



# SOUTH PARK SURGERY

## PATIENT PARTICIPATION DES REPORT 2012 / 2013

### INTRODUCTION

South Park Surgery has been in existence for over 100 years, providing comprehensive General Practice services to the town of Macclesfield (population approximately 60,000).

Since moving into purpose built premises at Waters Green Medical Centre with five other Macclesfield Practices in 2006, the Surgery continues to operate as a Training Practice with nine full and part time Doctors. It maintains a List of between 12,500 and 13,000 Patients and remains one of the larger Practices in the town, opening 8:00am – 18:30pm every week day excluding Public and Bank Holidays (**Appendix 7, 8, & 9**).

Whilst continuing to provide high quality care, the move to Sunderland Street has afforded all six Practices the opportunity to work together in supplying a greater range of services to the population of Macclesfield and surrounding areas.

All six Surgeries at Waters Green Medical Centre participate in this Patient Participation Directed Enhanced Service (DES), which was introduced in April 2011, to ensure that Patients are involved in decisions about the range and quality of services provided and, over time, commissioned by the Eastern Cheshire Clinical Commissioning Group on behalf of its 23 GP Practices.

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, e.g. a Patient Participation Group.
- **Step 2:** Agree areas of priority with the Patient Participation Group.
- **Step 3:** Collate Patient views through the use of a survey.
- **Step 4:** Provide the Patient Participation Group with opportunity to discuss survey findings and reach agreement with the Patient Participation Group on changes to services.
- **Step 5:** Agree an Action Plan with the Patient Participation Group and seek the Patient Participation Group's agreement to implementing changes.
- **Step 6:** Publicise the actions we have taken and subsequent achievement.

## SOUTH PARK SURGERY'S PATIENT DEMOGRAPHICS

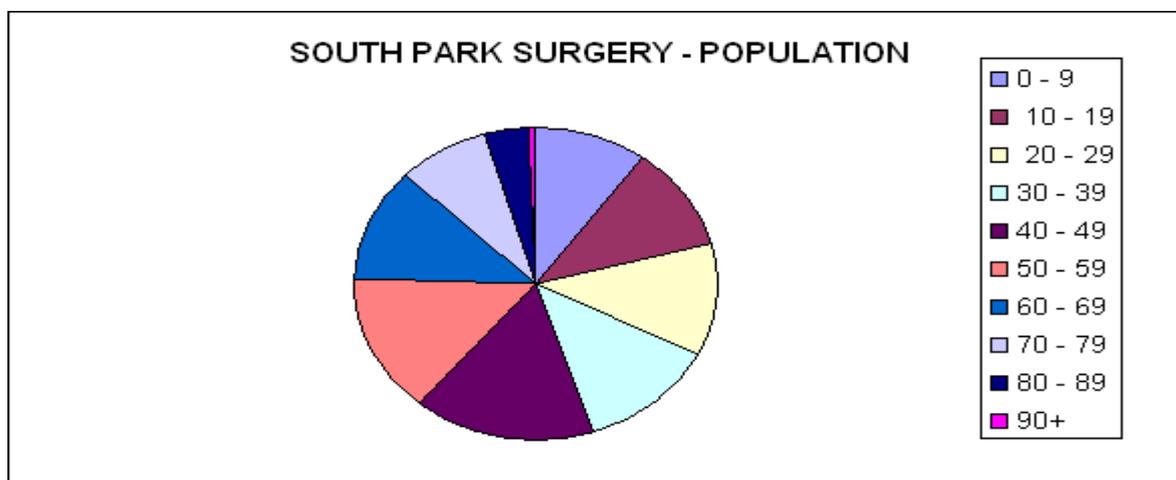
Central and Eastern Cheshire Primary Care Trust (PCT) has continued to have the fastest growing aging population in the North West, with 17.8% of the population being over 65 (compared with 15.9% nationally). This translates as a higher 'older age' ratio with a higher than average level of associated long term conditions typical of an older population.

