



## Courtyard Surgery Patient Participation Report

### Demographics of the practice population

The total practice population as of March 2015 is 8416. 50.1% were female and 49.9% were male. The breakdown between age and sex is shown in the table below.

<b>Courtyard Population</b>			
Age Range	Male	Female	Total
0 - 4	262	239	501
5 - 16	519	514	1033
17 - 24	339	294	633
25 - 34	648	533	1181
35 - 44	593	611	1204
45 - 54	626	632	1258
55 - 64	539	555	1094
65 - 74	387	395	782
75 - 84	202	268	468
85 - 94	75	170	245
95 +	6	11	17
<b>Total</b>	<b>4196</b>	<b>4220</b>	<b>8416</b>
<b>Population total</b>	<b>49.9%</b>	<b>50.1%</b>	<b>8416</b>
Practice Profile for long term illness, searches show that 45.7% of the practice population has a long term condition, this doesn't allow for some patient having more than one illness. We would estimate the figure being closer to 40% to include patients on more than one register. See below:			
<b>Population with long term conditions</b>			
<b>Chronic Heart Disease</b>	<b>229</b>	<b>2.72%</b>	
<b>Heart Failure</b>	<b>133</b>	<b>1.58%</b>	
<b>Stroke</b>	<b>120</b>	<b>1.43%</b>	
<b>Hypertension</b>	<b>1226</b>	<b>14.60%</b>	
<b>Diabetes</b>	<b>415</b>	<b>4.90%</b>	
<b>Chronic Obstructive Pulmonary Disease</b>	<b>115</b>	<b>1.37%</b>	
<b>Epilepsy</b>	<b>51</b>	<b>0.60%</b>	
<b>Cancer</b>	<b>173</b>	<b>2.06%</b>	
<b>Mental Health including Depression</b>	<b>652</b>	<b>7.75%</b>	
<b>Asthma</b>	<b>423</b>	<b>5.03%</b>	
<b>Dementia</b>	<b>56</b>	<b>0.67%</b>	
<b>Chronic Kidney Disease</b>	<b>253</b>	<b>3.00%</b>	
<b>Total patients</b>	<b>3846</b>	<b>45.70%</b>	



### Opening Hours of the Surgery

Monday	8.30 – 1.00	1.30 – 6.00
Tuesday	8.30 – 1.00	1.30 – 6.00
Wednesday	8.30 – 1.00	1.30 – 6.00
Thursday	8.30 – 1.00	1.30 – 6.00
Friday	8.30 – 1.00	1.30 – 6.00

Telephones are answered from 8.00am to 6.30pm Monday to Friday

Extended hours Saturday 8.30 – 12.30 open for pre-booked appointments and collection of prescriptions.

The telephones are transferred to the Out Of Hours Service at 6.30pm to 8.00am Monday to Friday

and

Friday 6.30 pm to Monday 8.00am to cover the weekend..

### The ethnic makeup of the practice

The data collection for ethnicity of our patient list was introduced in 2006 and we have been collecting this information voluntarily as part of our new patient questionnaire since then. Patients registered before this date will not have been asked this question. We continue to collect this data opportunistically. Data collected from 3720 patients to date and of those 99% were White British, 1% Asian or Asian British.

### Medical Students

The surgery has taken on Medical students for the second year with one of the doctors here at the surgery. Dr Barrows is doing her bit for our future doctors.

### Profile of the Patient Representative Group

There are 9 members registered for the Patient Representative Group.

Profile of Patient Representative Group			
Age Range	Male	Female	Total
17 - 24	0	1	1
45 - 54	0	1	1
55 - 64	1	2	3
65 - 74	1	1	2
75 - 84	1	1	2
<b>Total</b>	<b>3</b>	<b>6</b>	<b>9</b>



## Long Term Conditions

57% of the Patient Representative Group have a long term condition from one of the following areas, Diabetes, Cancer, Chronic Heart Disease, Chronic Kidney Disease.

## The ethnic makeup of the Patient Representative Group

Out of the 9 patients on the Patient Representative Group 9 patients answered this question.

British Mixed	9	100.00%
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## Visiting the surgery

Out of the 9 patient who are on the Patient Representative Group 9 patients answered this question.

Regularly	5	57.00%
Occasionally	4	43.00%

## Employment status of the Patient Representative Group

Out of the 9 patients on the Patient Representative Group 9 patients answered this question.

