

Dr P J Robinson & Partners

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Patient Participation Group Report 2013-2014

Background

The practice is signed up to take part in the Directed Enhanced Service (DES) for Patient Participation. The DES encourages practices to engage with patients and to start up and run a Patient Participation Group (PPG). When it was launched the DES specified that a series of actions, which are detailed below, were performed by the practice alongside the PPG throughout the year.

We have, in the past, discussed the results of patient surveys with a small group of patients who made suggestions for improvements etc. to the service provided by the practice but until 2011/12 had never had a formal PPG.

How did we form the group?

During April 2011 we began the process of recruiting patients to create a formal PPG. The process for this is outlined below.

Our aim in developing a PPG was to ensure that patients are involved in the quality of the services provided and have a say on decisions that affect patient care.

In response to the requirements of the Patient Participation DES we sought ways to reach patients and to make any group that we formed representative of the demographics of our patient base. We also sought the views of the Chairman of our local LINKs group. Our practice area covers 250 square miles and we felt that a way to ensure a spread of representation geographically would be to approach Parish Councils. The response from the

parish councils was very positive and the result was that the group was able to form very quickly.

Since its inception the group have undertaken some valuable work on behalf of the practice. There are currently 10 patients who form the main group and this meets approximately every 8 weeks. The Practice also has a Virtual Patient Participation group who are contacted for their opinions and feedback via email.

DES Component 1

Practice Profile

Our practice list is increasing steadily and we currently have 7989 registered patients. Patients who attend West Ayton and Seamer surgeries total 4988 and those who attend Snainton and Thornton Dale surgeries total 2998. There are very slightly more female patients registered than male.

Total number of patients by age/sex:

Age Range	Male	Female	Total
0 - 15	595	552	1147
16 - 24	355	297	652
25 - 39	474	490	964
40 - 55	840	876	1716
56 - 69	924	1010	1934
70 - 83	575	676	1251
84 - 97	128	189	317
98+	3	5	8
Total	3894	4095	7989

Patients who attend Snainton and Thornton Dale Surgeries:

Age Range	Male	Female	Total
0 - 15	222	205	427
16 - 24	135	101	236
25 - 39	165	174	339
40 - 55	320	344	664
56 - 69	378	402	780
70 - 83	199	230	429
84 - 97	45	75	120
98+	1	2	3
Total	1465	1533	2998

Patients who attend West Ayton and Snainton Surgeries:

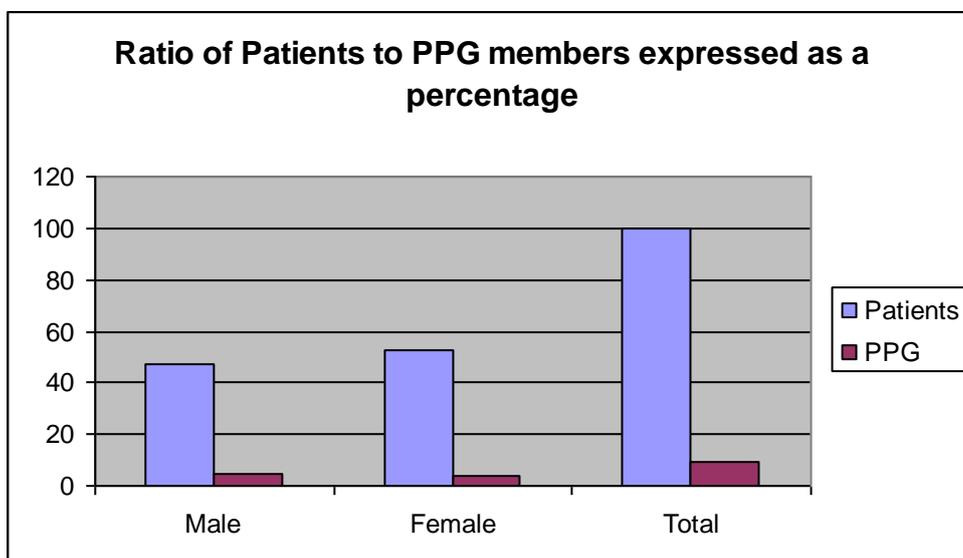
Age Range	Male	Female	Total
0 - 15	373	347	720
16 - 24	220	196	416
25 - 39	309	316	625
40 - 55	520	532	1052
56 - 69	545	608	1153
70 - 83	375	446	821
84 - 97	82	114	196
98+	2	3	5
Total	2426	2562	4988