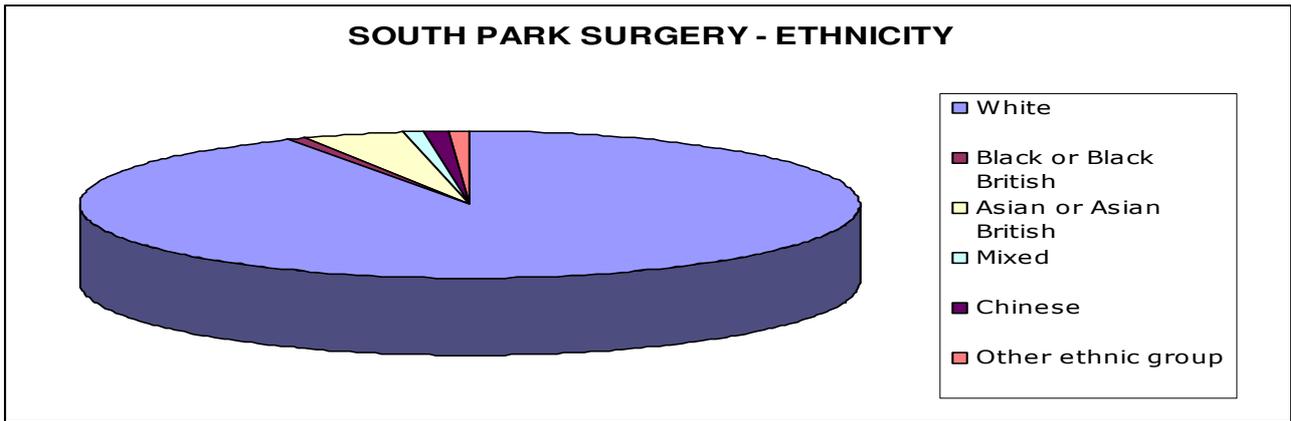
The population of Cheshire East is also projected to further increase by 6.1% to 380,500 people by 2016, with the population aged 65+ increasing by 29.0% and the population aged 85+ by 41.5%. Therefore, it is not surprising that more than 26% of South Park Surgery's Patient List is over the age of 60 (as detailed in the table below).

Despite ongoing and much publicised pressures on the National Health Service and the budgetary constraints that this places on our local health economy, the Surgery;

- continues to strive to provide high quality clinical care (see Quality & Outcome Framework - [www.qof.ic.nhs.uk](http://www.qof.ic.nhs.uk));
- pursues high ratings in National Patient Surveys; as well as
- aims to support the responsibilities and values of Eastern Cheshire Clinical Commissioning Group, which (following the changes outlined in the Health and Social Care Bill passed by Parliament in March 2012) will formally replace the PCT in April 2013.

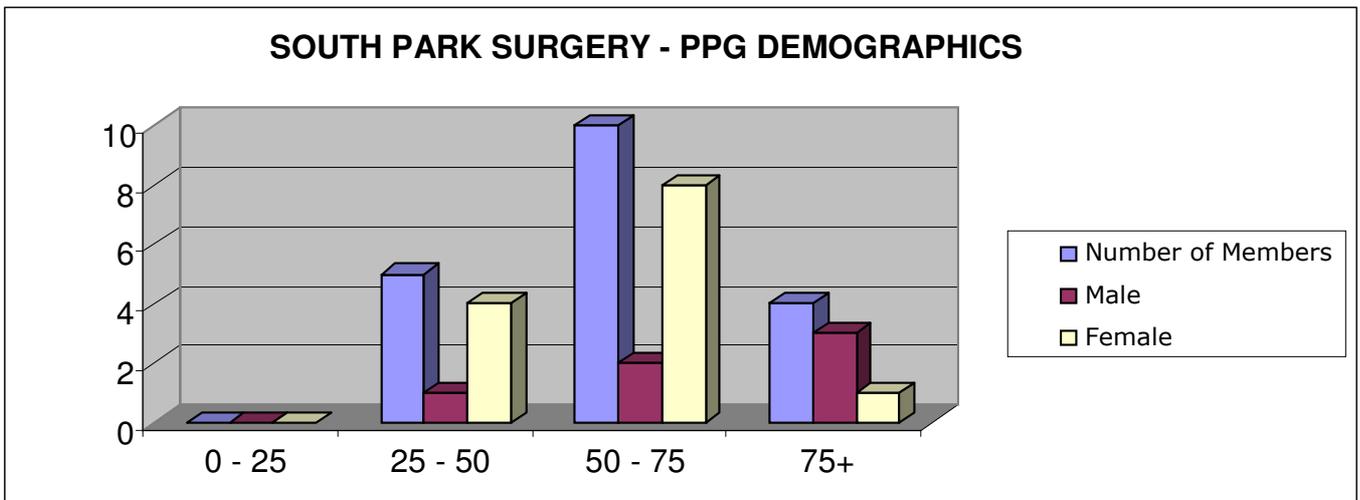
AGE	0 - 9	10 - 19	20 - 29	30 - 39	40 - 49	50 - 59	60 - 69	70 - 79	80 - 89	90+	TOTAL
<b>MALE = 49.3%</b>	635	682	705	759	1008	911	746	515	245	30	6236
<b>FEMALE = 50.7%</b>	628	652	746	730	996	827	785	576	368	96	6404
<b>TOTAL</b>	1263	1334	1451	1489	2004	1738	1531	1091	613	126	12640
<b>%</b>	<b>10.0</b>	<b>10.6</b>	<b>11.5</b>	<b>11.8</b>	<b>15.9</b>	<b>13.8</b>	<b>12.1</b>	<b>8.6</b>	<b>4.8</b>	<b>1.0</b>	<b>100.0</b>





