

The Great Bentley Surgery Patient Participation Group



Direct Enhanced Service report for 2013/2014

Written by

**Dr Freda Bhatti – Senior Partner &
Mr Richard P Miller - Practice Manager**

About Great Bentley Surgery

Great Bentley Surgery is a rural practice based in the Tendring peninsular in Essex with approximately 8,500 patients of which 7,052 are aged 16 or over. More detailed information can be found in the practice leaflet which can be found in **appendix 1**.

The opening hours are as follows:

Monday:	8.00am until 6.30pm
Tuesday:	8.00am until 6.30pm
Wednesday:	8.00am until 6.30pm
Thursday:	8.00am until 6.30pm
Friday:	8.00am until 6.30pm

The surgery also currently sees patients' on a Saturday morning between 8.30am and 10.30am for pre-booked routine appointments only as part of a pilot scheme run by the local CCG and GP Provider company (GPPC Colchester) for a total of 7 weeks up to the end of March 2014.

Patients can access appointments by telephone or online via www.patient.co.uk and EMIS Access.

Patient Participation Group

The Great Bentley Patient Participation Group (PPG) was formed on 14th November 2013 at its inaugural meeting. A committee was formed including a chairperson, communication officer and a secretary, although the position of treasurer is still vacant. The PPG meets on the third Thursday of every month at the Great Bentley Village Hall and anybody who is a patient of the surgery is welcome to attend. To be a member a patient does not have to attend every meeting as it's fully understood that many patients lead a very busy life which sometimes prevents them being able to make a commitment. Patients' can also be a member and get involved in the PPG by providing their full name and email address and will receive the meetings' minutes and any other information relevant to members. The PPG will often use these email addresses to keep members informed of useful information and progress on projects that the PPG is involved in. An overview of the demographics of both the patient general population and the PPG can be found in the next section.

In order to generate interest in joining the PPG we advertised the group through a wide variety of means including the following:

- Posters & leaflets in the waiting room.
- Reception staff, nurses, doctors and healthcare assistants talking to patients.
- Mailshots to patients.
- Text messaging to patients with mobile phones recorded (57% of all patients).
- Incorporated into every monthly newsletter published in 7 local parish publications.
- Created and continually growing a Facebook page and promoted the PPG on here.
- Creating a dedicated page on the surgery website and also using home page 'ticker' to promote.
- Community nurses asked to discuss PPG with patients in the wider community including residential homes.
- Learning Disability lead GP discussed with local carers and homes so that they are aware of the PPG.

We made a substantial attempt to get patients involved from all groups and in particular used text messaging and Facebook to try to gain interest from the younger patients, unfortunately with limited success.

Not having ethnicity records about members of the PPG it is very difficult to gauge whether we have representation of minority groups.

The demographics of the wider population aged 16 plus and the initial PPG group can be found in **appendix 1**.

Agreeing Areas of priority with the Patient Participation Group

At the 1st PPG meeting (14th November 2013) the committee was established which included a Chair, Communications Officer, Treasurer and Secretary. It was decided that monthly meetings on the third Thursday of every month, at the local village hall, would be the most effective way of achieving good attendance and engagement taking into account our practice population profile. All meetings would be minuted and the minutes distributed to all members via email.

The nature of the PPG survey was discussed at the 2nd and 3rd meetings. We wanted the PPG to lead on the content of the first survey in order to emphasise the importance of their role as a genuine interface between the surgery and the patients.

As we are a rural practice with a skewed population between the elderly and young families, it was felt that access to the surgery needed to be improved in terms of parking and safety. In addition there was consideration to the needs of young families.

On this basis it was decided the first practice survey would address both groups. The patients were asked the following:

“Which of these changes to Great Bentley Surgery would you like to see made by the end of March 2014?”

- 1. Start a campaign to obtain two disabled parking bays outside the surgery.*
- 2. Improve external lighting for the approach driveway beside the surgery.*
- 3. A child friendly area within the surgery waiting room*
- 4. A dedicated notice board for PPG use*

The survey was designed in two formats, one using the online 'survey monkey' website and one paper based document. It was distributed using both social networking, email and in the surgery waiting room area. In addition a text message campaign was sent to over 4723 patients asking them to complete the survey containing a live link to the Survey Monkey website.

The results were collated by the PPG Chair, Melvyn Cox, as follows:

Total votes 340

- | | |
|--------------------------|-------|
| 1. disabled parking bays | = 119 |
| 2. external lighting | = 106 |
| 3. child friendly area | = 85 |
| 4. PPG notice board | = 30 |

The results were presented to the PRG at the meeting on February 20th 2014, and it was agreed that based on the very little difference between the top two options, that both would be actioned as soon as possible. In future a child-friendly area would also be created. The Survey monkey results and paper based questionnaire results collated by the PPG can be found in **appendix 5**.

