

<b>St Michael's &amp; Beehive Surgeries</b>		
<b>St Michael's Surgery</b> <b>Walwyn Close</b> <b>Twerton</b> <b>Bath</b> <b>BA2 1ER</b> <b>Telephone: 01225 428277</b> <b>Fax: 01225 338484</b>  Please rely to St Michael's Surgery		<b>Beehive Surgery</b> <b>Mount Road</b> <b>Southdown</b> <b>Bath</b> <b>BA2 1NH</b> <b>Telephone: 01225 445004</b> <b>Fax: 01225 4451126</b>
<b>On behalf of ST. MICHAEL'S PARTNERSHIP</b>		

## Patient Participation Group Annual Report 2013-14

### Introduction:

Our Patient Participation Group was first established in 2007 to ensure that our patients are involved in decisions about the range and quality of services provided and, over time commissioned by their practice, either directly or in its capacity as gatekeeper to other health and social care providers

### Practice Background

St Michael and the Beehive is a 5 (3.8 FTE) Doctor Partnership serving the needs of c. 7300 patients in and around the local community of Twerton in Bath.

Twerton has a population of approximately 5905<sup>1</sup>. The BANES local authority Local Futures research describes Twerton as an area of multiple deprivation with proportionately higher levels of people aged under 45, a higher than average proportion of lone parent households, proportionately higher levels of unemployment and proportionately lower levels of qualification & skills and poor health including obesity, binge drinking, smoking, and lower than average life expectancies.

### Our Patient Group:

We currently have 9 members of our Patient Participation Group (PPG) who meet three times per year to represent the interest of our wider list of Patients. Membership of this group has increased from 7 in 2013. The PPG is chaired by Richard Moore, a retired local businessman, who challenges and supports Group members to achieve positive outcomes for the Patients at our Practice. Richard will be retiring from the PPG at the end of March 2014 having been a member since the group's inception in 2007. We are immensely grateful for the wisdom and insight that he has offered the group during that period of time, and wish him well for the future. A new Chair will be elected in April 2014.

In April 2013 the Patient Forum joined the National Association of Patient Participation Groups.

---

1. ["Twerton". UKCrimeStats.com.](http://www.ukcrimestats.com)  
[http://www.ukcrimestats.com/Neighbourhood/Avon\\_and\\_Somerset\\_Constabulary/Twerton.](http://www.ukcrimestats.com/Neighbourhood/Avon_and_Somerset_Constabulary/Twerton)  
 Retrieved 2012-01-12.

The profile of the Practice/Group in 2013/4 was as follows:

Practice population profile		PRG profile group		PRG profile virtual group	
Number of patients		Number in the face to face group:		Number in the virtual e-mail group	
7294		9		29	
<b>Age</b>					
% Under 16	22	% Under 16		% Under 16	
% 17 - 24	12	% 17 - 24	11	% 17 - 24	11
% 25 - 34	16	% 25 - 34		% 25 - 34	5.5
% 35 - 44	13	% 35 - 44	11	% 35 - 44	33
% 45 - 54	14	% 45 - 54		% 45 - 54	33
% 55- 64	10	% 55- 64	23	% 55- 64	11
% 65 - 74	7	% 65 - 74	44	% 65 - 74	5.5
% 75 - 84	4	% 75 - 84		% 75 - 84	
% Over 84	2	% Over 84	11	% Over 84	
<b>Ethnicity</b>					
<b>PRG profile group</b>		<b>PRG profile group</b>		<b>PRG profile virtual group</b>	
<b>White</b>		<b>White</b>		<b>White</b>	
% British Group	96.68	% British Group	85.70%	% British Group	100%
% Irish	0.22	% Irish		% Irish	
Mixed		Mixed		Mixed	
% White and Black Caribbean	0.53	% White and Black Caribbean		% White and Black Caribbean	
% White and Black African	0.22	% White and Black African		% White and Black African	
% White and Asian	0.18	% White and Asian		% White and Asian	
<b>Asian or Asian British</b>		<b>Asian or Asian British</b>		<b>Asian or Asian British</b>	
% Indian	0.68	% Indian	14.30%	% Indian	
% Pakistani	0.06	% Pakistani		% Pakistani	
% Bangladeshi	0.06	% Bangladeshi		% Bangladeshi	
<b>Black or Black British</b>		<b>Black or Black British</b>		<b>Black or Black British</b>	
% Caribbean	0.45	% Caribbean		% Caribbean	
% African	0.34	% African		% African	
<b>Chinese or other ethnic group</b>		<b>Chinese or other ethnic group</b>		<b>Chinese or other ethnic group</b>	
% Chinese	0.2	% Chinese		% Chinese	
% Any Other	0.38	% Any Other		% Any Other	
<b>Gender</b>					
% Male	49.60%	% Male	41.67%	% Male	38
% Female	50.40%	% Female	58.33%	% Female	62

