



*"93% of respondents would be extremely likely or likely to recommend Northlands to friends and family"
(The NHS Friends & Family Test)*

Professional
Efficient
Wonderful
Well done
Supported
Caring
Satisfied
Fab
Friendly
Polite
Great
Northlands
Amazing
Perfect
Lovely
Considerate
Courteous

Northlands Surgery, Calne Patient Participation Group (PPG) Annual Report to Patients, April 2020

***Welcome** to our 2020 Report to Patients. This year 589 patients completed our Annual Survey. A huge 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, helping with Open Mornings and getting involved in other activities such as promoting on-line services and assisting during our flu clinics.*

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

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 very 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.

The PPG is a combination of virtual community members who communicate via email and core group members who meet quarterly at the surgery and form sub-committees where required. We use our PPG board in the lobby, surgery website, newsletter, facebook page and handouts to reach as many patients as possible. Professional colleagues, such as the District Nurses and our Care Co-ordinator pass on details about the PPG to house-bound patients while we are also in regular contact with the Managers of local care and residential homes.

PPG Member Profile

By asking PPG members to complete a Contact Details form, we can ensure that the group is a broadly representative sample of all our patients and take any necessary steps to encourage greater participation, where needed. The information requested on the Contact Details form covers gender, age, ethnic background, whether the patient considers him/herself to be disabled and frequency of attendance at the surgery. All registered patients are invited to be part of the PPG - and membership may be for as long or short a time as personal commitments permit.

Our PPG represents all age groups in our patient population, including a small number of under 25's and older people over 74. The gender breakdown of the PPG is split fairly evenly between male and female and reflects the main ethnic background of the patient population. Under 10% of PPG members consider themselves to be disabled and, as regards frequency of attendance at the surgery, a quarter attend regularly; just over half, occasionally and the remainder, rarely.



New PPG members are always welcome - we meet up on a quarterly basis in the surgery or using email to communicate thoughts and ideas.

Please contact the surgery or email our Chair, Sandra Bosley at sandra@bosley.plus.com 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.

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 - 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, by phone etc and the results are submitted on a monthly basis to NHS England.

Planning the 2019-20 PPG Patient Survey

We kept the same sections and questions as last year. 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 the results.

The survey took place from 1st December 2019 to 31st January 2020, 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.

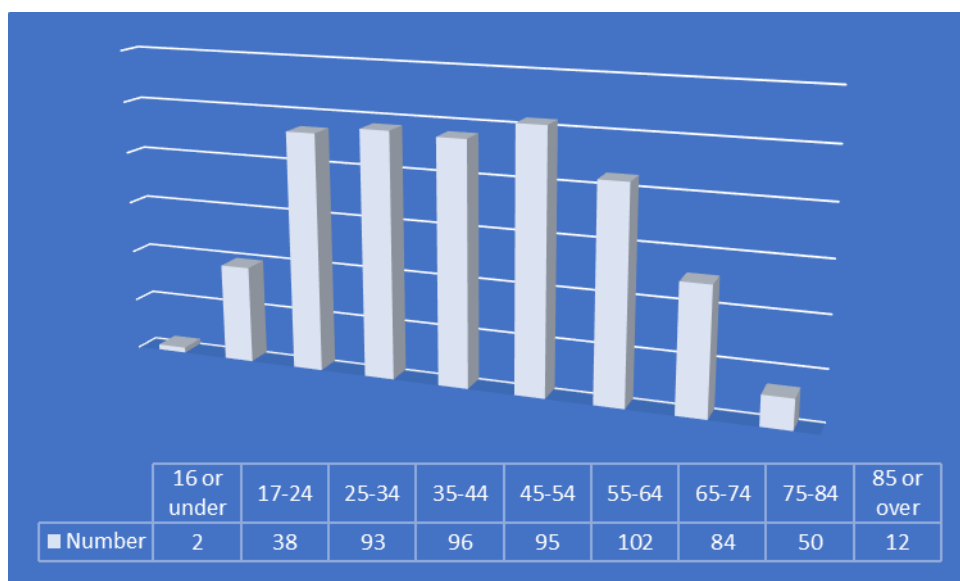
2019-20 Survey Results

Respondent Profile

61% respondents were female (compared to 62% last year) while the proportion of patients who consider themselves disabled stood at 14%, up from 13% last year. As regards ethnic background, 97% most closely identified with White - British.