Actions Taken

Disabled Bays at Front of Surgery:

An email was sent by the Practice Manager, Richard Miller, to Tendring Council and the Highways Authority, although it was acknowledged that as this is a decision of local council that time would be needed and processes followed in order to achieve the two disabled bays requested. Although a batch of emails were sent, the subsequent replies resulted in no department taking responsibility of the request. The possibility of this was raised in the February meeting and following this stumbling block being experienced an email has now been sent asking for a site visit to be carried out fully backed by the local councillor Lynda McWilliams and inviting the Clerk of the Parish Council and the County Councillor. A copy of this can be found in **appendix 4**. At the time of writing, no reply had yet been received.

Surgery Lighting:

An electrician was appointed to add additional lighting to the narrow driveway by the side of the surgery along which all patients walk to enter the premises this concentrating on safety issues. The lighting would be movement activated from both ends and would light the driveway for long enough for an infirm patient to reach the other end in plenty of time. This has been actioned and the quotation, invoice and photographs can be found in **appendix 3**. The project cost a total of £775.20 including VAT.

Next Steps

At the next PPG meeting (20/3/14) the progress on the creation of two disabled bays will be discussed. In addition Dr Shane Gordon, NEE CCG Authorising Officer is presenting his vision for the provision of primary health services in our locality. This is also being advertised using social media, emails, texts and flyers.

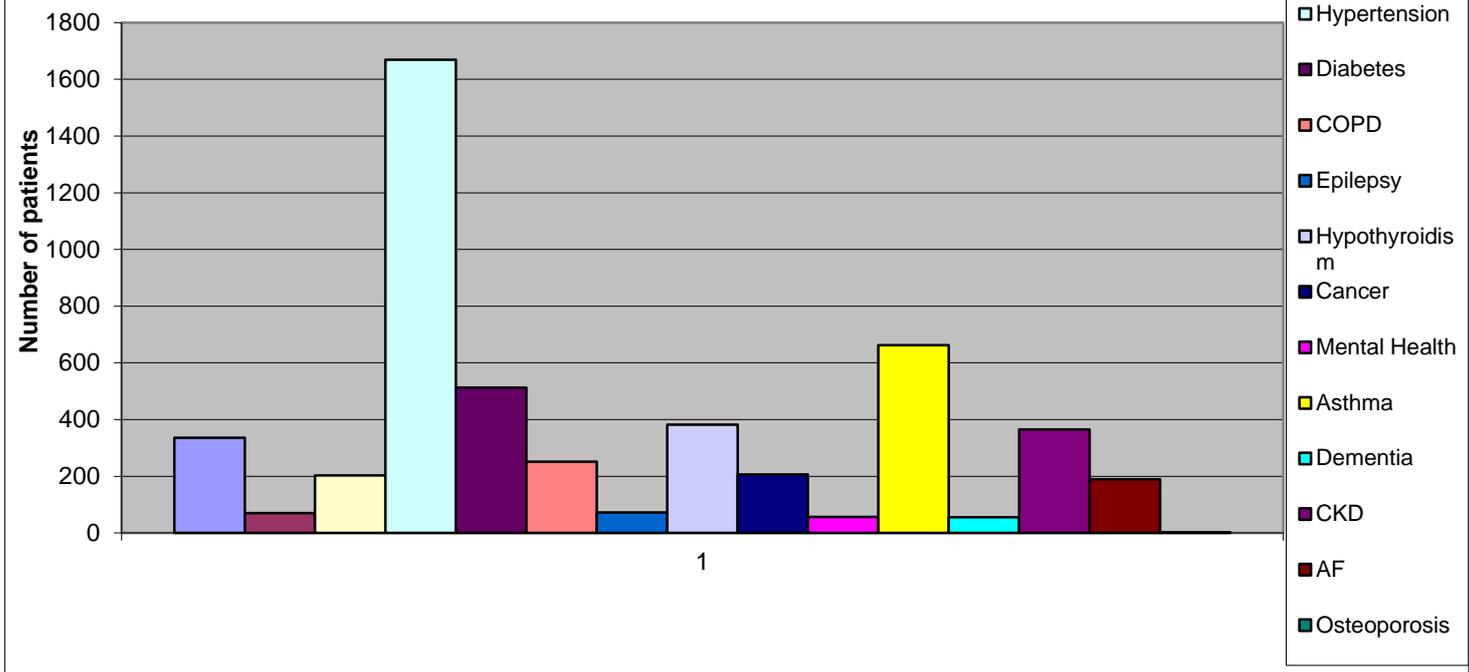
Appendix 1

1. Demographics of Great Bentley Surgery & Patient Participation group

N.B. Not all of the information is known about the current group as many of the 79 total members have been recruited outside of the surgery's involvement. We have therefore taken the initial recruitment group and applied the ratios to the current larger groups as an estimate of the demographical spread.

