



Sett Valley  
Medical Centre

**Patient Participation Report  
2013-14**

## Contents

	Pg No
Summary	2
Background	2
Patient demographics	2-3
Opening hours at Sett Valley Medical Centre	3
Step 1 Process to develop a Patient Reference Group (PRG)	3
Step 2 Establishing and agreeing areas of priority with the PRG	3-4
Step 3 Collating patient views through the use of a survey	4
Step 4 Providing the PRG with opportunity to discuss survey findings & and reach agreement with the PRG regarding changes	4-5
Step 5 Agree action plan with the PRG and seek PRG agreement to implementing changes	
Sett Valley Medical Centre Action Plan	5-6
Step 6 Actions taken & subsequent achievement – ‘You Said, We Did’	
Current year – 2014	6
Previous Years – 2013 and 2012	6-7
Appendices:	
Appendix 1: Patient Questionnaire for Sett Valley Medical Centre	8-9
Appendix 2: GPAQ benchmark data for Sett Valley Medical Centre	10

## Summary

The results of the Patient Survey conducted in 2013/2014 and subsequent achievements are summarised below.

The full Patient Participation Report contains detailed information as to how the survey was undertaken, patient demographics, and membership of the Sett Valley Medical Centre Patient Reference Group (PRG).

You said...	We ....	The result is...
The ability to get an appointment with a GP had become more difficult for a) on the same day or within 2 working days, and b) in advance	Agreed to review the appointments system, including triage, and introduce online booking of some GP appointments	A review of the appointments and triage systems has commenced within the Practice team.
It wasn't as easy to obtain test results by telephone	Agreed to review the telephone results service	A review of the telephone results service will be undertaken in conjunction with the related systems above.

## Background

Sett Valley Medical Centre is located close to the town centre of New Mills. The Practice moved to the new building in 1992. A branch surgery operates in Hayfield, approximately 3.5 miles from the main surgery. Patients can choose to visit either surgery for their convenience.

The practice is participating in the Patient Participation Directed Enhanced Service (DES), a two-year DES issued in April 2011. The purpose of the Patient Participation DES is to ensure that patients are involved in decisions about the range and quality of services provided and, over time, commissioned by their practice.

There are six key steps to implementing the Patient Participation DES:

- **Step 1:** Develop a structure that gains the views of patients and enables the practice to obtain feedback from the practice population, eg a PRG (Patient Reference Group)
- **Step 2:** Agree areas of priority with the PRG
- **Step 3:** Collate patient views through the use of a survey
- **Step 4:** Provide PRG with opportunity to discuss survey findings and reach agreement with the PRG on changes to services
- **Step 5:** Agree an action plan with the PRG and seek PRG agreement to implementing changes
- **Step 6:** Publicise actions taken and subsequent achievements, including a review of the previous year's actions.

## Patient Demographics

Sett Valley Medical Centre currently has a list size of 10,814 patients and is the largest practice in the High Peak. The patient list size has been very stable in recent years, after an initial growth in previous years.

It is satisfying to see that Sett Valley Medical Centre continues to provide high quality clinical care (see Quality & Outcome Framework - [www.qof.ic.nhs.uk](http://www.qof.ic.nhs.uk)) and continues to achieve high ratings in national patient surveys (see the GP Patient Survey, [www.gp-patient.co.uk](http://www.gp-patient.co.uk)).

Age →	0-4	5-16	17-24	25-34	35-44	45-54	55-64	65-74	75-84	85-89	90+
Male	251	675	496	643	743	887	766	633	281	59	21
Female	249	644	447	568	681	891	744	673	321	83	58
<b>TOTAL</b>	<b>500</b>	<b>1,319</b>	<b>943</b>	<b>1,211</b>	<b>1,424</b>	<b>1,778</b>	<b>1,510</b>	<b>1,306</b>	<b>602</b>	<b>142</b>	<b>79</b>
	5%	12%	9%	11%	14%	16%	15%	10%	6%	1%	1%

#### **Opening Hours at Sett Valley Medical Centre – New Mills**

Monday: 8.00am – 6.30pm  
 Tuesday: 8.00am – 6.30pm  
 Wednesday: 6.45am – 8.00pm  
 Thursday: 8.00am – 6.30pm  
 Friday: 8.00am – 6.30pm  
 Saturday: Closed  
 Sunday: Closed