We feel that this sample is representative of our wider Patient List Profile however, in 2014\_15 we will continue to actively seeking to recruit new members to the face to face group and the virtual email group.

We have approached Action for Hearing Loss (RNID), our nursing home, to seek either a patient or patient's representative to join the group during 2013/4 – however a volunteer was not found.

### **Methods of Communication:**

- The main Patient Participation group meets three times per year to discuss issues that relate to Patient Services.
- Information about our Patient Group is also available on our website, in our Practice Leaflet and on our Patient Notice Boards in the reception areas of both St Michaels and the Beehive Surgeries.
- And all patients can contact the group can be contacted via [Friendsofstmichaelsandbeehive@hotmail.co.uk](mailto:Friendsofstmichaelsandbeehive@hotmail.co.uk)

### **2013-14 Key Achievements:**

During this year our Patient Participation Group has helped the practice to achieve the following:

- Reviewed the Patient Appointment booking service, and:
  - We now release clinic rotas for up to 6 weeks in advance
  - Trialled telephone system call monitoring software to review our responsiveness to incoming calls. On average, telephone calls are answered within 5.6 seconds. The longest ring/call waiting time was 1 min 46 seconds, with 75% of calls being answered within 7 seconds. Generally speaking it was felt that this response standard was acceptable.
  - Promoted our 'on-line' appointment booking service more actively, and have seen a rise in registrations from 305 to 378. We will carry this forward into 2014.
  - Review our text message appointment reminder service policy
- Reviewed the Patient's reception experience, and:
  - Allocated marked car park bays for both ordinary and disabled cars
  - Applied for a licence to enable the surgery to play appropriate/relaxing music in the reception areas in place of the TV screen.
  - Repainted the patient reception area in a more soothing/calming colour and in an eggshell finish to ensure that infection control standards can be maintained to CQC standards
  - Replaced the waiting room chairs to ensure that they are comfortable, appropriate for older patients and compliant with CQC requirements

Reviewed the Patient Forum Membership and:

- Extended an invitation to the RNID seeking a new member who is able to represent Nursing Home residents/Patients with disabilities – unfortunately a representative has not been nominated as yet.
- Actively sought to recruit some new members, particularly in the age group 25-34 and 45-54 yrs – this remains an ongoing issue for us
- Joined the National Association of Patient Participation (N.A.P.P.)

(NB The fund raising work that the patient group undertook in 2012-13 enabled much of the above Action Plan to be delivered)

## Patient Participation Group December 2013 Questionnaire:

### Background:

The Patient Participation group met on 21<sup>st</sup> October 2012 to discuss the content and approach for the 2013\_14 patient survey. The Group wanted to ensure that the 2013/4 questionnaire built on the achievements of the previous questionnaire.

The questionnaire was distributed to patients in November 2013 by doctors and reception staff and we received 182 responses this year. The questionnaires were sent off to CFEP to enable them to anonymously collate the findings and produce a report.

The report and analysis was returned by CFEP on 13<sup>th</sup> December 2013. The report was then tabled for discussion at the members of the Patient Participation Forum on 3<sup>rd</sup> March to enable them to consider the findings and offer feedback to the practice.