AGE	No. of members	No. of patients in this age group on your list	% represented at PRG	No. of members engaged Face to Face i.e. meetings	No. of members engaged with remotely e.g. by letter, telephone, email
16 – 24 years old	2	744	3	0	2
25 – 34 years old	0	664	0	0	0
35 – 44 years old	9	973	11	2	9
45 – 54 years old	7	1223	9	3	7
55 – 64 years old	14	1230	18	5	14
65 and over	47	2219	59	10	47
Totals	79	7053	100	20	79
GENDER	No. of members	No. of patients on your list aged 16 and over	% represented at PRG	No. of members engaged Face to Face i.e. meetings	No. of members engaged with remotely e.g. by letter, telephone, email
Females	47	3625	60	12	47
Males	32	3428	40	8	32
ETHNICITY	No. of members	No. of patients in this group on your list	% of patients as part of whole list	No. of members engaged Face to Face i.e. meetings	No. of members engaged with remotely e.g. by letter, telephone, email
White					
Any White background	Unknown	5722	81%	Unknown	Unknown
Mixed					
White & Black Caribbean	Unknown	6	0.08%	Unknown	Unknown
White & Black African	Unknown	3	0.04%	Unknown	Unknown
White & Asian	Unknown	4	0.06%	Unknown	Unknown
Any other Mixed background	Unknown	72	1%	Unknown	Unknown
Asian or Asian British					
Indian	Unknown	10	0.14%	Unknown	Unknown
Pakistani	Unknown	3	0.04%	Unknown	Unknown
Bangladeshi	Unknown	1	0.01%	Unknown	Unknown
Any other Asian background	Unknown	12	0.17%	Unknown	Unknown
Black or Black British					
Caribbean	Unknown	3	0.04%	Unknown	Unknown
African	Unknown	7	0.09%	Unknown	Unknown
Any other Black background	Unknown	None recorded	Unknown	Unknown	Unknown
Chinese or other Ethnic Group					
Chinese	Unknown	12	0.17%	Unknown	Unknown
No Record Held	Unknown	1188	16.8%	Unknown	Unknown
OTHER GROUPS	No. of members	No. of patients in this group on your list	% represented at PRG	No. of members engaged Face to Face i.e. meetings	No. of members engaged with remotely e.g. by letter, telephone, email
Care & Residential Homes	Unknown	170	2.4%	Unknown	Unknown
Carers	Unknown	76	1.08%	Unknown	Unknown
Learning Disabilities	Unknown	82	1.16%	Unknown	Unknown
Long Term Conditions	Unknown	2657	37.7%	Unknown	Unknown

Great Bentley Chronic Diseases



Practice Leaflet:



Practice Leaflet
03_2011.doc

Appendix 2

Patient Participation Group Meeting Minutes, Aims & Objectives

1. 
Minutes
14_11_13.doc

2. 
Minutes PPG
191213.doc

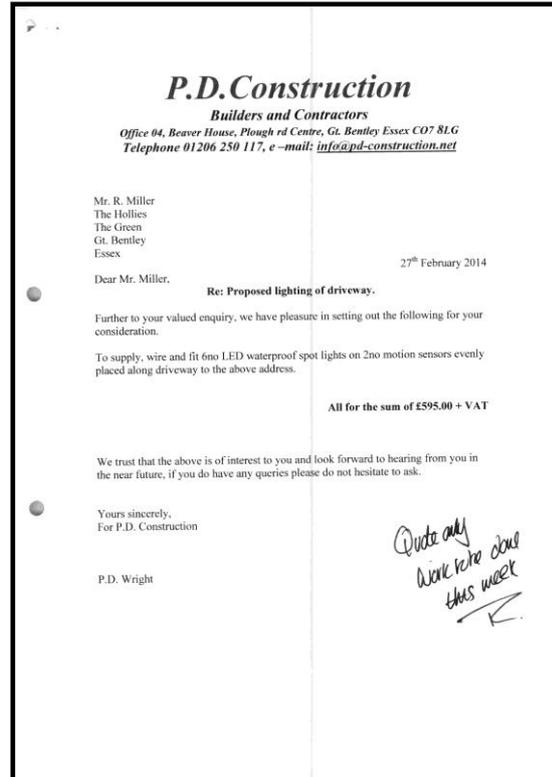
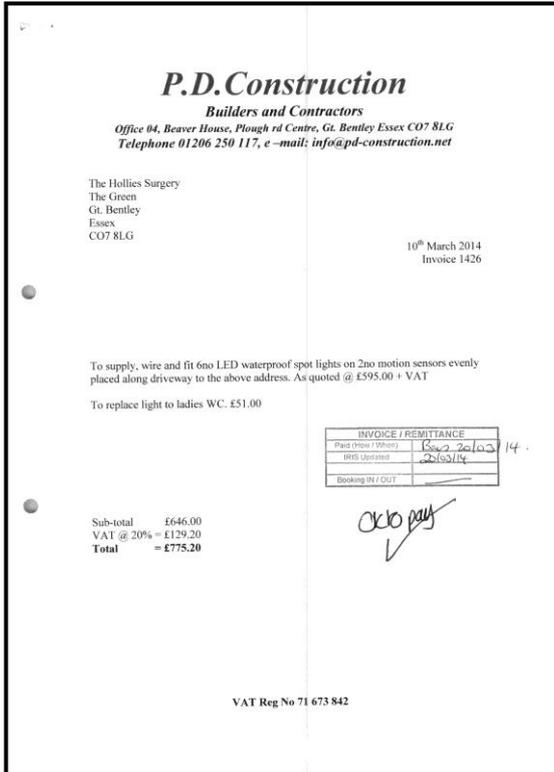
3. 
Minutes of the Great
Bentley Patient Partic

