

THE SURGERY 36 Belmont Hill, Lewisham SE13 5AY

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Practice Patient Participation Group Annual Report and Action Plan

Background

The Practice established a Patient Participation Group (PPG) to represent our registered patients in October 2011.

The practice planned to carry out an Annual Patient survey from November 2011 to March 2012 to obtain the views of patients on the quality of services provided by the practice.

The PPG was formed to ensure patients were more involved in decisions about the range and quality of services provided and commissioned by the practice.

We held our first meeting on 11th November 2011 and patients were involved in deciding which priority areas and questions should be included in the survey. In the meeting the key priority areas were agreed and it was decided to use the draft patient survey questionnaire called 'improving the practice questionnaire' which was designed by the practice.

The survey was conducted in November 2011 and completed in the beginning of March 2012 by 69 patients.

Patients were informed that a survey was being done in the practice by posters displayed in the practice waiting areas and also letters and survey questionnaires were posted to a cross section of the practice population ranging from the age of 16 years old up to patients of over 65 years old.

We held our second PPG meeting on 13th March 2012 to discuss the annual survey results and to agree on a Practice Action Plan.

The survey results will be available to patients via posters and leaflets in the waiting areas and published on the practice website.

A copy of the Patient Participation report and action will be published on the surgery's website by 31st March 2012. A paper copy will be available at the reception as the practice is aware that not the whole practice population accesses the website and mainly the older population.

Patient Participation Group (PPG)

- 1. The practice decided to set up a PPG and hold face to face meetings to encourage patients to engage in their own healthcare, to identify areas with scope for improvement and to discuss key priority areas for our annual patient survey and to ensure that patients have their say in the survey.**
- 2. NHS South East London suggested that a PPG of minimum six registered patients for practices with a list size above 5000 patients would be able to represent the views of patients.**
- 3. Minutes of the PPG meetings are kept and filed on the practice computer.**
- 4. Four PPG meetings to be held per year with the minimum of six patients attending each meeting. The PPG members to be notified of meetings by letters, telephone calls or by emails.**
- 5. We endeavoured to make the PPG as representative as possible of our registered practice population and to find a time convenient for both patients and the practice team to attend.**
- 6. We advertised that we were setting up a PPG in the practice waiting areas and on the website.**
- 7. Doctors and admin team asked patients in person and by phone if they would like join the PPG. We asked working patients, retired, parents of children under 16, carers, young school teenagers, those with disabilities and also patients from different ethnic groups. The first meeting was held at 4pm and some patients explained that the time was inconvenient which was therefore changed at 1pm after lunch time for the next meeting and as a result it was more convenient for both patients and practice staffs to be present.**
- 8. Five patients attended the first meeting and 6 patients attended the second meeting together with Dr Holloway and Cindy Mootosamy (Practice Operations Manager). The practice would like to thank all the members of the group for giving their time to attend.**

Profile of the PPG

	Patient 1 Emis 4592	Patient 2 Emis 3729	Patient 3 Emis 9965	Patient 4 Emis 18502	Patient 5 Emis 521	Patient 6 Emis 1239	Patient 7 Emis 5965	Patient 8 Emis 10443	Patient 9 Emis 19116
Patient Profile									
Male			√						
Female	√	√		√	√	√	√	√	√
Working Population	√		√	√		√	√		
Older Population/retired		√			√				
Patient with learning difficulty/disability								√	
Have children under 16									√
Carer				√					
Surgery Clinics attended									
Diabetes	√				√				
Asthma/COPD	√	√						√	
Child Imms									√
Mental Health review clinic								√	
Frequency of visits to the practice									
Regularly	√	√	√		√				
Occasionally			√	√		√	√		
Very rarely									
Age group									
Under 16									
16-24									
25-34									√
35-44									
45-54			√						

55-64	√								
65-74				√			√	√	
75-84		√				√			
Over 84					√				
Ethnicity									
White British		√	√		√	√	√	√	
White Irish									
White & Black Caribbean									
White & Black African									
White & Asian									
Indian									√
Pakistani									
Bangladeshi									
Caribbean									
African									
Chinese									
Any other background	√			√					

Agreeing areas of priority for Patient survey with PPG members

1. The first PPG meeting was held on the 11th November 2011.
2. Priorities for the patient survey were agreed after discussion and patients' suggestions, practice concerns and themes from complaints were all discussed.
3. These were mainly related to attitude of staff to patients and the telephone and appointment system.
4. One patient felt that one priority area should be nursing cover when our nurse is on leave as recent ill health had put a strain on the practice and patients were unable to see a nurse for a period of 2 weeks for important issues i.e. ear syringing, travel jabs, dressings etc.
5. In summary the priority areas identified by the PPG and the practice staff were:
 - Access to the practice by telephone
 - Access to book appointments ahead

- Attitude and behavior of Reception team
- Customer service
- Nurse cover
- Opening hours

Annual Patient Survey

1. It was agreed with the group to carry out a patient survey called 'Improving the practice questionnaire survey' in November 2011 immediately after the first meeting.
2. The PPG agreed we would use a draft survey questionnaire designed by the practice which included questions covering the priority areas identified and agreed by the PPG group and the practice team. The PPG group had a copy during the first meeting and all agreed to use the questionnaire to conduct the survey and the group decided to remove the 'No' box but instead to include a 'not applicable' box together with the other boxes for 'poor, fair, good, very good etc. The members of the group felt that this survey questionnaire covered all priority areas.
3. To ensure enough patients' questionnaires were completed for the survey the practice handed out questionnaires to patients as they attended the surgery for appointments and completed one were anonymously returned in a box provided in the waiting areas. The practice also made list of a cross section of our population from those of the age of 16 and up to over 65 years old and 100 questionnaires with a letter were posted to the patients with a freepost envelope to make it free of postage charge for the patients.
4. 69 questionnaires were completed and returned by the 10th March 2012.

