

Dr S Laybourn and Partners – Patient Reference Group Report for 2015/16

The Year in Overview

We continue to look at achieving high standards of care tailored in with maximising our access levels so that patients can get appointments with their chosen clinician at their desired time. This is not always possible but we feel that we are able to offer continuity of healthcare in most cases that demand it.

The calls upon our Patient Reference Group (PRG) has not been too onerous and on top of the Practice PRG, the CCG has also supported a CCG PRG, which has proven to be popular on the occasions that it has met with good input from all areas.

Our own PRG has altered in membership and dynamics, with a slightly older profile as time goes on and still including two husband and wife teams. We still have a broad breakdown as shown below which represents a cross section of patients with a diverse range of ages, ethnic origins, backgrounds, differing levels of health requirements and disabilities and of both sexes. It would of course be good to recruit additional members to the PRG but we thank those who have served on it over the past 12 months. We continue to advertise the PRG through posters in the waiting rooms, invitations and adverts on the Practice website and in the Practice Leaflet for joining the group. The breakdown of the members of the PRG and their backgrounds are:

Age groups	Gender	Ethnicity	Health Groups
0 aged Under 16	10 Female	White British	Cancer Patients
0 aged 17 to 24	6 Male	White Asian	Disabled
1 aged 25 to 34		Pakistani	Patients with long term conditions.
1 aged 35 to 44		Mixed British	Patients with chronic illnesses.
1 aged 45 to 54		English	
3 aged 55 to 64		Other White	
5 aged 65 to 74			
3 aged 75 and above			

Major Topics affecting the Practice and Covered by the PRG in 2015/16.

On top of the major changes that General Practice has been challenged with outlined above, there have been many other initiatives that General Practice has gone through both before and after the Patient Survey Questionnaire was commissioned:-

The Antibiotic Guardian Challenge

Winter Resilience Scheme

Electronic Prescribing EPS2

Changes in surrounding boundary Practices

Implementation of an Online Viewing of Patient's Own Records

Practice Federation Process and Level 3 Project

2% Unplanned Admissions

Setting up of a named GP for patients over the age of 75

Multi-Disciplinary Team Meetings

Year of Care / House of Care

Friends and Family Test

Practice Federation Working

The reporting of Prescribing and Medication issues onto the Datix system
Using of the Quality Yellow Card System Questionnaire System
Text and SMS continuing through M-Jog
Prime Minister's Challenge Fund
Yellow Card Scheme
South East Leeds GP Group
PCSE

All of the above have affected discussions of The Patient Reference Group (PRG), some of which they already knew about and some of which were revelations. The PRG have given their input and we continue to look at ways that will improve both the way that the Practice works and the services that we can offer our patients.

Practice Staffing

We have had some changes in clinical personnel over the past 12 months, and this continues and evolves as time goes on. Dr Sue Laybourn retired in May 2015 and was replaced by Salaried GP, Dr Rachel Featherstone who became a Partner in July 2015. Dr David Moore will be retiring in June 2016 and will be replaced by Salaried GP Dr Joshua Robertson in July. With plenty of negative press around the recruitment of GP as well as the Junior Doctors Strikes, we have been fortunate in our recruitment progress.

On the nursing front, Nurse Judy Judson retires at the end of March 2016 after 26 years of service with the Practice, working for numerous Senior Partners. Two new Practice Nurses have been employed; Nurse Anna Hemens in November of 2015 and Nurse Rhiannon Cowley in January 2016 and they will take us forward along with our two other nurses and HCA.

CCG

Our CCG continues to offer support and direction but once again we have lost our locality manager again this year so relationships have had to be built up again. Various Practice Management Forum Groups have sprung up over 2015/16 which is a great source of support and exchange.

Flu Campaign

The 2015/16 Flu Campaign started off well but then slowed down and with very little national advertising coverage of large numbers of patients suffering it all tailed off very swiftly.

Friends and Family Test

Once again this year, the PRG agreed that it would be opportune to piggyback the F&F Test questionnaire with our own Practice questionnaire and so the same one was compiled, advertised and made available at both sites. An analysis of the responses can be seen on the Survey Results Report on the Practice Website.

2% Unplanned Admissions

A big NHS and government drive has been focussed on the top 2% of our most seriously ill patients and to how we can keep them out of expensive and lengthy hospital stays. Much work and reviewing has gone into this project which is starting to focus all parties and will hopefully reap rewards and savings.

Year of Care..

This initiative was started in 2014 and with a change of name to House of Care this year and all of the clinical training in place, patients are steadily rolling through the process.

PRG Patient Survey Results Report 2015/16

This year's survey is based around last year's newly formed set of questions so that it was possible to make comparisons to last year's percentage points. Once again we will look at making a comparison to this year's questions in next year's report, unless there are any major structured changes.

In summary, the main areas that saw the largest changes were:-

Friends and Family Test

- How likely are you to recommend our GP practice to Friends and Family if they needed similar care or treatment?
In 2014/15 - 98.58 % of patients said that they were "likely or extremely likely" to recommend our GP Practice.
In 2015/16 - 94.11 % of patients said that they were "likely or extremely likely" to recommend our GP Practice and although this figure has fallen slightly, it is still high and into the 90's.
- If you have given Unlikely, Extremely Unlikely or Don't know as your answer, please could you expand on why you chose this answer?
As we did not receive any of these categories we do not have any suggestions to print.

Practice based questions

- Have you attended hospital, used an ambulance, visited A&E, a clinical clinic, outpatients, Social Services or any other NHS service recently?
In 2014/15- 14% of patients said Yes and 86% of patients said No.
In 2014/15- 13% of patients said Yes and 87% of patients said No.
- If you answered yes, were you happy with your treatment?
In 2014/15 - 69 % said their experience was very good or good.
In 2015/16 – only 59% said it was good or very good.
- As well as the paper system, we also operate an online system for ordering your repeat Prescriptions.
42 % of patients said that they did know it existed in 2014/15 and 46% in 2015/16.
58 % of patients said that they did not know it existed in 2014/15 and 51% in 2015/16.
36 % of patients said that they have used it in 2014/15 and 35% in 2015/16.
26 % of patients said that they have not used it in 2014/15 and 24% in 2015/16.
23% of patients said that they have not used it but may in future in 2014/15 and 25% in 2015/16.
15 % of patients said that they have not used and are unsure of using it in the future in 2014/15 and 16% in 2015/16.
- We also operate an online appointment booking system.
47 % of patients said that they used it in 2014/15 and 43% in 2015/16.
23 % of patients said that they had not used it but may in the future in 2014/15 and 19% in 2015/16.
30 % of patients said that they have not used and are unsure of using it in the future in 2014/15 and 32% in 2015/16.
- How do you think the Opening Hours that the Practice operates rates?
29 % of patients said that they are excellent in 2014/15 and 25% in 2015/16.
37 % of patients said that they are very good in 2014/15 and 39% in 2015/16.
24 % of patients said that they are good in 2014/15 and 29% in 2015/16.
6 % of patients said that they are fair in 2014/15 and 5% in 2015/16.
4 % of patients said that they are poor in 2014/15 and 2% in 2015/16.
- Are there any additional hours you would like to see the Practice to be open for?
71 % of patients said that the Practice opening hours are fine as they are in 2014/15 and 72% in 2015/16.
- Do you consider yourself to have a disability?
94% answered no in 2014/15 and 89% in 2015/16.
6 % answered yes in 2014/15 and 11% in 2015/16.

I hope that you have read this with some interest and you now feel the need to join the Practice PRG. If so then please call your surgery and leave your name and contact details with reception telling them that you would like to be contacted in order to join the Patient Reference Group.