



The Orchard Surgery, Bromborough Village Road, Bromborough, Wirral, CH62 7EU.

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The Orchard's Harvest

The newsletter of the Orchard Surgery Patient Participation Group.

Spring 2016



Chair: -

Alison Ellison

Patient

Representatives: -

Pauline Atkinson,

Angela Davies,

Denis Dowler,

Muriel Gosling,

Brian Kelly

Robin Kirby,

Beryl Lord,

Peter Macready,

Louise Rigby,

Kerry Rooney



We also have a virtual Patient Panel group, they are contacted via email and will be part of all decision making.



Our link with the practice is: -

Karen Livesey,
Practice manager

And our secretarial support comes from: -

Sam Jones



The Patient Participation Group was formed in 2011 and has met monthly ever since. It is now 2016 and we are still looking for new members, we also have a virtual patient group who are contacted by email so if you are interested in being part of either group please let us know as there are places available in both groups. Contact details are posted in the waiting room on the Patient's notice board.

The Panels take part in a number of activities including recently,

- the CQC assessment of the practice.
- Appointing a new practice manager.
- The annual patient survey.

The practice was rated as good in all areas of the CQC Report, it also recommended some areas that needed some work.

The new practice manager is Karen Livesey and there is a photo. and short biography inside.

The results of the survey are also included as are the panel's recommendations.



Dr Conlon has informed the panel of some changes to services including increased physio support, monitoring of prostate conditions and extra hours by Dr Wyatt

– we recommend you check with reception if you feel these changes will help you.

DIARY DATES.

11th June 2016: **NAPP Annual Conference, Transforming Services Together: Transformation, Integration and Federation – What do they mean for Patients?** At the Park Hotel, Stretton, Cheshire.

6th – 11th June 2016: **Patient Participation Groups Awareness week**



Meet - Karen Livesey - Practice Manager

Karen was born and has lived most of her life in Wirral apart from short periods in London, Brighton and Glasgow. Her career began in the hospitality and leisure industry where she gained experience in all aspects of customer service and was a key driver in the establishment and growth of a family business.



In 2003 Karen decided to retrain in IT and Business Administration and during this time began voluntary work to gain new skills and experiences from a different sector. Karen has continued with voluntary work since that time and has also spent the last 10 years working in the Voluntary, Community, and Faith Sector, alongside Public Sector organisations. She has been involved in a company merger, consortia development and management, securing and delivering a number of European funded projects, volunteer management, staff learning and development as well as working at a strategic level to support the ambitions of Wirral people. She continues to work in the voluntary sector supporting investment in a new Voluntary Sector Hub planned for Birkenhead and in a voluntary capacity as a Director for Healthwatch Wirral CIC.

Karen's interests include her new puppy Leo, spending time with her Husband and two Daughters and trying to finish her home renovation project!

Karen is delighted to join the team at The Orchard Surgery and is looking forward to working with the patient panel.

🍎 Top Five health and care issues for 2016 -as raised by local people

The work of the Healthwatch network is shaped by the concerns that local people raise with 152 Healthwatch organisations. Healthwatch England's annual survey of health and care priorities reveals the five top issues for 2016. Primary care services, in particular access to GPs and NHS dentists, was a close highest on the list, with the top priority being access and quality of mental health, citing reports from the public about lengthy waiting times for treatment referral, GPs 'not understanding' their mental health needs and a lack of community and crisis care. Other issues are social care services, the need for services to work better together and concerns about hospital discharge.



Reducing Missed Appointments (DNAs)

The Department of Health has published results of a trial of a system of text messaging reminders to reduce missed hospital appointments. DNAs (Did Not Attend) are a significant problem in most GP practices and some have used text reminders. Results of this randomised controlled trial of the reminder message sent to patients showed that if the message included the specific cost to the NHS of not attending, the patient was more likely to attend or rearrange their appointment -rather than miss it.

What do you think?



Patient Choice: Outpatient appointments – your right to choose

Research shows that patients referred for outpatient appointments are often unaware of their right to choose where the appointment takes place and which consultant's team treats them. NHS England's Patient Choice Unit invites the public, patients and carers to regional patient engagement events between 18th February and 3rd March in London, Birmingham, Leeds, Southampton, Bristol and Newcastle on Tyne to find out what patients know about their legal rights to choice and how they would like to receive information about outpatient appointments options. Findings will inform improvements to the national patient choice programme and help to shape an awareness raising campaign.

