

Ingleton Avenue Surgery Patient Participation Group Report March 2012

Background

Ingleton Avenue Surgery is a two partner 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 - 2.00pm
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. 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 GRABADOC and any emergencies are dealt with in the usual way.

Development of the PPG Group

The first meeting of the Ingleton Avenue patient participation Group was held in November 2011. The Group has five members who were selected following an analysis of the patient demographic. The majority of patients fall into the White British category and within the 17-64 year age group.

The management team discussed the possible make up of the group and it was decided that a cross section of age ranges should be approached and that it would be useful to approach people in the higher age groups as they were likely to be high users of the service and possibly have carer responsibilities. 94% of patients are classified as White British or any other white background. Inviting minority groups was discussed but it was felt that as these represented 6% of the population split over the remaining ethnic groupings, they did not need to be represented at present. The make up of the group will be regularly reviewed to ensure it remains representative.

The clinical team verbally approached potential candidates at the end of the consultation to gauge interest in joining the group. A total of seven patients were approached in writing, however two of these patients declined the invitation due to their personal commitments. Consideration was given to the likely availability of members to attend meetings and their likely contribution to the group.

There are three female and two male representatives in the group

Age profile

1 member : 17-35 years

1 member : 36-45 years

1 member: 46-65 years

2 members: 66+ years

The practice population is made up of:

0-4 years – 5%

5-16 years – 14%

17-64 years – 63%

65+ years – 17%

Male – 49%

Female – 51%

The ethnicity of the patient population was also looked at using information recorded on the patient electronic records. An ethnicity breakdown of the practice population is as follows:

White British – 88.5%

African – 0.6%

Any other white background – 5.5%

Irish – 0.9%

Indian – 2%

Chinese – 1%

Asian – 0.4%

Pakistani – 0.5%

Turkish – 0.5%

All of the PPG members are classified as White British and this was felt to be fully representative of the population at present, however this is something that will be reviewed regularly to ensure that the group remains reflective of the practice population.

The PPG have a dedicated board and suggestion box located in the practice waiting area, the names of the PPG members are displayed on the board. Patient views are sought via the comments box.

Agreeing Priority Areas

At the meeting it was agreed that the group would seek patients' priorities by placing a comments box in the waiting area asking patients what they considered to be their priorities in order to improve the services they received and their overall patient experience. This box was placed in the waiting room for approximately four weeks and received two responses: one focused on patient education for heart disease and diabetes prevention and the other on Saturday opening to avoid having to wait at the

hospital. Consideration was given to complaints and compliments received in the previous year, during 2010/11 no formal complaints were received by the practice and the practice had been voted as Bexley's Practice of the Year for 2010/11.

The Practice Management Team and the PPG discussed the national patient survey and previous results and the previous GPAQ questionnaire that had been used by the practice and decided to focus more on questions that had not been asked previously and to concentrate on the service received overall rather than the consultation itself. Nationally, there is a drive to increase patient awareness of alternatives to A&E attendance so it was decided to ask a question on whether people who had attended A&E had sought any alternatives or whether they were aware of any alternatives.

The practice had also altered its arrangements for administering the influenza vaccination by holding a Saturday clinic for the first time during the winter 2011 campaign and it was felt that for the practice this had worked well and the PPG members who had attended the Saturday flu clinics had preferred this change but the survey was an ideal opportunity to canvas patient views of whether they preferred this change to the service.

The Practice and the PPG were keen to focus on patient education and information available as this was commented upon as a possible priority area. The Healthcare Assistant maintains the information on the waiting room and regularly updates the leaflets and notice boards on latest health campaigns such as NHS Healthcheck , Smoking cessation etc, however the usefulness of this information has never been measured.

The comment regarding Saturday opening was discussed and it was decided that as the comment referred to avoidance of hospital delays, the opening of the surgery may not avoid the need to attend hospital and it was decided to focus the question more on alternative treatment options available out of hours and this would correlate with the Bexley 'Choose well' campaign.

The Practice Management Team also wanted to test awareness of whether patients were aware of who they needed to see for a particular problem as sometimes patients made appointments with doctors for problems that could have been dealt with by a nurse or Healthcare Assistant and this reduced overall appointment efficiency.