Profile of the PPG

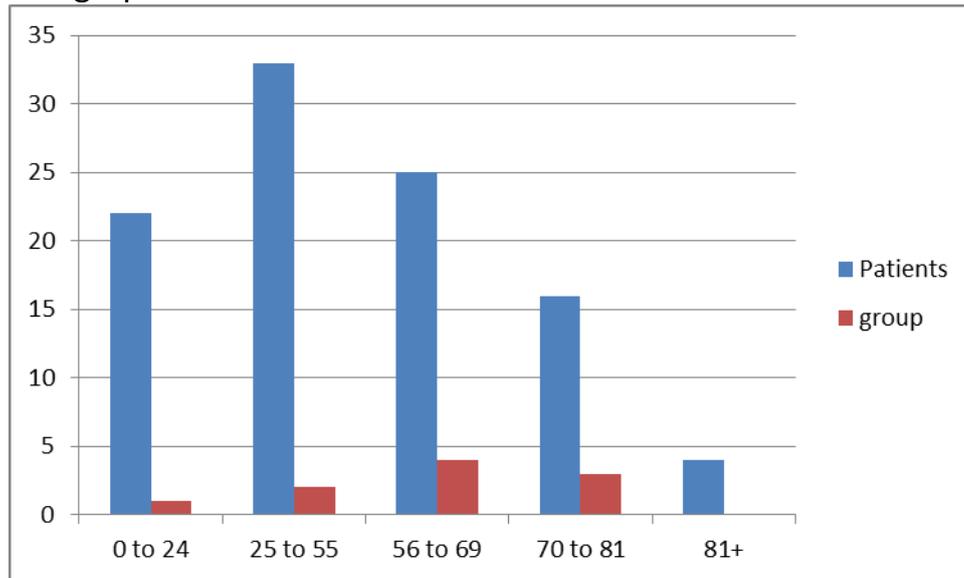
Our main patient group has 10 members who meet approximately every eight weeks. If there is a specific issue that the group wish to consider they may invite other patients with a specialist interest or guest speakers to come to meetings to provide the group with information and background. This group is supported by the Virtual Patient Group who are available to contact via email.

The age range of the group was initially older but this reflects our rural practice population quite well. In order to reach younger members we advertised this need to our patients and approached several to join the group – the result was that we managed to get two new members who are parents of young children – these two members have since found that they cannot commit the time to the group and have joined the virtual group. We have since that time recruited a sixth form college student who will, we are sure, bring a new dimension and views to the group. Membership of a virtual group is still being advertised and is growing slowly.

The graph below shows the membership of the group in relation to the patient base:



The graph below shows the ratio of PPG members in relation to patient in each age band



Based on the above graphs we believe our PPG is as representative as possible. We find that the patients included in the age band 25 to 55 are slightly under represented but this may be due to work commitments. Our patient profile has a large number of retired patients and therefore these are the people who volunteer to be involved with PPGs.

We have and will continue to try, to attract younger members to the group – specifically parents of young children but this proves to be a struggle. With this in mind we changed the timings of the meeting so that they rotate – 9.30am, 2.30pm and 6.30pm. However, we found that many members could not attend the 6.30pm meeting and changed it to 4.30pm.

Ethnicity: Our patient demographic is predominantly white British. It has been difficult to attract members of any different ethnicity.

The practice also has a virtual PPG and member's opinion is canvassed on relevant issues being decided by the PPG – including the patient survey.

