

**THE CRESCENT SURGERY**  
**LOCAL PATIENT PARTICIPATION REPORT**  
**2013 - 2014**

**A. A description of the profile of Patient Representation Group (PRG) members**

GENDER	PRG		PRACTICE POPULATION	
	Number	%	Number	%
Female	36	59%	4,326	51%
Male	25	41%	4,155	49%
<b>Total</b>	<b>61</b>	<b>100%</b>	<b>8,481</b>	<b>100%</b>

AGE	PRG		PRACTICE POPULATION	
	Number	%	Number	%
Under 16	0	0%	1,182	14%
17-24	1	2%	692	8%
25-34	2	3%	865	10%
35-44	3	5%	863	10%
45-54	8	13%	1,191	14%
55-64	15	25%	1,139	13%
65-74	12	20%	1,227	14%
75-84	18	30%	953	11%
85 or over	2	3%	369	4%
<b>Total</b>	<b>61</b>	<b>100%</b>	<b>8,481</b>	<b>100%</b>

ETHNICITY	PRG		PRACTICE POPULATION	
	Number	%	Number	%
White British	61	100%	Not known	

The Crescent Surgery did not participate in the Ethnicity DES; hence, full information on the Practice's ethnicity profile is not available for comparison with the PRG.

**B. The steps taken to ensure that the PRG is representative of its registered patients and where a category of patients is not represented, the steps taken in an attempt to engage that category**

**Differences**

Gender:

- The PRG has a 59/41 gender split compared to the Practice Population 51/49 split in favour of females.
- PRG has a 8% differential in the gender proportions with the PRG containing 8% more females and 8% fewer males than the Practice Population proportion
- The Practice has been successful in reducing this differential from 11% in January 2013 to 8% in January 2014

Age:

- 65 years or over
  - 53% of the PRG
  - 29% of the Practice Population
- 17-64 years
  - 48% of the PRG
  - 55% of the Practice Population

Ethnicity:

- All members of the PRG are White British

**Methods used to reach underrepresented groups**

The Practice has closely monitored the recruitment of members to the group in an attempt to identify and target under-represented groups. We used various methods of recruiting members, and in the light of the composition of the PRG we aimed to encourage younger patients, men and patients from ethnic minorities. The following methods were used:

- Posters in the surgery
- Information leaflets were made available at the surgery
- All the clinicians were requested to give out a Patient Representative Group (PRG) Information leaflet at all consultations
- The Patient Representative Group was “advertised” on the website
- PRG Information Leaflets were handed out during our annual Flu Vaccination Campaign by reception staff as well as clinicians
- PRG Information leaflets were enclosed when patients were invited by post to attend for annual and routine monitoring of their chronic disease as patients of all ages and ethnicities are contacted in this way
- Information about the PRG was included on the right hand side of prescriptions printed off at the surgery
- Patients from ethnic minorities were particularly encouraged to join our PRG

### **C. Details of the steps taken to determine and reach agreement on the issues which had priority and were included in the local practice survey**

The Crescent Surgery recruited patients to a virtual PRG, the current number of participants is 61. Members of the group were contacted either on-line or through the post (if they had no email address). This method enabled all patients to be eligible for membership of the PRG.

A consultation questionnaire was sent out to all members of the PRG. This questionnaire was used to identify the PRG's priority areas. The questionnaire addressed a number of general issues surrounding the following areas:

- The Crescent Surgery building
  - Cleanliness
  - Accessibility of consultation rooms
  - Waiting room comfort
  - Opening hours
- Treatment at Reception
  - Attitude/helpfulness of the Reception staff
  - Awareness of the services available at The Crescent Surgery
  - Length of wait after being booked in
- The process of arranging an appointment
  - Issues around contacting the surgery
  - Seeing the GP of your choice
  - Booking an appointment at a convenient time
  - Length of wait for an appointment
  - Same day appointment for urgent consultations
- The consultation
  - Ability to listen
  - Treated with respect
  - Length of time of the consultation
  - Confidence in the Practitioner
- An open ended question requesting PRG members to identify any areas of concern not highlighted in the above questions

The consultation questionnaire had a response rate of 29% amongst the PRG.

