

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 big 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 over 150 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 2012/13 in collaboration with both the PPG and the PRG and the results of the survey together with an action plan are attached. 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 Jayne Farmer (01277 245881) 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 11,993 patients on its list and we are always interested in accepting new members into our Patient Reference Group (PRG) If you are interested in joining the PRG please contact Jayne Farmer on 01277 245881 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:

<b>AGE</b>	<b>Total List</b>	<b>PRG %</b>	<b>Face to Face</b>	<b>Virtual</b>
% 16 – 24 years old	1294	0.3	0	5
% 25 – 34 years old	1673	0.7	2	10
% 35 – 44 years old	1586	1.1	0	18
% 45 – 54 years old	1676	1.3	2	21
% 55 – 64 years old	1418	3.3	3	45
% 65 and over	2350	2.7	3	61

<b>GENDER</b>	<b>Total List</b>	<b>PRG %</b>	<b>Face to Face</b>	<b>Virtual</b>
% Females	6164	1.5	7	89
% Males	5829	1.2	3	71

<b>ETHNICITY* not always recorded</b>	<b>Total List</b>	<b>PRG %</b>	<b>Face to Face</b>	<b>Virtual</b>
<b>White</b>				
% British group	2845	4.5	9	121
% any other White background	1124	0	0	0

<b>Mixed</b>				
% White & Black Caribbean	2	50	0	1
% White & Black African	12	0	0	0
% White & Asian	15	0	0	0
% any other Mixed background	18	0	0	0

<b>Asian or Asian British</b>				
% Indian	85	5.8	1	4
% Pakistani	7	14	0	1
% Bangladeshi	15	13.3	0	2
% any other Asian background	139	0	0	0

<b>Black or Black British</b>				
% Caribbean	15	6.6	0	1
% African	29	6.8	0	2
% any other Black background	11	18.1	0	2

<b>Chinese or other Ethnic Group</b>				
% Chinese	20	5	0	1
% any other	47	31	0	15

OTHER GROUPS	Total List	PRG %	Face to Face	Virtual
Care & Residential Homes	121	0.8	0	1
Carers	160	3.75	2	4
Learning Disabilities	46	2.1	0	1
Long Term Conditions	2742	2.5	7	62

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

- Mailshots to patients
- Face to face when attending surgery
- By telephone
- 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
- Via email to patients.

**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 Essex LINKS meetings, monthly Community Breakfast Meetings at Sawyers Church and via Brentwood CVS meetings. (Debbie Elam attends all of the above)
- Debbie Elam Chairs the Brentwood Locality Clinical Commissioning Patient & Public Involvement Group – this group has members from Social Care, Voluntary Sector, Crossroad, Mind and provides links to patient groups who do not always attend or utilise services in a main stream way.
- A recent example of integration with such a group is liaison with a printing company whose staff are predominantly serious mental health service users who are in remission from illness.

(2)

**Patient Survey 2012/13**

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

**(3)**

**The practice produced a report showing the results from the pre-survey questionnaire and the results were sent out to all members of the PPG/PRG and a meeting was scheduled on 25<sup>th</sup> September 2012 to review the results and agree the priorities for the annual patient Survey for 2012/13.** Comments and suggestions from both groups were incorporated into the meeting and the latest practice complaints review data was analysed for any emergent themes. There were no known practice changes of any significance likely to impact upon the priorities and the final suggested priorities of

- Getting an Appointment
- Accessing non urgent medical care when the surgery is closed

were suggested according to issues raise during previous patient in-house surveys . The priorities were reviewed after further dialogue and reflection from both groups via email post and telephone the final priorities were AGREED by both the PRG and the PPG. Meeting notes are available from the practice upon request

**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

**400+ questionnaires were distributed ( a copy of the final questionnaire is available upon request)– the response rates were excellent as can be seen in the table below:**

<b>By Mail</b>	<b>Response Rate</b>	<b>40% returned</b>
<b>By Email</b>	<b>Response Rate</b>	<b>40% + returned</b>
<b>Face to face paper copies</b>	<b>Response Rate</b>	<b>80-90%</b>
<b>Via Practice Website</b>	<b>Response Rate</b>	<b>20% of overall number</b>

**The results of the survey were collated and analysed by an external consultant who utilised the same valid reporting templates as those used by the practice website administrators for all their practice clients and this ensured that the combined results could be shown overall in a uniformed**

**way and that they were bona fide in content. Appendix 1 of this report shows the Results of the Survey**

**(4)**

**The results of the Patient Survey were sent out to all members of the PRG/PPG 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**

- The practice met with the PPG on 29<sup>th</sup> January 2013 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 null
- Action points were agreed and an email was then sent on 7<sup>th</sup> February to the wider PRG to agree the suggested action points. Notes from the meeting on 29<sup>th</sup> January are available for viewing upon request.

**(5)**

**Following the email sent to the PRG on 7<sup>th</sup> February 2013 a number of comments were received widely endorsing the suggested action points agreed at the meeting to discuss the Patient Survey results with the PPG. A sample of the comments are available in the practice for viewing upon request.**

- The Action Plan (Appendix 2) was produced by the practice following the broad agreement of the wider PRG following the request on 7<sup>th</sup> February 2013.
- 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 the PCT. 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 on Tuesday 26<sup>th</sup> February 2013 for inclusion onto the practice website
- The report and action plan was sent to PRG/PPG members on Tuesday 26<sup>th</sup> February 2013
- The report and action plan was put up in the waiting room in the practice on 26<sup>th</sup> February 2013

- The report and action plan will be sent to the Locality Clinical Commissioning Group Leads
- The report and action plan will be retained for CQC inspection

Appendix 1 – Overall patient Survey RESULTS

[Click here to view](#)

Appendix 2 – Action Plan following Patient Survey 2012/13

[Click here to view](#)

## **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.**

[Click here to view](#)

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.
- 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.

### **The New Surgery Opening hours:**

Monday to Friday 8.00am – 6.30 pm – GP and Practice Nurse appointments available during morning and afternoon clinics

Saturday 8.30 am – 12.30 pm (under an extended hours agreement) – pre-bookable appointments are available for a GP and a practice nurse.

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

- In person
- By telephone – 01277 218393
- By Fax – 01277 201017
- By post – The New Surgery, 8 Shenfield Road, Brentwood, CM15 8AB
- 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 address 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 slots with both the GP's and the Practice Nurses.

To obtain non-urgent medical care when the surgery is closed please dial 01277 218393 and your call will be automatically re-routed to the Emergency Doctor Service. Please note that from 6<sup>th</sup> March 2013 – if you wish to obtain medical advice when the practice is closed you may either dial the telephone number above or alternatively call NHS South Essex 111 service by dialling 111. The call is free from landlines and mobile phones if you dial 111 direct.

Debbie Elam – Practice Manager

The New Surgery – February 2013