



PROFESSIONAL FANTASTIC HELPFUL
IMFORMATIVE EMPATHETIC FRIENDLY POLITE GREAT
AMAZING SUPPORTIVE CARING LOVELY
NORTHLANDS WELCOMING HAPPY
KIND EXCELLENT HELPFUL PLEASANT
UNDERSTANDING WONDERFUL

*Northlands Surgery, Calne
Patient Participation Group (PPG)
Annual Report to Patients, February 2024*

Welcome to our 2023-24 Report to Patients. This year an outstanding 1510 (our highest number ever) patients responded to our Annual Survey. A big thank you, as always, to our PPG members who gave up their time to promote the survey. The PPG also plays a key role in getting the Annual Survey drafted, analysing the results, and getting involved in other activities such as promoting on-line services and helping with our flu/covid clinics.

The PPG will be helping us to address the Survey's findings, and, over the coming months, will give feedback via our Newsletter and on the PPG Noticeboard.

If you would you like to get involved in the Patient Participation Group, please email us at icbccg.northlandspgg@nhs.net for more information.

We hope that you enjoy reading our report.

Alison Ingham, Practice Manager



Our PPG

Our PPG was set up in Autumn 2011 to ensure that patients are involved in decisions about the range and quality of services provided by Northlands. The work of the PPG is also important in reporting back to the Care Quality Commission (CQC) about the "Patient Experience" at Northlands. When we had our CQC Surgery Inspection in August 2016, the CQC Inspector spoke with PPG members who gave their views about the care they receive from the surgery (our last CQC Inspection in 2020 was virtual).

Professional colleagues, such as the District Nurses and our Care Co-ordinators and Social Prescribers pass on details about the PPG to housebound patients. We are also in weekly contact with the Managers of our local care and residential homes.

PPG Members

Our PPG Members meet up at the surgery approximately six times per year. Please see Appendix A for our current PPG Members.

As well as organising the Annual Patient Survey, our PPG has played a critical role over the past few years in helping us run Covid and flu clinics with a large group of volunteers helping both outside in the car park and inside the surgery directing or assisting patients. The surgery management cannot thank our volunteers enough for their help with this work.

New PPG members are always welcome.

Please contact the surgery or email our Chair, Brenda Gillett at brenda.gillett@talktalk.net if you would like to join the group or would like to know more about how you can become involved in the development of the surgery.



Recent Surgery News

Our Carers: we have had two very enjoyable and successful events for our Carers and those they look after over the past twelve months. We had a lovely Carers' Cream Tea afternoon in the beautiful Marden House garden and celebrated Christmas with a Party at the Town Hall with Frankie Simpkins singing festive favourites.

Calne's Big Dementia Day: thanks to all that helped and attended Calne's Big Dementia Day in September 2023; the event was very successful with positive feedback on the different activities. Approximately 60 people joined in the Dome Sessions, and it was great to see different organisations representing the neighbourhood policing team. 14 people took part in a Dementia Information session and 20 or so enjoyed the lively and uplifting Music for the Mind taster session.

Our Annual Patient Survey

An important activity of our PPG is to conduct an Annual Patient Survey so that we can gain detailed feedback on our services - both on what is going well and suggestions for improvements. The Annual Survey sits alongside the NHS' Friends and Family Test which was introduced at the end of 2014 and asks the single question; "How likely are you to recommend our GP surgery to friends and family?" Patients are invited to respond to this question in a variety of ways - postcards, on-line via our website and by phone etc.