**STEP 1: DEVELOP A PATIENT PARTICIPATION GROUP (PPG)**

Whilst it is not easy to have representation from a broad cross section of a Practice’s population, South Park Surgery has continued to maintain its own Patient Participation Group since 1997. The Group members have volunteered and been recruited over the years by word of mouth, during consultations, posters in Reception and via the website ([www.southparksurgery.co.uk](http://www.southparksurgery.co.uk)) because the Practice recognises the mutual benefits such close links bring. Their age / sex demographics are represented as follows;



The Group Members help guide the Practice in its understanding of what our Patient population would like from us and demonstrates how we continue to take their views into account when planning services. These opinions filter through into the wider Waters Green Medical Centre Patient Participation Group as well as Eastern Cheshire Community HealthVoice which was created in 2011 to act as a champion for Patients, Carers and members of the public in Eastern Cheshire.

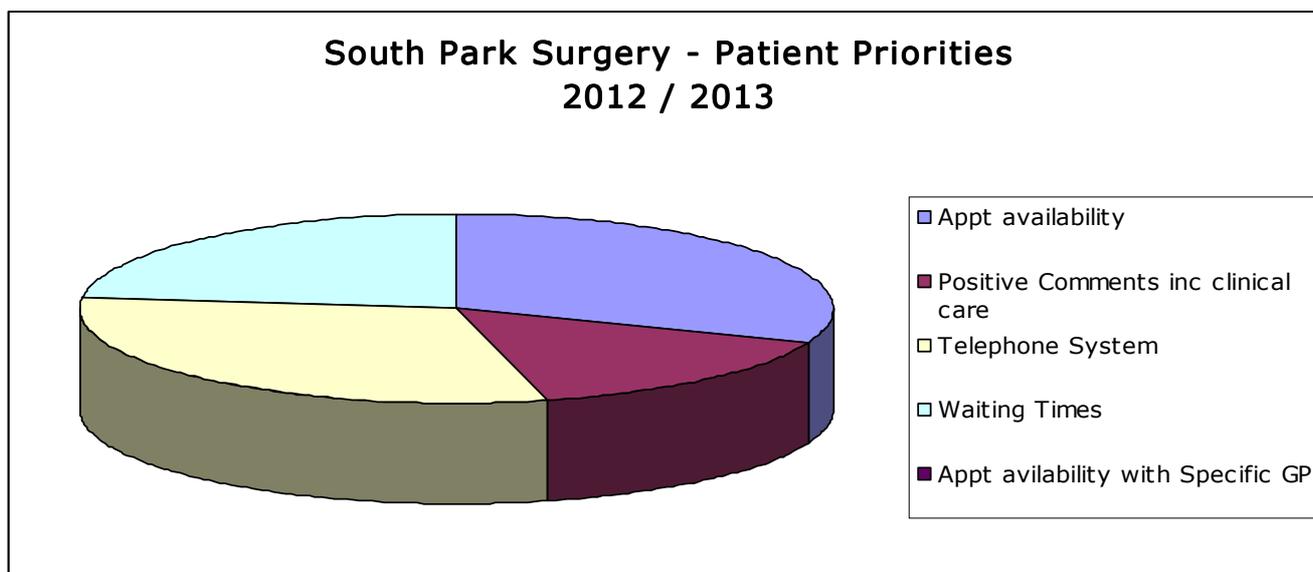
The Waters Green PPG, in turn, continues to have contact and links with local organisations such as: Age UK Cheshire East, Just Drop In, Churches Together and the Disability Information Bureau (DIB), which helps the Surgery to more readily access the views and topics that matter to our more under represented, marginalized or vulnerable groups.

