



# Local Patient Participation Report

## Dr Kilpatrick and Partners

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March 2015

### Dr Kilpatrick and Partners

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Two Shires Surgery  
Torch Way  
Market Harborough  
LE16 9HL

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## Introduction

At Dr Kilpatrick and Partners we aim to provide caring, considerate and comprehensive family medical services of the highest quality to our patients in the largely rural area that we work.

In April 2011 a national scheme was introduced with the purpose of ensuring that patients are involved in decisions about the range and quality of services provided by practices. We saw this as a great opportunity to build stronger links with our patients, and seek their views on the services we provide.

Our practice looks after nearly 15,000 patients over a geographically very large rural and urban area with three surgeries, so a traditional Patient Participation Group (PPG) comprising a small number of patients would find it difficult to represent patients from the whole area. Also, many patients are busy during the day-time, and public transport is poor particularly in the evenings. We therefore decided an on-line group would enable many more patients to become directly involved and at times to suit them. We thought this arrangement would be particularly attractive to younger patients who rarely attend the practice, and patients who find it hard to get away from home.

We have selected HealthUnlocked Communities to run our on-line PPG community as they have a long pedigree of working with on-line communities in the health sector (see FAQs at the end of this report). The on-line Patient Participation Group was inaugurated in January 2012, and continues to enrol new members. Dr Kilpatrick and Partners would like to thank all those patients who have taken part in the surveys, read the news content and made comments during the last year.

This local patient participation report contains the actions taken by Dr Kilpatrick and Partners and local patients in the context of the national Patient Participation Directed Enhanced Service (DES), and incorporates the annual report required by NHS England. This report has also been published on our website, [www.drkilpatrickandpartners.co.uk](http://www.drkilpatrickandpartners.co.uk).

## Implementation of Action Plan 2014

Following a survey in March 2014, we drew up an action plan in consultation with the PPG. This part of the report sets out what we did to implement the action plan during 2014/15

Re-introduce an urgent care nurse-run clinic to provide extra appointments for minor illnesses	This is a good idea which we introduced as an urgent care clinic at our surgery in Market Harborough early in 2013, but unfortunately the clinics lapsed when the nurse who ran these clinics left us to become a midwife, and we were unable to find a suitable replacement. We have now re-introduced these clinics on those days when our qualified nurse is available.
Provide extra designated telephone appointments with a doctor	Specific telephone appointments have been popular with patients and the doctors alike and we have recently increased the number of these appointments by 50%.
Increase efforts to enable patients to book appointments on-line	At the beginning of 2014 just over 2000 patients had registered to book appointments on-line. Throughout the year we have informed all new patients of this facility and advertised it to existing patients, with the result that now (March 2015) over 2900 patients (19%) are registered for on-line services.
Continue looking at ways to improve telephone access to all three surgeries	During 2014 we invested in a new telephone system that links all three of our surgeries. We have also installed an automated appointment booking system that runs 24/7, allowing patients to book or cancel appointments with a doctor. We have recently enabled a bigger proportion of appointments to be booked this way.
Allow more appointments to be booked a week or more ahead	We already have quite a lot of appointments that can be booked in advance. All the 7.30-8am appointments and the Saturday appointments can be booked ahead, and the appointments from 8am to 9am can be booked a week ahead. All the nurses' appointments can be booked in advance as soon as they are on our system, which is usually about six weeks ahead. From our last survey one to two weeks ahead seems to be sufficient for most patients.
Collect mobile phone numbers so we can issue text message reminders for appointments	We said we would continue to collect mobile phone numbers as part of the booking process so we can remind patients by text message the day before their appointment. Now (February 2015) 44% of patients over 16 years of age have mobile phone numbers recorded.

## Action plan 2015

We asked the PPG whether they thought we had done enough to implement the actions from 2014. Although we had only a limited response, the indication was that we should do more in three areas.