DES Component 2

Issues for the Local Practice Survey

Between April and March the group met 7 times. A consultation exercise amongst PPG members was undertaken in December 2013. It was decided to conduct a survey of patient satisfaction on the supply of medication

The priorities for the 2014 survey were based on the degree of concern expressed in comments by patients in the 2012/13 survey about their continued lack of choice in having their prescriptions dispensed to them by the practice –v- having to take a printed prescription to a chemist. To give some background to this decision, in 2005 the PCT decided that there should be a chemist in East Ayton Village despite the fact that patients

at the Ayton Surgery were very satisfied with the dispensing service provided by the practice.

There was vociferous protest at the prospect of 2,500 patients being denied the opportunity to get their medication at the surgery. Serious questions were asked about the process that eventually appointed the Delivery Chemist over the bid from Ayton Surgery. Many local residents became determined to avoid giving the Delivery Chemist their business and to take their prescriptions further afield, despite the inconvenience. This inconvenience has been a source of annoyance to many patients since that time hence the comments received each time we conduct a patient survey.

We felt that in order to assess the satisfaction felt by patients who have to take their prescription to a chemist –v- those who have their medicines dispensed by the surgery we would conduct two surveys. The survey would be carried out on both dispensing and prescribing patients i.e. those who pick up (or have delivered) their medication from the practice dispensary and those who pick their medication up (or have delivered) from a Chemist.

Two questionnaires were produced:

The questionnaire (Survey 1), which was aimed at those people who pick up **their medication** at the practice, was available at the collection point in both West Ayton and Snainton Surgeries. For those people who either picked their medication up elsewhere or had it delivered to them by the practice, the questionnaire was placed in an envelope (along with a return SAE to the surgery) attached to the repeat slip and given to the patient with their medication.

The questionnaire (Survey 2), which was aimed at those people who pick up their **printed repeat prescription** from the surgery to take to a chemist were asked to fill in a questionnaire on how happy they were with the service provided by the chemist. Those patients who picked up their printed prescriptions filled in the questionnaire at the surgery reception desk. If patients had their medication supplied/delivered to them by a chemist the questionnaire was placed in an envelope (along with a return SAE to the surgery) and attached to the repeat slip of their prescription and given to the patient with their medication by the chemist.

The aim was to collect 200 of each of the surveys. As far as possible the same questions were asked on both surveys. Some questions were unanswered which made the analysis difficult to conduct. The results were also made more difficult to interrogate because some patients answered all boxes which negated their previous answers.

Practice Survey

Evidence attached:

A copy of each of the patient surveys is at **Appendix 1** to this report.

DES Component 3

Collating views and informing the PRG of the findings

A copy of the survey was given to patients who attend each of our four sites. The survey was conducted until we had received at least 200 responses. The amount of responses from each site correlated with the amount of patients registered there.

The results of the survey were then collated by our statistics specialist Carol Wrack who recorded these in excel format in order to give the members of the PPG the opportunity of inspecting this system. Carol then collated the results which are at Appendix 2 to this report

DES Component 4 & 5

The results were emailed to PPG members for consideration before discussion at our meeting during January 2014.

It was agreed that there is a stark contrast between the percentage of respondents from Thornton le Dale and those from Ayton surgeries using the nearest chemist to get their prescriptions dispensed. All Thornton le Dale respondents had their prescriptions dispensed at the chemist nearest to the surgery. Only 32% of Ayton respondents use the Delivery Chemist in East Ayton which is only a few hundred yards from the surgery.

Group members discussed the fact that only a third of respondents from Ayton use the nearest (Delivery) Chemist, this may be because the Surgery is open earlier, and closed later than the Chemist. A proportion of patients are not able to get their prescriptions filled after their appointment. If they need medication quickly, they have to travel into Scarborough which is a particular burden for elderly patients and those without a car.

It was agreed that the Patient Participation Group will continue to support local activists to pursue the matter to secure increased choice, enhanced service and better value for Ayton surgery patients. A member of Scarborough and Ryedale CCG Patient Participation Group is very supportive of the cause, North Yorkshire Healthwatch have asked to see the data on the use of the village pharmacy and a local Councillor recognises the conflict around patient choice.

