



St Denys Surgery

Dr Nigel Dickson
St Denys Surgery
7 St Denys Road
Portswood
Southampton SO17 2GN

Tel. 023 8055 4161
Fax. 023 8055 4853
Email: Nigel.Dickson@nhs.net

Patient Participation Directed Enhanced Service Report 2013/14

This report summarises development and outcomes of St Denys' Surgery's Patient Reference Group (PRG) in 2013/14.

It contains:

1. St Denys Surgery Patient Reference Group (PRG)

A summary of the recruitment process used to ensure that the PRG is of sufficient size to be as representative as possible of the Practice population.

2. Agreeing Areas of Priority with Patient Reference Group

The method the Practice adopted to seek the views of the PRG in determining the priority areas for the Practice to look at to include in a local practice survey.

3. Details and Results of the Local Practice Survey

A description of the local practice survey and how it was carried out, as well as details of the survey results.

4. Discussing Survey Results with the Patient Reference Group (PRG)

Details of how the Practice consulted with the Patient Reference Group (PRG).

5. Agreeing an Action Plan with the Patient Reference Group (PRG)

Details of the agreed action plan setting out the proposals arising out of the local practice survey results and how they can be implemented. Details of any issues that arose in the survey that cannot be addressed in the action plan and the reasons why.

6. Publishing the actions taken and subsequent achievement

Details of where this report has been published and also details of the Practice's opening hours and how patients can access services.

Component 1 - St Denys Surgery Patient Reference Group (PRG)

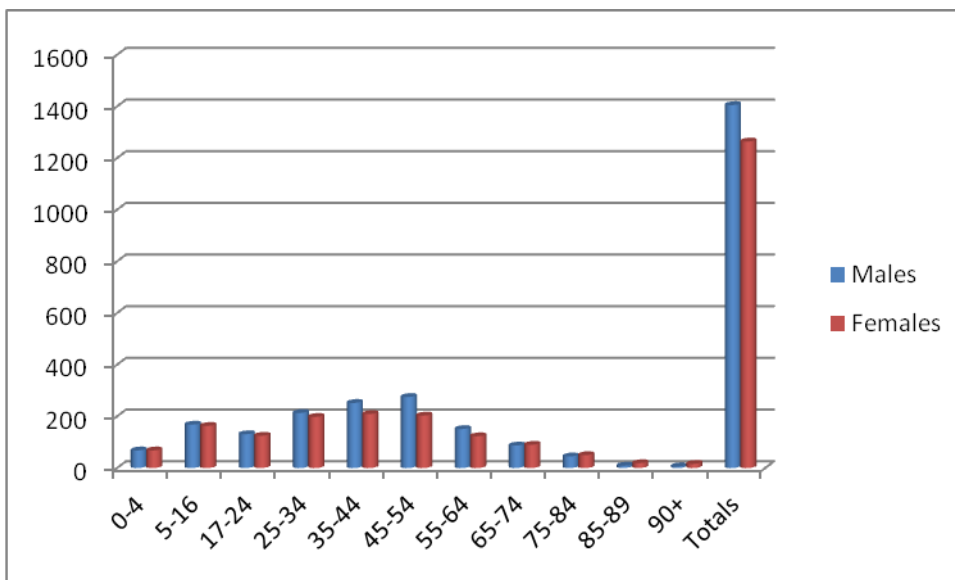
This is the 3rd year of this Directly Enhanced Service that the practice has participated in. In order to try to recruit a representative cross-section of our practice's registered patients to become part of our PRG we:

- 1) Displayed poster in the Practice advertising and encouraging patients to join the group.
- 2) Sent out invitation message to all patients with their results reports.
- 3) Dr Dickson formally approached volunteers asking them to join group and targeting underrepresented groups to join try and encourage a mix of representation.

In the 1st year of this enhanced service Dr Dickson tried unsuccessfully to recruit a group of patients so decided quite early on that as a practice we would set up a "virtual" patient group using email as a means of discussion which has proved more popular. We managed in the 1st year to recruit 17 willing members of the virtual patient group in the 1st year who have provided us with periodic opinions/feedback on our Practice performance and proposed developments. Over the 2nd year this number expanded to 24 and this last year reached 30 with some members leaving and more being recruited by Dr Dickson has handing out practice headed slips with practice website and his email address to prospective recruits during surgeries and provides his email address on all correspondence. By analysing the age sex mix of the practice we have been able to ensure that the virtual patient group reflect the practice mix of patients.

