



## **Patient Participation Report 2012/2013**

### **Introduction**

High Street Surgery is located in Waters Green Medical Centre, a large healthcare facility which houses all of the six GP practices in Macclesfield.

The centre opened in July 2006 and the GPs' vision was to enable them to provide care to their registered patients in high quality, purpose built premises. By coming together within one building, it would also create the opportunity for the practices to work together to make a greater range of services available to their patients within the community.

Each of the six GP practices has their own doctors and staff, and provides care to their own registered list of patients.

Each of the six GP practices is participating in the Patient Participation Directed Enhanced Service (DES), a two-year DES issued in April 2011. The purpose of the Patient Participation DES is to ensure that patients are involved in decisions about the range and quality of services provided and, over time, commissioned by their practice.

There are six key steps to implementing the Patient Participation DES:

- **Step 1:** Develop a structure that gains the views of patients and enables the practice to obtain feedback from the practice population, eg a PRG.
- **Step 2:** Agree areas of priority with the PRG
- **Step 3:** Collate patient views through the use of a survey
- **Step 4:** Provide PRG with opportunity to discuss survey findings and reach agreement with the PRG on changes to services
- **Step 5:** Agree action plan with the PRG and seek PRG agreement to implementing changes
- **Step 6:** Publicise actions taken and subsequent achievement

Whilst gaining the views of patients at Step 1, it became evident that some of the key areas identified were practice specific whilst others had common themes relating to the wider environment - 'Waters Green Medical Centre'.

You will find therefore that this report refers to both the individual Practice PRGs and the wider Waters Green PRG.

### **1. Profile of practice population and PRG**

High Street Surgery currently has a patient list size of 7450 patients. Whilst we have increased in size since moving to Waters Green we are still the second smallest practice in the building.

High Street Surgery strives to provide high quality clinical care (see Quality & Outcome Framework - [www.qof.ic.nhs.uk](http://www.qof.ic.nhs.uk)) and continues to achieve high ratings in national patient surveys (see the GP Patient Survey, [www.gp-patient.co.uk](http://www.gp-patient.co.uk)).

Whilst Macclesfield town has a high percentage of elderly patients High Street Surgery has a higher proportion of middle ages.

Age →	0-4	5-16	17-24	25-34	35-44	45-54	55-64	65-74	75-84	85-89	90+
Male	227	449	292	541	576	586	480	367	195	35	12
Female	237	434	283	537	521	534	429	399	214	61	40
<b>TOTAL</b>	<b>464</b>	<b>883</b>	<b>575</b>	<b>1078</b>	<b>1097</b>	<b>1120</b>	<b>909</b>	<b>766</b>	<b>409</b>	<b>96</b>	<b>52</b>
	6.2%	11.8%	7.7%	14.5%	14.8%	14.9%	12.3%	10.3%	5.5%	1.3%	0.7%

89% of the patients are British or mixed British Background  
 0.31% of the patients are Irish Background  
 1.44% of the patients are Indian or British Indian Background  
 0.15% of the patients are White or Black African Background  
 0.37% of the patients are Other Asian Background  
 7.89% of the patients are of other White Background  
 0.84% of the patients are unknown or not stated

### **Step 1: Develop a Patient Reference Group (PRG)**

We have a Patient Group which was set up last year and have seven members.

The seven group members are aged between 32 and 71.

All are of British Background.

Six are female and one male.

One patient is registered disabled.

We also have a Waters Green Patient Group who have representatives from Age UK, Just drop in, Disability Group.

### **Step 2: Agree areas of priority with the PRG**

The practice surveyed patients both electronically and manually. A patient discussion forum was established for all Waters Green pm the website address below.

[www.watersgreenmedicalcentre.info](http://www.watersgreenmedicalcentre.info)

The priorities were evaluated (see attached sheet) and taken back to the Patient Group meeting both in High Street and the wider Waters Green meeting. It became clear that our patients shared very similar priorities some being practice specific and the others around the actual building. The priorities around the building issues we agreed to work on together. We agreed to use a GPAQ survey.

### **Step 3: Collate patient views through the use of a survey**

During the month of November we surveyed 250 patients. We had 244 completed questionnaires returned. These were then sent away to an independent company to be analysed. The results of this are below.