As such, you will find that this Report refers to both our individual Practice Patient Participation Group as well as the wider Waters Green Medical Centre Patient Participation Group.

## STEP 2: AGREE AREAS OF PRIORITY WITH THE PATIENT PARTICIPATION GROUP (PPG)

The Surgery surveyed its Practice Population again this year, during August and September 2012 (**Appendix 1**). This was undertaken in person in our main Reception area and also electronically, to help identify and establish areas of priority that our Patients felt could be improved upon. A Patient Discussion Forum was also available online at [www.watersgreenmedicalcentre.info](http://www.watersgreenmedicalcentre.info) to help the Waters Green Practices engage with their Patients and support the aim of canvassing a broader range of views / opinions.

The priorities our Patients identified (as per the chart that follows) were initially evaluated at our Practice PPG meeting on 6 November 2012 and discussed at a subsequent Waters Green Medical Centre PPG meeting.



In doing so, it was evident that the key areas identified as priorities this year were common to both South Park Surgery and other Practices within Waters Green Medical Centre and also highlighted a recurrence of themes identified last year.

Upon consideration of the same, our Patient Participation Group agreed that it seemed most appropriate to once again undertake the General Practice Assessment Questionnaire (GPAQ v.3.) as this is a well recognised and accredited survey tool often used to help GP Practices monitor and improve the quality of their services. It was also felt that it would be useful to make direct comparisons with last year's Patient Survey data. This was further discussed and agreed at a later Waters Green Medical Centre PPG meeting as it was felt that it addressed ongoing Patient priorities e.g. appointments, telephone system, waiting times.

### STEP 3: COLLATE PATIENT VIEWS THROUGH THE USE OF A SURVEY

The Surgery carried out the GPAQ v.3. Survey during November and December 2012, and Patient Survey responses were entered onto a spreadsheet and sent off (as before) to an external company for professional analysis and the production of a report.

The following data highlights our GPAQ results, comparing this year's results against that of last year's.

		South Park GPAQ Survey 11-12	South Park GPAQ Survey 12 - 13
Q1	% of Patients found Receptionists helpful or fairly helpful	93%	94%
Q2	% of Patients found it easy or fairly easy to get through to the Practice	45%	42%
Q3	% of Patients found it easy or fairly easy to speak to a Doctor or Nurse on the phone	42%	51%
Q13	% of Patients waiting less than 5 minutes to see the Doctor	8%	19%
	% of Patients waiting 6-30 minutes to see the Doctor	36%	37%
Q14	% of Patients consider waiting times to be good, very good or excellent	56%	71%
Q17	% of Patients who prefer to see a particular Doctor	74%	78%
	% of those who say they see their preferred Doctor always or almost always	32%	37%
Q19 to Q23 Drs	% of Patients said Doctor gave them enough time	91%	96%
	% of Patients said Doctor listened to them	93%	98%
	% of Patients said Doctor explained tests and treatment	91%	96%
	% of Patients said Doctor involved them in decisions about their care	86%	93%
	% of Patients said Doctor treated them with care & concern	93%	97%
Q19 to Q23 Nurse	% of Patients said Nurse gave them enough time	89%	86%
	% of Patients said Nurse listened to them	87%	82%
	% of Patients said Nurse explained tests and treatment	83%	79%
	% of Patients said Nurse involved them in decisions about their care	78%	74%
	% of Patients said Nurse treated them with care & concern	88%	83%
Q24	% of Patients had confidence in their Doctor	99%	99%
Q34	% of Patients say their experience of this GP Surgery good, very good or excellent	90%	93%
Q35	% of Patients who would recommend this Surgery	90%	92%

\* 395 patients were surveyed from South Park Surgery using GPAQ 2012 v.3.

