

# The New Surgery Brentwood/Brambles Branch Surgery

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## **Patient Experience Report 2013/14**

**Published March 2014**

The New Surgery believes that patient experience and engagement should be a key driver of the services we provide now and those that we would wish to provide in the future.

The practice has had a Patient Participation Group (PPG) since 2007 and the practice staff meet with the group bi-monthly or more frequently to gather their experiences and views and to discuss the development of the services that we provide. The group also helps to develop, inform and review the annual Patient Survey. They work with the practice to ensure that the priorities and aspirations highlighted by our patient population are addressed. They are also involved in any significant decisions that the practice takes and provide valuable feedback from other patients in the locality. They also host some of our annual flu clinics providing light refreshments. More recently we have supported the annual MacMillan Coffee Mornings with great success and we are hoping to continue to do so.

In April 2010, though our group was small and beautiful we wanted it to be truly representative of the practice population and like many other practices, developed a Patient Reference Group (PRG) which now has 220 members. The (PRG) submit their views and comments via email mostly, though we are able to engage a smaller number of patients over the telephone or by post. The main PPG still meets bi-monthly and though membership is still quite small we incorporate all of the information, views, comments, suggestions and other information received from the wider group, into our meetings. You will see within the report set out how we set about engaging with our patients and what methods of communication we used.

Recently the practice has undertaken the Patient Survey for 2013/14 in collaboration with both the PPG and the PRG and the results of the survey together with an action plan are attached. Access to clinical care remains to No. 1 priority for the practice. You will also see the profile of our group as set out below.

**There is always room for additional members to join our PRG and if you would be interested in joining please contact Debbie Elam (01277 245880) or email [patientexperience.newsurgery@nhs.net](mailto:patientexperience.newsurgery@nhs.net), giving your name and contact details and we will ensure you are included in all future communications.**

Debbie Elam, MIHM

Practice Manager

(1)

The Practice has 13,789 patients on its list after merging with Brambles practice on 1<sup>st</sup> October 2013. We are always interested in accepting new members into our Patient Reference Group (PRG) If you are interested in joining the PRG please contact Debbie Elam on 01277 245880 or email: [patientexperience.newsurgery@nhs.net](mailto:patientexperience.newsurgery@nhs.net)

The Profile of the overarching Patient Reference Group including members of the PPG is shown below. You will see how many people are in the groups and you can also see that the group is reflective of different groups within the patient population:

(Note© Brambles Surgery did not previously have a Patient Group and the practice has done much to raise the profile of the existing PPG and PRG. We have done this by:

- Sending out details of the Group in the letter that NHSE sent to all households advising that The New Surgery was taking over the practice list size from 1<sup>st</sup> October, 2013
- Producing a new patient leaflet which was also sent to all households giving details of the PRG and PPG
- Uploading this information on NHS Choices website
- Uploading this information on the practice website [www.thenewsurgery-brentwood.co.uk](http://www.thenewsurgery-brentwood.co.uk)
- Poster in the waiting room
- Notices in the waiting room

We are pleased to report that we now have a number of patients who were previously registered with Brambles who have joined our PRG and one member with whom we correspond in writing. Some of these patients were recruited during our flu campaign. We have also managed to increase our PRG membership arising from PPG representation at flu clinics in October and November 2013.

The figures set out below are calculated based on the practice's current list size of 13,789, minus all patients under 15 years, total: 11,367

AGE	No. of members	Total List	PRG %	Face to Face	Virtual/phone /letter
% 16 – 24 years old	7	1453	4.89%	1	6
% 25 – 34 years old	19	2046	0.92%	2	17
% 35 – 44 years old	27	1859	1.45%	0	27
% 45 – 54 years old	34	1923	1.76%	2	32
% 55 – 64 years old	56	1455	3.84%	3	53
% 65 and over	73	2631	2.77%	3	70

GENDER	No. of members	Total List	PRG %	Face to Face	Virtual/phone /letter
% Females	122	5912	2.06%	7	115
% Males	94	5455	1.72%	4	90