Analysis of the data indicated the following priority areas based on the volume of responses and comments made by PRG members:

- Length of wait for an appointment
- Awareness of services available at the surgery
- Same day appointments for urgent consultations

## **Describe how the questions were drawn up**

The qualitative responses from the consultation questionnaire were used to develop a series of questions around the priority areas identified in the consultation with PRG members.

All the above priority areas identified by the PRG were included in the patient survey.

In addition to the 3 priority areas addressed, questions were also included on the following:

- Overall satisfaction with the service provided at The Crescent Surgery (used as a benchmark since 2012-13)
- Open ended questions asking respondents for any improvements they could suggest to develop the service at The Crescent Surgery
- Demographic questions: age, gender, ethnicity

In total 15 questions were asked on the survey:

### A. Demographic and Benchmarking

- 3 demographic questions
- 1 overall satisfaction question for benchmarking purposes

### B. Service improvement

- 2 open ended questions requesting qualitative feedback on the service provided at The Crescent Surgery

### C. Priority areas

- 2 questions on the patient experience of requesting same day appointments for urgent consultations
- 2 questions on patient awareness of the services available at the surgery
- 5 questions on the waiting times for appointments

## **D. The manner in which the practice sought to obtain the views of its registered patients**

The questionnaire was administered during a 5 week period December 2013-January 2014.

A sample was not drawn; rather all patients at the Practice were able to complete the survey. The survey was advertised extensively within the surgery, on the website and by email. In addition, all staff encouraged completion of the survey at Reception and following consultations with Doctors and Nurses. The survey could be completed on-line or on paper.

The questionnaire was totally anonymous, the only demographic data requested concerned gender, age and ethnic background.

Paper questionnaires were returned to a drop off point located in The Crescent Surgery reception area.

The number of survey respondents was 208.

All responses were entered onto an electronic database and the data was analysed using MS Excel and MS Access.

**E. Details of the steps taken to provide an opportunity for the PRG to discuss the contents of the action plan**

Members of the PRG were sent a copy of the Survey Report either by post or by an email link.

They were asked to read the report and complete an Action Plan Feedback Form.

The proposed Action Plan was detailed on the form.

Members of the PRG were then asked a closed question regarding their opinions about the proposed Action Plan. If PRG members did not agree with the proposed Action Plan or only partially agreed with it, they were given the option of completing a qualitative question to explain their reasons.

The results from the Action Plan Feedback Form were as follows:

I agree with all elements of the proposed Action Plan	<b>84%</b>
I agree with some elements of the proposed Action Plan	<b>16%</b>
I don't agree with the Action Plan	<b>0%</b>

- 19 members of the PRG (31%) responded to the request to give feedback on the proposed Action Plan
- No PRG respondents did not agree with the proposed Action Plan
- 84% agreed with all elements of the proposed Action Plan
- 3 respondents (16%) only agreed with some elements of the proposed Action Plan and made a total of 4 comments

**F. Details of the action plan setting out how the findings or proposals arising out of the local practice survey can be implemented and if appropriate, reasons why any such findings or proposals should not be implemented**

Action Point	Date Action Point to be achieved by	Date Action Point Achieved
<p><b>1. Are you aware of the following services at <i>The Crescent Surgery</i>?</b></p> <p>As a method to increase patient awareness of the available services the updated <i>Patient Leaflet</i> has not had the required impact. Increasing patients' awareness would appear to require a number of avenues. Further marketing of services to patients is required (eg posters, newsletter, etc) and ensuring the <i>Patient Leaflet</i> is freely available in the surgery (one patient commented on never having seen an information booklet)</p>	<p>To aim to display Patient Leaflets more effectively using wall mounted leaflet holders in front and rear waiting areas by the end of <b>March 2014</b>.</p> <p>To produce a newsletter – by end of <b>June 2014</b>.</p> <p>As part of a programme of Health Promotion we will display posters to promote the services the practice provides when this is appropriate - <b>ongoing</b></p>	
<p><b>2. If you have an urgent problem, can you normally get seen by a Doctor or Nurse Practitioner and the length of wait for an appointment</b></p> <p>The length of wait for an appointment was highlighted as an issue, as was the ability to be seen urgently or on the same day. 41% of the respondents in the PRG consultation identified getting seen on the same day for an urgent problem as being an issue. However, the Patient Experience Survey responses show that only 9% felt they could not get a same day appointment for an urgent condition.</p>	<p>The practice is reviewing the way appointments are offered for an urgent condition and is aiming to <b>pilot</b> "open consultation sessions" with the Nurse Practitioners where patients can come and wait to be seen for <b>minor ailments</b>. To be introduced <b>April 2014</b> and run through to the <b>end of May</b>. Once the pilot has been</p>	