### STEP 4: PROVIDE THE PATIENT PARTICIPATION GROUP (PPG) WITH OPPORTUNITY TO DISCUSS SURVEY FINDINGS AND REACH AGREEMENT WITH THE PATIENT PARTICIPATION GROUP (PPG) ON CHANGES TO SERVICES

The results of the Practice's GPAQ Survey were subsequently discussed at our Practice PPG meeting on 29 January 2013 as well as a successive Waters Green Medical Centre PPG meeting. Priorities and an Action Plan were discussed and agreed at these meetings, as indicated below.

**STEP 5: AGREE ACTION PLAN WITH THE PATIENT PARTICIPATION GROUP (PPG) AND SEEK PATIENT PARTICIPATION GROUP (PPG) AGREEMENT TO IMPLEMENTING CHANGES**

As a consequence of the aforementioned meetings and subsequent discussions our Action Plan was drawn up as follows;

ISSUE HIGHLIGHTED	SOURCE	SUGGESTED ACTION REQUIRED AND TAKEN TO ADDRESS ISSUE	DATE ACTION COMPLETED
Audio Call System (Tannoy) still not always easy for Patients to hear what is being said / who is being called.	GPAQ Survey	HH emailed Doctors to remind them to speak more slowly, loudly and clearly over the Tannoy system, repeating Doctors name, Patients name and Room number twice when calling them into a consultation.	27 February 2013 and ongoing monitoring by Reception Team...
Patients continue to find it difficult to get through to the Practice by telephone either due to the volume of calls at certain times of the day / problems with the telephone system	GPAQ Survey & SPS PPG	Following ongoing Patient enquiries back office action initiated to facilitate Patients being able to book appointments online. Registration form, Patient Leaflet and Patient letter prepared, ICT Dept had finally resolved issues previously preventing the initiation of this facility. Facility advertised / further promoted on Posters in the main Reception Area with further marketing on the Practice website, on the Auto Check-in system, on the Electronic Information Board, Posters etc <b>(Appendix 2)</b> ;	2 April 2012 and ongoing...
		The number of online appointments available to Patients for booking online was increased from one to two	15 August 2012
		Following confirmation of budgetary authorisation and resolution of some technical / licensing issues, ICT installed new telephone software at Waters Green Medical Centre;	15-16 December 2012

		An additional Fax machine installed in Reception to enable Reception staff to more readily assist the On-Call GP with emergency admissions whilst maintaining appropriate cover for Practice telephones etc	31 January 2013
		Demand audits undertaken to establish when demand is particularly high.	Ongoing monitoring and clinical workforce planning....
Patients continue to struggle to book appointments ahead of time with their preferred GP	GPAQ Survey	Posters produced to clarify which days / sessions each GP works and what there speciality is;	Updates ongoing...
		Updated Practice Appointments Leaflet and Advanced Nurse Practitioner Leaflet promoted more prominently within main Reception Area. Also mini Appointments / Practice Nurse Posters designed to attract Patients' attention – to raise awareness about alternative types of appointments available to help deal with various health problems ( <b>Appendix 3 &amp; 4</b> ); and	Updates ongoing...  Updates ongoing...
		Text Reminder Service further promoted via Posters & on the website - to help reduce the number of Patients not attending for appointments ( <b>Appendix 5</b> ):	Ongoing updates
		Specialist Nurse Triage provision introduced to establish most efficient pathways to appropriate care i.e. GP appointment or advice with a member of the Nurse Team and thus reducing waiting times for most relevant care / improving access to preferred GP	3 September 2013 and ongoing...
		New Partner recruited into the Practice with specialism's in musculoskeletal medicine and minor surgery thus reducing waiting times for	2 July 2012