As at 1st February 2014, we had a total of 30 patients in our virtual patient reference group (this will hopefully continue to increase) with the breakdown attached at the end of this report. The group includes 13 males/17 females. Unfortunately not all of the age groups are represented. As yet, we do not have any members under the age of 16 or over the age of 74

St Denys Surgery Age/Sex distribution of patient list Feb 2014



Patient Reference Group

The patient group comprises 30 members

Distribution Details

Ethnicity -

White	26
Asian	4
Black	-
Chinese	-
Other ethnic group	-

Sex -

Male	10	Female	13
------	----	--------	----

Age -

0 - 16	-
17 - 30	4
31 - 50	15
51 - 70	7
71 - 99	2

Component 2 - Agree areas of priority with the PRG

In the late spring early summer the practice faced a steady increase in new patient numbers as a result of the GPs in our 2 neighbouring practices approaching their retirements in the autumn.

The practice increased the number of salaried GP time by 25% in an attempt to provide additional consultation appointments to try to mop up some of the extra demand on appointments created by the list size increase; but this was insufficient to cope with the needs of these new patients changing practice from Linfield and Portswood Road surgeries given a lot of whom were elderly and suffering from often more than one chronic illness.

Dr Dickson was finding it difficult to cope with his increased workload trying to cope with the influx of new vulnerable patients and therefore applied to NHS England to close the practice list to new patients for 6 months until Solent Portswood Surgery (who took on the patient lists of the retiring GPs) became established.

Dr Dickson emailed the members of the patient reference group inviting them to comment on the proposal to close the list to new patients – there was complete agreement from those PRG members who contacted NHS England via email supporting the practice's application that was accepted.

As in previous years we repeated the CFEP patient survey in 1st week of February 2014 (see survey results below) and sent the results and a summary of our Primary Health Care team discussion to our virtual patient participation group were emailed at the end of February 2014 and were invited to put forward any suggestions for Practice priority areas which could be used to form the next priority area to look at.

The priority areas were then formed from the CFEP survey and suggestions of our virtual PPG and patients but also from written complaints received.

Appended to this report are the results from the survey on agreeing the Practice's priority areas with our PPG

Component 3 - Collate patient views through use of a survey

St Denys Surgery Patient Survey results February 2014

We have repeated our annual patient survey along similar lines to previous years to enable year on year comparisons of our performance as a practice and to benchmark ourselves against CFEP survey results for other practices.

The written comments from patients have been matched with patient characteristics (age, gender, type).

The first table records the distribution of scores for all patients for each of the 27 questions.

At the bottom of this table is listed **our overall practice's service index**, expressed as a percentage.

This index is an average score calculated by summing the scores of the 27 questionnaire items for all patients who completed the questionnaire. Table 1 provides a comparison with other Practices that have completed this activity and table 2 provides the overall PSI scores for each question, and provides comparison with the average benchmarks and range of scores for all participating Practices.

100 questionnaires were handed out to consecutive patients attending Dr Dickson in the 1st 2 weeks of February and 96 replies were handed back in and the questionnaires analysed– the detailed analysis is appended below:

SUMMARY SHEET ON VARIOUS DEMOGRAPHIC CHARACTERISTICS OF PATIENTS

(Expressed as a percentage of consultations)