<p>Communication issues were highlighted regarding the telephone triage process.</p>	<p>evaluated and if set to continue will hopefully free up some GP time.</p> <p>To hold a training session with reception/nursing staff to look at ways of improving the telephone triage process, focussing on communicating the process better to patients. End of <b>February 2014</b></p>	
<p><b>3. Improvements to the service received at The Crescent Surgery:</b></p> <p>Contacting the surgery by telephone was highlighted as an area for improvement.</p>	<p>Site survey to be undertaken by telephone system supplier to identify problems with the systems.</p> <p>Quotes to change telephone system to be sourced <b>March 2014</b></p> <p>Staff rotas to be reviewed with a view to improving telephone access over the lunchtime period</p> <p><b>February 2014</b></p>	

**G. A summary of the evidence including any statistical evidence relating to the findings or basis of proposals arising out of the local practice survey**

**1. Overall satisfaction with the health care received at *The Crescent Surgery***

- Overall, 89% of respondents were either *Extremely Satisfied* or *Very Satisfied* with the health care they received at The Crescent Surgery
  - The proportion of *Extremely satisfied* respondents has remained static over the 3 years of this study, however, the proportion of *Very satisfied* respondents has risen 7% over the past year
- In terms of dissatisfaction with the overall health care service received:
  - only 1 respondent demonstrated any degree of dissatisfaction with the health care received; and
  - 2 respondents were neither satisfied or dissatisfied
- males (86%) were slightly less likely to be *Extremely* or *Very satisfied* than females (91%)
- the *Under 25s* (93%) and the *45 - 64s* (93%) had the highest proportions of *Extremely* or *Very satisfied* responses with the health care received
  - the lowest proportion (81%) was in the 25 – 44 age group, this group also contained the only dissatisfied respondent

**Benchmark comparison with 2012/13 results**

- Overall, 89% of respondents were either *Extremely Satisfied* or *Very Satisfied* with the health care they received at The Crescent Surgery
  - a 5% rise on the previous year; and
  - an 8% rise on the inaugural year's figure

**2. Are you aware of the following services available at *The Crescent Surgery*?**

- Of the 13 services listed as available at *The Crescent Surgery* 9 services were known about by more than 50% of respondents. The services known by 50% or less of respondents included:
  - Weight management appointments (47%)
  - Contraceptive services (46%)
  - Travel clinic (33%)
  - Joint injections (49%)
- The services most widely known about were the availability of:
  - same day appointments for urgent conditions (83%)
  - telephone consultations with Nurse Practitioners (79%)

**Relationship between awareness of the services available at *The Crescent Surgery* and the overall level of satisfaction with the health care received**

- In terms of overall satisfaction with the health care received at *The Crescent Surgery*:
  - of those respondents who knew about 9 or more of the services available, 93% (66/71) were *Extremely* or *Very satisfied* with their overall health care service
  - of those respondents who knew about 5 or less of the listed services available, this had reduced to 83% (60/72) *Extremely* or *Very satisfied*

**Following the updated Practice Leaflet in August 2013**

This particular question was used in last year's Patient Experience Survey and allows an examination of the impact of the updated *Practice Leaflet*:

- 6 of the services show the awareness of that particular service has decreased
- 7 of the services show the awareness of that particular service has increased
- 11% **fewer** respondents know about the availability of same day appointments for urgent conditions
- Respondents who knew about 5 or more services:
  - 2012-13            67% (81/121)    knew about 5 or more services
  - 2013-14            65% (136/208)   knew about 5 or more services
- Of the 13 services listed as available at *The Crescent Surgery*:
  - 2012-13            5 services were known about by more than 50% of Respondents
  - 2013-14            9 services were known about by more than 50% of respondents
- Of those responding to the survey:
  - 33% attend the surgery *Very often* or *Often*;
  - 66% attend *Sometimes* or *Rarely*