Once discussion had taken place Pam Saltmer was asked to form a draft action plan for discussion at our meeting in March. The draft action plan was then discussed at a meeting of the PPG held in early March 2014 and the wording agreed before publication to the surgery website. **The action plan forms a part of this report**

Evidence attached:

2014/2014 Action Plan is at **Appendix 2** to this report.

DES Component 6

This report, which will be updated when necessary, will be available on the practice website no later than 31st March 2014.

A copy of the report has been sent to the PPG Members and to Virtual group members. We will inform patients of the survey results in the next practice newsletter which will be available online and at surgery reception desks

A copy of the report will be placed in all waiting rooms for any interested patients who cannot access the website.

Other DES components:

West Ayton and Seamer

Surgery Opening Hours and Access Arrangements

	Monday	Tuesday	Wednesday	Thursday	Friday
Dr Bartlett	09.00 – 11.00 15.00 - 18.00	8.30 - 10.30 16.30 - 18.00		09.00 – 11.00 16.00 - 17.30	
Dr Reay	08.20 – 10.30 16.00—18.00	08.30 – 09.32 10.30 – 11.30 (s) 15.00—17.50		08.30 – 9.32 10.30 – 11.30 (s) 15.30 – 18.00	
Dr Hobkinson		8.15—11.00 3.00—18.00	8.15—9.45 10.30—11.50 (s) 16.00—18.00		08.15 – 11.00 15.30—18.00
Dr Krill	8.50—10.38 15.00—18.00			8.30 - 10.30 16.00—18.00	8.30—9.40 10.30—11.30 (s) 15.00—18.00
Dr Lombaert	8.00—9.27 10.30—11.30 (s) 15.30—18.00		8.00—10.30 15.30—18.00		8.00—10.30 16.30—18.00

Snainton and Thornton Dale

Surgery Opening Hours and Access Arrangements

	Monday	Tuesday	Wednesday	Thursday	Friday
Dr Robinson	08.30—10.30 15.00—18.00	15.00—18.00	08.30—09.30 <i>11.00—12.00 (T/D)</i>		8.30—10.30 15.00—18.00
Dr Cappleman	<i>9.00—10.50 (T/D)</i> 15.30—18.00	8.30—9.30 <i>11.00—12.00 (T/D)</i> 3.30—18.00		08.30—10.30 15.30—18.00	
Dr Coppack	08.30 - 10.30 15.30 - 18.00		8.30—10.30 15.30—18.00	15.30—18.00	8.30—9.30 <i>11.00—12.00 (T/D)</i>

The surgeries are closed on Bank Holidays.

All surgeries are by appointment and we will endeavor to see patients with urgent problems on the day.

SATURDAY MORNINGS

We are able to offer a limited number of routine appointments to see a GP on Saturday mornings. We are also able to see patients with urgent problems.

Telephone Access

Appointments West Ayton and Seamer 01723 863100

Snainton and Thornton Dale 01723 859302

Dispensary West Ayton 01723 864553

Snainton 01723 859302

When the practice is closed, and you require medical attention please phone the Surgery number and you will be transferred to the Out of Hours Service.

Website

The practice has a website www.ayton-snainton.co.uk which contains lots of useful information. You are able to request your repeat medications and make appointments using a secure link from the website, please contact reception to receive your username and password.

Dispensary

The practice is able to dispense medication to our patients who live more than a mile away from a chemist. The dispensary staff also deal with most aspects of repeat prescriptions and can assist with the majority of queries that you may have about your medication. Please see the above numbers to contact dispensary. When the surgery is closed for bank holidays there will be a notice available with the duty chemist opening times.

Appendix 1

Dr P J Robinson and Partners – Patient Survey 2013/14 (for Patients who have their medication dispensed by the surgery)

1. How did you order your prescription?

Online Telephone Posted repeat slip Hand repeat slip in Auto Order

2. Do you pick up your printed repeat prescription at the surgery?

Yes (go to question 9) No (go to question 3)

3. Does a chemist pick up your prescription for you?

Yes No Other

4. If the chemist picks up your prescription from the surgery do you

Have it delivered to your home (please go to Q5)

Pick up your medicines from the chemist (please go to Q7)

5. If you have your medicines delivered how long after ordering it does it usually take?

1 – 2 days 2 – 3 days 3 – 4 days More than 5 days

6. How satisfied are you that the delivery driver is courteous and polite?

Highly Satisfied Satisfied Fairly Satisfied Not Satisfied

7. If you pick your medicines up from the chemist how long after ordering it does it take for it to be ready for collection?

