



# BILLINGHAY MEDICAL PRACTICE

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## LOCAL PATIENT PARTICIPATION (LPP) REPORT

### PATIENT PARTICIPATION GROUP ANNUAL REPORT 2012/13

The Billinghay PPG started in early 2012 and has continued to go from strength to strength. The membership has increased from 8 to 17 in 12 months and the number of patients attending the meetings range from 10 to 15.

In the beginning, every effort was made to capture as wide an audience as we could to reach the ethnic minority population and the 'hard to reach' groups registered with our practice. Patients of all ages were encouraged to join the group. A chart detailing practice ethnicity is shown in Appendix A.

### Meetings and Membership

The PPG meetings are held bi-monthly and the first one was held at the practice on 8 February 2012. The original Chair Persons and Treasurer remains the same as the previous year and regularly in attendance from the surgery is Dianne Jackson, Practice Manager, Vicky Howseman, Lead Receptionist and Susan Burrows, Dispensary Manager. Minutes of the January meetings is included in Appendix B.

The profile of the members represented at the meetings is as follows:

<b>Male</b>	17.65%
<b>Female</b>	82.35%
<b>Age Group</b>	35 – 44 = 17.65% 45 – 54 = 29.41% 55 – 64 = 23.53% 65 – 74 = 11.76% 75 – 84 = 17.65%
<b>Disability</b>	41.18% with a disability 58.82% no disability
<b>Limited Activity</b>	17.65% limited activity 82.35% no limit on activities
<b>Ethnicity</b>	88.24% British 11.76% no answer
<b>Frequency of visiting the practice</b>	64.71% Occasionally visit 23.53% Regularly visit 11.76% Very rarely visit

Membership is still open, although limiting membership has been discussed due to the fact that considerable number of people turned up to one of the meetings.

If you would like to join, please contact Vicky Howseman on 01526 869205.



## **The Survey**

The contents and layout of the survey was discussed and agreed in January 2013 at a PPG meeting. PPG members were asked to comment on the layout and content; and advise the practice if they would like to make changes. See Appendix B. The comments made by the members were taken on board and amendments made to the survey. Once agreed, the survey was given out to patients who attended the surgery between the dates 14 and 18 January. In addition, as in 2012, the survey was taken to the Derby and Joan Club (a combination of North and South Kyme patients) by Barbara Baxter, a PPG member. The results were collated and circulated to the PPG members. Responders totalled 2% of the practices population. The results from the questionnaire are shown in Appendix C.

Again, the result of the survey demonstrates that the majority of patients feel we provide an 'excellent' or 'good' service and the satisfaction has increased in all areas since last year. The survey was sent by email or posted to members for them to comment at the next meeting. Meetings are held bi-monthly and the next one was planned for early March. Unfortunately, this had to be moved to the middle of March due to personal circumstances of the Chair.

## **Action Plan**

The Action Plan drawn up is available to view - Appendix D.

When looking at areas to address these include a patient leaflet to explain the appointment system, extended opening times and further clarity on the Nurse Practitioner role. These will be discussed at the next meeting in May 2013.

## **Summary**

The survey has shown us that patient satisfaction has improved on last year and Billinghay Medical Practice is delighted with the results. There are areas which could be improved upon and we will continue to work with the PPG to ensure we maintain high standards in providing a service to our patients.

## **Additional Information: Opening times**

We would like you to know that we are open on the following days:

Monday to Friday 8.00 a.m. to 6.30 p.m. During these times patients may access the practice in person or by telephone. The doctor's consulting times generally run from 9.00 a.m. to 11.40 a.m.

In the morning and from 2.00 p.m. to 4.40 pm or 3.00 p.m. to 5.30 p.m. in the afternoon. Please be aware they may be subject to variation during certain times of the year. You may ask for a telephone consultation if required.



