

Ingleton Avenue Surgery Patient Participation Group Report February 2014

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 7.30am-8.00am

Tuesday 6.30pm – 7.30 pm

Wednesday 7.30am – 8.00am

Thursday 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 four times during 2013-14 with a further fifth meeting scheduled for March 2014. During the year 2013/14, the Chair was unfortunately hospitalised for several months and another member was appointed as chair. There have been no requests from patients wishing to join the group despite appeals for new members being placed on the PPG notice Board in the waiting room. Some patients opted to come to occasional meetings but did not wish to join the group permanently. 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 17-65 year age group.

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 2014 is made up of:

0-4 years = 5.5%
5-16 years = 14.5%
17-65 years = 63%
65+ years = 17%

Male – 48%
Female – 52%

The ethnicity of the patient population was also looked at using information recorded on the patient electronic records, it should be noted that ethnicity date is not recorded for all patients. An ethnicity breakdown, based on the information recorded, of the practice population is as follows:

White British – 90.8%
African – 1.5%
Any other white background – 5%
Irish – 0.3%
Indian – 0.8%
Chinese – 0.5%
Asian – 0.2%
Pakistani – 0.3%
Turkish – 0.6%

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, responses received were from a variety of ethnic backgrounds respondents with the majority from a white British background 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 2013/14 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. The

responses in the comments and compliments box were discussed. Consideration was given to complaints and compliments received during the year, at the time of compiling the survey for 2013/14 there had been no formal complaints received by the practice. The comments on NHS Choices were also taken into consideration, two responses had been added during 2013/14 one positive and one negative, the negative comment was responded to at the time of publication and was not followed up by the patient posting their experience.

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 October and November meetings.

The group decided to ask patients how long they had been at the practice as this could in some way give an indication of satisfaction as patients who were satisfied with the service they received would be unlikely to change practices. There would be changes as patients move in and out of the area but it was felt that a stable list would indicate satisfaction.

The group were also keen to gauge overall experience with the Practice. In previous years, the Care Trust/Clinical Commissioning Group had run initiatives such as 'Receptionist of the Year' and 'Practice of the Year' but these were not held during 2013-14 so it was decided to carry out our own measure of satisfaction.

The Practice Management Team raised the issues of staff changes to the clinical team. One of the doctors had left after ten years service during 2013/14, as had a member of the nursing team. A question was devised around whether patients requested to the same clinician as before to ensure efficiency and continuity of care were achieved.

Practice staff also felt that on occasions, patients were not updating their personal information efficiently and time was wasted trying to contact patients who had changed their telephone numbers. This was particularly important when clinicians' were trying to return messages or contact patients urgently. A question was advised to serve as a reminder to patients of the importance of having up to date contact details for them.

The Practice Management Team also wanted to look to the future to enhance patient experience by reviewing current systems to ensure they met patients' needs. The PPG noted that some comments made during the year via the comments box related to the possibility of e-mailing the practice. It was discussed that this could be tested by looking at e-mailing prescription requests. A question was devised to gauge interest in this facility.

The previous survey collected 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. It was agreed to continue to collate this information if patients were happy to disclose it.

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 February 2014 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, midwifery 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.

Annual Survey results 2013/14

The surveys were distributed during February 2014 and were given to all patients attending appointments at the practice regardless of who they were seeing. This ensured cross sections of patients were asked their views. During this period in addition to doctor, nurse and Health Care Assistant appointments, clinics for child health development, midwifery, and phlebotomy were held. A total of 80 responses were received.

Q1 How long have you been a patient at the Practice?

Answer Choices –		Responses –
Less than 12 months	1.25%	1
Between 1-4 years	12.50%	10
Between 5-10 years	26.25%	21
over 10 years	60%	48
Total Respondents: 80		

Q2 How would you rate your overall experience at the Practice?

Answer Choices –		Responses –
Excellent	50%	40
Good	45%	36
Fair	5%	4
Poor	0%	0
Total Respondents: 80		

Q3 The number of clinical staff has recently increased – for existing problems and where possible do you request to see the same doctor you previously saw?

Answer Choices –		Responses –
Yes	67.50%	54
No	26.25%	21
Not applicable	6.25%	5
Total Respondents: 80		

Q4 Do you notify the Practice when your personal details change? E.g. address/home or mobile phone number

Answer Choices –		Responses –
Yes	84.81%	67
No	2.53%	2
Not Applicable	12.66%	10
Total Respondents: 79		

Q5 We are currently reviewing our systems for prescription requests. Would you like to be able to e-mail requests?

Answer Choices –	Responses –	
Yes	51.25%	41
No	30%	24
Unlikely to use it	18.75%	15
Total Respondents: 80		

Q7 Are there any additional comments you would like to make regarding this practice?

