

BAWTRY AND BLYTH MEDICAL

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PATIENT REPRESENTATIVE GROUP ANNUAL REPORT

This is the second annual report from the PRG. The Patient Representative Group, was formed in August 2012, and has met a total of 4 times in 2013; in January, May, July and October, and once in January 2014, with the next meeting scheduled for May 2014. We would welcome more members to the group, if you have an interest in joining please contact any group member with your details. A full breakdown of the practice population and PRG members is shown below. During 2014 it is planned to endeavour to setup a virtual PRG for patients who do not have the time to attend formal meetings.

PRACTICE POPULATION					PRG MEMBERS		
AGE	MALE	FEMALE	TOTAL		MALE	FEMALE	TOTAL
Under 16	179	168	347				
17 - 24	104	102	206				
25 – 34	126	109	235				
35 – 44	155	150	305				
45 – 54	223	206	429				
55 – 64	237	222	459		2	1	3
65 – 74	201	185	386		1	1	2
75 – 84	95	104	199		1		1
Over 85	28	38	66		1		1
TOTALS	1348	1284	2632		5	2	7

The Practice Population is mainly White British with 89.72% stating that their ethnic background is White British; we have a small Asian population of 1.78% and the remaining 8.5% being mixed White Black. As shown above we are a fairly balanced practice in regard to gender with 51.22% male and 48.78% female. The PRG has done its best to reflect the practice breakdown but has so far failed to obtain younger or mixed race representatives, but the PRG is trying hard to recruit more members in these groups.

The practice has had a steady year and patient numbers have slowly declined to the 2600 mark over the past 6 years. Appointments with any doctor have remained at the level of 160 per week; appointments with the Practice Nurses have been increased to 105 per week from 85 and the level of patients who do not attend (DNA) for their appointment has reduced to 3% from 5%. The Practice Manager has installed a SNS reminder system which has helped to reduce the number of DNA's. The practice has recently (January 2013) employed a female part time doctor to broaden its clinical base and to respond to a need for a female doctor, there are no plans to change either the clinical staff or the administration staff. The practice has two full time male doctors and one part time female doctor, two practice nurses and a total of five administration staff.

Throughout 2013 the PRG has agreed areas of priority for them to work upon, these areas are:

- Membership of the PPEAG, the practice has been represented at all the PPEAG meetings and a comprehensive feedback has been given at each PRG meeting.
- Continual updating of both the practice website and NHS Choices website, this has been carried out by the practice manager to ensure that up to date and timely information is contained on both sites.
- The change of Bassetlaw CCG out of hours service, with the introduction of 111 running the Out of Hours service and the bad publicity in the media the PRG has asked the practice manager to keep them informed on any outcomes.
- Data Sharing, the PRG has shown some concerns regarding the sharing of clinical data and have tasked the practice manager to keep them informed of all aspects of data sharing.
- Introduction of a SMS messaging system, both the implementation of a no cost SMS text messaging system and the maintenance of the system has been given to the practice manager.
- Patient Survey.

The PRG have been responsible for setting up and carrying out the annual patient satisfaction survey details of which are included. The survey was carried out during the month of November 2013, the Practice Manager sent out 50 postal copies to randomly selected patients and paper copies were handed out to all patients who attended the surgery. In total the practice received 79 completed or partially completed questionnaires from patients. It was thought that this number of responses was low so the PRG asked if the Practice Manager could rerun the survey for another 3 weeks in late January 2014 and early February this resulted in another 91 replies giving a total of 170 which is 6.46% of the practice population

Both the PRG meetings in October 2013 and January 2014 concentrated on the Practice survey. The October meeting in getting the format of the questionnaire correct and in line with the PRG's requirements. The January meeting was dedicated to the results of the questionnaire and what to do next, details below:

- Influenza vaccination
- SMS Text messaging
- Car Parking
- Surgery Opening times
- Female Doctor
- Recall system for chronic disease monitoring

The meeting raised an action plan based upon the above criteria and tasked the practice manager with implementing the plan see details below;