		most relevant care / improving access to preferred GP	
Patients continue to ask if they could be made aware of the length of time they may expect to wait for their appointment	GPAQ Survey	Advisory message activated on the Auto Check-in Machine to identify number of Patients already waiting ahead of arriving Patient;	3 October 2011 & updates ongoing...
		Signs displayed in Reception advising Patients to contact Reception if they have been waiting a long time beyond their appointment time;	10 February 2012 & updates ongoing...
		Reception Staff to make general announcements to waiting Patients if they become aware that a Doctor is running significantly late;	21 December 2011 & updates ongoing...
		New hydraulic couches ordered to aid streamlined service for Patients whilst assisting Clinical staff to more efficiently manage consultation time;	Pending...
		Realignment of Nursing & Residential Homes to assist greater continuity of care & reduce waiting times for home visits where applicable	August & November 2012 respectively
		and Practice's Late Arrival Policy reviewed / promoted ( <b>Appendix 6</b> ).	7 March 2012 & updates as applicable...

## STEP 6: PUBLICISE ACTIONS TAKEN – AND SUBSEQUENT ACHIEVEMENT

Finally, our Practice PPG met on Tuesday 26 February 2013 to discuss progress on issues highlighted in the Action Plan and formally finalise the same in support of the PPG Report. The Waters Green Medical Centre PPG subsequently met on Thursday 28 February 2013 to further discuss all six Practice Reports in advance of their publication on individual Practice websites in mid March 2012 i.e. [www.southparksurgery.co.uk](http://www.southparksurgery.co.uk)

Of course, as this DES was designed to encourage Patient involvement in decisions about the range and quality of services provided / commissioned for them, South Park Surgery would like to invite all our Patients to continue to take advantage of our Suggestion Box in the Surgery's main Reception area as well as the Patient Discussion Forum online at [www.watersgreenmedicalcentre.info](http://www.watersgreenmedicalcentre.info)



# SOUTH PARK SURGERY

## ESTABLISHING PATIENTS PRIORITIES

July 2012

Last year you asked us;

- to make sure those using the tannoy system spoke loudly and clearly
- to improve the notice boards in Reception
- to monitor the wait for routine appointments
- to introduce an online appointments booking facility
- to be kept informed if the Doctor was running late
- to advertise Practice closures
- to improve telephone access

We are continuing to monitor all these requests and would like to know if you have any new ideas or concerns that you would like us to consider or take up together with the Patient Participation Group.

Please list your main ideas or concerns below and hand this form in to Reception. Alternatively, you may prefer to raise these on-line (see instructions overleaf).

We look forward to receiving your suggestions, as your input is very important to us.

Thank you for taking the time to identify them to us.



# SOUTH PARK SURGERY

## HOW TO REGISTER WITH OUR ONLINE PATIENT PARTICIPATION GROUP DISCUSSION BOARD

- Visit [www.watersgreenmedicalcentre.info](http://www.watersgreenmedicalcentre.info)
- Click on Patient Reference Groups Discussion Board
- Complete form to register for the Patient Reference Group – please note when selecting a username, this must be a minimum of 6 characters
- Press send
- Complete registration by selecting 'Register' using the username you have chosen
- Read and agree to terms
- A message will pop up stating your account has been created and you will be informed by email when your account has been activated

## TO REVISIT THE SITE AFTER YOUR ACCOUNT IS ACTIVATED

- Visit [www.watersgreenmedicalcentre.info](http://www.watersgreenmedicalcentre.info)
- Click on Patient Reference Groups Discussion Board
- Select 'Already registered for the Patient Reference Group? Click Here'
- Log in using your username and password
- Click on 'Establishing Priorities for Review'
- Click on 'Establishing Priorities for South Park Surgery'

Any ideas or concerns that you raise on-line will then be referred for consideration at our Patient Participation Group meetings.



## Did you know that we have recently introduced an ONLINE BOOKING FACILITY?

This is intended to help improve our services and allow you to book a routine GP appointment online, whilst avoiding periods of high demand on our telephone system.

If you wish to register for online booking, you will need to provide us with the following: -

- Two forms of identification: one must include a picture of yourself and the other must be something which shows your address. This must not be more than 3 months old. If you do not have a passport or driving license we will need to see your birth certificate to verify your date of birth.
- A signed Form to state that you accept our terms and conditions.

**NOTE:** For Patients up to the age of 18 we will need to see a copy of their birth certificate.

After you have registered for this facility, our Admin Team will provide you with a Pin and ID Number.