1 – 2 days 2 – 3 days 3 – 4 days More than 5 days

8. If you have a query does the chemist sort that out for you

Always Sometimes Never Not had a query

9. Which chemist do you use?

Barrowcliffe Delivery Chemist East Ayton Delivery Chemist South Cliff
Northstead Morrisons Sainsburys
Gladstone Road Cohens Thornton Dale

Other Please state.....

Please tell us a little bit about yourself:

Are you ?

Male Female

How old are you?

Under 16 16 to 44 45 to 64 65 to 74 75 or over

Thank you for completing this Survey – Please either hand your completed form in at the surgery or in the envelope provided.

Dr P J Robinson and Partners

Patient Satisfaction Survey 2013/14

Appendix 2

Methodology and Action Plan

A consultation exercise amongst PPG members was undertaken in December 2013. It was decided to conduct a survey of patient satisfaction on the supply of medication. The Patient Participation Group Report, of which this action plan form a part, gives more detail on the rationale for doing this.

The survey would be carried out on both dispensing and prescribing patients e.g. those who pick up (or have delivered) their medication from the practice dispensary and those who pick their medication up (or have delivered) from a Chemist.

Two questionnaires were produced:

The questionnaire (Survey 1), which was aimed at those people who pick up **their medication** at the practice, was available at the collection point in both West Ayton and Snainton Surgeries. For those people who either picked their medication up elsewhere or had it delivered to them by the practice, the questionnaire was placed in an envelope (along with a return SAE to the surgery) attached to the repeat slip and given to the patient with their medication.

The questionnaire (Survey 2), which was aimed at those people who pick up their **printed repeat prescription** from the surgery to take to a chemist were asked to fill in a questionnaire on how happy they were with the service provided by the chemist. Those patients who picked up their printed prescriptions filled in the questionnaire at the surgery reception desk. If patients had their medication supplied/delivered to them by a chemist the questionnaire was placed in an envelope (along with a return SAE to the surgery) and attached to the repeat slip of their prescription and given to the patient with their medication by the chemist.

The aim was to collect 200 of each of the surveys. As far as possible the same questions were asked on both surveys. Some questions were unanswered which made the analysis difficult to conduct. The results were also made more difficult to interrogate because some patients answered all boxes which negated their previous answers.

The results were analysed and show that:

Ordering my Medication

66% of both patients on Survey 1 and Survey 2 telephone the surgery to order their prescription. 17% order their prescription online with the rest being either handed in, posted or placed on auto order.

PROPOSED ACTION: As only 17% of people order online we intend to publicise this service more widely, our dispensary staff are already offering this service to patients who pick up their medicines and prescriptions at the practice. This will be more convenient for some patients and will relieve pressure on surgery telephone lines.

Accessing my Medication

Survey 1: 72% of people pick up their medication from the surgery and 27% said they either pick it up elsewhere or have it delivered by the surgery delivery service. This is probably about the standard split that we would expect since quite a lot of people comment that they enjoy coming to the surgery.

Survey 2: Of those people who get a printed prescription only approximately 15% pick up their printed prescription themselves to take to a Chemist and 78% ask a chemist to pick up the printed prescription for them. Of that 78%, 65% collect their dispensed medication from the chemist when it's ready and 28% get it delivered to them.

PROPOSED ACTION: This is what we would expect the standard usage of a delivery service to be. Therefore no proposed action on this point

How long does it take to get my Medication?

In answer to the question 'how long after ordering are your medicines usually ready' Only 2% of patients who get their prescriptions dispensed by the surgery wait 3 to 4 days where 10% of patients who get their prescriptions dispensed to by a chemist also waits 3 to 4 days.

