

Patient Participation Report – March 2016

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

The report contains:-

1. Practice Opening Times
2. Practice Profile
3. Patient Reference Group Profile
4. Update on Last Years Action Plan
5. 2016/17 Action Plan

1. Opening Times

Hill Brow Surgery
Long Croft
Staincross
Barnsley
S75 6FH

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

In addition, the Gatehouse Surgery is open from 7.30am Monday to Friday, 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 included on our website (www.hillbrowbarnsley.co.uk) along with useful contact details.

2. Practice Profile

Age

	0-16	17-24	25-34	35-44	45-54	55-64	65-74	75-84	85+	Total	
	18%	9%	11.5%	13%	15.5%	12.5%	12.5%	6%	2%	100%	

Sex

Male 48%

Female 52%

Ethnicity

The Practice has ethnicity data for 85.9% of patients registered with the practice. For the data collected 1.2% of our practice population are from white/non white ethnic minority backgrounds.

First Language

The Practice has first language spoken data for 62% of patients registered with the practice. For the data collected 99% of our practice population speak English as a first language.

Meeting Identified Needs

Hill Brow has 8% over 75 year olds. Feedback from patients in this group identified that our current appointment system favoured patients able to book online for pre-bookable appointments. The walk in system has gone some way to address this need, but further amendments are planned for 2016/17.

3. Patient Reference Group

Hill Brow Surgery 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.

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.

Hill Brow Surgery 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.

We continue to try to attract more members to the PRG. We advertise on our website, in our waiting rooms, our doctors opportunistically mention the group to patients and we write an "invitation to join" letter to patients who have raised complaints about organisational/system issues within the practice.

Current membership of PRGAge

	0-16	17-24	25-34	35-44	45-54	55-64	65-74	75-84	85+	Total	
	0	0	5%	5%	15%	30%	5%	35%	5%		

Sex

Male 40% Female 60%

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 regarding the Voice Connect automated telephone system.

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

1	Appointment System – Trial an open access walk-in service each morning, to run alongside the normal appointment system. Two Doctors to run normal pre-bookable appointments, three Doctors to work through the walk-in list.	This system was implemented and whilst it has been welcomed by some patients, others are unhappy at the reduction in bookable appointments. (See 2016/17 Action Plan)
2	GP of Choice Appointments – All pre-bookable surgeries to have appointments available 28 days in advance, instead of the current 14 days.	This change was withdrawn after a short trial, because of reduction in bookable appointments due to the walk in system. (See 2016/17 Action Plan)
3	Voice Connect	This was implemented to give patients the option to use an automated system. Initial problems left patients in a 'loop' for up to 30 minutes, but even when system amended the feedback from patients was very negative. Number of complaints

		during this period was unprecedented. Staff and PRG agreed that system should be turned off, reverting back to old system.
4.	Newsletter	This has not yet been published. Feedback from PRG and staff was sought but very little response and shelved due to pressure of other work. (See 2016/17 Action Plan)
5.	Name Badges	Staff have all been issued with badges, giving their name and job title. This has helped patients be more aware of who they are speaking to, response has been positive.

5. 2015/16 Action Plan

1	Appointment System – Keep the walk-in system, but ensure that there are more pre-bookable appointments as well, to cater for working people. Also, to review time of release of appointments, to ensure that patients ringing during surgery times have access to appointment slots, not just those using internet before reception opens	Start date – Mid April 2016
2	GP Choice Appointments – Have some appointments available up to 28 days in advance for GPs; monitoring the rate of missed appointments to ensure time is not wasted by booking so far in advance. (SMS Text reminders should assist with this system)	Start date – May 2016
3.	Newsletter – GP changes/ system changes and general NHS update information to be included in a regular newsletter. To be published on website and hard copies available in surgery. PRG members to be emailed newsletter, for approval/amendments prior to	June 2016

	publishing – to ensure ‘patient friendly’	
4.	Car park – Feedback about poor lighting in the car park with is causing safety concerns. Review lighting options, and costs, and look at how the practice can fund this.	June- August 2016

A copy of this report is available on the Practice pages of the website, www.hillbrowbarnsley.co.uk and also on patient and staff notice boards.

J H Gledhill
21st March 2016