1. Provide extra designated telephone appointments with a doctor

Over the last 12 months we have offered on average over 300 telephone appointments a month, which is about 8% of our appointments. Following the poll, this number is set to rise to about 450 a month from the beginning of March 2015.

2. Increase efforts to enable patients to book appointments on-line

As well as increasing the number of patients registered for online services, we have invested in an automated telephone-based booking system allowing patients to book or cancel an appointment 24 hours a day, 7 days a week. This 24/7 system has been well received by patients, and currently over 15% of appointments are booked through this channel. However, only 4% of patients used the on-line booking system, and we will continue to encourage greater use of this system, which also allows patients to order prescriptions and access their medical records.

3. Allow more appointments to be booked a week or more ahead

Last year we introduced and have recently increased the number of telephone ring-back appointments, and these can now be booked in advance as soon as they are on our system. As a result of the popularity of automated appointment booking, we are gradually increasing the proportion of appointments that can be booked in advance.

## **Achievements and publications**

### **Achievements**

Setting up the on-line Patient Participation Group in 2011 was a major accomplishment, and we have valued the comments by the members, contributing to service improvements in the practice.

Following the development of the action plan, Dr Kilpatrick and Partners is continuing to recruit members to the PPG, and building on the information about the issues patients see as important to them. Patients who wish to join the PPG should register at [www.kilpatrick.healthunlocked.com](http://www.kilpatrick.healthunlocked.com).

The on-line format allows an unlimited number of patients to get directly involved, and lends itself easily to a continuing dialogue with the PPG, and to keeping our on-line community up-to-date with progress on the action plan, and gives them an opportunity to provide feedback to the practice. The practice blog has been used by several members to inform us of their ideas and suggestions, and we have also used it to inform patients of events.

### **Publication of the report**

This is our 4<sup>th</sup> Local Patient Participation Report and was published on our website [www.drkilpatrickandpartners.co.uk](http://www.drkilpatrickandpartners.co.uk) on 19/03/2015 and a copy was sent to NHS England and the East Leicestershire & Rutland CCG. We also sent an email notification to the members of our on-line community. Copies of the report are also available to read in the waiting rooms at each of our surgeries in Kibworth, Market Harborough and Fleckney.

Finally, Dr Kilpatrick and Partners would like to thank all those patients who have taken the opportunity to vote on the surveys and comment or make suggestions for improvements over the last twelve months. We hope that many more patients will take the opportunity to interact with us over the coming months.

## **Appendix 1: Opening hours and service access**

### **CORE OPENING HOURS (but see extended opening times)**

#### **Old School Surgery, Kibworth**

Monday - 8:00 to 17:30  
Tuesday - 8:00 to 17:30  
Wednesday - 8:00 to 17:30  
Thursday - 8:00 to 17:30  
Friday - 8:00 to 17:30  
Saturday - Closed  
Sunday - Closed

#### **Two Shires, Market Harborough**

Monday - 8:00 to 17.30  
Tuesday - 8:00 to 17.30  
Wednesday - 8:00 to 17.30  
Thursday - 8:00 to 17.30  
Friday - 8.00 to 17.30  
Saturday - Closed  
Sunday - Closed

#### **The Fleckney Surgery, Fleckney**

Monday - 8:00 to 12:00 / 14:00 to 17:30  
Tuesday - 8:00 to 12:00 / 14:00 to 17:30  
Wednesday - 8:00 to 12:00 / 14:00 to 17:30  
Thursday - 8:00 to 12:00 / 14:00 to 17:30  
Friday - 8:00 to 12:00 / 14:00 to 17:30  
Saturday - Closed  
Sunday - Closed

#### **Hallaton Village Hall**

Monday - 14.00 to 14.45

#### **Medbourne Village Hall**

Monday - 15.00 to 16.00

### **EXTENDED OPENING HOURS**

The doctors and nurses operate a rota system for extended opening times. Please ask our reception team for the days when a particular doctor or nurse is available. Pre-bookable appointments of 15 minutes are available to see a doctor or nurse on:

- Monday mornings at Kibworth, 7.30 – 8.00 am
- Tuesday mornings at Market Harborough, 7.30 – 8.00 am
- Wednesday mornings at Kibworth, 7.30 – 8.00 am
- Thursday mornings at Market Harborough, 7.30 – 8.00 am
- Friday mornings at Kibworth, 7.30 – 8.00 am
- Alternate Saturday mornings at Market Harborough, 8.00 – 11.30am

These clinics are for pre-bookable appointments only and are available four weeks in advance. Should you wish to book one of these appointments please speak to one of our receptionists at the relevant surgeries. These appointments are also available to book on-line.

## **OUT OF HOURS**

If you need to see a doctor urgently when the surgery is closed please phone the surgery and you will be put through to the 'out-of-hours' NHS 111 service. They will assess your problem and you might be asked to attend an out-of-hours clinic, attend the minor injury unit, or receive a home visit.

## **CONTACT INFORMATION**

Kibworth (and for Hallaton and Medbourne outreach surgeries)

Tel: 0116 279 2422

Old School Surgery  
2a Station Street  
Kibworth  
Leicester  
LE8 0LN

Market Harborough

Tel: 01858 434523

Two Shires Surgery  
Torch Way  
Market Harborough  
LE16 9HL

Fleckney

Tel: 0116 240 4462

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6a High Street  
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LE8 8AJ

For more information go to [www.drkilpatrickandpartners.co.uk](http://www.drkilpatrickandpartners.co.uk)



## Appendix 2: 2014/15 Patient Participation Enhanced Service – Reporting Template

Leicestershire and Lincolnshire Area Team  
2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: [Dr Kilpatrick and Partners](#)

Practice Code: [C82036](#)

Signed on behalf of practice: [David Winter](#) Date: [18/03/2015](#)

Signed on behalf of PPG: [as per Resham Dhillon - This is a virtual PPG](#)

### 1. Prerequisite of Enhanced Service – Develop/Maintain a Patient Participation Group (PPG)

Does the Practice have a PPG?		<b>YES</b>									
Method of engagement with PPG: Face to face, Email, Other (please specify)		<b>Email and blog website</b>									
Number of members of PPG:		<b>57</b>									
Detail the gender mix of practice population and PPG:		Detail of age mix of practice population and PPG:									
%	Male	Female	%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
Practice	<b>49%</b>	<b>51%</b>	Practice	<b>20%</b>	<b>8%</b>	<b>10%</b>	<b>14%</b>	<b>16%</b>	<b>12%</b>	<b>11%</b>	<b>8%</b>
PPG	<b>41%</b>	<b>59%</b>	PPG	<b>0%</b>	<b>0%</b>	<b>2%</b>	<b>17%</b>	<b>24%</b>	<b>15%</b>	<b>33%</b>	<b>9%</b>

Detail the ethnic background of your practice population and PPG:

	White				Mixed/ multiple ethnic groups			
	British	Irish	Gypsy or Irish traveller	Other white	White &black Caribbean	White &black African	White &Asian	Other mixed
Practice	93%	1%	0%	2%	1%	0%	1%	0%
PPG	91%	2%	0%	7%	0%	0%	0%	0%

	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice	2%	0%	0%	0%	0%	0%	0%	0%	0%	0%
PPG	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%

Describe steps taken to ensure that the PPG is representative of the practice population in terms of gender, age and ethnic background and other members of the practice population:

Dr Kilpatrick and Partners took the following steps to ensure the PPG was representative of the practice community.

- Created an on-line PPG to enable as many people as possible to take part
- Issued leaflets to patients visiting our surgeries
- Targeted younger people
- Issued PPG registration leaflets to new patients
- Advertised on our website
- Advertised in our three surgeries
- Asked patients for their demographic information
- Asked participants to confirm they are patients of the practice
- There is no limit to the number of patients who can participate
- Patients can continue to join the PPG and take part in future surveys
- There is a good range of ages represented on the PPG
- Currently we have ethnicity data on 44% (38% in 2014) of our patients and based on this the PPG is broadly representative of the practice population.