Planning the 2023-24 PPG Patient Survey

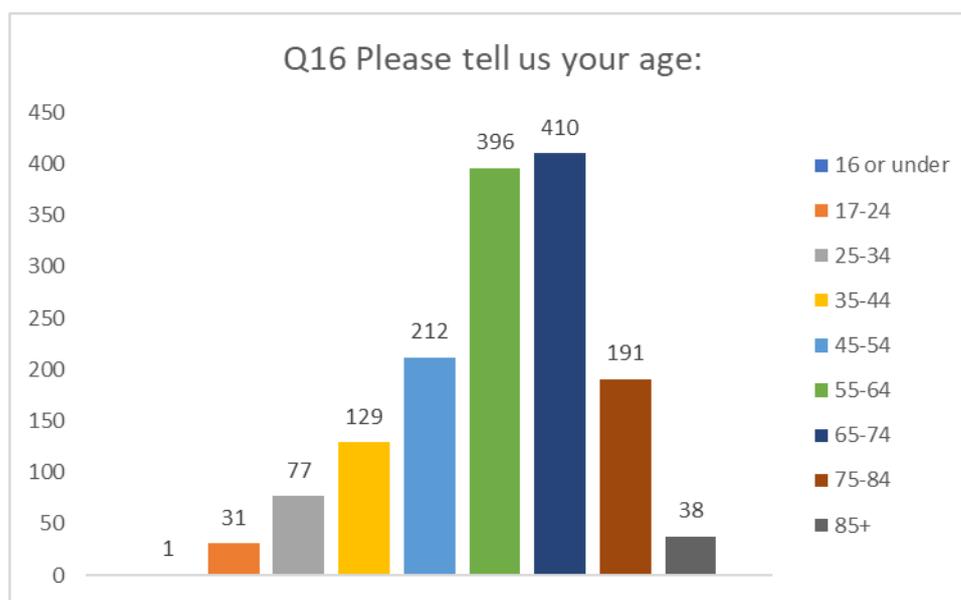
We kept the questions broadly the same as last year to allow comparison of the responses. The questions were devised with reference to sample questions available from organisations such as the National Association for Patient Participation (NAPP) and the British Medical Association (BMA). We used "Survey Monkey" to create the survey and collate and analyse the results.

The survey took place in October and November 2023, both electronically via our website and by paper (with copies of the survey available in our waiting rooms) to reach as many patients as possible. This year we also sent the link electronically to patients with a mobile number on their record.