4. 
Minutes of the Great
Bentley Patient Partic

Aims & Objectives

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Aims Objectives.doc

Appendix 3



Appendix 4

Miller Richard (NHS NORTH EAST ESSEX CCG)

From: Miller Richard (NHS NORTH EAST ESSEX CCG)
Sent: 13 March 2014 13:21
To: 'highway.enquiries@essex.gov.uk'
Cc: 'clerk@greatbentleyparishcouncil.co.uk'; 'cllr.roger.lord@essex.gov.uk'
Subject: Site visit for disabled bays adjacent to Great Bentley Surgery

Importance: High

Dear Sir/Madam,

I have been trying for a couple of months now to find somebody within our district and county council who is able to take forward an important local need we have in Great Bentley. We desperately need two disabled parking bays outside the surgery as many of our disabled patients struggle to get to the surgery from their cars as the road has no markings or pavements and is very small. Parking is in short supply and these patients often are forced to park behind the surgery on another road without markings or pavements and having to make their way round to the front on these roads which is both dangerous and highly unsuitable for them.

I have spoken to our local council ward member Lynda McWilliams who has suggested that I request a site visit from yourselves and I will also be inviting The Clerk to the Parish Council, Mr Kevin Harkin and The County Councillor Cllr Roger Lord to attend this meeting. I would be available to show you all the problems that our patients experience at any time suitable to all parties either during the day, evening or even at a weekend in order to move this forward.

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I look forward to your reply and to setting a date and time for this to take place.

Many thanks in advance,

Richard

Richard P Miller
Practice Manager
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Appendix 5

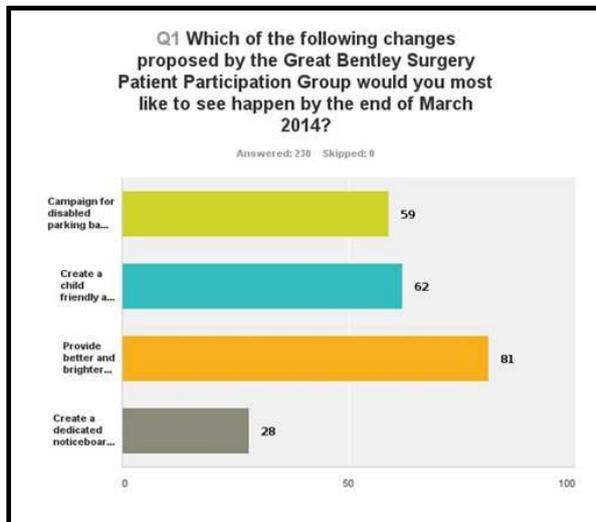
Promotional documents:



Screen shot of Facebook activity:



Survey Monkey & paper based results:



Miller Richard (NHS NORTH EAST ESSEX CCG)

From: Melvyn Cox
 Sent: 27 January 2014 13:18
 To: Miller Richard (NHS NORTH EAST ESSEX CCG)
 Cc: Susan Henderson, Sharon Batson, Barry Spake, Charles Brown
 Subject: Survey

Hi Richard,

The total results of the 'paper' and 'on-line' surveys are as follows: -

Q1. Disabled Parking - 119
 Q2. Child Friendly Area - 85
 Q3. Better External Lighting - 106
 Q4. Community Specific Noticeboard - 30

This is comprised of 230 On-line votes + 110 Paper Votes

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Additionally there were 10 paper votes disallowed as 'spoiled' by multiple votes. For the sake of completeness these would add the following numbers: - Q1. - 4; Q2. - 7; Q3. - 7; Q4. - 4 (As you will see, if counted, they would not alter the order of the result.)

This is an excellent response and my thanks and congratulations (on behalf of the Group) on an excellent campaign.

Kindly advise me of the item(s) that you propose to undertake.

Regards,
 Melvyn