#### **Opening Hours at Sett Valley Medical Centre – Hayfield**

Monday to Friday 8.45am to 12.00pm and 2.30pm to 5.00pm  
 (Closed Wednesday afternoons)

#### **Step 1: Process to Develop a Patient Reference Group (PRG)**

This is the third year of three for the Patient Participation DES. The Patient Reference Group was established in Year 1. However, the group has grown to include a number of new members. This was achieved by writing to prominent patients in the community, promoting the Patient Reference Group (PRG) in the surgery and holding meetings in the local Town Hall (Council Chambers) in evenings and afternoons. The PRG now has around 20 members. There are plans to contact local schools to try to engage members in the age range 16 to 18.

#### **Step 2: Establishing and Agreeing Areas of Priority with the PRG**

The PRG met in July 2013 to discuss the process of the PPI DES. It was agreed that the survey carried out in November 2012 should be repeated, using the same 11 questions. The results of the 2013 survey could then be compared to the previous year. The 2012 survey had been based on the National GP survey (2010/11) for establishing and agreeing areas of priority with the PRG.

The National GP survey (2010/11) highlighted the Practice's 3 highest and 3 lowest performing areas, compared with the PCT average. It was agreed that the 3 lowest performing areas (against the PCT) should be used as priority areas. These were:

- Booking a GP appointment ahead (more than 2 days)
- Access to test results by telephone
- Practice Nurse good at listening to patients

A copy of the questionnaire is attached at Appendix 1.

### **Step 3: Collating Patient Views Through the Use of a Survey**

The Patient Survey for Sett Valley Medical Centre was carried out in November 2013 over 30 days, the same period as the 2 previous surveys. The Practice received a total of 263 completed questionnaires and the results were analysed by the Practice Manager.

A summary of the comparable survey results for Sett Valley Medical Centre (2013/14), against the National GPAQ survey (2010/11), is shown in Appendix 2. Copies of the full analysed report are available on request.

### **Steps 4 & 5: Providing the PRG with an opportunity to discuss survey findings and reach agreement with the PRG regarding changes Agree action plan with the PRG and seek PRG agreement to implementing changes**

On receipt of the analysed data, Sett Valley Medical Centre PRG met with Dr Kevin Douglas (GP Partner), Andrew Pollitt (Practice Manager) and Nicola Fryers (Receptionist) on 21st January 2014, to discuss findings and develop an action plan.

Whilst the results of the survey showed that Sett Valley Medical Centre received positive feedback compared to national benchmarks (with the exception of Q1 and Q2 [appointments]), the following issues were recognised as concerns for the practice:

#### **a) Getting a GP appointment on the same day or within the next 2 working days**

Whilst the results of the survey found that 76% of patients at Sett Valley Medical Centre said they *could* get a GP appointment on the same day or within 2 working days, the national average was 79%.

This had reduced from previous years' figures of 83% (2012) and 88% (2011). However, only 15% (National Average 21%) said they *couldn't* get an appointment as 9% replied as "don't know".

The concern was that this figure (15% said no) had increased from 11% last year, and 5% in 2011. Also, the responses to question 2 (advanced GP appointments) had worsened, meaning that there was an overall decrease in the ability to obtain GP appointments satisfactorily.

It was agreed to review the appointments and triage systems, as these work together, not independently.

#### **b) Getting a GP appointment in advance**

The results of the survey found that 54% of patients at Sett Valley Medical Centre said they *could* get a GP appointment more than 2 days in advance - the national average was 79% (2010/11).

This had reduced from the previous years' figure of 59% (2012) but increased from 48% in 2011. 29% (National Average 21%) said they *couldn't* get an appointment as 17% replied as "don't know".

In 2012, the appointments system had been reviewed and changed slightly, to address the imbalance in access to types of GP appointments (immediate and advanced). However, as

access to both types was proving a little harder, it was agreed to review the appointments and triage systems.

**c) Test results over the telephone**

Telephone access, generally, was extremely good (Q4 – 95% found it easy to access the surgery on the telephone, [2012 = 93%], [national average, 2010/11 = 69%], however, 4% (12 people surveyed) were dissatisfied with accessing results over the telephone.