- The PRG question on Influenza vaccination showed that most people were aware of the criteria for being vaccinated by the practice free of charge, but the fact that some were not prompted a lively discussion by the group resulting in the group asking the practice manager to amend the wording on the prescription counterfoil to show dates of birth for the over 65's as some confusion was shown by some of the replies.
- SMS text messaging is working well with the number of DNA's falling since the introduction of the system. Patients have also commented upon the "one off" messages sent out by the practice manager reminding people of flu vaccinations and the need to book in for annual checks. The PRG asked for details of how many patients had signed up for the system and asked if another campaign could be run during May and June to get more patients signed up for the system
- Once again car parking at both Bawtry and Blyth was raised by the survey. The PRG were concerned that this was still being raised and have asked the practice manager to contact the landlord of the Bawtry surgery to see if the current car park can be extended. The practice manager thinks that due to cost the car park would not be extended. The Blyth surgery would not be able to have a car park as there is no available land to build one upon and changes to the street parking would need to be raised by the patients to the local council.
- Surgery opening times once again was highlighted as an item of concern to some patients. The main complaint by some patients was the fact that the surgery was not open from 8am to 8pm 7 days a week. The PRG was informed that the contract signed by the partners gave a set of core hours which the practice fulfilled and that the practice had signed up to an extended hours contract which again was fulfilled by the practice, there were no plans in hand to extend the opening hours beyond the current hours.
- The practice has now employed a female part time doctor and this has been posted on the practice website and shown on posters within the practice.

- A full review of the recall system for chronic disease will be carried out by the partners and the practice manager during the early months of 2014.

Practice opening times are available for all to see on the practice website and at each surgery but are also shown below:

The results of the survey were in line with previous surveys carried out at the surgery and any shortcomings have been addressed by both the PRG and the practice in general a breakdown of the results is shown below.

BAWTRY SURGERY OPENING HOURS

Monday to Friday 08:00AM to 6:30PM

Bawtry Surgery Consultation Hours		
Monday	8:30AM - 10:30AM	Dr Perkins
	8:30AM – 11:00AM	Dr Stewart
	4:00PM - 5:00PM	Dr Stewart
Tuesday	8:30AM – 10:30AM	Dr S or Dr P
	8:30AM – 11:00AM	Dr Thomas
	2:00PM – 4:00PM	Dr Thomas
Wednesday	8:30AM - 10:30AM	Dr Perkins
	9:00AM - 10:30AM	Dr Stewart
Thursday	8:30AM - 10:30AM	Dr Perkins
	1:30PM - 3:00PM	Dr S & Dr P
Friday	08:30AM - 10:30AM	Dr S or Dr P
	3:30PM - 5:00PM	Dr S or Dr P
Nurse Clinic Consultation Hours		
Monday	08:00AM – 16:30PM	
Wednesday	09:30AM – 16:30PM	
Friday	09:30AM – 14:30PM	

BLYTH SURGERY OPENING HOURS

Monday 3:30PM to 5:30PM

Tuesday 6:00PM to 8:00PM

Wednesday 8:30AM to 11:30AM

Thursday 08:30AM to 11:00AM

Friday 9:00AM to 11:00AM

Blyth Surgery Consultation Hours		
Monday	3:30PM - 5:00PM	Dr Perkins
Tuesday	6:30PM – 8:00PM	Dr P or Dr S
Wednesday	8:40AM - 11:20AM	Nurse
Thursday	8:30AM - 11:00AM	Dr Stewart

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IMPROVING PRACTICE QUESTIONNAIRE

IT WOULD BE MUCH APPRECIATED IF YOU COULD PLEASE SPARE TIME TO HELP OUR PRACTICE IMPROVE THE SERVICE WE PROVIDE TO YOU BY ANSWERING THE QUESTIONS BELOW

- We would welcome your honest feedback.
- Please do not write your name on this survey.
- Please return to the practice before the end of November.
- If completed within the practice please either hand form to reception or deposit in box provided,

Please rate each of the following areas by circling one number on each line.

ABOUT THE PRACTICE	No Knowledge	Poor	Fair	Good	Very Good	Excellent
1. Your level of satisfaction with the practice's opening hours						
2. Ease of contacting the practice on the telephone						
3. Satisfaction with the day and time arranged for your appointment						
4. Opportunity to see a doctor within 48 hours for urgent appointments						
5. Comfort level of waiting room (e.g. chairs, magazines, noise, call system working well etc.)						
6. Respect shown for your privacy and confidentiality						
7. Length of time waiting in the practice to see a health care professional						
ABOUT THE STAFF	No Knowledge	Poor	Fair	Good	Very Good	Excellent
8. The manner in which you were treated by the reception staff						
9. Information provided by the practice about its services (e.g. repeat prescriptions, test results cost of private certificates etc.)						
10. The opportunity for making compliments or complaints to this practice about its service and quality of care						
FINALLY	No Knowledge	Poor	Fair	Good	Very Good	Excellent
11. The information provided by this practice about how to prevent illness and stay healthy (e.g. alcohol use, health risk of smoking, diet habits etc.) was....						
12. The availability and administration of reminder systems for ongoing health checks is...						
13. My overall satisfaction with this general practice						