Appendix A

## ETHNICITY PROFILE FOR BILLINGHAY MEDICAL PRACTICE

ETHNICITY	BASE NUMBER	ACTUAL	PERCENTAGE OF LIST
African	4575	3	0.06%
British or Mixed British	4575	1369	29.92%
Caribbean	4575	1	0.03%
Chinese	4575	1	0.03%
Indian or British Indian	4575	1	0.03%
Irish	4575	7	0.15%
Other Asian Background	4575	7	0.15%
Other Mixed Background	4575	4	0.09%
Other White Background	4575	21	0.46%
Other	4575	7	0.15%
White and Asian	4575	4	0.09%
White and Black African	4575	9	0.19%
No record on system	4575	3141	68.65%
		<b>4575</b>	<b>100%</b>



**BILLINGHAY MEDICAL PRACTICE**

**PATIENT PARTICIPATION GROUP**

**Minutes of the meeting held on  
9 January 2013 at 6.00 pm**

**Venue: Billinghay Medical Practice**

**Present:** Barbara Baxter, (BB) Patient (South and North Kyme)  
Marilyn Carroll, (MC) Patient  
Colin Cox (CC) Patient  
Robert Dowse, (RD) Patient  
Melanie Farley (MF) Patient  
Joan Gilbert, (JG) Patient  
David Hart (DH) Patient  
Vicky Howseman, (VH) Lead Receptionist  
Dianne Jackson, (DJ) Practice Manager  
Carol Lish, (CL) Patient  
Kathryn Locke, (KLo) Patient  
Juneta Wilson, (JW) Patient  
Caroline Oldham (CO) Patient  
Deena Wood, (DW) Patient  
Angela Woodward, (AW) Patient

**Apologies:** Susan Burrows, (SB) Dispensary Manager, BMP  
Jo-Ann Clegg, (J-C) Patient  
Marie Marshall (MM) Patient  
Carol Willingham, (CW) Patient and Clerk to Parish Council Billinghay

**Guest Speaker: None**

**1. Chairman's Comments**

JW wished everyone present a 'Happy New Year'.

**2. Apologies**

See list above.

**3. Minutes of the previous meeting.**

The minutes of the last meeting held on 7 November 2012 were agreed as correct.  
Nominated by Barbara Baxter and seconded by Marilyn Carroll.

**Actions**

#### 4. Matters arising.

JW asked if Carol had been in contact with Karen Bond regarding Basic Life Support training. As far as anyone in the group was aware, she hadn't, so JW will chase it up. DJ spoke to the doctors about the positioning of the defibrillator, but it needed further discussions with the wider clinical team and Ambulance control. DJ to report back at next meeting.

DJ

DJ stated there were no further developments regarding the Billinghay Pharmacy application.

JW stated that Dr Ken Leeper had made the decision on the 0844 number.

DJ reported that the practice will salt the car park and paths when it is icy. The practice proposes to place a bin outside the front door to aid salting. A discussion took place regarding the walkway for patients and DH suggested painting a path with lines on it diagonally across the car park. CC agreed and stated that at least it would be a warning to drivers that someone on foot would be walking within the lines. JW stated that under the law, you are able to salt and you are not liable if someone slipped.

KLo informed the group of a patient last year who was soaked right up to his knees outside the dispensary window. The water collects outside the window (not sure if there is a grate nearby) so DJ to investigate and report back to the group.

DJ

DJ and VH suggested putting a bookcase underneath the red suggestion box, instead of fixing a table to the wall which would be potentially unsafe. The forms would be placed on top so patients could write their comments comfortably. CO stated that it is not user friendly for disabled patients. A discussion took place on whether, or not, to move the comments box. CW suggested leaving it where it is, just lower it. CL stated children had been posting leaflets in the box. MF proposed putting out envelopes for the patients who cannot reach.

DJ, when asked how the new computer software was going, reported 'getting better'. The practice is not at the stage yet for online booking or ordering repeat prescriptions yet. DH asked if it was possible for an indication of future dates when these might happen. DJ said there may be frustration for patients when booking online (not enough appointments) which would be worse than the current system. There has been a rumour that the Government is looking paying practices to update their websites.

DJ reported that the automated check in is imminent.

#### 5. Survey/Action Plan

The practice will be carrying out another survey; this time initiated by the Government: Friends and Family test.

DJ circulated the results of the survey carried out last year and asked if the members if they were happy with format, or would they like to make changes. A discussion was held with the members regarding the distribution of the survey and to whom. All agreed that it should be handed out at the surgery (the same as last year) as these are the people who have attended the practice and would be in the best position to comment. All agreed that

there was little point in posting it to patients who rarely attend and it would be a waste of time and money if the surveys were not returned. MF suggested using Survey Monkey for the patients who are familiar with computerised surveys. BB volunteered to take the surveys to the North Kyme Derby and Joan Club again. To reach the 'hard to reach' groups, MF volunteered to set up a Facebook page to advertise the survey.