98% of patients who get their prescriptions dispensed by the surgery said they were ready in 1 to 2 days and 89% of patients who get their prescriptions dispensed to by a chemist got them within 1 to 2 days.

PROPOSED ACTION: From these figures it is apparent that the surgery patients receive their medication very quickly and the chemist patients do so also only fractionally less timely. Therefore no proposed action on this point

How satisfied are patients with the service they get from the Dispensary/Chemist

In answer to the question ‘how satisfied are you with the service provided by the surgery dispensary. 95% of patients said they were very satisfied and 5% said they were fairly satisfied. No patients expressed dissatisfaction with the service provided.

NO PROPOSED ACTION

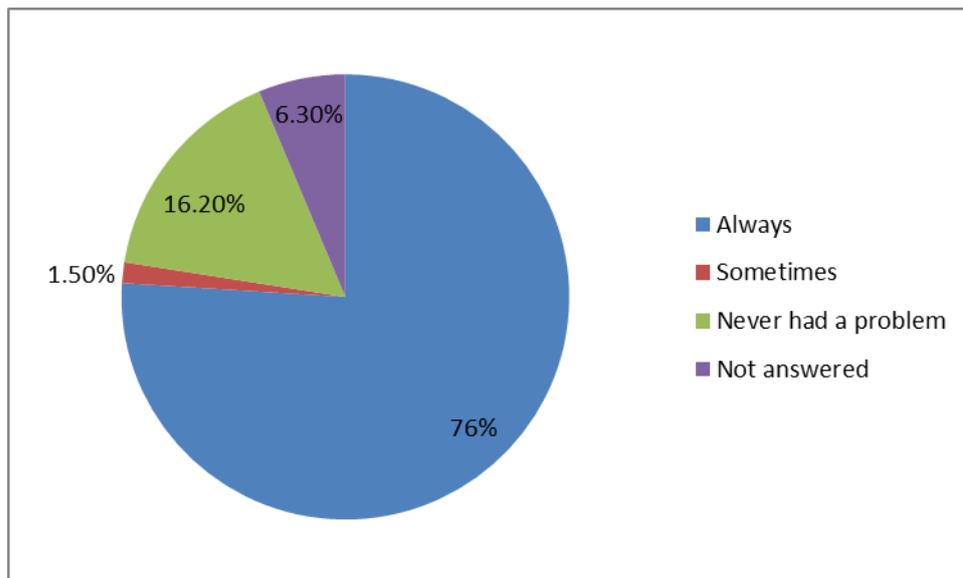
The Courtesy of the delivery driver for those who have their medication delivered

The results show that patients in both survey 1 and 2 are very happy with the courtesy of the delivery driver. **NO PROPOSED ACTION.**

