

PARTICIPATION REPORT 2013/14

The Patient Representative Group Development:

The purpose of a Patient Representative Group (PRG) is to ensure patients are involved in decisions about the range and quality of services provided and commissioned by the practice. The principle is about getting local people, patients, carers and users involved in planning local enhanced services and identifying local needs. Its function is to help improve communication and understanding between the practice and patients, and to improve the quality of services being offered to patients. It provides practical support and assists in the future policies and direction of the Practice. It enables patients to become more involved in their own care and offers the opportunity to be involved in patient forums.

The Aim:

The aim of the Patient Representative Group (PRG) is to actively seek patient's views through practice surveys and to encourage patients to be actively involved in the decisions made by the practice. It also encourages patients to engage in the decisions that lead to changes to the services the practice provides for commissioning.

Practice Profile:

The practice population consist of 4,800 patients who are of a varied aged group and diverse ethnic backgrounds. The ethnic representation and social class level is reflected in the practice geographical location.

The Structure of the Group:

In order to ensure adequate representation from all patients including minority groups such as the carers, care groups, nursing homes and the unemployed, People with mental health, learning disability and drug users within the community, all staff actively invite all groups of patients to a face to face patient group meeting. Meetings are published on the Practice Website and also advertised in house on the Practice notice board. These meetings are held quarterly on an annual basis. Timings of the meetings are alternate, AM and PM, taking into consideration the working patterns of patients.

In order to ensure that various group will engage in the PRG meetings all patients including minority groups within the population are invited to attend. The following steps are taken to recruit patients and to ensure that all patients are actively represented.

We encourage patients to join PRG in the following ways:

- Advertising in the practice
- Publishing PRG meetings on the practice website.
- Displaying information on LED JYAX in Reception area.
- All staff actively encouraging patients to join the group
- Telephone contact is established with hard to reach group, less able bodied, housebound patients and carers.

The Group representation is as follows:

Sex: Male -49% and Female-51%

Age Groups

17-24 -6.5%
25-34 - 5.5%
35-44 - 17%
45-54 - 35%
55-64 -27%
65-74 - 2.5%
75- 84 - 4.5%
Over 84-2%

Ethnicity

White & Black Caribbean - 2%
White & Black African - 2%
Asian or Asian British - 4%
Black or Black British -16%
Black African -9%
Afro-Caribbean - 56%
Any-Other - 2%
White Irish - 4%
Chinese - 1%
Pakistani - 4%

Other Groups: We have 3 patients in residential/nursing homes, 22 patients on the LD register and 62 registered carers.

Communication:

We correspond with the group members by:

- Text messaging
- Email
- Telephone
- Face to Face

All Scheduled meetings are advertised on the practice website and in house on the electronic notice board.

In order to identify any variations between the Patient Representative Group and the Practice population, monitoring forms are completed by patients during these meetings. Results of this revealed that there is now an equal representation of Male and Female. This showed an increase in male participation in 2014 in comparison to 2013. There has also been an increase in the number of young patients aged 17-24, consequently the practice achieved its action plan for 2012/13 which was to actively campaign to encourage patients in this age group to participate in these meetings.

Groups not well represented were mainly patients who reside in a Nursing home and Housebound patients. Although staff from the Nursing home and Carers were invited they were unable to attend. Hard to reach groups and minority groups were invited by telephone. Housebound patients were contacted and the views collated and raised during the PRG meeting.

SURVEY

At the PRG meeting held on the 13th of June 2013, patients were informed of the Practice decision to conduct another survey. The aim of the meeting was to actively seek patient's views on areas and questions on which to conduct the survey and to identify and agree areas of priority. It was agreed that the questions would be based on problems identified in the previous Patient Survey conducted in 2012/13 and problems raised during meetings, all of which were reflective in PRG meetings and patient's complaints themes including complaints on NHS Choices.

The priorities for the survey was discussed and an agreement was reached to conduct the survey on access, looking at ways to improve the appointment system with the aim of improving appointment availability and greater access to be seen quickly, and also looking at improving the telephone system with a view to improving waiting times. The Practice also wanted patients view on a preferred day on which extended hours should be provided. It was agreed that this question would be included in the survey. The Practice would seek support from an external company Alpha who have the experience and expertise to conduct the surveys; this is in conjunction with Harness Clinical Commissioning Group (CCG). This would enable the Practice to bench mark the results of the survey against the other 15 practices. It was agreed that the survey would be conducted in house, by post and email due to the time frame.