ETHNICITY* not always recorded	No. of members	Total List	PRG %	Face to Face	Virtual/phone /letter
<b>White</b>					
% British group	130	2845	4.56%	9	121
% any other White background		1124		0	0

<b>Mixed</b>					
% White & Black	1	2	50.00%	0	1

Caribbean					
% White & Black African		12		0	0
% White & Asian		15		0	0
% any other Mixed background		18		0	0

<b>Asian or Asian British</b>					
% Indian	5	85	5.88%	1	4
% Pakistani	1	7	14.2%	0	1
% Bangladeshi	2	15	13.3%	0	2
% any other Asian background	1	139	0.71%	1	0

<b>Black or Black British</b>					
% Caribbean	1	15	6.66%	0	1
% African	2	29	6.89%	0	2
% any other Black background	2	11	18.18%	0	2

<b>Chinese or other Ethnic Group</b>					
% Chinese	1	20	5.00%	0	1
% any other	15	47	31.9%	0	15

OTHER GROUPS	No. of members	Total List	PRG %	Face to Face	Virtual/phone/letter
Care & Residential Homes	1	Circa 200	0.50%	0	1
Carers	7	160	4.37%	2	5
Learning Disabilities	1	57	1.75%	0	1
Long Term Conditions	69	Circa 3000	2.30%	7	62

**The groups were formed by communicating in the following ways:**

- Mailshots to patients
- Face to face when attending surgery
- PPG representation at flu clinics by canvassing
- By telephone to specific patients
- Via the practice website ([www.thenewsurgery-brentwood.co.uk](http://www.thenewsurgery-brentwood.co.uk))
- Posters in waiting rooms/consulting rooms
- Leaflets distributed in practice and sent out with standard letters and recall letters
- Via email to patients who have signed up to PRG

**Some groups of patients are harder to engage so the practice has engaged with such groups in the following ways:**

- The practice works with Groups in the community via attendance at Brentwood Community Link Breakfast meetings at Sawyers Church. Our Practice manager is on the Committee of Brentwood Youth Counselling Service
- Debbie Elam, Practice Manager Chairs the Brentwood Locality Clinical Commissioning Patient & Public Involvement Group – this group has members from Social Care, Voluntary Sector, Crossroads, Mind, Healthwatch and Diabetes UK and provides links to patient groups who are often difficult to reach and don't tend to utilise services in a main stream way.
- We are working with a member of the NELFT Patient Experience Group to see where we can collaborate with patients with LTC's, most of whom are housebound.
- The practice has scheduled a baby clinic at the Brambles branch surgery where we hope to integrate better with new mothers and in association with the Health Visiting Service. A drop-in session is being explored with members of the face to face patient group.
- A member of the Brentwood Patient & Public Involvement Group will shortly be elected to sit at Brentwood locality meetings and it is hoped that this member will raise the profile of hard to reach and minority groups with the member practices
- The practice has worked with Synergy to promote the formation of the new Women's Group and to raise the profile of services that they offer to families of patients who are drug/alcohol abusers. The practice is working with Synergy to ensure referral of patients who suffer low self-esteem, need carer's support, need children and young person's therapy as well as individual and group counselling.
- The practice ensures that when carrying out surveys and consultations that specific cohorts of patients are contacted in appropriate ways including by telephone, by liaison with carers, by post and these include (but not exclusively) patients who are:
  - i) New mums
  - ii) Mental Health service users
  - iii) Patients with learning disability (1 patient only)
  - iv) Housebound patients

**(2)**

### **Patient Survey 2013/14**

The practice sought the views of the PPG/PRG to develop a pre-questionnaire survey to try and determine what our patients wanted the practice to address as their priorities for the coming year. A pre-survey questionnaire was developed in collaboration and this was given out to patients who:

- attended the practice
- had provided email addresses to the practice – it was emailed to their accounts
- Lodged on the practice website as a pop up request when first accessing the website
- Via groups listed above in the community
- By mail out to 5 patients in each of the representative groups above (i-iv)

The pre-survey questionnaire is attached together with other supporting documentation that



Patient\_Questionnaire\_to\_identify\_Patient



Report from



PPG Minutes 10th



Responses from PRG

Pre-Survey Questionnaire September 2013.doc following request to a

followed.

