

BENNFIELD SURGERY

Patient Reference Group Report 2015-16

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1 Profile of Practice

Bennfield Surgery has approximately 7800 patients registered on the practice list. We are situated on the edge of the town centre. We have a purpose built surgery which we moved to in June 2003. Our surgery is fully able to accommodate disabled and able bodied patients alike.

The practice is open Monday to Friday between the hours of 8.30 am and 6 pm. We also have as part of our 'extended hours' a Saturday morning pre-bookable appointment surgery.

The Coventry and Rugby Clinical Commissioning Group commissions the Out of Hours service for patients who need urgent care when the Surgery is not open. Patients dial '111' and will be given appropriate advice as to which health care service would be beneficial to them.

We encourage patients to share their views on our services and we take account of any suggestions made by patients to see if they would be beneficial to the smooth running of the surgery for patients and staff.

2 Patient Reference Group

The Group was established in 2011 to help to understand the views of patients on the services which we provide. The group has been advertised on our web page www.bennfieldsurgery.co.uk, posters in the surgery, waiting areas, letters to patients inviting them to join and we are now including information about the group in our 'new patient' information letters. Representatives of different groups of patients were invited to join the PRG which include for example carers, disabled patients and ethnic groups. We have also tried to encourage some younger people to join. However in spite of our efforts the group remains small.

The group elected Mr M Adamson as Chairman earlier this year and is currently still looking for a secretary to help with the administration.

At the meetings the Patient Services Manager, Practice Manager and usually a doctor will be in attendance whenever possible.

A PRG Meeting was held in October 2015 and the next is scheduled for February 2016.

The surgery liaises with the group when appropriate and listens to their views on matters which may arise.

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Patient 'Voice Groups' are held usually every two months in the Rugby vicinity and members of the PRG can attend these meetings. We are also notified if there are any health summits in the area and again the public are very welcome to attend.

Since this report was compiled a meeting was held on 19 February 2016 and the group had two significant requests/decisions which they wanted to include in the report:

- 1 The PRG asked the practice to consider an evening surgery one evening a week. The partners at the practice have discussed this but felt that they could not accede this at the moment due to a lack of resources.
- 2 The PRG explored why doctors' appointments are not available more than four weeks ahead via the internet. Trish agreed to look at extending the time when internet appointments are available.

3 Summary of 2015-16

In 2014 we became an accredited training practice with Dr Doherty and Dr Barnes as the accredited trainers. We work with the West Midlands Deanery to provide general practice training experience for doctors who wish to specialise in primary care.

Dr Twinn has been with us for over a year but will be leaving us in February 2016 on completion of her training. She has been a great asset to the surgery. A new doctor will be joining us later in 2016.

The doctors feel this is an important programme for the surgery to be involved with the training of future GP's. It also increases our overall appointments available.

Physiotherapy, Counselling via IAPT and the Midwife all continue to run clinics at the surgery. The surgery also participate in the Abdominal Aortic Aneurysm (AAA) screening programme. This is usually done on a quarterly basis and is a way of detecting a dangerous swelling (aneurysm) of the aorta in men aged 65 and above.

In 2015 the surgery became a 'research active practice' and Dr Behura has taken the lead on this. The Patient Services Manager supports her with the administrative work involved. Further details are available on our website. The research team held an 'Awareness Morning' at the surgery in 2015 which was very successful and it allowed patients an opportunity to talk to the team about this initiative. The PRG Chairman, Mr Adamson very kindly attended to represent the group.

Our new nursing team have now settled in well with our team. Carlyn Dunster-Sigtermans is the Nurse Practitioner and Elaine Duffin has joined us as a practice nurse who specialises in diabetes care.

In 2016 there will be further changes at the surgery as the Practice Manager and Patient Services Manager are both due to retire in March. We have also recently recruited a two new receptionist/administrators to join our team.

In 2015 the surgery had two inspections. The first by Healthwatch Warwickshire on 13th July. This report can be viewed at www.healthwatchwarwickshire.co.uk.

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The CQC also attended to carry out their inspection of the surgery on 22nd July. This report is available to see on the practice website and can also be viewed via the CQC site: http://www.cqc.org.uk/sites/default/files/new_reports/AAAD8804.pdf

Two members of the Patient Reference Group supported us by participating in the CQC inspection and this was very much appreciated by the doctors and staff.

The report rates the surgery as 'Good' and everyone involved was pleased with that result.

The decision was made to not undertake a patient survey this year with the introduction of the Friends and Family Test which was introduced by NHS England and this has currently been used as our benchmark for feedback to the practice.

Primary and secondary care establishments across the NHS use this form of survey and so patients are becoming familiar with it. Patients can complete the Friends and Family form in any NHS establishment if they wish, to provide feedback on the service they receive on that particular day.

The question that is asked is:

- *'How likely are you to recommend our GP Practice to friends and family if they need similar care or treatment?'*

Patients also have the opportunity to comment on their reasons if they wish to. As this forms part of our on-going contact we are required to upload information on the responses to NHS England who collate the data.

The medical and administration staff at the surgery strives to make the surgery run smoothly and efficiently. We always try to offer options to help patients who cannot always get appointments when they would like them. We run a robust cancellation list and will always ring patients if an appointment becomes available.

The doctors have a very heavy workload but work hard to deliver the best service to our patients.

Constructive feedback is always welcome from our patients and we feel an 'open door' policy is available to discuss any issues that patients may have.

We have acted on suggestions from the PRG in the October meeting, these are as follows:

- A request was made to provide a 'posting' box in reception where patients are able to leave the Family and Friends cards they may have completed and also their own comments.
- We were asked to provide a list of clinicians with their respective room numbers which is now on the notice board and a further copy posted by the entrance to the consultation areas on the ground floor.

- The PRG thought that it would be a good idea to reinstate the 'privacy' line in the reception area to encourage patients to stand back and allow other patients privacy when discussing their issues with the reception staff. This has now been reinstated as requested.

4 The Future

The Patient Reference Group will continue to meet twice a year to discuss issues relating to the practice. It is hoped that a 'Secretary' could be appointed to assist the Chairman with the administration and would welcome any volunteers for this role.

Trish Thomas and Jane Rourke are both due to retire at the end of March 2016, however, we are very pleased to say that the practice have recruited a new Practice Manager who is due to join the practice at the beginning of March. Our new Office Manager has been recruited from our current reception team and will undertake her new duties from 1 April 2016.

The new management team will continue to support the Group.

We hope that the Patient Reference Group will continue to flourish and that new members can be recruited and play an active role to continue the good work which has already been started.