*The concern was that this figure (4%) had increased from 2% last year, although this had been 4% in 2011.*

**There were a number of areas which had improved on last year, according to the survey results:**

- Q3** Seeing the GP of your choice had increased from 84% to 87% (always or a lot of the time, or sometime)
- Q4** Ease of accessing the surgery by telephone had increased from 93% to 95%
- Q10** 91% of patients are now aware of the Out Of Hours service, compared to 90% last year
- Q11** 68% are aware of obtaining some medical services from 3 surgeries (including Set Valley) rather than attending hospital, compared to 67% last year.

The other questions (Q6, Q7 and Q8) had shown no change since last year.

**The following action plan was developed and agreed by all present at the PRG meeting held on 28th January 2014:**

**Sett Valley Medical Centre PRG - Action Plan  
2013- 2014**

<b>Action</b>	<b>Tasks</b>	<b>Who responsible</b>	<b>Timescale</b>	<b>Progress Report</b>
Introduce plans to allow more patients to get an appointment with a GP <b>on the same day or within 2 working days</b>	Agreed to review the appointments system, including triage, and introduce online booking of some GP appointments.	Practice Manager – leading the whole Practice Team, including GPs, receptionists, and admin staff	June 2014	Team meetings arranged for 11 <sup>th</sup> March 2014, 19 <sup>th</sup> March 2014 including the whole Practice Team (Quest session).
Introduce plans to allow more patients to get an appointment with a GP <b>more than 2 working days in advance</b>	Agreed to review the appointments system, including triage, and introduce online booking of some GP appointments.	Practice Manager – leading the whole Practice Team, including GPs, receptionists, and admin staff	June 2014	Team meetings arranged for 11 <sup>th</sup> March 2014, 19 <sup>th</sup> March 2014 including the whole Practice Team (Quest session).

Action	Tasks	Who responsible	Timescale	Progress Report
It wasn't as easy to obtain test results by telephone	Agreed to review the telephone results service	Practice Manager	June 2014	See above re team meetings

**Step 6: Actions Taken: You Said – We Did: 2014**

You said...	We ....	The result is...
The ability to get an appointment with a GP had become more difficult for a) on the same day or within 2 working days, and b) in advance	Agreed to review the appointments system, including triage, and introduce online booking of some GP appointments	A review of the appointments and triage systems has commenced within the Practice team.
It wasn't as easy to obtain test results by telephone	Agreed to review the telephone results service	A review of the telephone results service will be undertaken in conjunction with the related systems above.

**Actions Taken: You Said – We Did: 2013**

You said...	We ....	The result is...
You were unable to get an appointment with a GP on the same day or within 2 working days	Reviewed the appointments system and introduced more Nurse Practitioner appointments	More appointments available on the day and within 2 working days
It wasn't easy to access the surgery by telephone	Purchased software for the new telephone system to allow us to monitor call usage. Also, reminded staff about the urgency of answering external phone calls as a priority.	Telephone access has been made easier and will continue to be monitored via the software.

The current Report, based on the November 2013 Patient Survey, revealed that more patients felt they were unable to get a GP appointment on the same day or within 2 working days. This may be as a result of the introduction of more Nurse Practitioner (NP) appointments. The Practice's intention is to ensure that patients are seen by the appropriate clinician. This may be a GP or a Nurse Practitioner. A Nurse Practitioner is able to deal with a significant amount of clinical issues presenting to GPs.

It is our intention to ask the wider question of being able to see a GP or NP on any future patient surveys. We will also review the appointments and triage systems to see how this perceived problem can be rectified.

Telephone access has been monitored over the last 12 months. The results of the current survey (November 2013) show that ease of telephone access had increased to a very high figure of 95%. We shall continue to monitor this important area as failure to easily access the surgery, through telephone or other means, would be seen as a fundamental problem.