Method of collection of patient views

The PPG decided to use a pre consultation questionnaire as they felt that this was more likely to receive a response as patients could complete the survey whilst they were waiting for their appointment. A suggestion was made by the Deputy Chair that a space be included for general comments and for patients to leave their contact details if they wanted individual feedback from the group. Posters were displayed informing patients of the survey and the survey contained an introductory paragraph explaining the reasons for the survey. It was decided that the surveys would be distributed over the week of 23rd January 2012 and all patients would be asked to complete the survey

Patients were asked upon arrival if they would be happy to participate in the survey. The survey was held on a week where a cross section of patient views would be obtained with clinics such as phlebotomy and child health running during the week. It was also agreed that all patients visiting any member of the clinical team would be

asked as previously the GPAQ questionnaire had only focused on consultations with a GP. The group agreed upon using the web tool survey monkey to set up the survey and collate responses.

Survey Results and feedback

Questions 1 & 2

Have you attended an A& E department in the last 12 months?
Did you consider any alternatives before going to A&E?

% of respondents attending A&E past 12 months	Didn't try alternative	Not aware of alternatives	Tried but still needed to attend A&E
31%	42%	11%	47%

Questions 3&4

If eligible, did you have a flu jab at the Saturday flu clinic this season?
Did you prefer the Saturday flu clinic?

% of respondents receiving flu jab winter 2011	Yes I preferred Saturday clinic	No I didn't prefer Saturday clinic	No preference
26%	58%	8%	34%

Question 5

Do you find the information in the waiting room useful?

% of respondents	Yes it's useful	No there's not enough	I don't usually look at the information/displays
98%	84%	0%	16%

Question 6

Is it clear what services are available from the doctors/nurses or Health Care Assistant?

% of respondents	Yes it's clear	No More information is needed
97%	85%	15%

Most positive comments

very happy with all staff

24/1/2012 14:40 [View Responses](#)

waiting room always tidy, plenty of leaflets available to read for information

24/1/2012 14:39 [View Responses](#)

no just keep the excellent work going

24/1/2012 14:36 [View Responses](#)

very good

24/1/2012 14:33 [View Responses](#)

reception have been very helpful with appointments for daughter

24/1/2012 14:27 [View Responses](#)

its a very good practice and all my health problems are dealt with efficiently and the doctors take the time to listen

24/1/2012 14:24 [View Responses](#)

excellent care received at this surgery

24/1/2012 14:21 [View Responses](#)

very happy with this practice and all the doctors and staff

24/1/2012 14:17 [View Responses](#)

very happy with the surgery and doctors

24/1/2012 14:15 [View Responses](#)

practice seems working fine

24/1/2012 14:12 [View Responses](#)

just my thanks to all in the practice for their help and care

24/1/2012 14:11 [View Responses](#)

everyone very helpful

23/1/2012 11:53 [View Responses](#)

this is a first class practice, always been happy

23/1/2012 11:52 [View Responses](#)

quite happy with my doctors surgery

23/1/2012 11:45 [View Responses](#)

very satisfactory

23/1/2012 11:42 [View Responses](#)

quick appointments

23/1/2012 11:41 [View Responses](#)

generally a very good service

23/1/2012 11:40 [View Responses](#)

very happy with the practice

23/1/2012 11:37 [View Responses](#)

very good

23/1/2012 11:35 [View Responses](#)

have always managed to get appointment on the day i wanted one. Like that you always see the same doctor

23/1/2012 11:30 [View Responses](#)

extremely happy with the practice, staff are very helpful

31/1/2012 9:45 [View Responses](#)

doctors surgery very pleasant and very helpful at all times

31/1/2012 9:44 [View Responses](#)

no everything is fine very good

31/1/2012 9:43 [View Responses](#)

quite happy

31/1/2012 9:39 [View Responses](#)

I find all the staff from the reception, doctors and nurses very helpful and polite. I am always able to make the relevant appointment when needed

27/1/2012 11:25 [View Responses](#)

staff very helpful and understanding - doctors wonderful

27/1/2012 11:24 [View Responses](#)

good service

27/1/2012 11:21 [View Responses](#)

all in all our surgery is very good

27/1/2012 11:20 [View Responses](#)

always a wonderful service!