**Does frequency of attendance explain patient knowledge of the extent of services available.**

The data was grouped to show the number of services known about by 2 types of respondents:

- those who attend the surgery *Very often* or *Often*; and
- those who attend the surgery *Sometimes* or *Rarely*.
- 81% of those who attend *Very often* or *Often* know about 5 or more of the services on offer at the surgery
  - Compared to 74% of those who attend *Sometimes* or *Rarely*
- 42% of those who attend *Very often* or *Often* know about 9 or more of the services on offer at the surgery
  - Compared to 31% of those who attend *Sometimes* or *Rarely*

- Increased frequency of attendance at the surgery does show, in both the above cases, a positive link between increased frequency and an increased awareness of the services available. The link, however, is not substantial and would seem to suggest other factors are at play in determining a respondent's knowledge of the available services. This would appear to have a multi-factorial explanation rather than a simplistic one variable (ie frequency of attendance) answer.

#### COMMENT

The Patient Representation Group (PRG) highlighted a lack of knowledge regarding the currently available services at *The Crescent Surgery* as an issue. This was identified as an issue in the 2012-13 Survey and an updated *Patient Leaflet* was introduced during August 2013.

The current Patient Experience Survey found that of 13 services available, 9 are now known about by more than 50% of respondents (last year the figure was 5 services). In addition, comments in the qualitative sections have again remarked on the need for more information on available services.

Frequency of attendance was investigated as an independent variable to try to explain the lack of knowledge about the services available. However, the more frequent attendees were only slightly more aware of the services on offer than their less frequently attending counterparts and this did not therefore prove to be an overwhelming explanatory factor.

As a method to increase patient awareness of the available services the updated *Patient Leaflet* has not had the required impact. Increasing patients' awareness would appear to require a number of avenues. Further marketing of services to patients is required (eg posters, newsletter, etc) and ensuring the *Patient Leaflet* is freely available in the surgery (one patient commented on never having seen an information booklet).

### 3. If you have an urgent problem, can you normally get seen by a Doctor or Nurse Practitioner on the same day?

- 9% of those who felt they had needed to see a GP urgently could not get a same day appointment
- Those who answered 'No' (they were unable to get a same day appointment) were asked to recount their experiences. There were 12 responses:
  - 6 respondents were given an appointment on another day or had contact with a Nurse Practitioner
  - 2 respondents were dissatisfied with the call back procedure
    - 1 felt they had a long wait; and
    - the second claimed they never received a call back
  - 1 respondent was dissatisfied with being 'fobbed off' with a Nurse Practitioner telephone call and went to Fleetwood Walk In Centre

### **Is there a link between being seen on the same day for an urgent problem and overall satisfaction with health care**

Overall level of satisfaction with health care has been broken down into 2 categories:

- Those who were *Extremely* or *Very satisfied* with their overall health care; and
  - *Other* ie those who responded in one of the following options
    - fairly satisfied
    - neither satisfied nor dissatisfied
    - fairly dissatisfied
- Of those respondents who reported being *Extremely* or *Very satisfied* with their overall health care 94% felt they could normally get seen by a Doctor or Nurse Practitioner on the same day
  - This proportion reduces to 75% of those who were **not** *Extremely* or *Very satisfied*
  - 33% of those respondents who answered they could not get a same day appointment for an urgent condition were not extremely or very satisfied with their overall health care at The Crescent Surgery
    - For those who could get a same day appointment this figure reduces to only 9% not extremely or very satisfied with their overall health care
  - Due to the low numbers of respondents in the *Other* category it is not possible to read too much into this finding. However, it is suggestive of a tentative link between not being able to get a same day appointment for a perceived urgent condition and overall level of satisfaction

#### **COMMENT**

41% of the respondents in the *PRG* consultation identified getting seen on the same day for an urgent problem as being an issue.

However, the Patient Experience Survey responses show that only 9% felt they could not get a same day appointment for an urgent condition.

There were only 12 responses to the qualitative question requesting experience feedback. One respondent felt 'fobbed off' with a Nurse Practitioner telephone call communication, one felt they waited a long time for a call back and one didn't receive a call back. These 3 respondents represent 25% of the responses to this question and may partly indicate a communication need regarding *the process* involved in requesting a same day appointment.