Discussion of the survey results with the PPG

1. The second PPG meeting was held on the 13th March 2012 at the surgery to discuss the findings of the survey.
2. During the meeting a summary of patient feedbacks and also result of the survey were discussed and given to them attached to the agenda of the meeting.
3. At the same meeting the results and proposed action plan arising from the survey were discussed by the PPG members and practice team.
4. The Action plan was agreed before the end of the meeting.

5. Please refer to the survey report tab on the website to view the survey results.

PPG comments

1. PPG felt that the survey has addressed all the priority areas and satisfied with the findings of the survey.
2. They felt that the results showed how patients were generally satisfied with the service and level of care they were getting from the practice.
3. The group has also felt from the findings that the doctors are highly rated for their care and attention and help to patients.
4. The survey also showed that patients would like to have a better telephone system as it is difficult to get through the practice when they ring at 8am to book appointments. The lines are constantly busy and there is no music while waiting on the telephone as it goes dead silent which is misleading because you may think the call was ended by the practice.
5. The survey findings also brought to light the poor customer service the reception team was offering to the patients as during the survey it came up a few times and reception staff were qualified as hostile and unhelpful.
6. The Survey also showed that patients would like a better appointment system.
7. Nursing service was highly valued in the survey but sometimes it is hard to get appointments for more than 2 weeks and when the nurse is on leave there is no nurse provision to cover for up to 2 weeks which creates a lot of problems for patients who ended up waiting 3 to 4 weeks to have their ears syringed or go privately and pay for travel injections.

Action Plan

	<u>Action to be taken</u>	<u>Date to achieve</u>
<p>1. Appointment and telephone system</p>	<p>The practice will review its appointment and telephone system. The practice has met with different telephone system providers to find out the most efficient telephone system available to suit the needs of the patients. At present our actual telephone system doesn't allow more than one patient to hold the line and there is a basic queueing system where only one call can queue up and the other lines ring as 'busy' when patients ring. Patients are not told how far are they in the queue when they ring and the practice is aiming at changing its telephone system. The practice is aiming at changing its appointment booking system and we are looking into different booking systems that would suit the practice and the patients. A trial pilot system will be launched in a few months to see if it satisfies the need of patients.</p>	<p>March 2013</p>
<p>2. Customer service and attitude of staff</p>	<p>The practice is considering rejuvenating customer care skills of admin and reception team by providing in house training to staff. The practice is in the process of booking a customer care training in GP practice for a half –day on the 17th May 2012 during a</p>	<p>May 2012</p>

	protected learning time and the practice will close its doors from 12:30 pm to 16:30pm for the training to take place. The practice has contacted Cherith Simmons' organization to provide the training.	
3. Practice Nurse service and Locum Nurse cover	To Provide a Locum nurse cover during our Practice nurse annual/sick leave in order to continue offering appointments and good access to patients. To maintain good standards of access and availability during the surgery core hours.	July 2013

Publication of Participation Report –actions taken

1. We will publish our Patient Participation Report on our website by 31st March 2012.
2. We will make it available as a paper copy in the waiting areas of the practice for patients to read.
3. We will post a copy to patients who attended our PPG.
4. To ensure patients are aware of our Patient Participation Report there will be a poster displayed in the waiting areas, leaflets at reception and details on our website.

Action Plan – progress so far

Patient said a queueing- automatic telephone system would be better than the busy ringtone when calling the practice. Music e.g. Mozart also should be included while waiting instead of a silent pause as it has a calming effect for those waiting to be answered.

We are doing: The practice managers had a meeting with a new telephone system contractor who is looking into our actual contracts and the charges for a new system and also the charges in canceling our actual contract.

Locum Nurse

Patient said 'very poor nurse provision'

We did: the practice has contacted one locum nurse and also has emailed all the practice managers and the head nurse in south east London to ask information about good locum nurses looking for locum work. We expect to improve our nurse provision during our nurse's annual or sick leave.

Customer Care training

The patient said: Reception staffs are hostile, unhelpful and reception experience has deteriorated'

We are doing: The practice has booked in house customer care training on the 17th May 2012 at 12:30 to 16:30pm and seldoc will cover.

Surgery Opening Hours

The surgery is open Monday to Friday from 8am to 6.30pm

Access to reception and practice services can be obtained as follows:

- Attending reception in person
- Phoning the surgery
- Faxing the surgery
- Online access to book appointments, cancel appointments, making suggestions and complaints and also request repeat prescriptions.

EXTENDED HOURS SURGERIES

EXTENDED OPENING TIMES	18:30-19:30pm PREBOOKABLE ONLY	18:30-19:30pm PREBOOKABLE ONLY	07:00-8AM PREBOOKABLE ONLY
	Monday	Tuesday	Thursday
Dr Quyen Nguyen	√		
Dr Steve Pierpoint		√	
Dr Gail Holloway			√
Dr Cristina Melchor			√