You will then be asked to provide further passwords and answer security question when you log onto the EMIS Access site.



# SOUTH PARK SURGERY

## APPOINTMENTS

Patients are able to pre-book an appointment up to four weeks in advance by either coming into Reception in person or calling the Practice on

☎ 01625 422249

any time after 9.00am to avoid periods of high demand on our telephone system.

Alternatively, you may choose to register with us to make your own appointment via the internet.

Forty per cent of appointments are pre-bookable in these ways: Six within each surgery session.

Two can usually be booked via our Reception Staff, two by our Doctors for Patients requiring reviews and two by you when you register with us to make your own appointments on the internet.

The rest of our appointments are bookable 48 hours in advance:

- at Reception,
- by calling the Practice after 9.00am, or
- by booking on-line.

These options ensure that everybody who requires an appointment is usually seen, even if they are not always able to see the Doctor of their choice.



## **ROUTINE APPOINTMENTS**

Please remember that a routine Appointment with a Doctor is only **10 minutes long**.

Please do not be offended if the Doctor asks you to come back to discuss additional problems, as they have an obligation to see other Patients on time.

## **URGENT APPOINTMENTS**

You can request an urgent appointment by calling our Reception Staff after 8.00am on ☎ **01625 422249**

They will ask for basic details of your symptoms and arrange for a member of our qualified Nursing Staff to call you back as quickly as possible each weekday between

**8.00am — 11.00am**  
**2.00pm — 3.00pm**

Please remain available to take the Nurse's call. They have a wide range of experience in clinical care, and will be able to triage your medical problem, giving you either an emergency appointment or clinical advice.

**Urgent Appointments**  
are for **URGENT** medical problems  
and are only **5 minutes** long.

Please note that the duty Doctor will only be able to deal with the **urgent** problem. Any other issues should be discussed and dealt with in a routine appointment.

You may find that these urgent appointments do not always run on time. Please be patient as unforeseen emergency problems do take longer.



## **TELEPHONE CONSULTATIONS**

It may be that your problem or enquiry can be dealt with over the telephone rather than having to come into the Surgery to see the Doctor or Nurse.

We offer a small number of timed telephone appointments each afternoon, which can be booked in advance. Reception will request some basic details and your contact telephone number to assist the Doctor when returning your call at the appointed time ~ usually scheduled after 3.00pm (unless there is an emergency).

Alternatively, if your query is minor and requires only brief advice, Reception may be able to arrange for a Doctor or Nurse to call you back at another time.

Please do note, however, that our Clinical Team can only deal with a limited number of these call backs each day.

## **MINOR AILMENTS SERVICE**

Did you know that you and your family can visit your local pharmacist to get healthcare and advice on a number of minor health ailments such as; hay fever, sore throats, conjunctivitis, cystitis (if aged 18-65 years), head lice, impetigo, earache and temperatures at a time that suits you?



## **OUT OF HOURS MEDICAL CARE**

If you require urgent medical care when the Surgery is closed, you will need to contact the new emergency telephone number:

**NHS 111**

**This should be used when it is less urgent than 999**

This new service will be introduced on 21<sup>st</sup> March 2013, as NHS aims to make it easier for people to access healthcare services when they need medical help fast, but it is not a life threatening situation.

Please note that calls to NHS 111 will be free from landlines and mobiles.

This new service will be available 24 hours a day, 365 days a year to respond to your healthcare needs when:

- medical help is needed fast, but it is not a 999 emergency
- you are not sure who to call for medical help or do not have a GP
- you think you need to go to A&E or another NHS urgent care service,  
or
- you simply require health information or reassurance about what to do next



# PRACTICE NURSE APPOINTMENTS

Our qualified Nursing Staff have a wide range of experience in clinical care. Their skills include:

- Childhood immunisations
- Ear syringing
- ECGs / Blood pressure checks
- Medication reviews
- Provision of lifestyle advice
- Smears
- Travel advice and NHS vaccinations
- Wound dressings

They also undertake Chronic Disease Clinics for;

- Diabetes
- Cardiovascular Disease (CVD)
- Chronic Obstructive Pulmonary Disease (COPD)
- Asthma
- Hypertension

The time allocated to these appointments vary depending on the Clinic type you need to attend. This is to ensure that the Nurses do the appropriate medical checks relevant to your condition.