### Questionnaire Results:

The responses to the questionnaire demonstrated that when compared with practices of a similar size:

- 81% of all patient ratings about this practice were good, very good, or excellent.
- 59% of patients are satisfied with our opening hours (this is below the national average of 67 )
- 62% of patients were satisfied with Telephone access (this is above the national average of 60 )
- 59% are satisfied with their appointments (this is below the national average of 67 )
- 50% see a practitioner within 48 hours (this is below the national average of 60 )
- 47% see a practitioner of choice (this is below the national average of 55 )
- 48% are able to speak to practitioners on the phone (this is below the national average of 59 )
- 58% find the waiting room comfortable (this is below the national average of 64 )<sup>i</sup>
- 50% are satisfied with the time they wait for their appointments (this is below the national average of 54 )
- 74% are satisfied with their visit to their GP (this is below the national average of 80)
- 75% found the greeting to be warm (this is below the national average of 82 )
- 76% felt listened to (this is below the national average of 82 )
- 74% were satisfied with the explanations they received (this is below the national average of 81 )
- 73% felt reassured (this is below the national average of 79)
- 76% were confident with the GPs ability (this is below the national average of 82)
- 73% felt able to express their concerns (this is below the national average of 80 )
- 78% felt they were shown respect (this is below the national average of 84 )
- 70% considered that there was enough time made available for their appointment (this is below the national average of 79 )
- 72% felt that they had been shown consideration (this is below the national average of 78)
- 73% felt that they had been shown concern (this is below the national average of 79 )
- 71% felt that they had been shown how to help themselves with their illness (this is below the national average of 78 )
- 75% would recommend the doctor/nurse to others (this is below the national average of 81)
- 75% felt the reception staff were friendly (this is the same as the national average of 75 )
- 74% felt that there was respect for their privacy/confidentiality (this is the same as the national average of 74%)
- 67% felt there was enough information about services (this is below the national average of 71%)

- 63% felt they knew how to make complaints (this is statistically the same as the national average of 65%)
- 65% felt that they had access to information about how to prevent their illness (this is statistically the same as the national average of 67%)
- 63% were happy with the practice appointment reminder systems (this is statistically the same as the national average of 66%)
- 64% felt able to ask for a second opinion should they so wish. (this is statistically the same as the national average of 66%)

A selection of qualitative comments made by patients includes:

“I honestly cannot fault this doctors. They listen properly, understand and show they really care”

“Better options for people who work during the times of appointments”

“The practice could benefit by opening late nights as working full time (and having an employer who doesn't like us taking time off for appointments!) I find making appointments difficult”

“The car park could be bigger/more or allocate spaces. The chairs could be more comfortable”

“I have been looked after very well and have no complaints”

“Reminder text sent to tell you on the day or day before about the time of your appointment”

The Patient Group were asked to note that the overall results had dropped between March 2013 (CFEP survey for PPG 2012-13) and November 2013. However, generally speaking the Patient Group felt that in any other setting and overall satisfaction score of 81% would be considered excellent.

### [Patient Participation Group Action Plan for 2013 14](#)

- Publish the questionnaire findings on our website and make copies available in our waiting rooms
- At the first meeting in 2014 discuss the results of the Patient Access Survey completed during March 2014.
- Review the Patient Appointment booking service, and:
  - Promote our 'on-line' appointment booking service more actively
  - Review our text message appointment reminder service policy
  - Follow the development of the BANES Prime Ministers Challenge Fund Bid and engage with the development of the 8 till 8 working.
- Review the Patient's reception experience, to include:
  - Review the need for replacement floor covering at both St Michaels and The Beehive Surgeries
  - Review the functionality and appropriateness of the surgery entrance doors at The Beehive Surgery
  - Develop a newsletter for the surgery to be published three times a year in line with Patient Participation Group meetings – to support sharing information about the surgery and provide updates from the Patient Group.
- Continue to review the Patient Forum Membership and:
  - Run a campaign to increase the no.s of patients who wish to join the group or be kept in touch via email.

- Continue membership of National Association of Patient Participation (N.A.P.P.)

**Our Opening Times are:**

<b>St Michaels Surgery</b>	<b>Beehive Surgery</b>
Monday, Tuesday, Wednesday & Friday 8:30 - 6:00	Monday – Thursday 8:30 - 6:00
Thursday 8.30 – 2.00	Friday 8:30 – 1.00pm
Open for one evening per week until 7:30pm	
Alternate Saturdays - 8:00 – 11:30	

Patients may book appointments with Doctors or nurses by ringing the surgery, at the reception desk, or online via our website.

Our list is open to new patients from across the Bath and surrounding areas.

---

<sup>i</sup> Our waiting room was decorated and the chairs were replaced in February 2014 which was after the questionnaire was done.