Full time	3	33.00%
Part time	2	22.00%
Unemployed		
Retired	4	45.00%
Looking after home		
Carer		

We have more female representatives in the Patient Representative Group than male. The practice population is very even between male and female. Many male patients targeted did not want to take up the invitation to join.

## Recruitment of our Virtual Patient Participation Group

It was important that we targeted patients that came into the surgery, as they already knew quite a lot about the surgery and the way it was run. The view was that these patients might have a lot of ideas for the surgery based on their experiences.

We target all age groups although as last year so far we have not been successful in the teens and early 20's/30's. Patients are recruited by posters, leaflets on reception, leaflets in the waiting rooms (see APPENDIX 1) and on the website. Reception has been active in offering patients a leaflet and explaining to them about the Virtual Patient Participation Group and handing out application forms for the patients to complete with their e-mail addresses (see APPENDIX 2).



Once again we have found that response to join the group has been very low from our patients and therefore will continue looking for new members. It could be presumed that the majority of our patients are very happy with the service that they receive from the surgery.

## **Patient Survey/News Letter**

It was agreed that we would take a different approach this year and we have produced a News Letter to send out to the patients this year for discussion. Patients were not happy about receiving the same questionnaire every year. Once the News Letter was completed it was sent out to the Virtual Patient Participation Group for their comments. Attached to the News Letter was a feedback form to send their comments back in to the surgery.

## **NEWS FOR DISCUSSION JANUARY 2015**

### **Online Services**

We introduced Systmonline which allows you to book and cancel GP appointments. Online repeat prescriptions remain extremely popular. We have 8364 patient registered at the surgery and the numbers are still growing. 2740 (33%) of patients have signed up to this service. As of the 1<sup>st</sup> April patient's will be able to see a summary of their electronic records if they have signed up for the service.

**We are now using one way text messaging** to patient's mobile phones for confirmation and reminders for appointments for the next day etc. We have 3904 (47%) signed up to this service.

### **Appointment system**

Changes were made to our appointment system allowing more online appointments and more book ahead appointments up to six weeks in advance. This allowed us to use our on the day appointments as more urgent appointments for patients who needed to be seen that day.

### **Courtyard Surgery Telephone System**

We are in the process of changing the 0844 telephone number completely in the next few months to a local number. The number that will be used will be the current local number that we advertise 01403 330320. This number is available now.

### **New service for patients over 75**

This service is for patients over 75 and those patients with complex needs. The appointments are for 20 minutes allowing the doctor more time to deal with all of the concerns of the patient. As of April 2014 we had to inform all patients over 75 of their named GP.



### **Blood pressure monitor**

We have purchased a blood pressure monitor that is situated in reception to the left as you go in the main door. All patients will be able to take their own blood pressure. This produces a ticket that can be handed in to reception and will be entered into the patient's electronic records. This will save having to make an appointment just for blood pressure.

### **Medical students**

Once again we have taken on Medical students this year with Dr Barrows doing her bit for our future doctors.

### **New Nurse**

Polly James joined us this year to replace Jenny Beattie who went on to pastures new. Polly specialises in Asthma and COPD but also carries out all other practice nurse services.

### **Friends and Family**

From the 1<sup>st</sup> of December 2014, it is a contractual requirement that all GP practices undertake the NHS Friends and Family Test.

The Friends and Family Test is a feedback tool that supports the fundamental principle that people that use NHS Services should have the opportunity to provide feedback on their experiences that can be used to improve services.

The tool that we are using at Courtyard Surgery is: [iWantGreatCare.org](http://iWantGreatCare.org)

### **Why do patients and their families use iWantGreatCare?**

- Because feedback from you as patients improves healthcare across the UK
- iWantGreatCare makes it simple and safe for you to provide ratings and reviews of your GP and know that it will make a difference
- Sharing your experience on iWantGreatCare ensures that your opinion counts, is heard by those that care for you, and can help the next patient find great care  
You will be able to view the surgery profile page, view the reviews that others have made about the surgery and leave feedback of your own.

### **Independent and simple to use**

- Totally independent, iWantGreatCare is transparent and open and will not edit or filter patient opinion
- Adding a review is quick - see your comment published on the web immediately
- You will not be identified by your doctor or anyone else unless you choose to include in your review or feedback details which allow you to be identified

We started the same questionnaire in the surgery asking how the patient's appointment went with their doctor, supplying a paper copy for completion whilst they were in the surgery and then posting the form in a box on reception.

### **Choices website**

You can also go onto the NHS choices website at [www.nhs.uk](http://www.nhs.uk) to leave comments about the service you have received at the surgery.