With regard to queries about their medication being dealt with,

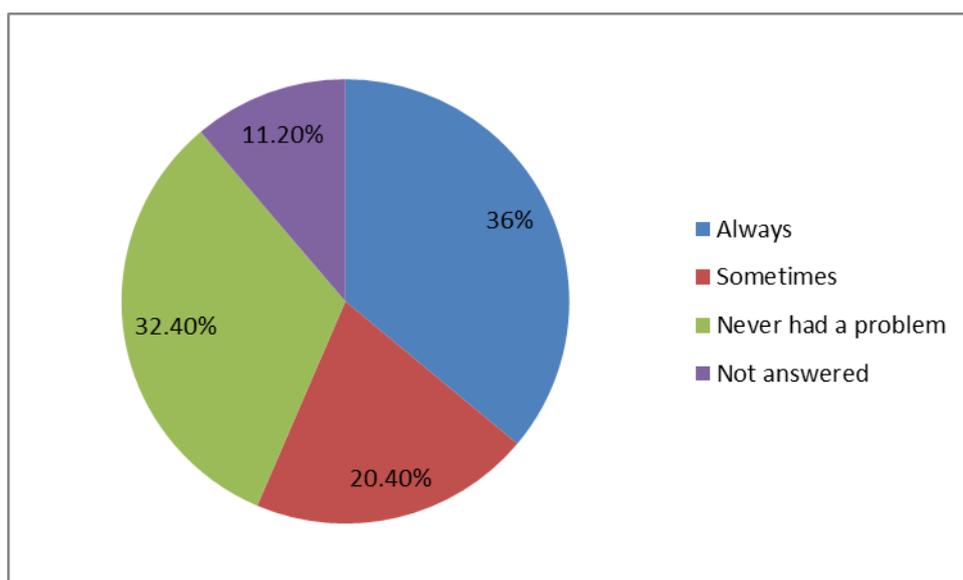
From the Surgery Dispensary

76% of patients whom received a service from the surgery dispensary felt that staff could sort it out for them and 1.5% felt that they could sometimes sort it out. 16.2% had never had a query.



From a Chemist

With regard to queries about their medication being dealt with, only 36.1% of patients whom received a service from the chemist felt that staff at the chemist could sort it out for them and 20.4% felt that they could sometimes sort it out. 32.4% had never had a query and many were left unanswered.



PROPOSED ACTION: It is apparent that the patients who get their medication from the surgery dispensary are able to get their queries sorted out very quickly and to their satisfaction, this probably being that the dispenser has ready access to the patients GP. We will share these findings with the Dispensers, the Chemists and NHS England.

Which Chemist Patients use:

In answer to which chemists' people who get a printed prescription use it would seem that 100% of patients who responded and live in Thornton Dale get their prescriptions at their local chemist in the village. The majority of patients living in the East and West Ayton area get their prescriptions from a variety of chemists – mainly Morrison's Delivery Chemist, Barrowcliffe and Northstead. We would have expected that more people would use the Delivery Chemist in East Ayton Village but under a third of the respondents say they use that chemist.

There is a stark contrast between the percentage of respondents from Thornton le Dale and those from Ayton surgeries using the nearest chemist to get their prescriptions

dispensed. All Thornton le Dale respondents had their prescriptions dispensed at the chemist nearest to the surgery. Only 32% of Ayton respondents use the Delivery Chemist in East Ayton which is only a few hundred yards from the surgery. It seems likely that this discrepancy is due, in no small part, to the recent history about the arrival of the Delivery Chemist in Ayton.

In 2005 the PCT decided that there should be a chemist in East Ayton Village despite the fact that patients at the Ayton Surgery were very satisfied with the dispensing service provided by the practice.

PROPOSED ACTION – Less than one third of the respondents use Delivery Chemist in East Ayton, a heavily subsidised chemist. On application it was decided by the then PCT that it was necessary and desirable to have a chemist in the village of East Ayton. As a consequence of this over 2500 patients were denied the choice to have their prescriptions dispensed by the surgery and had to take them elsewhere. There were many protests at that time but none were upheld and the Delivery Chemist arrived. Many patients decided that they would not use the chemist and as only less than a third of the respondents now appear to use it perhaps it's time for NHS England to review the necessity for a subsidised pharmacy in the village. Members of the PPG would welcome the opportunity to discuss this point with NHS England.

Male/Female Respondents

There was a fairly equalled 50/50 split of Male/Female respondents and, in line with practice demographics a bias towards the older age group.

CONCLUSION

Although the patients who do not have their medication prepared for them by the surgery complain that they are not happy with having to have their medications dispensed by a chemist, it would seem that the service provided by most of the chemist is appreciated. It is more the inconvenience of having to take their prescriptions to the chemist that people object to.

The patients who had their dispensing rights revoked still say they would like to exercise choice and have their prescriptions dispensed by the surgery, particularly when the chemist is closed but the practice is still open. This often happens when the doctor prescribes urgent medication to a patient who has been to the surgery and they find that the nearest Chemist, the Delivery Chemist, is not open after 5pm (Surgery open until 6.30pm) or on Saturday mornings. Patients (often not feeling well) have to go to find a chemist that is open to dispense their medication. This can be a real problem for some elderly people who do not have transport. The practice is powerless to help in these situations.

*Percentages are rounded nearest whole number