2023-24 Survey Results

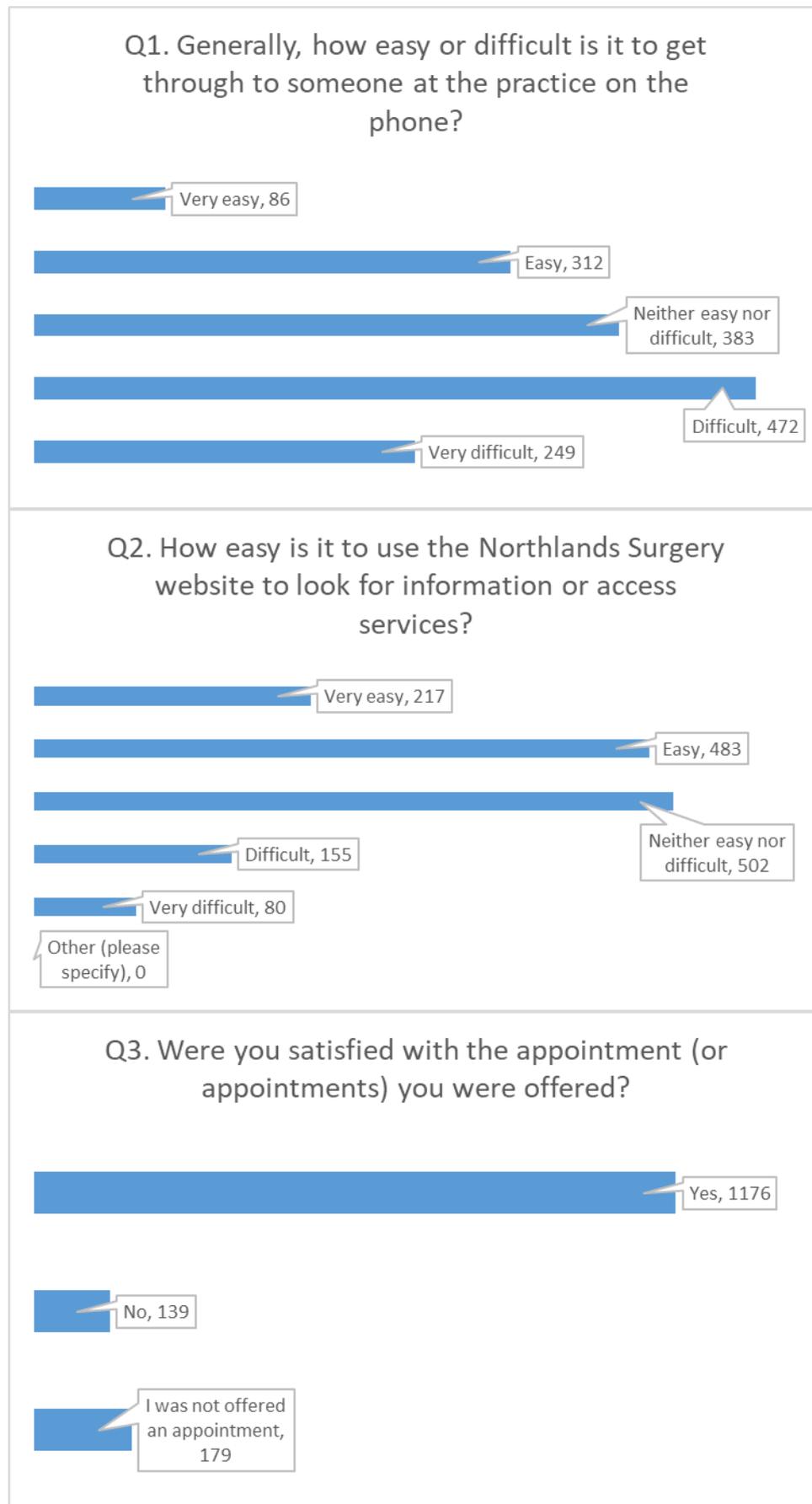
Respondent Profile

Nearly 65% of the respondents were female while the proportion of patients who consider themselves disabled was 13%. 80 (5%) of respondents identified themselves as being an unpaid carer, three of whom were Young Carers. As regards ethnic background, 95% most closely identified with White - British. The age profile of respondents (when entered by respondent) was as follows:

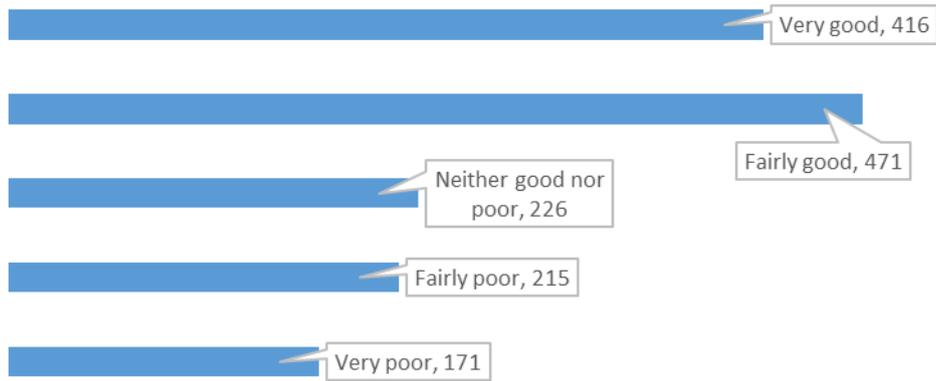


47% of the respondents were either in full or part time employment with 42% retired, 1% in full time education, 2% involved in the voluntary sector, 4% unable to work due to a long-term medical condition, 5% looking after family/home and 1% unemployed/seeking work.

2023-24 Survey Findings



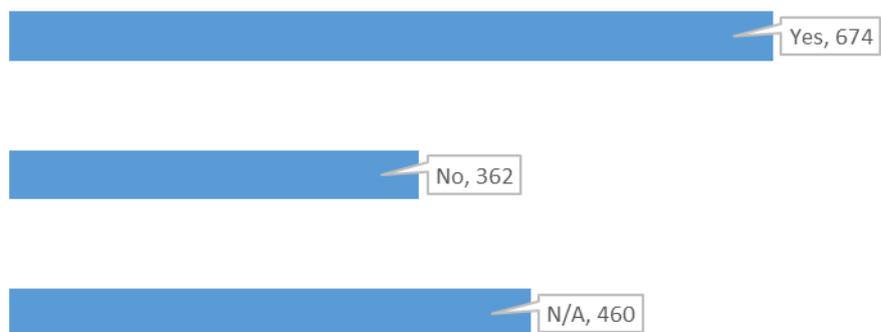
Q4. Overall, how would you describe your experience of making an appointment?



