

Ingleton Avenue Surgery Patient Participation Group Report February 2013

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 Ingleton Avenue Patient Participation Group (PPG) has been meeting since November 2011. The group hold face to face meetings and met seven times during 2012-13 with a further eighth meeting scheduled for 26th March 2013. During the year 2012/13 one member left the group due to relocating and leaving the practice but a further two members have since been recruited. Interest was sought from patients via the PPG Newsletter published in September 2012 and through the Patient survey 2013, some respondents of the 2012/13 questionnaire have expressed an interest in joining the group. The Group currently has six 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.

Initiatives were held during the year to raise the profile and membership of the group, these included having PPG representation at the Flu clinics, advertising for new members via the PPG newsletter and the doctors approaching possible candidates

during consultations. The membership of the group was discussed and reviewed during the year to ensure it remains representative.

There are five female and one male representatives in the group
Age profile

1 member : 24-40 years
4 members : 41-59years
1 member: 60-74 years
0 members: 75+ years

The practice population as of February 2013 is made up of:

0-5 years – 6%
5-15 years – 12%
15-25 years -14%
25-35 – years 12%
35-45 – years13%
45-55 – years 15%
55-65 – years11%
65-75 – years 9%
75+ years – years 9%

Male – 48%
Female – 52%

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. During the time period that the Patient Survey was distributed all responses received were from white British respondents indicating that this is the dominant ethnic group of patients at the practice.

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 and the box is emptied prior to meeting and all comments discussed at the meeting. All comments are responded to where appropriate and in some cases patients are responded to directly by either the Practice or the PPG chair.

Agreeing Priority Areas

The survey, results and action plan for 2012/13 were revisited. All of the items on the action plan had been actioned and it was not felt that we needed to ask the same questions again this year but to seek alternative views and comments. In the previous year the group sought 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 and it was felt that this should be done again this year. This box was placed in the waiting room for approximately four weeks during December 2012 and received two responses, both were praising the practice for high standards of care. Consideration was given to complaints and compliments received during the year, during 2012/13 no formal complaints were received by the practice, the practice had been nominated as Bexley's Practice of the Year for 2011/12 and all the receptionists had been nominated for Receptionist of the Year. The Chair of the PPG had also attended the Saturday flu clinics and had spoken to patients' to gauge their views on the services they received, all responses were positive.

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.

A discussion was held regarding topics for the survey at the November meeting. The group were keen to raise their profile and encourage more patient participation as the Chair had said that not many people were aware of the groups existence when she spoke to them at the flu clinics. The newsletter had reached many of the patients as it was distributed over the summer and at the flu clinics but had not generated any interest in joining the group or any additional comments in the comments box.

The group felt that the changes that were happening locally to the hospitals and the TSA report should be mentioned to raise awareness as many of the group had attended the public meetings and felt that there was a lack of awareness of changes happening and the group were keen to get involved in campaigns.

The Practice Management Team also thought it would be beneficial to get feedback on things that had changed within the practice such as the Electronic Prescribing Service for repeat prescriptions. At that time 13% of patients were signed up to the system and verbal feedback had been varied with some patients signing up to the scheme initially but removing themselves due to teething problems. The scheme has been running for a while and from the practice perspective was working better but user views had not been officially sought. It was felt that EPS was a good idea as one of the members had found problems with setting up collections with a local pharmacy but these had now settled.

The Practice Management Team also raised the use of telephone results line as a dedicated line had been set up some time ago to free up the main telephone line for booking appointments and queries. There were still telephone calls being received on the main line and some members of the PPG were not aware that the results line existed.

The Practice have also started to use prescriptions as a method of communications more in recent times to advertise flu clinics etc. and wanted to gauge how effective this method of communication was.

The management team also felt it would be useful to ask for demographic data to ensure that responses were received from a wide spectrum of service users and to ensure that the PPG members remained representative of the patient population. Some members expressed reservations on requesting this data but it was explained that this was just to ensure that the group remains representative and answering this or any of the questions on the survey would not be compulsory.

The group also felt it was important to allow respondents to add comments regarding the practice to gauge views on the overall service received at the practice and to highlight any issues not raised through the questionnaire

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. Posters were displayed informing patients of the survey and the survey contained details of where results would be published. It was decided that the surveys would be distributed during January 2013 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 during times where a cross section of patient views would be obtained with clinics such as phlebotomy and child health running during the period. 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 and Results

Question 1

The Patient Participation Group Has been running for over a year and have a coments box and dedicated notice board in the waiting room – were you aware of this?

number of respondents	Yes	No	Would like to get involved
71	26	41	4

Question 2

Do you use the dedicated telephone number when ringing for results?

number of respondents	Yes	No	Was not aware of this
70	19	29	22

Question 3

The Practice offers an Electronic Prescription Service whereby repeat prescriptions can be sent electronically to a pharmacy of your choice – have you signed up for this service

number of respondents	Yes	No	I tried it but didn't like it	Not applicable
70	20	34	2	14

Question 4

Do you check to see whether there are any messages on your prescription?

number of respondents	Yes	No
71	23	48

Question 5

Do you feel you are being kept up to date with changes to local NHS Services?

number of respondents	Yes	No	Not interested
71	35	34	2

Question 6

Would you be willing to support he PPG in publicising these changes to NHS Services e.g. Save our Local Hospitals campaign by signing petitions, handing out leaflets, fundraising etc.

number of respondents	Yes	No
70	31	39

Question 8

Male	Female
21 (30%)	50 (70%)

Question 9 What age group do you fall into

24 and under	25-40	41-59	60-74	75 and over
5 (7%)	13 (18%)	34 (48%)	11 (16%)	8 (11%)

Question 10

Please describe your race/ethnicity

White	Mixed	Asian or Asian British	Black or Black British	Chinese or other ethnic group
71 (100%)				

Most positive comments

We think this practice/surgery has been very helpful to us

100% happy with this practice and have been since 1977!