Most Positive responses

1. like to see the same doctor each time (Dr Gill)
2. I am very pleased with the doctors, receptionist and nurses. Appointments are usually readily available
3. always excellent service
4. fully satisfied with services received
5. very happy
6. very pleased with this surgery
7. listen to your needs, are compassionate
8. excellent service, appointment when necessary without having to wait
9. All ways pleased with all staff and doctors
10. no, it is all fine
11. always pleased with all the staff and doctors
12. have always been cared/seen punctually
13. Have had many good experiences with this practice but in the past have had a few negative ones with a GP no longer present. The way the practice is managed is never a problem
14. None – very happy – sometimes have to wait a long time but not usually a big problem
15. Really good practice. Always helpful
16. The practice is doing very well. The staff is really helpful and always listens and suggests the best relating to the situation. I am happy and pleased with the service provided. Thanks

Least Positive responses

1. Please sort your 'phones' out – can never get through so always have to come up to Drs every time to get an appointment
2. The 10 minute consultation period is hardly sufficient as there always seems to be considerable delay in seeing the doctor at the appointed time
3. more approachable by staff, always difficult to get appointment on prefer date, and on the day appointment – phone is always busy
4. find it very difficult to sometimes get through on phone and make a convenient appointment
5. Booking system could be improved, especially for PM appointments and need to call after 3pm as telephone is invariably 'busy' preventing appointments being made whilst receptionist deals with customer in surgery. PS Receptionist do an excellent job
6. easier access to your own doctor, more later appointments for people who work all day and can't get time off

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 25/2/2014 to discuss the results and agree on actions arising from the survey.

The survey was left at reception during February 2014, Over 100 questionnaires were made available and 80 were completed and returned.

Of the respondents, 60% had been patients over 10 years and a further 26.25% had been patients for over 5 years. This indicates a stable patient base and can give a crude indication of satisfaction.

95% of respondents rated their overall experience as good or excellent. This correlates with the NHS choices recommendation score, where patients would be happy to recommend the practice to patients moving into the area. No respondent rated the service as poor.

25% of patients were not asking to see the clinician they previously saw. Health outcomes and efficiency are both generally improved where patients see the same clinician over time. The majority of patients (67%) were seeing the same person each time, it was agreed that patients should be asked whom they saw at their last appointment at the time of booking and to book the patient with the same clinician wherever possible.

There was a fairly even split between people requesting on line prescription requests. In the comments section, one person had also commented regarding online appointment booking. It was agreed that a move to more online services was the way forward and the Practice Management Team endeavoured to look into this.

The results overall were felt to be positive with patients expressing a high level of satisfaction, the nine 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 7.30am-8.00am

Tuesday 6.30pm – 7.30 pm

Wednesday 7.30am – 8.00am

Thursday 7.30am – 8.00am

These appointments are available for either routine or urgent bookings and are available with either a doctor or a nurse. These appointments are advertised on the practice leaflet and on the practice website. 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. The management team felt that the current system of pre booking appointments and

releasing emergency appointments on the day suited the majority of patients. The alternative 'sit and wait' clinics were discussed with the PPG and it was agreed that this method of booking would not benefit the patients. It was agreed that the system should be continuously monitored to ensure it meets the needs of the majority of patients.

There were also five comments regarding telephone access. Alternatives were discussed, including a queuing system. It was agreed that a queuing system was costly and frustrating to many patients and would not cut down the length of time taken to answer calls. The separate results line frees up the main phone line and patients should be reminded that this exists and an update should be provided to reception staff on the call answering protocol.

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 2014 PPG Annual Report.

Action Plan 2014

Area of change	Recommendation	Practice Lead	Comments
Online service	Practice Management Team to investigate the possibility of offering online services e.g. prescription requests	Practice Management Team	For Action during 2014/15
Access – telephones	Encourage patients to use the dedicated results telephone line by promoting through posters etc. Discuss telephone answering protocols at Reception Team Meetings to improve current situation	Jaz Gill/Ann Leach Jaz Gill/Ann Leach	Results line information in reception area and printed on patient leaflet and on website Completed February 2014
Access – Appointments	To continue to monitor the appointments system to ensure it meets the needs of the majority of patients Reception training event to ensure both pre-bookings and emergency appointments are offered out efficiently	Practice Management Team/PPG Jaz Gill/Ann Leach	Ongoing Completed February 2014
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. Staff Training 20/2/14 Completed February 2014
Patient Education	To ask patients at the time of booking whom they saw at their last consultation to maximise continuity of care	Jaz Gill/Ann Leach	Staff training February 2014

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 www.ingletonavenuesurgery.co.uk website.

Jasbir Gill
8th March 2014