Q5. Overall, how would you describe your experience of Northlands Surgery?



Q6. Were you advised how to obtain your test results?



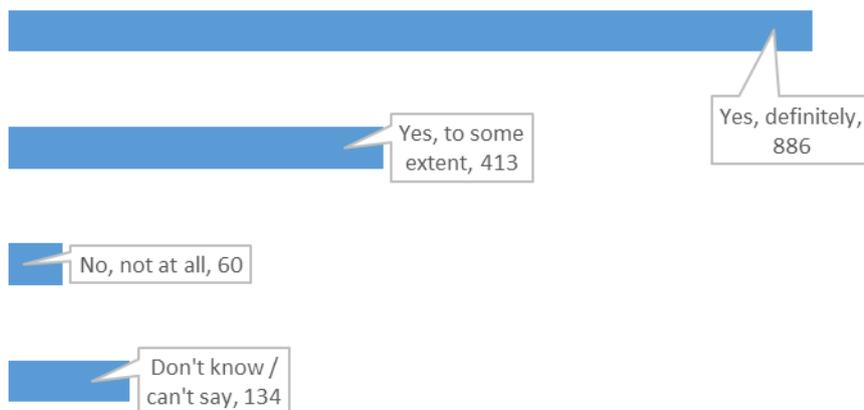
Q7. Do you find text messaging about appointments and clinics helpful?



Q8. Do you use online services (eg SystmOne, the NHS app) to make or cancel appointments; order repeat prescriptions; check test results; view your patient record; send online messages; and/or complete questionnaires?



Q9. Did the consultation meet your needs?



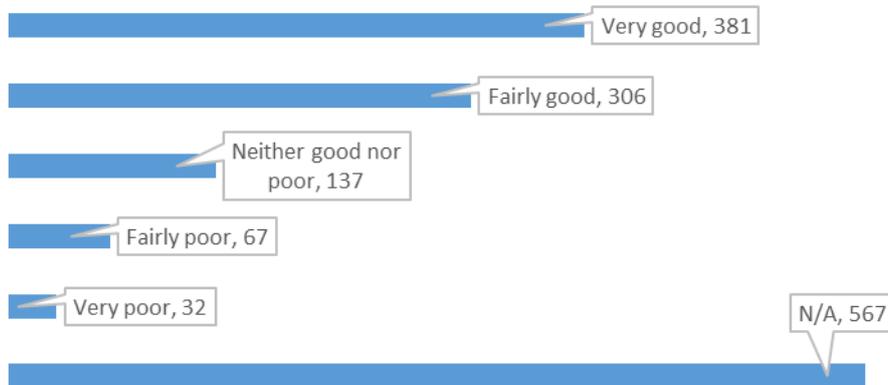
Q10. Do staff answer questions in a way you understand?