Are you aware that this practice along with all other practices offers vaccinations against influenza each year? To be eligible for this **free** vaccination you must be within one of the listed groups:

- Be over 65
- Be between 2 & 3 years old
- Be a pregnant women
- Have a heart problem
- Have a chest problem or breathing difficulties, including bronchitis or emphysema
- A kidney disease
- Lowered immunity due to disease (such as steroid medication or cancer treatment)
- Liver disease
- Had a stroke or transient ischaemic attack(TIA)
- Diabetes
- A neurological condition for example multiple sclerosis(MS) or cerebral palsy
- A problem with your spleen, for example sickle cell disease or if you have had your spleen removed

Are you in any of these groups of patients?

YES

NO

If YES have you received a reminder to attend the surgery for your vaccination? YES NO

All people in the above groups are entitled to free flu vaccinations at the surgery and should have been reminded via text message and messages on prescriptions.

Any comments about how we could improve our service to patients?

Any comments about how the doctor or nurse could improve the service they provide to you?

Any other comments about the practice?

This information will not be used to identify you and will remain confidential.

How old are you, in years? _____

What is your postcode? _____

Are you Female Male

How many years have you been attending this Practice?

Less than five years

Five to ten years

More than ten years

If you have not visited the Practice website, why not go to site listed below and see what the practice can offer you.

www.bawtryandblythmedical.co.uk

THANK YOU FOR YOUR TIME AND ASSISTANCE

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ABOUT THE PRACTICE	No Knowledge	Poor	Fair	Good	Very Good	Excellent
1. Your level of satisfaction with the practice's opening hours	5	5	11	43	69	37
2. Ease of contacting the practice on the telephone	1	1	7	27	53	61
3. Satisfaction with the day and time arranged for your appointment	1	1	13	31	71	19
4. Opportunity to see a doctor within 48 hours for urgent appointments	10	1	7	35	61	56
5. Comfort level of waiting room (e.g. chairs, magazines, noise, call system working well etc.)	0	1	15	46	60	48
6. Respect shown for your privacy and confidentiality	1	0	6	16	46	71
7. Length of time waiting in the practice to see a health care professional	5	1	26	53	55	30
ABOUT THE STAFF	No Knowledge	Poor	Fair	Good	Very Good	Excellent
8. The manner in which you were treated by the reception staff	3	1	3	18	47	57
9. Information provided by the practice about its services (e.g. repeat prescriptions, test results cost of private certificates etc.)	8	0	15	28	60	59
10. The opportunity for making compliments or complaints to this practice about its service and quality of care	20	2	6	14	22	16
FINALLY	No Knowledge	Poor	Fair	Good	Very Good	Excellent
11. The information provided by this practice about how to prevent illness and stay healthy (e.g. alcohol use, health risk of smoking, diet habits etc.) was....	30	5	12	25	57	42
12. The availability and administration of reminder systems for ongoing health checks is...	17	3	12	20	38	53
13. My overall satisfaction with this general practice	0	1	5	29	69	66

Are you aware that this practice along with all other practices offers vaccinations against influenza each year? To be eligible for this **free** vaccination you must be within one of the listed groups:

- Be over 65
- Be between 2 & 3 years old
- Be a pregnant women
- Have a heart problem
- Have a chest problem or breathing difficulties, including bronchitis or emphysema
- A kidney disease
- Lowered immunity due to disease (such as steroid medication or cancer treatment)
- Liver disease
- Had a stroke or transient ischaemic attack(TIA)
- Diabetes
- A neurological condition for example multiple sclerosis(MS) or cerebral palsy
- A problem with your spleen, for example sickle cell disease or if you have had your spleen removed

Are you in any of these groups of patients? YES 98 NO 50
If YES have you received a reminder to attend the surgery for your vaccination?
YES 74 NO 22

All people in the above groups are entitled to free flu vaccinations at the surgery and should have been reminded via text message and messages on prescriptions.

Any comments about how we could improve our service to patients?

See Below

Any comments about how the doctor or nurse could improve the service they provide to you?

See Below

Any other comments about the practice?

See Below

Service to patients

Service good or better	28
Weekend opening	26
Longer opening hours	15
Open 8 to 8	9
Speech facility on surgery call system	6
On-line booking facility	6

Doctor or Nurse

Service good or better	38
Try to keep to appointment times	15
Chairs with arms in consulting rooms	9

Practice

Service is good or better	48
A Lady doctor	26
Lack of car parking spaces	22
All doctors on duty each day	14
A better and more up to date collection of magazines	12