1. PATIENT AGE

> 0 to 40	30%
41 and above	70%

2. PATIENT GENDER

Female	62%
Male	38%

3. TYPE OF PATIENT

Visited usual Doctor/Nurse	99%
Did not visit usual Doctor/Nurse	1%

4. YEARS OF ATTENDANCE

Less than Five years	21%
Five to Ten years	24%
More than Ten years	55%

Table 1: OVERALL PATIENT RATINGS FOR EACH QUESTION*20-Feb-14*

Practice: St Denys Surgery - Dr Nigel Dickson

No. Patients Surveyed: 96

QUESTIONS	RATING					
	Blank	Poor	Fair	Good	Very Good	Excellent
Q 1 Opening hours Satisfaction	2	0	3	29	31	32
Q 2 Ease of Phone contact with Practice	0	0	2	11	43	40
Q 3 Appointment Satisfaction	1	1	5	28	32	30
Q 4 See Doctor/Nurse within 48/24 hrs	1	4	12	26	23	30
Q 5 Chance of seeing a Doctor/Nurse of	0	2	14	24	29	26
Q 6 Speaking to Doctor Nurse on telephone	13	1	12	22	27	21
Q 7 Comfort level of waiting room	2	0	7	27	32	28
Q 8 Waiting Time	5	7	19	27	14	24
Q 9 Doctor Nurse Overall Satisfaction	2	0	6	8	28	52
Q10 Warmth of Greeting	1	0	3	11	28	53
Q11 Ability to Listen	1	0	4	11	24	56
Q12 Explanations	1	1	3	11	25	55
Q13 Reassured	3	0	3	10	28	52
Q14 Doctors/Nurse's Ability	1	0	4	10	21	60
Q15 Express Concerns Fears	1	0	5	9	26	55
Q16 Respect Shown	1	0	3	8	23	61
Q17 Amount of Time	3	0	9	14	31	39
Q18 Consideration	3	0	7	14	24	48
Q19 Doctors/Nurse's Concern	3	0	4	13	26	50
Q20 Recommendation	3	0	5	7	22	59
Q21 Reception Staff	1	1	4	9	26	55
Q22 Respect shown	2	0	3	16	20	55
Q23 Information about services	1	0	1	22	26	46
Q24 Complaints or compliments	8	1	2	21	23	40
Q25 Information on staying healthy	3	0	3	22	25	42
Q26 Reminder systems	5	0	5	20	30	36
Q27 Second opinion/ comp. medicine	14	0	5	19	29	29

FOR THIS SURVEY YOUR OVERALL PRACTICE INDEX = 76%

Table 2: Practice Index (PI) Scores
Total Averages and Range of all Practices
(all figures expressed as percentages)

Practice: St Denys Surgery - Dr Nigel Dickson		No. Patients Surveyed: 96	
QUESTION No	Your Score (%)	Averages for all Practices	Range (%)
About the Practice			
Q 1 Opening hours Satisfaction	73	67	40 – 99
Q 2 Ease of Phone contact with Practice	82	64	22 – 99
Q 3 Appointment Satisfaction	72	69	35 – 99
Q 4 See Doctor/Nurse within 48 hrs	66	65	22 – 99
Q 5 See Doctor/Nurse of choice	66	60	23 – 99
Q 6 Speak to Doctor/Nurse on telephone	58	61	31 – 99
Q 7 Comfort level of waiting room	70	66	21 – 100
Q 8 Waiting Time	55	57	20 – 99
About the Doctor/Nurse			
Q 9 Overall Satisfaction	82	80	48 – 99
Q10 Warmth of Doctors/Nurse's Greeting	84	81	47 – 99
Q11 Doctors/Nurse's Ability to Listen	84	81	49 – 100
Q12 Doctors/Nurse's Explanations	83	80	47 – 100
Q13 Felt Reassured by Doctor/Nurse	82	79	48 – 100
Q14 Confidence in Doctors/Nurse's Ability	85	82	47 – 100
Q15 Able to Express Concerns Fears	84	80	48 – 100
Q16 Respect Shown by Doctor/Nurse	87	83	45 – 100
Q17 Amount of Time for visit	75	75	45 – 100
Q18 Consideration of Personal Situation	78	78	47 – 100
Q19 Doctors Nurse's Concern	80	79	43 – 100
Q20 Recommendation to a friend	84	81	46 – 100
About the Staff			
Q21 Treatment by Reception Staff	83	77	39 – 99
Q22 Respect for privacy/confidentiality	82	76	42 – 100
Q23 Information about services	80	73	38 – 100
Finally			
Q24Complaints or compliments	71	66	38 – 100
Q25 Information on staying healthy	76	70	19 – 100
Q26 Reminder systems	73	68	42 – 99
Q27 Second opinion/ comp. medicine	64	67	37 – 99
Overall Total	76	73	44 – 100

COMMENTS FROM PATIENTS

PRACTICE: - Dr Nigel Dickson

20-Feb-2014

Age Sex Comment

Unclassified Patient Type

0-40 F Dont ask wot you want to see doctor for Private.

Visited Usual Doctor/Nurse

0-40 F More than one doctor for a day will help the pressure on the doctor.

0-40 F Waiting times.

0-40 F If they are running it would be nice if they phoned to say so we are not seating around.

0-40 F Be on Time !!!

0-40 F I have been with this surgery since I was a young child and never have had any issues. Everyone is always very kind & helpful & it feels like family.

0-40 M Maybe the use of an App for iphones.

0-40 F Maureen at reception is a credit to the surgery. She always makes me feel welcome and has a very friendly and approachable manner.

