

Patient Participation Report – March 2016

This is the fifth and final annual report and gives details of the work done in the last year as agreed with Practice Staff and Patient Reference Group members.

The report contains:-

1. Practice Opening Times
2. Practice Profile at March 2016
3. Patient Reference Group Profile
4. Update on Last Year's Action Plan
5. Other Patient Participation Information
6. 2016/17

1. Opening Times

Highgate Surgery has two premises:-

The Grimethorpe Centre Acorn Way Grimethorpe Barnsley S72 7NZ	Units 5& 6 Two Gate Way High Street Shafton Barnsley S72 8WL
Tel: (01226) 707414	Tel: (01226) 712961

Both surgeries are open 8am – 6.30pm Monday to Friday, during these times the Reception is open and fully staffed.

In addition, the Shafton premises are open until 8pm each Wednesday, offering extended hours GP appointments for our registered patients.

When surgery is closed there is an answer machine message which gives the telephone number for the **111**, the out of hours service.

Full details of the services that we provide; how to register, make an appointment or order a prescription are currently included on our website (www.hillbrowbarnsley.co.uk) along with useful contact details. This website page will be cancelled in April 2016, due to the Practice being taken over by another organisation.

2. Practice Profile

Age

	0-16	17-24	25-34	35-44	45-54	55-64	65-74	75-84	85+	Total	
	24%	9%	17%	13%	13%	11%	8%	4%	1%	100%	

Sex

Male 47%

Female 53%

Ethnicity

The Practice has ethnicity data for 99.3% of patients registered with the practice. For the data collected 1.5% of our practice population are from white/non white ethnic minority backgrounds.

First Language

The Practice has first language spoken data for 96.2% of patients registered with the practice. For the data collected 98% of our practice population speak English as a first language.

Meeting Identified Needs - 2% of the Practice Population do not have English as their first language and are reliant upon family members to translate for them in everyday life. Highgate has a robust protocol for ensuring that these patients are identified during new patient assessment, have their needs recorded on medical records; to ensure that they are given double appointments with GP or Nurse and a translator is booked in advance.

This ensures that family members are not asked to translate medical terminology and patient confidentiality is maintained.

3. Patient Reference Group

Highgate uses a number of methods to gain the views of patients, to enable us to include the patient's perspective when planning future changes/improvements. This includes feedback through comments posted in the suggestion boxes in our waiting rooms, via complaints and via the Friends and Family Test feedback forms handed out after consultations.

To assist us with this we have a PRG (patient reference group), which is a small group of interested patients who help us to decide which areas to concentrate on, to interpret the results of surveys and to prioritise issues for our action plans.

Highgate PRG is a virtual group, run via emails. All emails are sent as ‘blind carbon copies’ to ensure that each individual’s details are kept confidential and to stop any possibility of unsolicited emails from other members.

During 2015 we continued to try to attract more members to the PRG, advertising on the website, in our waiting rooms and our doctors opportunistically mention the group to patients.

Current membership of PRG

Since the announcement to patients, in early 2016, that the contract for Highgate was no longer to be managed by Hill Brow Partnership there has been a change to the PRG membership. 6 members have already left the Practice. In addition there has been one death; leaving only two active members at end of year.

Age

	0-16	17-24	25-34	35-44	45-54	55-64	65-74	75-84	85+	Total	
March 2015	0	0	0%	0%	33.3%	33.3%	33.3%	0%	0%	9	
March 2016	0	0	0	0	50%	0	50%	0	0	2	

Sex

Male 50% Female 50%

Ethnicity

0% of the PRG are from white/non-white ethnic minority backgrounds.

4. *Update on Last Year’s Action Plan (2015/16)*

During 2015/16 the Practice has contacted PRG members to inform them of changes within Barnsley (I-Heart Barnsley) and to invite them to a meeting at The Core.

In addition patients and PRG members have been asked their opinion via F&FT. We have also fed back to PRG members results of mini surveys about the appointment system and updated them on the high number of complaints received at our sister practice (Hill Brow) regarding the Voice Connect automated telephone system.

Feedback from PRG members has assisted the Practice in developing services and making decisions regarding Voice Connect.

1	SMS Text Messaging	This went live in October 2015, has had a good response from patients and reduced wasted appointments through non attendees.
2	Additional Appointments	Increasing the number of GPs to ensure two GPs working every day has increased the number of appointments. However the list size has continued to increase, due to difficulties at neighbouring practices, and PRG members agreed that staffing levels need to be reviewed again.
3	Voice Connect	Following the poor response at Hill Brow where this system was tested and withdrawn; it was decided not to turn on the system for Highgate. PRG agreed that current access levels by telephone were good, so automated system not needed.
4.	Newsletter	The newsletter has not been published. Initially there was a poor response for items to be included, from staff or PRG members. Since the Practice became aware of the contract change, but were asked not to inform patients, it was felt best to shelve this idea.
5.	Staff Name Badges	Issued to all staff, so that patients are aware of who they are dealing with. No feedback from PRG about this.

5. Other Patient Participation Information

NHS Choices – The website is checked regularly so that any comments can be noted and, where necessary, response posted.

Highgate Surgery has **90.3%** would recommend – which NHS Choices classed as ‘Amongst the Best’

Friends and Family Test –

Since January 2015 patients have been asked whether they would recommend us to friends and family. In addition to handing response card to patients when they attend surgery the SMS text messaging service also asks patients for their views.

In the last year:-

- 99.5% Extremely likely/ likely to recommend.
- 0.5% Unlikely, extremely unlikely or not sure

I Want Great Care - The Practice has registered with this website, as another way of reaching patients and gaining their views. We have displayed posters and put cards at reception, giving website details.

6. 2016/17

Highgate will be managed by the Barnsley Healthcare Federation from 1st April 2016, therefore producing an action plan for 2016/17 has been irrelevant for Hill Brow Partnership.

We would like to thank patients for their support over the last seven years, and thank members of the PRG for their ideas and feedback, which has helped us to plan the changes each year to improve services and standards; which has meant that patients rate us as amongst the best in England.

J H Gledhill
21st March 2016