You can register on the internet and choose at 'Patient Choice Engagement Events'
All reasonable travel expenses will be covered and lunch provided.

Further information from Oliver Wilkinson
Oliver.wilkinson@nhs.net 0113 825 1448



If you would like to join the Patient Panel or the Virtual Group, please contact: -

Alison Ellison on 07540 304399 or email alison.lancelyn2@tiscali.co.uk.

Other information can be found on our notice board in the waiting room or the Orchard Surgery website.

Orchard Surgery Opening Times

Monday	08.30am – 6.30pm
Tuesday	08.30am – 6.30pm
Wednesday	08.30am – 8.00pm
Thursday	07.00am – 6.30pm
Friday	08.30am - 6.30pm
Weekend	CLOSED

Please be aware that the extended hours on Wednesday and Thursday are intended to cover appointments for patients who cannot attend during normal surgery hours however at present they are not exclusive.

The Orchard Surgery Patient Panel, Annual Survey Results 2016

Question 1.

Opening hours and reception?

		Poor	acceptable	Good	Very good
1.	Practice opening hours	4	35	91	46
2.	Times available for appointments	45	51	56	24
3.	Courtesy of reception staff	1	18	56	109
4.	Privacy at reception	10	18	59	88

Question 2.

Telephoning the practice?

		Poor	acceptable	Good	Very good
1	Contacting the surgery by phone	70	42	44	17
2	Helpfulness of staff	4	24	55	90
3	GP phone consultations	2	19	51	62

Question 3.

Appointments

1	How soon were you able to see any doctor	Same day	73	Next day	30	Within 2 days	25	longer	40
2	How do you rate this	poor		acceptable	48	Good	45	Very good	37
3	How soon were you able to see your own GP	Same day	36	Next day	20	Within 2 days	16	longer	92
4	How do you rate this	poor	73	acceptable	44	Good	37	Very good	18
5	How long do you wait before going in to your consultation	Same day	9	Next day	50	Within 2 days	83	longer	32
6	How do you rate this	poor	33	acceptable	85	Good	37	Very good	12

Question 4.

Doctor consultations

		Poor	Acceptable	Good	Very good
1	How well do you think your doctor listens	1	8	44	113
2	Rate the amount of time your doctor gives you	2	20	59	85
		The same or less		A little more	Much better
3	After seeing your doctor do you feel better able to cope	21	44	100	
4	Do you have enough information	21	47	96	

Question 5.

Nurse Consultations

		poor	acceptable	Good	Very good
1	Does the nurse give you enough time		19	52	84
2	Listen to you		11	57	85
3	Treat you with care and concern		10	51	91

Question 6.

Are you aware of the different patient groups?

yes	no
90	72

Demographics

Under 30	15	Between 30 and 60	47	Over 60	102
Are you		male	55	female	108

Summary

Having carefully considered the issues around the survey, including the numbers collected the ways it was completed, the somewhat skewed demographics and the absence of a practice manager, I believe it is still a valid tool for understanding how patients feel about the services they receive from the practice over the last year. Looking initially at the areas that patients deem as good or very good, these three areas are: -

- Reception staff are deemed to be very good at showing curtesy and helpfulness to patients on both a face to face basis and over the telephone.
- Patients rated GP consultations as very good, and named listening, giving sufficient time and feeling better after seeing them as three areas of satisfaction.
- Nursing consultations, nurses were deemed very good at giving enough time, listening and treating patients with care and concern.

It is heart-warming to see to see the three areas that patients rated as very good and is supported by the report writers personal experience and previous year's survey results. Perhaps a celebration of what is good would be worthwhile after a difficult year.

The areas of concern are somewhat different to last year and are as follows: -

- There is still a need to improve telephone access to the practice, this rated as poor.
- Getting appointments with patients own GP, this rated as poor
- Waiting times for appointment with patients own GPs, this rated as poor.

Considering the areas of concern, telephone access once again emerges an area of concern and it appears that some patients tend to attend personally at 8.15am and 2.30pm to avoid using the telephone system and this can, of course cause bottle necks and bad tempers in itself. Patients also mentioned that they found the phone message to be irritating, perhaps an area for review too. Secondly the issue of patients wanting to see their named GP, this is a difficult area to analyse as I am sure GPs work hard to build good relationships with their patients but the consequence is the same patients may then not be prepared to see other doctors. The third area of concern, that of the waiting time for an appointment with patients own GP, probably has a similar cause as the previous issue and relates to GPs building trusting relationships with their patients and the potential for that creating dependencies.