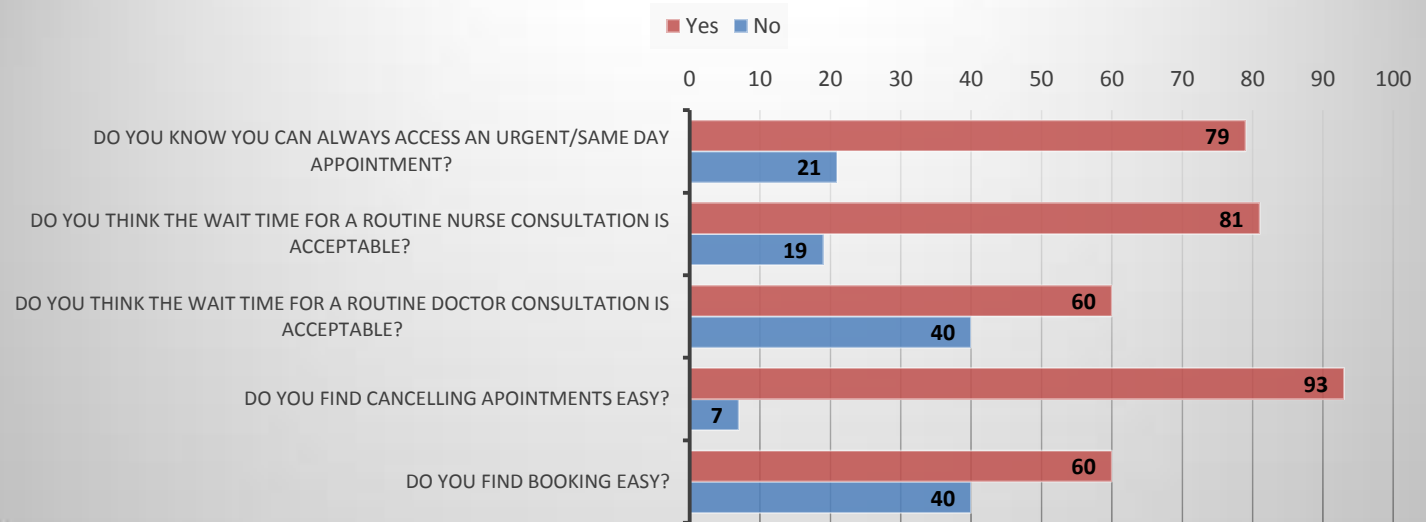
The age profile of respondents (when entered by respondent) was as follows:



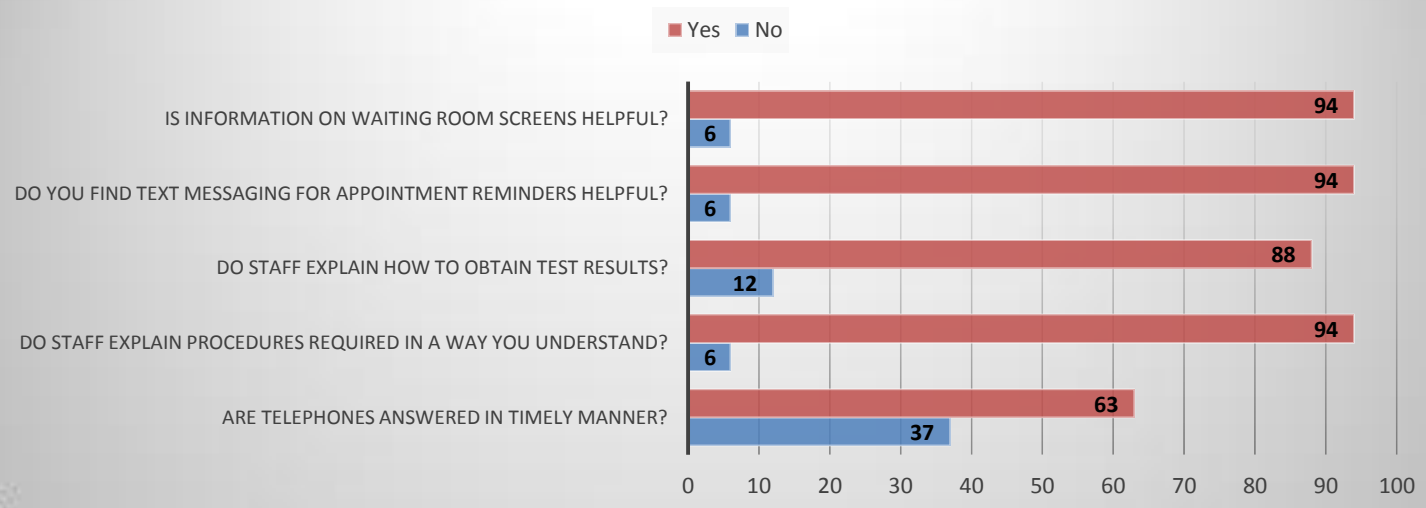
56% (50% last year) of the respondents were either in full or part time employment with 25% (33% last year) being retired; a significant change from last year.

2019-20 Survey Findings (responses expressed as a %)