27/1/2012 11:19 [View Responses](#)

excellent service wonderful staff. Very prompt appointments and appointment times kept. A great surgery - I am lucky to be a patient here!

27/1/2012 11:15 [View Responses](#)

we have found that since having these new doctors Dr Gill and Dr Gerum and all the nurses have been so good, waiting time and getting appointments have been good and all the receptionists are very polite and helpful, couldn't have a better doctors surgery

27/1/2012 11:04 [View Responses](#)

happy with a good and efficient service

27/1/2012 10:59 [View Responses](#)

I am very pleased with the nurse and the help i am getting with quitting smoking

27/1/2012 10:56 [View Responses](#)

very efficient surgery from doctors to receptionist 100% service

27/1/2012 10:55 [View Responses](#)

The practice is always pleasant and welcoming

27/1/2012 10:54 [View Responses](#)

I find the practice is very good and able to see the doctor when required - I ask the receptionist who I need to see

25/1/2012 10:45 [View Responses](#)

this is my first visit to this practice, have no thoughts or comments yet but I had a good visit so good so far

25/1/2012 10:40 [View Responses](#)

can't make any as this our first visit but I like what I see so far

25/1/2012 10:36 [View Responses](#)

I am always able to get an appointment for the same day when I call

25/1/2012 10:35 [View Responses](#)

everything seems to run very efficiently with all the very helpful staff. Very satisfied

25/1/2012 10:33 [View Responses](#)

i am impressed with the fact that i can usually get a same day appointment, although I often have difficulty getting through on the phone, generally very happy with the service provided

25/1/2012 10:30 [View Responses](#)

such a nice bunch and they are always helpful and cheerful

25/1/2012 10:24 [View Responses](#)

always very helpful

25/1/2012 10:23 [View Responses](#)

I have found the practice to be helpful and runs smoothly

25/1/2012 10:22 [View Responses](#)

Least Positive Comments

I think the appointment system requires to be changed - i work up town so it is difficult to get an appointment

24/1/2012 14:38 [View Responses](#)

i think it needs to be more private between the reception and the waiting room. You sit there and hear conversations between patients and staff, name, details and sometimes of problems

24/1/2012 14:31 [View Responses](#)

more days times for blood tests

24/1/2012 14:22 [View Responses](#)

it would be helpful if the surgery opening hours were extended until 7pm for those who are unable to attend during the day

23/1/2012 11:42 [View Responses](#)

To be able to make advance appointments a few days in advance without having to phone at 1pm

31/1/2012 9:40 [View Responses](#)

majority of staff are helpful and happy, although I do find I have to wait for a few minutes before they recognise I have arrived sometimes. On the whole we are happy with the practice

27/1/2012 11:27 [View Responses](#)

doctors do not keep to the times scheduled, I have had to wait nearly an hour to see Dr Gerum and I find this very frustrating. You should decide what Dr you want to see

27/1/2012 11:23 [View Responses](#)

good service - is it possible to have a chiropody clinic for the elderly at the practice

27/1/2012 11:18 [View Responses](#)

a better way of getting a second opinion

27/1/2012 10:57 [View Responses](#)

not always to make an appointment i.e. call back after 3pm etc

27/1/2012 10:52 [View Responses](#)

if possible an occasional Saturday surgery say monthly

25/1/2012 10:46 [View Responses](#)

The results were collected and analysed via the surveymonkey website, once collated these were sent via e-mail and post to the PPG members and a meeting was held on 28/2/2012 to discuss the results and agree on actions arising from the survey.