The year 2012 results are shown on the chart for comparison to the left of 2013 results .

		<b>2012</b>	<b>2013</b>
Q1	% of patients found Receptionists helpful or fairly helpful	98%	100%
Q2	% of patients found it easy or fairly easy to get through to the practice	90%	89%
Q3	% of patients found it easy or fairly easy to speak to a doctor or nurse on the phone	41%	52%
Q13	% of patients waiting less that 5 minutes to see the doctor	23%	24%
	% of patients waiting 6-30 minutes to see the doctor	42%	41%
	% of patients waiting 30minutes or more to see the doctor	6%	2%
Q14	% patients consider waiting times to be good, very good or excellent	75%	62%
Q17	% of patients who prefer to see a particular doctor	63%	75%
	% of those who say they see their preferred doctor always or almost always	49%	49%
Q19 to	% of patients said doctor gave them enough time	92%	96%

Q23	% of patients said doctor listened to them	94%	94%
drs	% of patients said doctor explained tests and treatment	92%	92%
	% of patients said doctor involved them in decisions about their care	88%	89%
	% of patients said doctor treated them with care & concern	93%	92%
Q19 to Q23	% of patients said nurse gave them enough time	87%	89%
nurse	% of patients said nurse listened to them	86%	88%
	% of patients said nurse explained tests and treatment	85%	88%
	% of patients said nurse involved them in decisions about their care	81%	84%
	% of patients said nurse treated them with care & concern	86%	89%
Q24	% of patients had confidence in their doctor	97%	99%
Q34	% of patients say their experience of this GP surgery good, very, good or excellent	91%	96%
Q35	% of patients who would recommend this surgery	97%	97%

**Step 4: Provide PRG with opportunity to discuss survey findings and reach agreement with the PRG on changes to services.**

We discussed the findings of the GPAQ surgery and discussed what we could put onto the action plan.

**Step 5 & 6 Agree action plan with the PRG and seek PRG agreement to implementing changes**

**High Street Surgery Action Plan  
2011-2012**

You said	We did	Who	Timescale	Result
We needed to reduce the length of time patients were kept in the waiting room to see GP	<ul style="list-style-type: none"> <li>Begin to remind patients the length of routine appointment was 10 minutes and ask them to book extra time if</li> </ul>	SL	End-Feb 2013	Extra admin slots had been added to surgery and waiting times had reduced. Patients reminded there appointment is for 10 minutes and asked to

<b>You said</b>	<b>We did</b>	<b>Who</b>	<b>Timescale</b>	<b>Result</b>
	needed.			book extra time if needed.
We needed to improve access to preferred GP	<ul style="list-style-type: none"> <li>Reviewed the balance of 48 hr appt &amp; pre-book appt surgeries</li> <li>Introduce more pre-book slots to regular GP surgeries</li> </ul>	LB	End-Feb 2012/3	Appointment system reviewed. We still have many unused appointments regularly and the next available appointment is the next day. Nothing to be changed.
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	•			
We needed to create a news letter informing patients of services and how to book appointments.etc	<ul style="list-style-type: none"> <li>News letter to be available in reception</li> <li>Issue to new patients registering at the surgery</li> </ul>	SL	End-March 2013	In progress
You wanted to be able to order prescriptions via the website	This to be activated when the surgery changes it computer system. This will be sometime in 2013.	SL	Sometime in 2013	
Add survey results to website	Upload survey results and action plan To surgery website.			Results to be added in March

## 7. Confirmation of opening times.

As a result of the survey we have not needed to change our opening times. They are Monday – Friday 8.00am until 6.30pm.

You can call the surgery on 01625 423692 at any time between 8.00am and 6.30pm Monday – Friday.

The surgery reception is open 7.45am – 6.30pm Monday – Friday.

Surgery times vary between GP's but there are appointments available between 8.00am until 12.20pm and 1.30pm until 6.30pm daily.

Nurse appointments are available each day from 8.00am until 6.30pm.

You can book an appointment on line by requesting a password from reception.

We would also be happy to see you in person if you wish to book appointments this way.

The surgery website address is [highstreetsurgery.com](http://highstreetsurgery.com)