LATEST NEWS

- Very informative and good access to other information for people browsing like CQC, BBC Health, Useful numbers, etc

TRANSLATE

- This is a useful tool for patients who are speakers of other languages. May need to check out Google's accuracy rendering some medical terms in other languages using this function.

HAVE YOUR SAY

- PPG write up may need revising. Could include new PPG newsletters here.
- Friends and Family – Test results only show one result. Could link to monthly word doc in Survey result below.
- PPG Survey out of date now. Perhaps the PPG Report to the Practice should be here under PPG.

FURTHER INFORMATION

- Looks like these are standard items

Tabs on Top

APPOINTMENTS

- Good clear information. It may be a good place to explain why receptionists have to ask about appointment requests.

PRESCRIPTIONS

- Clear information. Might this be a place to put the case for avoiding waste and only asking for repeats that will be used. Also, a point about GPs should not be expected to prescribe items that can be purchased over the counter.

STAFF

- Good to have staff names and photos for the GPs.

CONTACT US

- Good clear information and useful map

CLINICS AND SERVICES

- Perhaps this could also include other services like Physiotherapy, Red Zebra, Hearbase, Diabetic retinal screening, etc

HEALTH AND LIFESTYLE

- Excellent resources under headings – Children, Women, Men, Sexual, Living Healthy and Vaccinations

LONG TERM CONDITIONS

- Not enough space for “Conditions” in the tab!
- Good links to extensive information about Asthma, Cancer, Coronary Heart Disease COPD (Chronic Obstructive Pulmonary Disease), Diabetes, Mental Health, Osteoarthritis, Pain and Stroke

Online Patient Access

Requests can be made Patients through completion of paperwork with Reception.

- Easy to access once you have got your User ID and Password set up.

HOME PAGE

- Lists upcoming appointments and Medication requests. Also, any messages and your nominated pharmacy if you have one.

THE MENU

BOOKING APPOINTMENTS

- Appointments can be booked and slots are normally two weeks ahead. This is more limited than previously where more of the GPs were available. However, for routine appointments where a patient doesn't mind which GP they see, this is useful.
- The appointments tab also lists appointments over the past 12 months a patient has had.

REPEAT MEDICATION

- This lists your medication. Next issue not up to date. Can use this to request further prescription. However, if your nominated pharmacy handles repeats, this would not be used.

MEDICAL RECORD

- This is a useful resource for patients who want to manage their own conditions.

PROBLEMS

- This lists a patient's medical problems with access to further general information about them from the web. They are listed by Current, Past (significant) and Past (minor).

MEDICATIONS

- Lists repeat medications and acute medications if any.

TEST RESULTS

- This is very useful information for patients managing their own conditions. Each test links to a graph showing levels over time.
- It used to be the case that blood tests done at the hospital were automatically viewable here but sadly, this no longer is the case. It would be good if the practice can address this.

DOCUMENTS

- This useful tab gives a patient access to documents like letters from consultants to their GP.

CONSULTATIONS

- This tab lists consultations with GPs and Nurses plus any updates to the patient's medical record.

IMMUNISATIONS

- This tab lists all immunisations a patient has had over time. This is really useful for travellers who need to check when they were last immunised against diseases prevalent in countries being visited. This saves having to check with the practice.

ALLERGIES

- This lists any allergies a patient might have.

SHARE RECORD

- This allows a patient to share chosen parts of their medical record. It generates a secure web page that a patient can share with a health professional or relative for 24 hours. Patients can stop sharing your medical record at any time.

EXPORT RECORD

- This allows a patient to download aspects of their medical record, but it is their responsibility to store this securely.

SHARED RECORD HISTORY

- This allows a patient to see details of why and where their medical record has been viewed by a healthcare organisation outside their practice.

MESSAGES

- This tab holds details of any messages to or from a patient messaging the practice from Patient Access.

SIGN OUT

- The importance of this should perhaps be made clear, however, access is timed-out after so many minutes.