(3)

**Following the process set out above for agreeing priorities for the 2013/14 Patient Survey the priorities agreed between practice/PPG/PRG were ‘Clinical care including access to appointments’.**

Comments and suggestions from both groups were incorporated and the latest practice complaints review data was analysed for any emergent themes. Verbal complaints included several where patients had been unable to get an appointment at a time of their choosing, so it was thought particularly appropriate to include access in the priorities for the main Survey. There were no known practice changes of any significance likely to impact negatively upon the priorities agreed. The priorities were reviewed again after further dialogue and reflection from both groups via email, post and telephone were deemed by the practice to have been agreed.

**The survey questionnaire was developed between the practice and PPG members and then emailed to the wider PRG for review and comments. One or two amendments were made following the suggestions received and it was agreed that the survey would be distributed in the following ways:**

- Paper questionnaires– during face to face encounters
- Via email where addresses were known and shared
- Via the practice website
- Via the post for hard to reach groups

**500+ questionnaires were distributed, see attached: (Not including those completed on website and via email and post), which were additional**



Final copy of Patient Survey Questionnaire

<b>By Mail</b>	<b>Response Rate(20 sent 7 returned)</b>	<b>35% returned</b>
<b>By Email</b>	<b>Response rate (130 sent x25 returned)</b>	<b>19.2% returned</b>
<b>Face to face paper copies</b>	<b>Response Rate500 + given out</b>	<b>81.2% returned</b>

	406 completed	
Via Practice Website	Response Rate(9 completed )	?

The results of the survey were collated and analysed by an external consultant on excel spread sheets. Incorporated were the surveys received via email and the surveys received via the practice website, and those hard copies received back from hard to reach patients, by post.

(4)

The results of the Patient Survey were sent out to all members of the PRG/PPG on 28<sup>th</sup> January 2014 and the practice then met face to face with the PPG to consider the Survey results and suggest action points for the practice to incorporate into its Action Plan



Survey\_Report\_2013 FINAL jan 2014.xls

**Practice Survey Results Report:**

- Comments from the PRG were collated before a meeting was held with the PPG to review the results and agree an Action Plan. See attached:
- The practice met with the PPG on 11<sup>th</sup> February to discuss the results and develop suggested action points
- Comments, suggestions and views from the wider PRG were taken into consideration at the meeting
- Review of emergent themes from complaint were as discussed in Section 2 above
- Action points were agreed and an email was then sent on to the wider PRG to agree the suggested action points. Notes from the meeting on 11<sup>th</sup> February are attached.



PPG Meeting notes 11th February 2014.c

(5)

Following the email sent to the PRG on a number of comments were received widely endorsing the suggested action points agreed at the meeting to discuss the Patient Survey results with the



Email sent to PRG to accompany action plan



Comments from PRG on Action Plan Feb 20



Action Plan following Patient Survey 2013-

**PPG. A sample of the comments attached**

- The Action Plan above was therefore produced by the practice following the broad agreement of the wider PRG following the request on .
- There were no aspects of the Action Plan that were not agreed.
- There were no contractual considerations to the agreed actions

(6)

The practice has published this report on the practice website and also provided a copy of the full report, together with appendices and other supporting documentation, to NHS England. The practice website is [www.thenewsurgery-brentwood.co.uk](http://www.thenewsurgery-brentwood.co.uk)

The report has also been made available to patients in the following ways:

- The report and action plan was sent to practice website administrators 4<sup>th</sup> March 2014 for inclusion onto the practice website
- The report and action plan was sent to PRG/PPG members on 4<sup>th</sup> March 2014
- The report and action plan was put up in the waiting room in the practice on 13<sup>th</sup> March 2014
- The report and action plan was sent to the Locality Clinical Commissioning Group Leads on 4<sup>th</sup> March 2014
- The report and action plan will be retained for CQC inspection
- The report and action plan will be uploaded onto CHOICES web site week commencing 10<sup>th</sup> March, 2014, however the practice cannot be responsible for when NHS CHOICES will upload this information.