Are there any specific characteristics of your practice population which means that other groups should be included in the PPG?  
e.g. a large student population, significant number of jobseekers, large numbers of nursing homes, or a LGBT community? **NO**

If you have answered yes, please outline measures taken to include those specific groups and whether those measures were successful:

Although generally the PPG is representative of the practice population, it is disappointing that adults under 25 have so far declined to join, especially as this group is expected to be computer literate and use on-line services. However, this is people of an age group when they are generally healthy and seldom attend the surgery.

## 2. Review of patient feedback

Outline the sources of feedback that were reviewed during the year:

Suggestions and comments from the suggestion boxes located in our waiting rooms  
Complaints from patients  
Comments from the members of the PPG

How frequently were these reviewed with the PRG?

The PPG survey indicated that they would prefer monthly.

### 3. Action plan priority areas and implementation

Priority area 1
<p><b>Description of priority area:</b> Provide extra designated telephone appointments with a doctor</p>
<p><b>What actions were taken to address the priority?</b> Specific telephone appointments have been popular with patients and the doctors alike and we have recently increased the number of these appointments by 50%.</p>
<p><b>Result of actions and impact on patients and carers (including how publicised):</b> Over the last 12 months we have offered on average over 300 telephone appointments a month, which is about 8% of our appointments. This number is set to rise to about 450 a month following from the beginning of March 2015. We advertise these appointments on our website.</p>

## Priority area 2

### Description of priority area:

Increase efforts to enable patients to book appointments on-line

### What actions were taken to address the priority?

At the beginning of 2014 just over 2000 patients were registered to book appointments on-line. We have informed all new patients of this facility and advertised it to existing patients, with the result that now (February 2015) over 2900 patients (19%) are registered for on-line services. We have also invested in an automated telephone-based booking system allowing patients to book or cancel an appointment 24 hours a day, 7 days a week. This 24/7 system has been well received by patients, and currently over 15% of appointments are booked through this channel, whereas only 4% of patients used the on-line booking system.

### Result of actions and impact on patients and carers (including how publicised):

Nearly 20% of patients booking appointments were able to do so without having to wait for a receptionist to answer their call. These facilities are advertised on our website and the automated telephone booking system is the first option when someone rings up.

### Priority area 3

#### Description of priority area:

Allow more appointments to be booked a week or more ahead

#### What actions were taken to address the priority?

We already have quite a lot of appointments that can be booked in advance. All the 7.30-8am appointments and the Saturday appointments can be booked ahead, and the appointments from 8am to 9am can be booked a week ahead. All the nurses' appointments can be booked in advance as soon as they are on our system, which is usually about six weeks ahead. From our last survey one to two weeks ahead seems to be sufficient for most patients. Last year we introduced and have recently increased the number of telephone ring-back appointments, and these can now be booked in advance as soon as they are on our system. As a result of the popularity of automated appointment booking, we are gradually increasing the proportion of appointments that can be booked in advance.

#### Result of actions and impact on patients and carers (including how publicised):

Being able to book appointments in advance makes it easier for patients to plan their schedules, and also reduces the early morning surge of telephone calls.

## Progress on previous years

If you have participated in this scheme for more than one year, outline progress made on issues raised in the previous year(s):

**Re-introduce an urgent care nurse-run clinic to provide extra appointments for minor illnesses** This is a good idea which we introduced as an urgent care clinic at our surgery in Market Harborough early in 2013, but unfortunately the clinics lapsed when the nurse who ran these clinics left us mid-year to become a midwife, and we were unable to find a suitable replacement. We have now re-introduced these clinics on those days when a qualified nurse is available.

**Provide extra designated telephone appointments with a doctor** Specific telephone appointments have been popular with patients and the doctors alike and we have recently increased the number of these appointments by 50%.