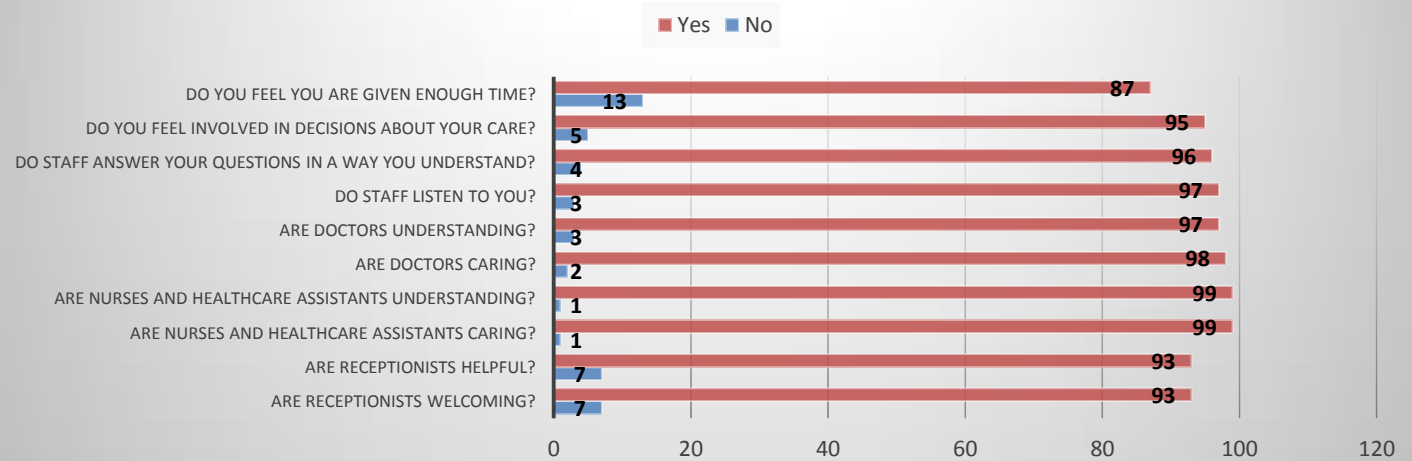
Appointments



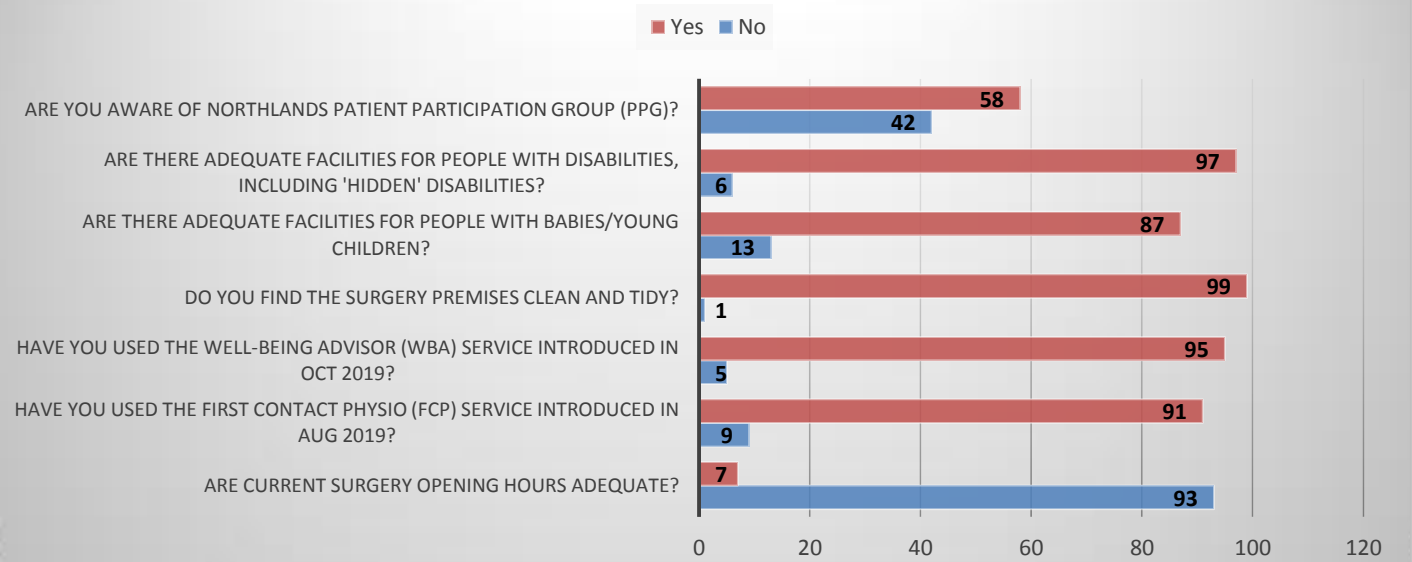
Communication with you by the Practice Team