## 4. Appointments

- 66% felt the available access to a PARTICULAR Doctor was *Excellent or Good*
- 6% considered it poor
- 78% felt the available access to ANY Doctor was *Excellent or Good*
- Only 3% considered it poor
- Respondents may have to wait a lot longer if they insist on seeing the Doctor of their choice
  - 24% reported waiting *more than 5 days*
- 46% of respondents reported being seen *the same day or the next day* if they were willing to see any available Doctor
- 94% of those respondents willing to see any available Doctor were reported to be seen within 5 days
  - this compares to 76% of those respondents willing only to see a particular Doctor of their choice reporting they were seen within 5 days

### COMMENT

The length of wait for an appointment was highlighted by 53% of the PRG as an issue for the Patient Experience Survey.

The survey has shown that 24% of respondents reported waiting *more than 5 days* for an appointment to see the Doctor of their choice. A further 5% of respondents reported waiting *more than 5 days* to see any Doctor.

## 5. Is there anything that could be improved to the service you receive at *The Crescent Surgery*?

27 comments were received however there were no major issues identified.

- Difficulties with parking
- Lack of information about services available
- Slow telephone answering
- Problems with the tannoy system
- Appointment times
  - More late openings
  - More earlier opening



<p><b>Length of time for an appointment with a GP -</b> The practice has had the opportunity to employ a part-time Salaried GP in order to increase the number of appointments available to patients. Where patients prefer to see a GP of choice there is unfortunately still a delay</p>	<p>March 2013</p>	<p>March 2013</p>
<p><b>Length of delay once booked in at Reception -</b> The practice has tried to address this problem by displaying notices politely asking patients to limit the number of problems they are presenting with to two where possible to reduce the duration of consultations to prevent the clinicians running late</p>	<p>March 2013</p>	<p>March 2013</p>
<p><b>Hearing problems in the Reception Area -</b> A new call display system will be installed in Reception providing a visual display of who is being called for their appointment</p>	<p>June/July 2013</p>	<p>August 2013</p>
<p><b>Receptionists asking patients the reason for their attendance at the reception desk –</b></p> <p>Receptionists ask the reason for attendance so as to be able to facilitate continuity of care and to offer appointments with the most appropriate healthcare professional, i.e. the person with the most expertise.</p> <p>Further staff training on this and other issues identified in the survey will be delivered to the reception team</p>	<p>May 2013</p>	<p>Staff training undertaken April 2013 and ongoing</p>
<p><b>General Appearance of Reception Area/Being Overheard at Reception</b></p> <p>We aim to refurbish the reception area with the possibility of including partitions on the reception desk to offer some privacy for patients.</p>	<p>September 2013</p>	<p>This was delayed and completed February 2014</p>

**I. The opening hours of the practice premises and the method of obtaining access to service throughout the core hours**

**Surgery Opening Times**

**Extended Hours**

We are pleased to inform you that we are now offering extended opening hours on Monday and Thursday evenings. A full reception service will be available and we will be open for pre-booked appointments from 6:30pm to 7.30pm.

These appointments are designed to aid the working public who have difficulty attending the surgery during normal surgery opening hours. These appointments are **NOT** for emergencies.

*Receptionists are present during the following hours:*

<b>Monday</b>	8.30am - 7.30pm
<b>Tuesday</b>	8:30am - 6:00pm
<b>Wednesday</b>	8:30am - 6:00pm
<b>Thursday</b>	8.30am - 7.30pm
<b>Friday</b>	8:30am - 6:00pm

**Contact details:**

The Crescent Surgery  
Cleveleys Health Centre  
Kelso Avenue  
Cleveleys FY5 3LF

Telephone: 01253 823 215

Prescriptions: 01253 863 384

**Where the Practice has entered into arrangements under an extended hours access scheme, the times at which individual healthcare professionals are accessible to registered patients**

Extended hours scheme: We are open until 7.30pm on Monday and Thursday evenings

**On Monday evening** Dr Matthews and Dr Roy are available until 7.30pm, Clare Shanley Practice

Nurse and Leah Redshaw Nurse Practitioner are available until 7.00pm

**On Thursday evening** Dr Eccleston is available until 7.30pm, Angela Wood Nurse Practitioner, Leah

Redshaw Nurse Practitioner and Christopher Potts HCA are available until 7.00pm