

Ingleton Avenue Surgery Patient Participation Group Report

April 2019 to report on work carried out from April 2018- March 2019

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. 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 twice during 2018-2019. 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 underwent a CQC inspection in February 2019. The Inspector met with one of the PPG members to discuss the workings of the PPG. The overall rating awarded to the Practice was Good with positive comments received in the report regarding the work of the PPG.

The Practice also underwent an Infection Control Inspection during the year and a number of areas were identified to bring the Practice up to full compliance and the PPG supported a bid for an improvement grant based on the findings of this report

A Newsletter was produced by the PPG in Autumn 2018 and placed on the website and in reception.

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 10% 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. An article was placed in the PPG Newsletter encouraging patients to sign up. 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.

Upgrade of the Practice website

A new website was launched in 2018-19. This contains the core data and more self help data to enable patients to gain the information they need without ringing or visiting the surgery. The new website was publicised in the PPG Newsletter to raise patient awareness.

Upgrade of the building and furnishings

During 2018-19 blinds were installed in the waiting room for privacy and a new hydraulic couch in Consulting Room 4 was purchased for use by patients with reduced mobility. Additionally, an improvement bid was successfully submitted to replace the flooring in Rooms 3,5 and 6 and to replace sinks in Rooms 5 and 6.

Priority areas for 2019/20

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 sign up continues to increase and reception staff have been requested to continue to encourage sign up.

Increased screening uptake

Nationally there has been a decrease in the uptake of cervical screening with uptake rates at a 20 year low. The Practice has signed up to participate in a text reminder service for cervical screening and to encourage uptake of bowel screening using the new Fit Kit. Where non-responders are identified these will be followed up and encouraged to complete the test.

Practice Website

The Practice website was launched during 2018-19. A further campaign is planned to encourage patient usage to find information required to avoid having to telephone the surgery.

March 2019