**Increase efforts to enable patients to book appointments on-line** At the beginning of 2014 just over 2000 patients had registered to book appointments on-line. We have informed all new patients of this facility and advertised it to existing patients, with the result that now (February 2015) over 2900 patients (19%) are registered for on-line services.

**Continue looking at ways to improve telephone access to all three surgeries** During 2014 we invested in a new telephone system that links all three of our surgeries. We have also installed an automated appointment booking system that runs 24/7, allowing patients to book or cancel appointments with a doctor. We have recently enabled a bigger proportion of appointments to be booked this way.

**Allow more appointments to be booked a week or more ahead** We do already have quite a lot of appointments that can be booked in advance. All the 7.30-8am appointments and the Saturday appointments can be booked ahead, and the appointments from 8am to 9am can be booked a week ahead. All the nurses' appointments can be booked in advance as soon as they are on our system, which is usually about six weeks ahead. From our survey one to two weeks ahead seems to be sufficient for most patients.

**Collect mobile phone numbers so we can issue text message reminders for appointments** We said we would continue to collect mobile phone numbers as part of the booking process so we can remind patients by text message the day before their appointment. Now (February 2015) 44% of patients over 16 years of age have mobile phone numbers recorded.

#### 4. PPG Sign Off

Report signed off by PPG: YES

Date of sign off: 20/03/2015

Has the report been published on the practice website? YES

How has the practice engaged with the PPG?

Through polls, emails and blogs on our dedicated PPG webpages..

How has the practice made efforts to engage with seldom heard groups in the practice population?

All patients have the opportunity to complete a Friends and Family Test or contact us via email through our website.

Has the practice received patient and carer feedback from a variety of sources?

Yes

Was the PPG involved in the agreement of priority areas and the resulting action plan?

Yes

How has the service offered to patients and carers improved as a result of the implementation of the action plan?

Some people like the new phone system; some people like being able to book appointments 24/7

Do you have any other comments about the PPG or practice in relation to this area of work?

No

Please return this completed report template to the generic email box – [england.leiclincsmedical@nhs.net](mailto:england.leiclincsmedical@nhs.net) no later than 31<sup>st</sup> March 2015. No payments will be made to a practice under the terms of this ES if the report is not submitted by 31<sup>st</sup> March 2015.



## **Appendix 3:**

### **Frequently asked questions about HealthUnlocked GP Communities**

#### **What is HealthUnlocked?**

HealthUnlocked is a social network for health. By finding others with similar health backgrounds people can take on day to day health concerns together. And because our communities are set up by leading health organisations people have access to credible support.

We believe good health information is good for your health. HealthUnlocked has been built to get good support to the people who need it.

With over 500 patient advocacy organizations on board, HealthUnlocked is the biggest network for advocates in the world. It gives them a visible destination for anonymous and safe peer support.

#### **Doesn't this exclude people who don't use the internet?**

According to the BBC, as of June 2010, over 82% of the population in the UK are internet users (probably more by now). Primary Care currently caters its services to the other 18% that aren't internet users. Using an online community for your PPG is more about including the 82%, which we don't often hear from, than it is about excluding the other 18%.

Also, historically, traditional PPGs simply haven't worked. They too don't attract the 18% of non-internet users. Traditional PPGs tend to attract very few patients and make it impossible for a variety of patients to participate as most patients are busy working or looking after children or the like.

#### **Is the site secure?**

Resilient security is our foremost concern. We provide industry standard security across all our platforms and comply with NHS IT standards. We offer a system that has an ultra-secure database for clinical data storage (compliant with regulations) and a separate database to allow patients to control their own data. This satisfies the ethical and legal requirements of safety of clinical data and flexibility to offer secondary data services.

#### **What happens if a user is being abusive?**

Your patients will have the ability to comment on your news and ask questions. When they do this a 'report' link will be near the posting. Any user can use this link to report offensive activity. Once this is done, the report will be immediately investigated and, if necessary, removed. The surgery also has the right to delete any content in the community at any time.