The results overall were felt to be positive with patients expressing a high level of satisfaction, the least positive comments were discussed. There were contradicting comments regarding access as some respondents felt that they had difficulty making appointments and disliked the part pre book system whilst others felt that they were able to be seen quite quickly.. The practice does offer extended hours doctor and nurse appointments to patients who are unable to attend during the working day. These are

Tuesday 6.30am – 7.30 pm

Wednesday 7.30am – 8.00am

These appointments are available for either routine or urgent bookings. It was agreed that an explanation of the booking system would help patients to understand the system better

The comments regarding additional times for blood tests was discussed, the practice is fortunate to host a phlebotomy clinic on Thursday afternoons and priority is given to those patients who are unable to attend hospital. The overall availability of choice of clinics was felt to be adequate with patients able to choose between Queen Mary's Sidcup, Queen Elizabeth Woolwich and Erith Hospital all available Monday to Friday with Queen Mary's and Queen Elizabeth's open throughout the day covering core hours.

The comment regarding chiropody clinics was discussed, currently there is no additional funding for new services however a chiropody service is available for diabetic patients meeting the referral criteria.

A small percentage of people had expressed that they did not like the Saturday flu clinic change but the majority of respondents either preferred the Saturday or had no preference. The PPG members who attended the clinics had stated a preference for the Saturday clinics and it was agreed that these should continue with patients either unable to attend or wanting to be seen during the week being accommodated during normal surgery hours.

Waiting times were discussed and the PPG members felt that waiting times were reasonable, however they felt that a sign in the waiting room asking patients to be patient would be useful.

A comment was received regarding Saturday opening, however the Practice is unlikely to open routinely on Saturdays due to lack of funding.

The issue of privacy was raised and it was felt that amongst the PPG members this was not considered to be an issue as facilities are available for anyone wishing to have a confidential conversation. Closing the connecting door was discussed.

Action Plan 2012

Area of change	Recommendation	Practice Lead	Comments
Access – appointments system	<p>Place an explanation of the appointments system in the waiting room for patient information.</p> <p>Ensure patients unable to attend during the working day are given priority for extended hours appointments. These appointments are publicised in the waiting room and the practice leaflet.</p>	<p>Jaz Gill</p> <p>Jaz Gill/Ann Leach</p>	<p>Explanation placed on PPG board in waiting room Feb 2012</p> <p>Extended hours policy statement in reception area and printed on patient leaflet – checked Feb 2012</p>
A&E attendance	<p>Maintain the ‘choose well’ leaflets and posters in the waiting room</p> <p>Continue to publicise alternatives to A&E in the waiting room</p> <p>Consider placing a foot note on prescriptions reminding patients of the alternatives to A&E</p>	Ann Leach	
Influenza Clinics	Continue to use Saturday clinics for the 2012 campaign, any patients unable to attend or expressing preference to be seen during the week could still receive their vaccination during routine surgery hours.	Practice Management Team/PPG	Practice Management Team to inform PPG as soon as dates for flu campaign 2012 are set.

	Practice to agree dates and use the PPG to help publicise the clinics for the 2012 campaign		
Patient Education	<p>Continue with updating patient information in the waiting room.</p> <p>Practice to identify any additional information education events that may be of benefit to patients.</p>	Ann Leach/ Jaz Gill	The Practice has started working with the Bexley Diabetes Team to host education events on diabetes prevention. The first event was held on 9/2/12 with 10 patients attending and . Another event is scheduled for 29/3/12 and a similar number of patients have been invited.
Waiting times	<p>Place a note in the waiting room advising patients that on occasions they may have to wait to be seen due to the demands of a reactive service. Wording to be agreed by PPG and practice</p> <p>Receptionists to make patients aware of significant delays when they book in so that they are prepared to wait.</p>	Ann Leach/ Jaz Gill/ PPG input	
Privacy	<p>Consider closing the door between the waiting room and reception to make reception more private</p> <p>Reception staff to advise patients that facilities are available for confidential conversations where appropriate.</p>	Ann Leach/ Jaz Gill	Closing the connecting door can make the waiting room hot due to lack of air flow and keeping the door open is safer to avoid children trapping fingers etc. therefore it is preferable to direct patients to the privacy booth where appropriate.

Publication of report

A copy of this annual report has been circulated to all members of the Practice Management Team and the PPG. A hard copy will be added to the PPG notice board in reception with further copies available on request.

The report will also be placed on the Bexley Care Trust website and www.ingletonavenuesurgery.co.uk website.

Jasbir Gill
27th March 2012