The format of the survey was discussed and CO suggested reducing the options so there are only four (which stops people picking the middle of the road option) and adding a tick box which the patient could mark to say that they had never seen a doctor, nurse etc.

The survey would be carried out for one week in February 2013. As soon as it was completed it would be circulated to the members.

The action plan was updated.

#### **6. Maximum membership numbers of PPG**

This was discussed and will be brought back to next meeting for a decision to be made.

#### **7. Members' comments**

CL stated that the Government had stopped the premium rate number in April 2010. She also stated that she was unhappy that the decision was made and pushed through at the meeting she was unable to attend. RD agreed with CL's comments. BB said we should respect Dr Leeper's business decision. CL stated she would speak to Dr Leeper the next day.

#### **8. DATE AND TIME OF NEXT MEETING:**

Weds, 6 March 2013, 6-7 pm at Billinghay Medical Practice



**Billinghay Medical Practice Survey Results 2013**

**Section 1 Your Doctor**

	Excellent	Good	Average	Poor	N/A	
Q1 Their Knowledge about you and your needs.	68.0%	25.0%	0.00%	0.0%	7.0%	100.0%
Q2 Their level of caring	78.0%	15.0%	0.0%	0.0%	7.0%	100.0%
Q3 How well they explained things to you	73.0%	17.0%	2.0%	0.0%	8.0%	100.0%
Q4 How well they listened	76.0%	16.0%	0.0%	0.0%	8.0%	100.0%

**Section 2 The Nurse Practitioner**

	Excellent	Good	Average	Poor	N/A	
Q1 Their knowledge about you and your needs	52.0%	35.0%	2.0%	0.0%	11.0%	100.0%
Q2 Their level of caring	60.0%	27.0%	2.0%	0.0%	11.0%	100.0%
Q3 How well they explained things to you	56.0%	30.0%	2.0%	0.0%	12.0%	100.0%
Q4 How well they listen	62.0%	25.0%	1.0%	0.0%	12.0%	100.0%

**Section 3 The Practice Nursing/Health Care Assistant Team**

	Excellent	Good	Average	Poor	N/A	
Q1 Their knowlegde about you and your needs	44.0%	27.0%	3.0%	0.0%	26.0%	100.0%
Q2 Their level of caring	46.0%	24.0%	3.0%	0.0%	27.0%	100.0%
Q3 How well they explained things to you	46.0%	25.0%	2.0%	0.0%	27.0%	100.0%

**Section 4 Please rate our reception staff for:**

	Excellent	Good	Average	Poor	N/A	
Q1 Helpfulness	68.0%	26.0%	1.0%	0.0%	5.0%	100.0%
Q2 Knowledge	57.0%	35.0%	2.0%	0.0%	6.0%	100.0%



Q3 Politeness	70.0%	22.0%	3.0%	0.0%	5.0%	100.0%
Q4 Friendliness	69.0%	24.0%	2.0%	0.0%	5.0%	100.0%
Q5 Efficiency	63.0%	28.0%	4.0%	0.0%	5.0%	100.0%

**Section 5 Please rate our dispensary staff for:**

	Excellent	Good	Average	Poor	N/A	
Q1 Helpfulness	66.0%	29.0%	1.0%	0.0%	4.0%	100.0%
Q2 Knowledge	59.0%	37.0%	0.0%	0.0%	4.0%	100.0%
Q3 Politeness	64.0%	30.0%	2.0%	0.0%	4.0%	100.0%
Q4 Friendliness	63.0%	29.0%	4.0%	0.0%	4.0%	100.0%
Q5 Efficiency	65.0%	29.0%	3.0%	0.0%	3.0%	100.0%

**Section 6 How easy do you generally find booking an appointment?**

	Yes	No	No answer	
Q1 Do you understand the appointment system?	91.0%	5.0%	4.0%	100.0%
Q2 Do you understand what is a 'routine' appointment?	92.0%	3.0%	5.0%	100.0%
Q3 Do you understand what is an 'urgent' appointment?	95.0%	1.0%	4.0%	100.0%
Q4 Do you get an appointment on the day you wanted?	89.0%	6.0%	5.0%	100.0%
Q5 Are you happy with the appointment system?	87.0%	7.0%	6.0%	100.0%

**Section 7 Thinking about how the surgery runs, how do you feel about:**

	E	G	A	P	No answer	
Q1 The opening hours	43.0%	51.0%	4.0%	0.0%	2%	100.0%
Q2 Waiting times	37.0%	49.0%	12.0%	0.0%	2%	100.0%
Q3 The phone system	35.0%	49.0%	12.0%	2.0%	2%	100.0%



Code: E=Excellent G= Good A=Average P=Poor

**Section 8 How do you feel we do overall?**

Q1 Overall, are you satisfied with the surgery?