Always friendly and efficient

I have found the practice to be helpful and supportive

Very good service

Friendly helpful approachable

Yes I think the practice is run very well

They are very good, all I can say

All staff are extremely helpful and supportive, they are professional and this is by far the best surgery I have attended.

Good practice, helpful staff, always get an appointment when needed

This is a very good practice. I am always very pleased with the service from all staff. Very reassuring.

This is an excellent practice.

Always of great help when asking for appointments and other needs if required.

Happy with practice, staff smiling and pleasant

This I have found is a brilliant practice, very helpful and always putting the patient first.

I tend to find out myself as and when required, I will ask.

Least Positive Comments

Need to be more appointments for working people. Early/late. I work in London and it takes a while to get back.

Difficult to get through on the phone. Would be good to get an evening surgery for people who work.

Please, please can you improve your booking appt system and phone answering service. I can never get through!

Electronic prescription service does not always work. Last time it took 7 days to get a prescription, despite phone calls from pharmacy and urgent tablets given to me! I am 66 and do I have a flu jab this year.

Length of time taken to answer phone calls. Sometimes may need two on reception, one dedicated to phone.

Misc comments

Save Queen Mary's Sidcup

Mum cannot see very well

Analysis of Results

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 05/02/13 to discuss the results and agree on actions arising from the survey.

In total 100 questionnaires were distributed and 71 were completed and returned. It was recognised that this was fewer than the previous year, however the Management Team explained that this was one of many surveys being handed out as the doctors had been handing out questionnaires for revalidation and appraisal and the trainees had been doing the same for their e-portfolio.

The PPG have done a lot of work this year to raise the profile of the group. Initiatives have included the production of a newsletter, attendance at flu clinics and regular updating of the notice board and website, however 57% of respondents indicated that they were not aware of the groups existence. It was agreed that a message on the Jayex Board would be a good way to raise awareness as most people read the messages on the board whilst waiting for their appointment.

Only 27% of respondents were using the dedicated telephone line for results. For efficiency, patients are requested to telephone between 11am-1pm on the dedicated telephone line as this keeps the main line free for appointments and queries at the busiest times of day. The line is already advertised on the website and practice leaflet but it was agreed that placing a message on the Jayex Board would raise further awareness.

Currently 13% of the practice population have signed up to the Electronic Prescribing scheme, the practice felt it was working well and 29% of respondents had signed up to the scheme 3% had tried it but gone back to paper prescriptions. It was felt that there were no actions arising from this question.

Only 33% of respondents were checking their prescriptions for messages. The practice uses this method of communication for relaying generic messages such as flu clinic dates etc. It was felt that this was still a good method of relaying messages in addition to other forms of communication such as posters and website updates and should continue to be used.

The current situation with South London Healthcare Trust (SLHT) will lead to a change in the wider healthcare services used by patients. The PPG have been actively following the changes and other national campaigns such as 38 degrees 'Save the NHS' and 'Save Lewisham A&E and Maternity Services. The group felt that there was a lack of awareness of how these changes would affect patients, however when asked the question there was an even split as to whether people felt informed about changes to local services. There was also mixed support for helping the group in publicising these changes. The group agreed to continue to support the campaigns.

The results overall were felt to be positive with patients expressing a high level of satisfaction, the five least positive comments were discussed. There were two comments regarding extended hours appointments, 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 and for 2012-13 extended hours nurse appointments have been introduced. These appointments are advertised on the practice leaflet and on the practice website. Following the previous years survey an explanation of the appointment booking system was published and is displayed in the waiting room. It was agreed that Practice Management Team would remind reception staff that patients unable to attend during the working day should be given priority for these appointments.

There were also two comments regarding telephone access however it was felt that if more people were redirected to using the correct line for test results etc, access via the main line for appointments and queries would improve. The length of time taken to answer calls was also discussed. One respondent had suggested that a receptionist could be dedicated to incoming calls, however it was explained that telephone answering was just one aspect to the reception role and this would have a knock on effect to other duties being completed. The Practice Management Team agreed to raise this at the next Reception Team Meeting for discussion and suggestions.

The demographic data was discussed and it was felt that the responses gained accurately reflected the patient demographic.

The discussion of the results was concluded and it was agreed that an action plan would be drawn up and no further analysis was required. The action plan would be e-mailed to members for agreement and inclusion in the 2013 PPG Annual Report.

Action Plan 2013

Area of change	Recommendation	Practice Lead	Comments
PPG – promotion and awareness	Update Jayex Board to guide patients to PPG Board and comments box in waiting room.	Jaz Gill/Ann Leach	Board Updated February 2013
	Production of annual newsletter during 2013/14 to update patients on the work of the group	Practice Management Team/PPG	For Action during 2013/14
Access - telephones	Update Jayex Board with details of how and when to access test results.	Jaz Gill/ Ann Leach	Board Updated February 2013
	Encourage patients to use the dedicated results telephone line by promoting through posters etc.	Jaz Gill/Ann Leach	Results line information in reception area and printed on patient leaflet and on website – checked Feb 2013
	Discuss telephone answering protocols at Reception Team Meetings to improve current situation	Jaz Gill/Ann Leach	
Communication - Generic messages	Continue with using messages on prescription in addition to other publicity e.g. posters	Jaz Gill/ Ann Leach	
Access – extended hours appointments	Issue a reminder to the Reception Team to ensure patients unable to attend during the working day are given priority for extended hours appointments.	Jaz Gill/Ann Leach	Extended hours policy statement in reception area and printed on patient leaflet and on website – checked Feb 2013

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
8th February 2013