**Actions Taken: You Said – We Did: 2012**

You said...	We ....	The result is...
You were unable to get an appointment with a GP more than 2 working days in advance	Modified the appointments system to introduce more advanced appointments	More advanced appointments available so that you can book ahead.
You were concerned about the number of patients who did not attend for their appointments, thus wasting resources	Agreed to determine the numbers of DNAs and advertise them in the surgery and on the website.	Less appointments should be wasted and more available for patients who need clinical care
You valued the surgery's triage service and did not want to see this removed or reduced	Discussed the triage service and decided to operate it on the same basis for the foreseeable future	A continuing valued service for patients
Information at the Surgery needed to be more prominent	Assigned a receptionist to take responsibility for managing the notice boards in the waiting room	Relevant information made available more clearly
Some hand gel dispensers should be provided around the surgery	Asked a receptionist to organise this	We provided some wall mounted hand gel dispensers in the surgery

## Appendix 1

### SETT VALLEY MEDICAL CENTRE – PATIENT SURVEY

The issues we are asking your views on this year are as follows (please circle or tick one option):

**2013**

**1. Are you able to see the Doctor on the SAME DAY or within the NEXT 2 WORKING DAYS?**

Yes		200	76%	
No		40	<b>15%</b>	
Don't know	263	23	9%	100%

**2. Are you able to get an Appointment with a Doctor MORE than 2 days in advance?**

Yes		141	54%	
No		75	<b>29%</b>	
Don't know	263	47	17%	100%

**3. How often do you see the GP of your choice?**

Always or almost always		92	35%	
A lot of the time		68	26%	
Some of the time		70	27%	
Never or almost never		15	<b>6%</b>	
Not tried	263	18	6%	100%

**4. How easy is it to get through to someone at the surgery on the phone?**

Very easy		116	44%	
Fairly easy		134	51%	
Not very easy		10	<b>4%</b>	
Not at all easy	263	3	1%	100%

**5. Satisfaction with getting test results on the phone**

Satisfied		136	52%	
Fairly satisfied		53	20%	
Fairly dissatisfied		9	<b>3%</b>	
Dissatisfied		3	<b>1%</b>	
N/A	263	62	24%	100%

**6. Satisfaction with overall care**

Very satisfied		168	64%	
Fairly satisfied		87	33%	
Fairly dissatisfied		5	<b>2%</b>	
Dissatisfied	263	3	<b>1%</b>	100%

**7. How useful is the nurse triage service for you?**

Very useful		146	56%	
Useful		71	27%	
Satisfactory		15	6%	
Not useful		3	<b>1%</b>	
Not used in the last 6 months	263	28	10%	100%

**8. Is the Nurse good at listening to you when you see her?**

Yes		239	91%	
No		0	<b>0%</b>	
Don't know	263	24	9%	100%

**9. Are there any additional Medical Services you would wish the Practice to provide?**

.....

.....

.....

**10. Are you aware that when the Surgery is closed, you can attend the 'Out of Hours Surgery' based at New Mills Health Centre, across the road from the surgery?**

Yes		239	91%	
No	263	24	<b>9%</b>	100%

**11. Are you aware that you can obtain some Medical Services from Sett Valley Medical Centre, Goyt Valley Surgery and Thornbrook Surgery instead of attending Hospital?**

Yes		180	68%	
No	263	83	<b>32%</b>	100%

Thank you for assisting with this patient survey.

**Please return your completed Questionnaire to RECEPTION.**

**Closing Date 30<sup>th</sup> November 2013.**

## Appendix 2

### Sett Valley Medical Centre Benchmark Data

For questions identical or nearly identical to questions in the GPPS Survey, April 2010 – March 2011 GPPS national benchmarks are shown in the column to the right of Sett Valley Medical Centre results.

		<b>Sett Valley MC 13-14*</b>	<b>GPPS Survey 10-11**</b>
Q1	% of patients able to see the doctor on the SAME DAY or within 2 working days	76%	79%
Q2	% of patients able to get an appointment with a doctor more than 2 days in advance	54%	71%
Q3	% of patients able to see the doctor of their choice	87%	73%
Q4	% of patients able to get through to someone at the surgery on the phone	95%	69%
Q6	% patients who said they were satisfied with the overall care	97%	90%
Q8	% of patients who said the nurse is good at listening to them face to face	91%	84%

\* 263 patients surveyed from Sett Valley Medical Centre

\*\*190,038 patients surveyed from 1,031 GP practices.