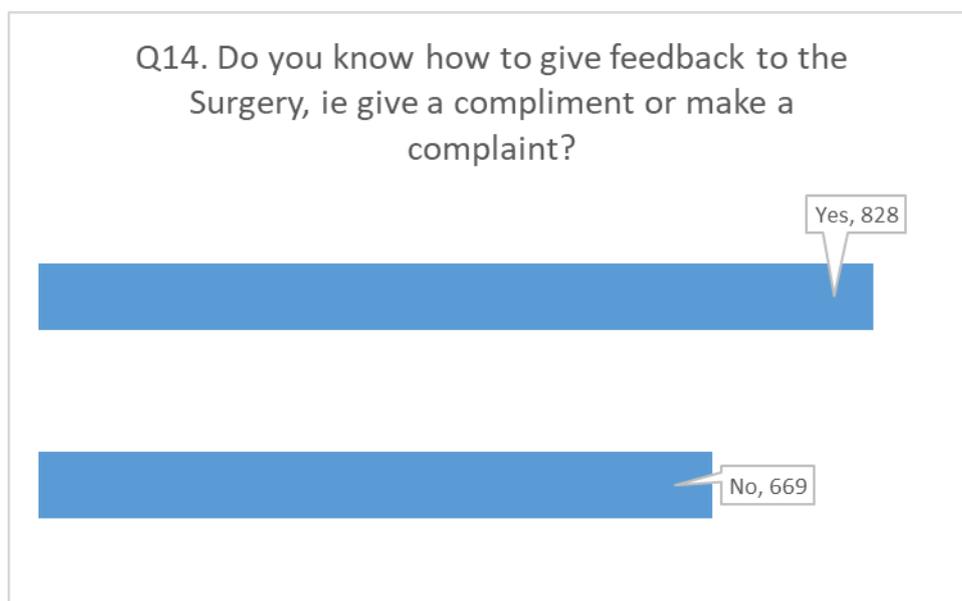
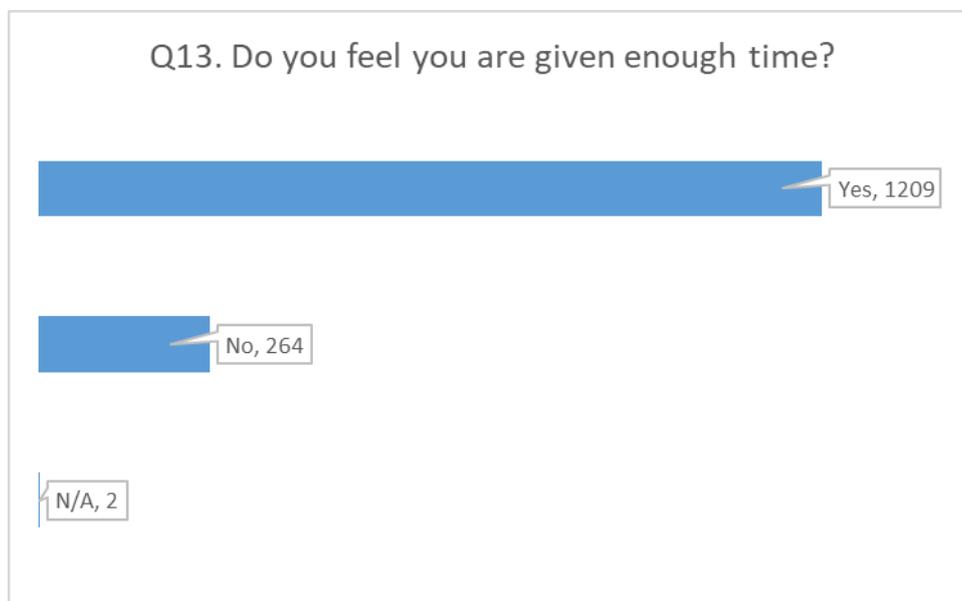


Q11. Do you feel involved in decisions about your care?



Q12. If you have a long-term health condition, how would you describe your care management?





Discussion of Results and Actions for 2024

Overall, the results are very encouraging - patients very happy with their overall experience of Northlands Surgery. The patients felt consultations met their needs, they were spoken to in a way they could understand and felt involved in decisions about their care. We received some extremely positive comments such as "Very happy with the service, Doctors take the time to listen and explain", "Northlands staff do a very good job and are a top team" and "Hugely impressed with the professionalism, support and empathy of all the staff". With the assistance of the PPG, we plan to run a shorter questionnaire in March to monitor recent changes to capacity and access.

To improve patient access to our services, we are in the process of upgrading our telephone system. The new system will have the functionality to link your details automatically with your patient record when you call is answered there will be a queuing system and, if required, the facility to call patients back without losing your place in the queue.

Our telephones are kept under constant review so that we can respond quickly to any issues; please, however, bear in mind that we receive over 400 calls per day. We have enlarged our Reception/Administrator team and upskilled our Receptionists and Administrators so that they can navigate patients more efficiently to the most appropriate member of the Practice Team whether clinical (eg GP, Nurse team, physios etc) or non-clinical (eg Medical Secretaries re referrals, Care-Coordinator/Social Prescribers for non-medical interventions etc) and book patients directly into same-day appointments.

Our Practice Team includes a First Contact Physio, ie bypassing the need for a GP referral and therefore speeding up access to treatment; Social Prescribers who can help patients with a range of non-medical interventions; and Pharmacy Technicians who assist with medications queries.