The questions were developed with Alpha based on the issues and problems highlighted during Patient Participation Group meetings which were also reflective on the issues highlighted in results of the survey conducted in 2012/13. The questionnaire included questions based on the appointment bookings, ability to book appointments, patient experience and opening hours and preferred day for extended hours.

All patients were encouraged to participate in the survey, by completing the survey in house, by post or by email. The survey was given to patients in the Practice by clinical and administrative staff. Practice staff encouraged patients to complete the questionnaire posting replies in a survey box placed in the waiting area. Advertisements were displayed in all areas of the practice reminding patients to participate in the survey and informing patients who wish to receive the survey by email to provide their email address.

A member of staff contacted housebound patients and those who expressed interest in participation were sent a questionnaire by post including a stamped addressed envelope for return to the Practice. An online survey was not conducted this year as the uptake for this in the previous survey was rather low. Surveys were also made available in various languages.

The survey was conducted over a 2 month period from June 2013 through to August 2013. 150 questionnaires were returned results of which were collated and analysed, producing a report.

Summary of the Results of the Survey

At the PRG meeting patients were informed of the results of the Patient survey which revealed the following: GP's received the most positive feedback. 95% of patients feel the GP is very good/good at giving them time during their last consultation. 88% of patients questioned are satisfied with the surgery opening hours. This result was also reflected in the GPPS data. 87% found the receptionist helpful. Results also revealed that 60% of patients request urgent same day appointments for the GP.

Areas in which the Practice received negative feedback were difficulty in obtaining an appointment within 2 weeks to see a GP of choice. Patients also found it difficult to get through on the phone. Both these problems were also highlighted in the GPPS data. Areas identified and agreed as needing improvement were Access around the appointment system and telephone. Audits revealed that the Practice has a very high percentage of DNA appointments. This data was presented to at the Patient Participation Group Meeting, patients present were astonished at the DNA rates and it was agreed that the Practice would publish monthly DNA figures in house and remind patients of the need to cancel appointments if unable to attend. It was agreed that the Practice would put an action plan in place based on the discussions and findings and which was to be presented to the next meeting.

Attached is a summary of the results of the survey and also results detailing overall practice scores and benchmarking against the other Harness Practices.



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Action plan

A proposed action plan was put in place and presented to the Patient meeting held on the 5th March 2014. The plan was devised based on the summary of the evidence relating to the survey findings and audit reports conducted in 2013/14.

It was agreed that before implementing a change to the appointment system, patients would be given the opportunity to vote on the implementation of a walk in clinic. There was a unanimous Yes vote in favour of the walk in clinics.

The action plan was presented at the PRG meeting and it was discussed and agreed that the practice would implement the agreed plan and change the current appointment system to include daily walk in clinics.

Find attached a copy of the action plan.



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Enhanced Services\1:

The main actions were: Change the current appointment system to enable patients to see a GP in 48 hours in cooperating daily walk in clinics. Improve Telephone access reducing waiting times and improve confidentiality in reception area.

In this action plan the Practice has not identified any areas that it may not be able to achieve, neither has any contractual issues been identified. However the Practice acknowledges that achieving its plan of improving the telephone system will be dependent on availability of funding from the CSU IT department.