Did you know that we have introduced a  
**TEXT REMINDER SERVICE** ?

This is intended to help improve our services  
and avoid increased waiting times for our  
Patients.

When you sign up for this service you  
will receive a text reminder on your mobile  
telephone approximately 24 hours prior to  
your appointment.

Should you no longer need your  
appointment, please call us on

 01625 422249

as soon as possible, as early cancellation will  
enable us to  
provide care to another Patient.



# SOUTH PARK SURGERY

## LATE ARRIVALS POLICY

### INTRODUCTION

This policy sets out the procedure to follow where a Patient:

- Is late for their appointment, but is less than 10 minutes
- Is more than 10 minutes late, and less than 20 minutes late
- Is more than 20 minutes late

### GENERAL POLICY

Patients have a duty to attend for pre-booked appointments promptly, and to take into account logistical difficulties or the time involved in travelling to the Surgery. The Practice will, as far as practicable, see Patients who arrive late, however this may be at the end of Surgery and will therefore involve a considerable wait for those who do not wish to re-book.

The Practice will monitor and record the incidence of Patients who are late for appointments within the clinical system. Persistently late attendees will be dealt with by individual letter, should the need arise.

The Practice Appointments Leaflet will incorporate a section advising Patients that should they be late, it may not be possible for them to be seen, or that they may be seen only with a considerable wait.

The following general provisions will apply:

#### **Less than 10 minutes late**

The Patient will be marked as an arrival in their pre-booked "slot". The Doctor or Nurse will call them in at the first available opportunity. The Patient should be advised of this and that there may be some delay while they are fitted in.

### **More than 10 minutes, less than 20 minutes late**

The Patient will be advised that as they are a late arrival the Doctor / Nurse will have to see punctual Patients first, and that they will be added on to the end of the Surgery List, and will therefore have a considerable delay (depending on the time). They may be seen during the Surgery only if the Doctor has an unexpected gap, in which case they will be called in. The Patient should be encouraged to re-book. In all cases, the Doctor will be sent a message advising them that the Patient has reported late.

### **More than 20 minutes late**

The Patient has clearly missed the appointment, and should be encouraged to rebook. Where there is an indication of clinical urgency then they may be added to the end of the Surgery List. In all cases, the Doctor will be sent a message advising them that the Patient has reported late. The Practice will not, at this stage, differentiate between Patients who are persistent late attendees and others. This will be dealt with, should the need arise, by individual letter.



# **SOUTH PARK SURGERY**

## **OPENING HOURS**

**THE SURGERY / RECEPTION ARE OPEN**

**MONDAY TO FRIDAY**

**8.00AM - 6.30PM**

**EXCLUDING PUBLIC AND BANK HOLIDAYS**

**In addition, please contact Reception on  
☎ 01625 422249 for details of when the  
Practice will be closed for Training.**



## NOTICE TO PATIENTS

### PRACTICE TRAINING AFTERNOON

THE SURGERY will be CLOSED for TRAINING

on

WEDNESDAY 5<sup>th</sup> JUNE 2013

from

1:00pm

The Surgery will re-open  
at 8:00am  
on THURSDAY 6<sup>th</sup> JUNE 2013

IN CASE OF EMERGENCIES  
PLEASE CALL 📞 NHS 111

WE APOLOGISE FOR ANY INCONVENIENCE CAUSED



## EASTER PRESCRIPTIONS

PLEASE REMEMBER TO ORDER YOUR  
MEDICATION IN GOOD TIME FOR THE EASTER  
HOLIDAYS.

REPEAT PRESCRIPTION REQUESTS  
SHOULD BE HANDED IN TO THE SURGERY NO  
LATER THAN 12 NOON ON  
MONDAY 25<sup>TH</sup> MARCH 2013.

PRESCRIPTIONS ORDERED AFTER THIS DATE  
MAY NOT BE AVAILABLE FOR COLLECTION UNTIL  
4PM ON  
THURSDAY 4<sup>TH</sup> APRIL 2013.

PLEASE CONTACT RECEPTION FOR EMERGENCY  
REQUESTS.

THANK YOU.