Our clinicians were thrilled that 1209 respondents felt that they were given enough time in their consultation.

Keeping in Touch

The PPG will report back on their findings over the coming months via our monthly surgery newsletter and on the PPG Noticeboard. Please feel free to pass any further comments or suggestions to the PPG via the surgery.

Our recently upgraded website <http://www.northlands-surgery.co.uk/> contains a wealth of useful pages about our Practice team and services and covers a wide range of health issues along with links to other relevant medical organisations. Our monthly Newsletter which has been published monthly without any gaps since November 2013 is available in our waiting rooms, by email and on our website.

How to Access our Services

Online Services: You can order repeat prescriptions, make and cancel appointments, see test results and view your complete medical records. If you wish to sign up for on-line services, please speak to Reception - the process for this is very quick and straightforward.

You can now download the NHS App or open the NHS Website in a web browser to set up and log into your NHS Account. Owned and ran by the NHS, your NHS account is a simple and secure way to access a range of NHS services online.

Opening Times: You can visit the surgery for routine appointments from 8.30am to 6.00pm or telephone between 8.30am and 5.30pm Mondays to Fridays.

Surgery Times: These are by appointment from Monday to Friday from 8.40am to 12pm and from 2.20pm to 5.40pm. Enhanced Access sessions take place on Mondays to Thursdays (6.30-8pm) with occasional Saturday (9-3pm) clinics.

Appointments: To **make** an appointment call 01249-812141, then press option 1, or call in at Reception. Alternatively, you may use our online service (registration required – please call Reception) on our website at any time, 24 hours a day, 7 days a week. If you decide your appointment is not required, or you are unable to attend, please let us know as soon as possible so we can use the time for someone else.

You may **cancel** a future appointment at any time, 24 hours a day, 7 days a week, using our on-line service via our website or by telephoning our main number, 01249-812141 and then pressing option 2. **Please ensure we hold your up-to-date mobile number so that you can receive text reminders about your appointments.**

Surgery Closed: Outside normal opening hours, our telephone message will ask you to re-dial **111** for assistance from the Out of Hours service provider. Calls to NHS 111 are free from both landlines and mobiles.

Northlands is a popular and busy surgery. We receive hundreds of calls every day so you may have trouble getting through at certain times, particularly during the morning. If the phone is engaged, please keep trying. Once you get through and choose an option, you will be answered as soon as a member of staff is available to speak to you.

Prescriptions: Repeat Prescription Ordering Service (POD) is the easy way for you to order your repeat prescription as long as your medication review is up-to-date. All it takes is a simple phone call to POD on 0300 3035090 or you can email

bswccg.podemergency@nhs.net

STOP PRESS: *BSWICB has recently been announced that POD is being withdrawn and we are currently looking at how the Surgery will manage the closure.*

For **results** and **routine enquiries**, please call between 2pm and 3pm when the phones are not so busy. Please note that prescription requests cannot be taken by phone.

Urgent Same-Day Care

Our triage system enables all patients who need urgent care to be seen by a clinician or speak to a Duty Doctor. We need your assistance to make the most effective use of this facility. We hope the following guidance is helpful.

When you ring, our receptionists:

- will ask for some details in order to assist with your medical need, this will be kept in strict confidence as all our staff carry out annual training on Information Governance.

- when you ring you will be given the following options:
 - ❖ 1 for Appointments
 - ❖ 2 for Cancellations
 - ❖ 3 for Medical Secretaries
- may advise you that your usual or referring Doctor will deal with your query as a routine matter.

Please note that all calls are triaged according to priority, and we will do our best to accommodate work and family commitments. If you need to be seen on the day, you are kindly requested to accept the appointment you are given and please bear in mind you will see the Duty GP.

Appendix A

Our PPG Members

Brenda Gillett - Chair
Laurie Johnson - Vice Chair
Zara Lane - Secretary

Naomi Beal
Dennis Davies
Diane Gooch
Mary Gray
Elizabeth Hannah
Pat Henderson
Lou Maitland-Hudson
Kev O'Daly
Hugh Pilcher-Clayton
Christine Redmond