## **The future**

As you may have read in the local papers last year, some important issues were raised about health care in Horsham and Broadbridge Heath. At present the outcome of these consultations is still to be decided. Courtyard Surgery is still dedicated to covering patients of Horsham and Broadbridge Heath from our current location.

## **Summary of response**

### **Positive comments from patients**

The newsletter was really useful and informative as it had everything in one place. You had copies available in the Surgery, and I notice you have a link to it on your website. Might it also be worth highlighting the newsletter on your Facebook page?

Also possibly a clearer highlighter on your website would be better than 'the ticker tape option' eg a button in the top right hand corner?

In fact, I've found your Facebook page helpful for highlighting bugs going round and other news. Again you have the Facebook page linked on your home page, but it's at the bottom.

A stronger highlighter may be valuable? Your Facebook page almost has the image of giving more up-to-date news than the website.

With regard to the possible changes mentioned in the future ie a merger with other surgeries, I am following this keenly as I love Courtyard Surgery for way it is now. I do however understand things have to move on. Any update news on this I'm sure would be valuable for all patients so they hear about it before it's read in the local newspaper. How you communicate this to all your patients in a prompt and succinct manner might be a challenge, but it would definitely be worth exploring all the options to make sure that the people who it means most to, hear about it first.

All the changes you have introduced in 2014 – online appointment making, a new appointment service, text messaging and a local telephone number are extremely positive. I feel fortunate to be registered at a surgery that is embracing the latest technology, but more importantly it is clear patient satisfaction is important to all staff.

Thank you for the newsletter. I have always found the service and responses of everyone at the surgery to be of a high standard and would be very happy to help you in any way I can.

I have a couple of concerns about issues raised in the newsletter. Although I applaud the installation of a Blood Pressure Monitor in the waiting room I am concerned about the possibility of "rogue" readings. I know that my own BP can vary enormously during the day depending on activities, stress levels, how relaxed I am



and how distracted I may be by what is going on: this may well cause an increased level of anxiety on its own!

I agree that Broadbridge Heath certainly will need a surgery of its own, given all the new houses being built, but at a selfish level I am concerned whether this will make it more difficult to see "my own" GP at the surgery of my choice. It would be appreciated if these points could be addressed in the next newsletter.

### **Receptionists.**

We have had very good comments about our reception team from patients this year such as:

The surgery has excellent staff/patient relations.  
The reception team are always friendly, helpful and understanding.  
Staff who make you feel that it is never too much of a problem to help you.  
One patient commented "from her 80+ years experience that receptionists have changed out of all recognition to patient consideration as against doctor protection as was so often the case in the past".

There were very few negative comments this year with regards to the reception team.

### **Least positive comments from patients**

When the doctors are running late it would be helpful to get some info about the current waiting times, this would be helpful with regard to parking charges and possible fines.

Difficult getting your script written up, when I go to collect it it's not always ready and sometime there are missing items.

The parking is on a meter this makes the service pretty much unusable for me.

It's not good that the number to call is an expensive not local number and when you ring at 8 o'clock the doctors are almost full. However I think I have always managed to see a doctor on the day I rang and have always been fitted in if it is urgent.

I would like to see the telephone number changed to a local number.

Appointments always 10 to 15 minutes late, not always easy to get appointments for the same day

Waiting time to get appointment could be improved

Patient not happy about parking

Improve the telephone connection especially between 8 and 8.30 which can be very costly



Stay in London Road, Do not think about going to Broadbridge Heath

Not always easy book on the day and not always to see Dr of your choice booking not always easy.

Telephoning surgery can be rather tiresome. No obvious solution or suggestion occurs to me.

Waiting time to get appointment could be improved.

## Staff comments

Our patient numbers have increased again this year by about 8% and it continues to put more pressure on the reception team. At this stage with only 33% of patients are signed up to on-line services, this has not eased the pressures of reception to date even though we have increased the number of on-line appointments available.

Patients seem keen to sign up for SMS texting over the on-line services, last year we introduced all the registration forms in our welcome pack so all new patients are completely aware of the online services.

We have continued to advertise the services in the surgery and on our website. We need to be able to reach our long term patients. We need to look at ways of achieving this.

We are now changing our telephone provider and changing from an 0844 number to a local number we have not had so many comments this year from our patients with regards to the phones.

Patients are beginning to try the new BP monitor in reception although in some cases they are taking their ticket home rather than putting it in the box provided.