	ES	MS	NSND	VD	No answer	
	84%	12.0%	1.0%	0.0%	3%	100%

Code: ES=Extremely Satisfied MS=Moderately Satisfied NSND=Neither Satisfied, nor Dissatisfied VD=Very Dissatisfied

**Section 9 Recommending us**

Q1 Considering the way you are treated by the whole practice team, including the medical staff, how likely would you recommend us to a friend?

	Very Likely	Likely	Neither likely or unlikely	Unlikely	Very unlikely	No answer	
	82.0%	14.0%	0.0%	0.0%	0.0%	4.0%	100.00%

**Section 10 About you**

**Age**

	Under 18	19-40	41-60	61-80	Over 80	No Answer
	2.0%	29.0%	33%	20%	9%	7%

**Gender**

	Male	Female	No answer	
	26.0%	55.0%	19.0%	100.0%

**Do you consider yourself to have a disability?**

	Yes	No	No answer	
	18.0%	77.0%	5.0%	100.0%

**What is your ethnic background?**

	White British	White European	White Other	PNTS	No answer	
	93%	1.0%	0.0%	0.0%	5.0%	99%

PNTS=Prefer not to state



## BMP Patient Participation Group Action Plan

**Completed by : Dianne Jackson, Practice Manager in conjunction with Billinghay Medical Practice Patient Participation Group**

**Date: 7 February 2013**

**Version No.: 6**

Survey Section	Aim/Objective	Action required	Led by <i>(who is responsible)</i>	Timescale <i>(When will it be achieved)</i>	Completed Date	Comments
Section 1 Your Doctor:	To discuss and improve on any areas identified in the survey which is less than GOOD.	No action required.				The results for the doctors was acceptable and no improvement was needed.
Section 2 The Nurse Practitioner.	To discuss and improve on any areas identified in the survey which is less than GOOD.	It is still not clear regarding the role of the Nurse Practitioner for some patients. Bring back to next meeting a further discussion on their role. A member suggested putting names and pictures of staff on the wall at the surgery.	Dianne Jackson	6 months		Despite having had a presentation by the Nurse Practitioner and alterations to the practice leaflet, the group was still unsure if the patients really understood the Nurse Practitioner role. All agreed to bring back to next meeting in May.
Section 3 The Practice Nursing/Health Care Assistant Team.	To discuss and improve on any areas identified in the survey which is less than GOOD.	All agreed scores were good and no action was required.				
Section 4 Reception Staff.	To discuss and improve on any areas identified in the survey which is less than GOOD.	The scores for reception had improved since 2012, therefore no action required.				
Section 5 Dispensary Staff.	To discuss and improve on any areas identified in the survey	The dispensary has been going through a major change with the				



	which is less than GOOD.	introduction of SystmOne.				
Section 6 Book an appointment	To discuss and improve on any areas identified in the survey which is other than YES.	Create a simple leaflet explaining the appointment system to patients	Dianne Jackson	3 months.		Dianne Jackson to create a leaflet and bring back to the meeting in May.
Section 7 How the surgery runs.	To discuss and improve on any areas identified in the survey which is less than GOOD	The practice to look again at the opening hours and extending them.	Dianne Jackson	6 months.		Dianne Jackson to speak to the GPs re extended opening times. To be discussed further in May.
Section 8 Satisfaction.	To discuss and improve on any areas identified in the survey which is less than MODERATELY SATISFIED.	Satisfaction is high. No action required.				
Section 9 Recommend to a friend.	To discuss and improve on any areas identified in the survey which is less than LIKELY.	The score had improved for this section, therefore, no action to be taken				The practice has signed up to the national initiative 'Family and Friends Test' to assess how the patients feel about Billinghay Medical Practice
Section 10 Personal Information.	To discuss and improve on any areas identified in the survey which would improve on surveying the 'hard to reach' groups.	No action required.				Everyone was happy how the survey was conducted.  Facebook was used to reach younger members.