**SEE BELOW FOR AN UPDATE ON OUR PREVIOUS TWO YEARS' SURVEYS AND ACTION PLANS:**

### **Patient Experience DES 2012/13– UPDATE ON LAST YEARS' ACTION PLAN**

Attached is the RAG rated action plan from the previous years' Patient Experience Survey.



Patient Action Plan  
from Patient Survey 2

Notably, there are no outstanding action points.

### **Patient Experience DES 2011/12 – UPDATE ON LAST YEARS' ACTION PLAN**

Attached is the RAG rated action plan from the previous years' Patient Experience Survey.





### Patient Action Plan from Patient Survey 2

Notably, there are two action points that are still at Amber status.

- Firstly, the patient advice leaflet has not been produced as yet but copy is being written and the practice wishes to link this into this year's action plan. The practice achievement was compromised in this regard due to Practice Manager being away on unplanned sick leave  
**(Note: the leaflet was produced and distributed widely throughout the practice later in 2012)**
- Patient Education event is still awaited. It is hoped that this can now be linked into a wider locality PPI Group educational event.

Actions and outcomes have all been made available to patients via the practice website, waiting room and wider PRG group. The action plan was reviewed regularly at the bi-monthly PPG meetings.

## NEW SURGERY/BRAMBLES OPENING HOURS:

### CORE CONTRACTED HOURS:

Monday to Friday 8.00am – 6.30 pm – GP Appointments are available between 8.20 am and 2.00pm and 3.30pm to 6.10 pm. Saturday appointments (see below)

Practice Nurse Appointments are available Monday to Friday between 8.30am and 6.00 pm. Saturday appointments (see below)

Monday to Friday, NHS 111 services provides Out of Hours Cover for the Practice, and Saturday 12.00 midday until 8.00 am on Sundays. You may contact NHS 111 by either calling the practice directly on 01277 218393 or alternatively dialling 111 directly. You will not be charged for calling NHS 111 directly.

### CONTRACTED EXTENDED HOURS:

Saturday 8.30 am – 12.30 pm (under an extended hours national and local agreement to March 2014) – pre-bookable appointments are available for a GP between 8.30 am and 12.00 midday. Pre-bookable appointments are available with a Practice Nurse between 8.50 am and 11.45 am.

All extended hours pre-bookable appointments for GP's are released 1 week ahead. Pre-bookable appointments with Practice Nurse are bookable usually 4 months in advance.

## **Brambles Branch Surgery Opening Hours:**

**Monday, Tuesday and Thursday 8.00 am – 6.30 pm – GP and Practice Nurse appointments available during morning and afternoon clinics between 8.30 am and 12.00 midday and 3.30 pm to 6.00 pm.**

## **You may access the services provided by the New Surgery in the following ways:**

**In person**

**By telephone – New Surgery 01277 218393, Fax 01277 201017**

**By telephone – Brambles 01277 215738, Fax 01277 245369**

**By post – The New Surgery, 8 Shenfield Road, Brentwood, CM15 8AB**

**By post – Brambles – Geary Drive, Brentwood CM15 9DY**

**Via the practice website for on line booking of appointments – [www.thenewsurgery-brentwood.co.uk](http://www.thenewsurgery-brentwood.co.uk)**

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**Repeat prescriptions may be requested in the following ways – please allow two working days before collection:**

- **In person**
- **By post – see addresses above and include a Stamped self-addressed envelope**
- **By fax – 01277 201017**
- **Via the practice website [www.thenewsurgery-brentwood.co.uk](http://www.thenewsurgery-brentwood.co.uk)**

**The practice now makes most of its appointments available to book ahead. In addition a number of slots are kept aside for patients who have an urgent medical need. The practice is also able to offer telephone consultation appointments with both the GP's and the Practice Nurses Monday to Friday.**

**To obtain medical care when the surgery is closed please dial 01277 218393 and your call will be automatically re-routed to the Emergency Doctor Service which is now NHS 111. Alternatively you can call NHS 111 free of charge by dialling 111 directly**

**Debbie Elam – Practice Manager - The New Surgery – March 2014**