Sometimes it is too busy in reception to be able to catch them to help the patients with the tickets. We will continue to monitor this. The aim is to save patients from making an appointment just to have their blood pressure checked. They can do it at a time that suits them.

Sometimes it is still difficult to get the patients to understand about the urgent appointments on the day and that we need to ask certain questions. Sometimes the GP's are happy to phone the patients to see if they need to come in or if it can be sorted over the telephone.

It has been a hard year for the staff with the growth of our patient list and many changes being made throughout the year and more changes to come with the new contract.



<b>COURTYARD SURGERY ACTION PLAN</b>	
<b>Actions Topics From Last Year</b>	<b>Actions to be taken</b>
Our website is going to be re-designed and will have more enhanced services with more links to other NHS services	The website has been re-designed and we will be continuing to add new information on an ongoing basis. We have added Courtyard Facebook to the website with good comments from patients. Its position will be changed to further up the home page.
Negotiations will be starting in April for a new telephone provider. Our current contract comes to an end in September 2014.	We have selected a new provider for our telephone system and we hope to have it installed in May 2015. This will revert us back to a local number instead of the 0844 number.
Advertising to increase patient awareness of our services, and looking at ways to increase the number of patients signed up for on-line services and SMS texting.	Advertising to patients to make them aware of our online services and text messaging continues. We still only have 33% of patients signed up. Although we have managed to sign up 47% to the SMS texting service. With the added service of being able to see their summary record on line in April, this may encourage more patients to sign up. We need to look at ways of offering the service to our long term patients.
We have used the same survey for the last few years so that we could make comparisons, but we will be looking at changing this. There is the facility to post surveys through SystemOne-online, we are looking at this for future surveys.	We have not used SystemOne on-line for surveys yet but will look into this further. The use of the newsletter for collecting patient's thoughts on the surgery and the service they received has worked well this year and we will look at producing this 2 or 3 times per year. This newsletter and a response form has been added to our website so that patients can comment at any time. There are so many options now for patients to give feedback but responses are still very low.
We are looking to start up a Patient Participation Group instead of the virtual group if we can get enough patients interested.	It has proved very difficult to get patients to commit to a Patient Participation Group. We will continue to try to set this up

We will continue to work on the actions above to make patients more aware of what is available to them.



APPENDIX 1

## Courtyard Surgery

### VIRTUAL PATIENT PARTICIPATION GROUP



Would you like to have your say about the services provided at Courtyard Surgery?

Courtyard Surgery would like to hear your views.

By providing your e-mail details we can add them to a contact list that will mean we may contact you by e-mail now and again to ask you a few questions.

Contact forms are available from reception and in the waiting rooms

Please complete the form and return it to reception.

**Please note: personal medical information or questions will NOT be responded to through this e-mail communication.**



**APPENDIX 2**

**Patient Participation Contact Form**

**COURTYARD SURGERY**

**If you have an e-mail facility**, and are happy for us to contact you, we would like to be able to occasionally ask you questions about the surgery. Short questionnaires would be e-mailed to you to seek your views on how well we are doing and to identify any areas that could be improved. Please leave your details below and hand this form back to reception.

**Name:** .....

**Address:**.....

**Postcode:** ..... **e-mail address:** .....

This additional information will help to make sure we try to contact a representative sample of the patients that are registered at this practice. (Please tick box)

Are you? Male  Female

Age Group	17 – 24	25 – 34	Employment Status	Employed	Long Term Sick
	35 – 44	45 – 54		Full time	Retired
	55 – 64	65 – 74		Part Time	Student
	75 – 84	Over 84		Self Employed	Carer
				Unemployed	Looking after home

To help us ensure our contact list is representative of our local community please tick the box against the following ethnic background you would most closely identify with:

**White**

British or Mixed British  Irish

**Mixed**

White & Black Caribbean  White & Black African

White & Asian

**Asian or Asian British**

Indian or British Indian  Pakistani or British Pakistani

Bangladeshi or British Bangladeshi

**Black or Black British**

Caribbean  African

**Chinese or other Ethnic Group**

Chinese  Any Other



How would you describe how often you come to the practice? (Please tick box)

Regularly

Occasionally

Very rarely

Patient Signature:	Date
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*Thank you for completing this form.*

**Please note: no medical information or questions will be responded to.**

*The information you supply us with will be used lawfully, in accordance with the Data Protection act 1998. The Data Protection Act 1998 gives you the right to know what information is held about you, and sets out rules to make sure that this information is handled properly.*