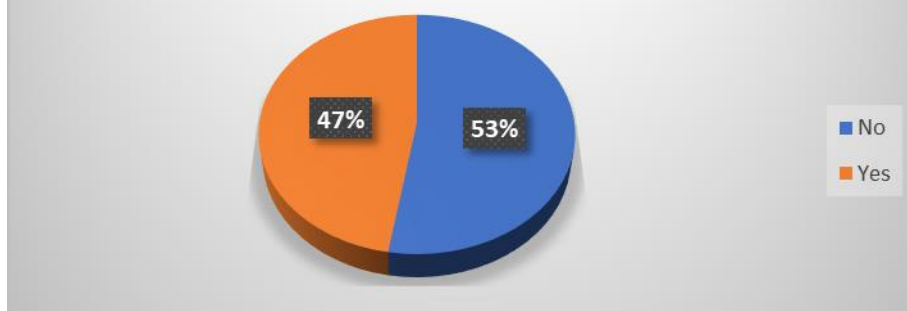
Your Experience of our Practice Team

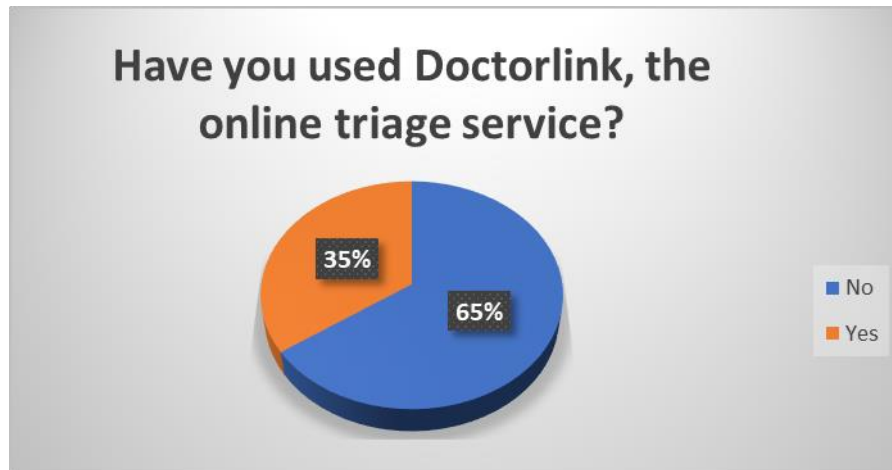


Surgery Facilities



Are you registered for on-line access?





Discussion of Results

These results reflect a continuation of scores reflecting exceptional satisfaction with the medical care provided by Northlands Surgery. However, this year's survey also highlighted issues in getting through to the surgery by phone and appointment booking which impacted on our overall rating. We are very sorry for any inconvenience caused to patients.

After a short trial, we changed our appointment booking system to help prioritise urgent cases and to reduce the number of appointments patients do not attend. This meant that for a same or following day appointment of an urgent nature, patients were ringing us at or soon after 8.30am. Although more patients were able to get routine appointments earlier, due to our current telephone system the increase in demand meant the 'morning rush' made it more difficult to get through to the practice, put our reception team under pressure and was awkward for patients with early morning commitments such as work; caring commitments; getting children off to carers, school etc. We, therefore, quickly reviewed the way in which the availability of routine appointments could be spread over a longer period and successfully encouraged greater use of Doctorlink, our on-line triage system.

As regards our phones, changes to our telephone system beyond our control mean that the number of phones able to be picked up in the practice at any one time has been restricted, regardless of how many staff are available to answer them. To address this, we have ordered a new telephony system and the cabling work necessary to install it was completed in February 2020. Unfortunately, due to the Coronavirus situation, the installation of the new system has been delayed. This is very frustrating as the additional features in a new, state-of-the-art system will help us considerably with managing the booking of appointments.

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 in our lobby. Please feel free to pass any further comments or suggestions to the PPG via the surgery.

Our 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 (in normal times...)

Coronavirus: at this difficult time, patients can still access our services, some of which are being delivered in a slightly different way - ie by telephone or video conference wherever possible. For patients who need to attend the surgery for face-to-face appointments, enhanced Infection Prevention and Control measures are in place to keep patients and staff as safe as possible.

Online Services:

You can order repeat prescriptions, make and cancel appointments, see test results and view read-coded entries in your medical records as well as see other information such as your immunisations record. If you wish to sign up for on-line services, please speak to reception - the process is very quick and straightforward.

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 2.50pm to 5.40pm. Extended Hours and Improved Access sessions take place on Mondays to Thursdays (6.30-8pm) with occasional Friday evenings (6.30-8pm) and Saturday morning (8.30am to 12pm) appointments.

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 4. 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.

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
- may suggest that you speak to someone else in the Practice Team who can help (eg Medical Secretary regarding referrals, Administrators re test results, Sisters re nursing matters etc)
- may advise you that your usual or referring Doctor will deal with your query as a routine matter
- may direct you towards the online Doctorlink symptom sorter.

Please note that all calls are triaged according to priority and while we try to be mindful of work and family commitments, there is, unfortunately, no facility to "book" a convenient time. If you need to be seen, you are kindly requested to accept the next available same day appointment. All calls from the surgery are shown as "Number Withheld" and the Duty Doctor will only try twice.