> 40 M Superb. Only appointments on Saturday am could improve. Superb Doctor.
Good Nurse.

> 40 F Very good all round. 1st class.

> 40 F I feel the the practice does its best under constraints of the NHS.

>40 F Nutritional advice from expert for age specific.

> 40 F I have been a patient at this practice all my life practically and would not even consider changing even though I live in Netley I still prefer to stay with my GP.

> 40 M If a Computer System was available for PATIENT to book in on there own at visit that way the responsibility for none booking is patients not reception.

COMMENTS FROM PATIENTS

PRACTICE: - Dr Nigel Dickson

20-Feb-2014

Age	Sex	Comment
> 40	F	Open on Saturdays. Doctor/nurse all fine.
> 40	F	The practice is very well run I cannot really come out with any ideas for improvement. Drs & Nurses – no problems.
> 40	F	Open later in evening for people who work.
> 40	F	No improvements needed
> 40 satisfactory	F	All is good with practice and no changes are needed my health care by this practice is more than
> 40	F	Personally & as a family we are very happy with this practice & the care we receive, so no don't change anything.
> 40	F	Is it possible for reception to advise patients of any long waiting period so that they can make other arrangements if they wish.
> 40	F	Excellent services. No need to improve my doctor is excellent.
> 40	M	Stick to time slots – although care given is very good, and this causes overruns – exercise advice etc could be given. Doctors seen have been very good, even locums.
> 40	M	Excellent Doctor no improvements

Component 4 - Provide PRG with opportunity to discuss survey findings and reach agreement with the PRG on changes to services.

- Dr Dickson emailed the entire virtual PRG membership a copy of the findings from the local patient survey along with a proposed practice action plan.
- the entire virtual PRG membership was given the opportunity in the email to comment on and discuss the findings of the survey along with any other relevant information.
- Email responses from the entire virtual PRG membership were collated over a 2 week period
- Dr Dickson earlier in the year emailed the entire virtual PRG membership a copy of his application to NHS England applying to close the practice list and detailing the proposed merger with Mulberry House Surgery.

Component 5 - Agree action plan with the PRG and seek PRG agreement to implementing changes.

The majority of the comments from the virtual PRG were supportive and complimentary of the practice and the proposed action plan.

Practice Action plan for 2014 – 15

- 1) When any of the GPs or practice nurses are running behind in their surgeries the receptionists will alert patients booking in the amount of time that the GP/Practice Nurse is running behind.
- 2) St Denys Surgery will merge with Mulberry House Surgery on 1st April 2014, with Mulberry House becoming the main surgery and St Denys Surgery the branch surgery of the new GP partnership of Dr's Amarapala, Dickson and Barnes.

Component 6 - Publicise actions taken – and subsequent achievement

This local Patient Participation Report has been published on our St Denys Surgery website since 13 March 2014 complying with the terms of this patient participation enhanced service and a second copy will be posted on the new Mulberry Surgery website shortly afterwards – The St Denys Surgery website will be closing on 1st April 2014 following the setting up of the merged practice partnership.

Last year's 2013 practice action plan was achieved with a poster put up in waiting room advertising the availability of cups of cold tap water from reception and a fresh supply of disposable beakers was purchased by Dr Nigel Dickson.

Dr Dickson has been meeting monthly with the 2 GP partners and their practice manager at Mulberry house. A merger and new partnership agreement has been drawn up by a specialist firm of solicitors and NHS England has given approval for the merger which is set to become a reality on 1st April 2014.

Please refer to our Practice website for results of all our surveys:
(www.StDenysSurgery.nhs.uk)

Signed and published on the Practice website on behalf of the Practice by:

Name: Dr Nigel Dickson

Signed: *Nigel Dickson*

Designation: General Practitioner

Date: 9th March 2014

Surgery Opening Times

Mon-Fri 8:30-18:00

Out of Hours

Should you need a Doctor when the surgery is closed you can call the Out of Hours service by dialling **111**.

They are available Mon—Fri
18:30 - 08:00, all weekend and on Bank
Holidays.

How to contact the Surgery

Enquiries & Appointments 023 8055 4161

Please call this number for all enquiries to arrange an appointment and to cancel an appointment

Prescriptions 023 8055 2411

Please call this number between 9am – 1pm weekdays to order your repeat prescription items note **no** appointments will be made on this line.

Emergency 023 8055 4161

Should you need a Doctor in an Emergency, please use this number. Alternatively dial **999**.

Fax **023 8055 4853**