Action Plan 2013/2014

Areas mutually agreed as priorities and interventions

Priority for action	Proposed changes	Who needs to be involved?	What is an achievable time frame
See a GP in 48 hours	<p>Practice will amend its current appointment system and offer a walk in clinic for each clinician on various days. Some clinics will be run AM and others PM. This will be implemented once the Practice has completed a survey and an audit of the appointment system. These appointments will be on a walk in basis only and cannot be booked on the phone.</p> <p>Practice will advertise these changes prior to implementation and inform patients of the need to utilise this service appropriately, and patients will be reminded of the need to cancel appointments if unable to attend.</p>	<p>Practice Manager and all practice staff</p> <p>Patients</p>	31 st August 2014
Telephone Access	Practice will identify The responsible person in NHS England IT department and submit an application requesting an increase to the Telephone line capacity to enable the telephone system to handle a bigger capacity of calls than the current system. Patients are asked to use the on line service to book appointments and order prescriptions as this should reduce the volume of calls.	<p>PCT</p> <p>Practice and Patients</p>	30 th Oct 2014
Speak to a doctor on the phone	Although the Practice has increased the number of telephone consultations, some patients are still not aware of this service. The Practice will advertise this widely and also inform patients face to face.	Practice	1 st of June 2014
Reception area	Although the Ealing estates have improved the reception area there are still some outstanding improvements which may help provide more privacy. Contact will be established with the team and a request will be made to this effect. In the interim the Practice will mark the flooring in the reception area asking patients to wait behind the line. The practice will review this once the work	Practice Estates	31 st August 2014

had been completed.		
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A summary of the progress made with the 2012/13 action plan

You said	We did	The result is
See a GP in 48 hours	Practice increased the number of emergency appointments offered daily. This service was advertised and patients were informed of the need to utilise this service appropriately, and to cancel appointments if unable to attend.	An increase in emergency appointments resulted in less availability for patients who wanted advanced bookings.
Telephone Access	The practice submitted a request to the PCT to install a call queuing system informing patients that their call is in a queue.	The telephone system was configured to enable calls to be held in a queuing system but this resulted in calls being disconnected after a period of time.
Reception area	The Practice submitted an application to Ealing Estate for improvements to be made to the reception area.	Ealing estates have completed renovations at the reception area. This has improved safety and increased capacity in the waiting area.
Speak to a doctor on the phone	Practice appointment system was increased to allow telephone bookings on a daily basis for each.	As a result patients who wish to speak to a GP can now be booked for a telephone call.

The patient participation report will be published on the Practice website www.thestonebridgepractice.co.uk. Results of the Survey are displayed in the practice waiting area including all clinical rooms. Hard copies are retained at the reception and will be made available upon request.

Positive outcomes of patient involvement

Patient involvement has enhanced the relationship between the Practice and increased patient satisfaction. Results of which reflect in the Practice Survey. The Practice and patients now have a forum where both parties are able to address concerns and discuss mutual topics of interest. This offers offer the opportunity to communicate developments and discuss areas identified for improvements. The Practice will continue to update the website and continue using the text messaging system to cascade messages and improve communication with patients. This should enable patients to gain easy access to a wealth of information, ranging from access to services, health information and self management of diseases.

The 2013/2014 report reveals that patients are satisfied with the care received from their GP's. The practice will make every effort to improve the level of service provided to patients. The report will be advertised on the practice website www.thestonebridgepractice.co.uk and will be circulated by email to PRG representatives.

The plan was completed with the involvement of everyone who attended the PPG, and will be owned jointly by members of the group and the practice. The plan will be revisited annually and may change according to the changing needs of the practice and patients it serves. A copy of the report will be submitted to the PCT, and the North West London GP Contract team.

Practice Core Opening Hours:

Monday	9:00-18:30
Tuesday	9:00-18:30
Wednesday	9:00-18:30
Thursday	9:00-13:00
Friday	9:00-18:30

Extended Hours

Monday	18:30-19:30 (provided by GP)
Tuesday	18:30-19:30 (provided by GP)
Wednesday	18:30-19:00 (provided by Nurse)

Out of Hours:

Patients can access the following services when the surgery is closed.

HARMONI is the service covering the surgery when we are closed at weekends and Bank Holidays. Please contact them for Emergencies only Tel: 0300 130 3015

Patients can also contact - NHS Direct 24hour advice line Tel: 111 from any landline or mobile phone free of charge. Or Tel: 0845 4647 from some parts of the country. You can also visit www.nhsdirect.nhs.uk. Health information, opening hours and out of hour's services information can all be obtained on the practice website www.thestonebridgepractice.co.uk

Summary

This exercise will enable the practice to focus on objectives and priorities for future plans and identify continuous needs for development. It has helped improve the relationship between the Practice and patients. It has offered both parties the opportunity to actively engage in development. The practice will continue to strive to improve the level of customer service offered to patients.