

Ingleton Avenue Surgery Patient Participation Group Report

April 2017 to report on work carried out from April 2017- March 2018

Background

Ingleton Avenue Surgery is a training practice based at 84 Ingleton Avenue Welling. The practice offers the following clinics by appointment: Asthma, Diabetes, Hypertension, Heart Disease, Minor Surgery, Contraceptive, Travel, Smears, Childhood Health and Antenatal.

SURGERY OPENING HOURS

MONDAY	8.00am - 6.00pm
TUESDAY	8.00am - 6.00pm
WEDNESDAY	8.00am - 6.00pm
THURSDAY	8.30am - 6.00pm
FRIDAY	8.00am - 6.00pm

The practice offers a limited number of appointments outside of core hours. The majority of these appointments need to be pre-booked and priority is given to those unable to attend during normal surgery hours. During the year the Practice began opening on Thursday afternoons offering increased clinical appointments and access to patients. The Practice also now answer telephone calls between 1pm and 3pm, previously these calls had been answered by the out of hours service. The times are as follows:

Tuesday – 6.30pm – 7.30pm

Wednesdays 7.30am – 8.00am

These sessions are covered by a doctor or a nurse with the latest available appointment at 7.15pm.

Out of hours services apply between 6.30pm and 8am. During these times, all telephone calls are handled by Out of Hours and any emergencies are dealt with in the usual way.

Development of the PPG Group

The Ingleton Avenue Patient Participation Group (PPG) has been meeting since November 2011. The group is chaired by Lucia Kendall. The group hold face to face meetings and met three times during 2017-2018. Despite the removal of the necessity to host a PPG from the National Contract, the Practice has agreed that the PPG provide a valuable insight into the patient experience and the practice remains committed to hosting and supporting the PPG. The Group currently has four members who were selected following an analysis of the patient demographic. All members of the PPG are from a white British background and the majority of patients fall into the White British category and within the 15-64 year age group.

The membership is reviewed at each meeting and it was felt that this remains reflective of the patient demographic although new members were welcome to join the group at any time. One of the main roles of the PPG is to enhance the Patient experience and this is done through analysing Friends and Family report, compliments and complaints, annual survey reports and NHS Choices feedback.

The Practice participated in the PPG Audit carried out by Healthwatch in February 2018 and the Chair and Practice Manager met with a Healthwatch representative to discuss how our PPG was formed and how it operates. Discussions were held regarding membership and barriers to attendance were discussed, this was thought to be lack of commitment rather than engagement as patients had shown interest in the work of the PPG but participants attended on an ad-hoc basis rather than regularly and hence the core membership has not changed but is still regarded as being reflective of the Patient cohort.

During meetings we also discussed the possibility of networking opportunities with other PPGs in the area and there has been some contact from a neighbouring PPG who are also keen to develop this opportunity and is an area we endeavour to explore more fully in the future.

Progress on previous priority areas

Online Services

The new target from NHS England is to aim for 20% of patients signing up to online services. The Practice has been encouraging patients to sign up but uptake has been slow and there are currently around 6% of patients signed up to the service. The Practice has been working with the CCG to increase these figures by looking at different ways of promoting the services. The numbers continue to increase and this is to be carried forward as a priority area for 2018/19. There has been an increased uptake more recently and we are receiving

more online appointment booking and prescription requests. We currently have mobile telephone details for 71% of our patients and are able to send out appointment reminders and recall appointment requests via this method. This is a steady increase and it is anticipated that the demand for online services will increase in the same way.

Staff Training

The Practice commitment to training had continued through regular structured team meetings. This has worked well and allows staff to refresh their knowledge and for management to cascade training throughout the practice. Refreshers are provided on appointment booking and allowed for discussion to evaluate current procedures and enable change where it was deemed necessary. Patient feedback is discussed and evaluated to ensure that patient's are receiving the best service. Where issues are identified, a root cause analysis is performed to identify what happened and to prevent recurrence.

Upgrade of seating in the Waiting Room

The seating in the waiting area has been replaced in line with our objective for last year. This meets the infection control requirements and will enhance the patient experience further

Priority areas for 2018/19

Online Services

The Practice is committed to providing online services and has publicised online appointment booking and repeat prescriptions and the Practice will endeavour to get more people registered to use online services. The online services registration form has been placed on the NHS Choices website and all staff have been briefed to offer patients the opportunity to sign up.

Continued upgrade of the building and furnishings

Further improvements are planned for 2018-19 which include installation of blinds in the waiting room for privacy and a new hydraulic couch in Consulting Room 4 for use by patients with reduced mobility.

Upgrade of the Practice website

More and patients are seeking information on the internet. Our current website holds the core data but could provide much more information to patients with opportunities to provide health information and advice. An upgrade of the website is planned for launch during 2018-19. It is hoped that this will provide direct links to enable patients to access online services.

March 2018