

Patient Participation Group 2016/2017

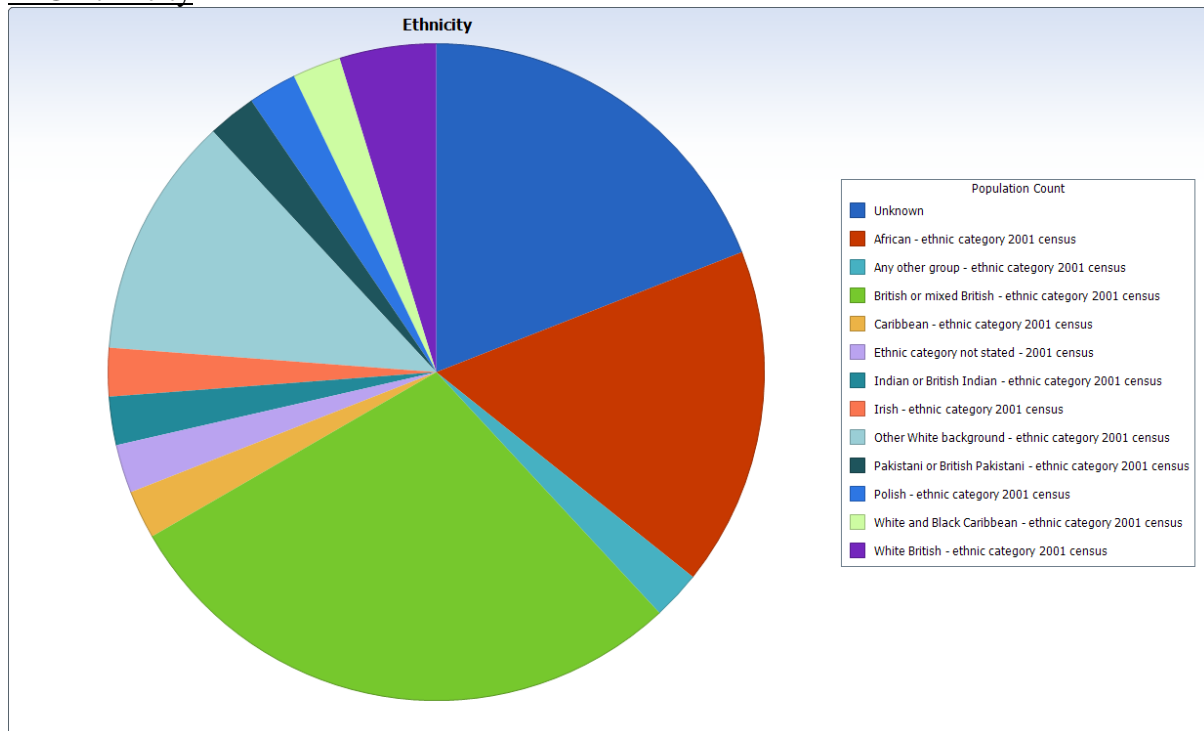
Component 1

The patient participation group is made up of 49 members. When registering new patients we ask them if they would like to join the PPG to ensure we give all patients the option of signing up. When seen in surgery the Reception staff/GP/health professional will offer patients information about the PPG should they wish to sign up.

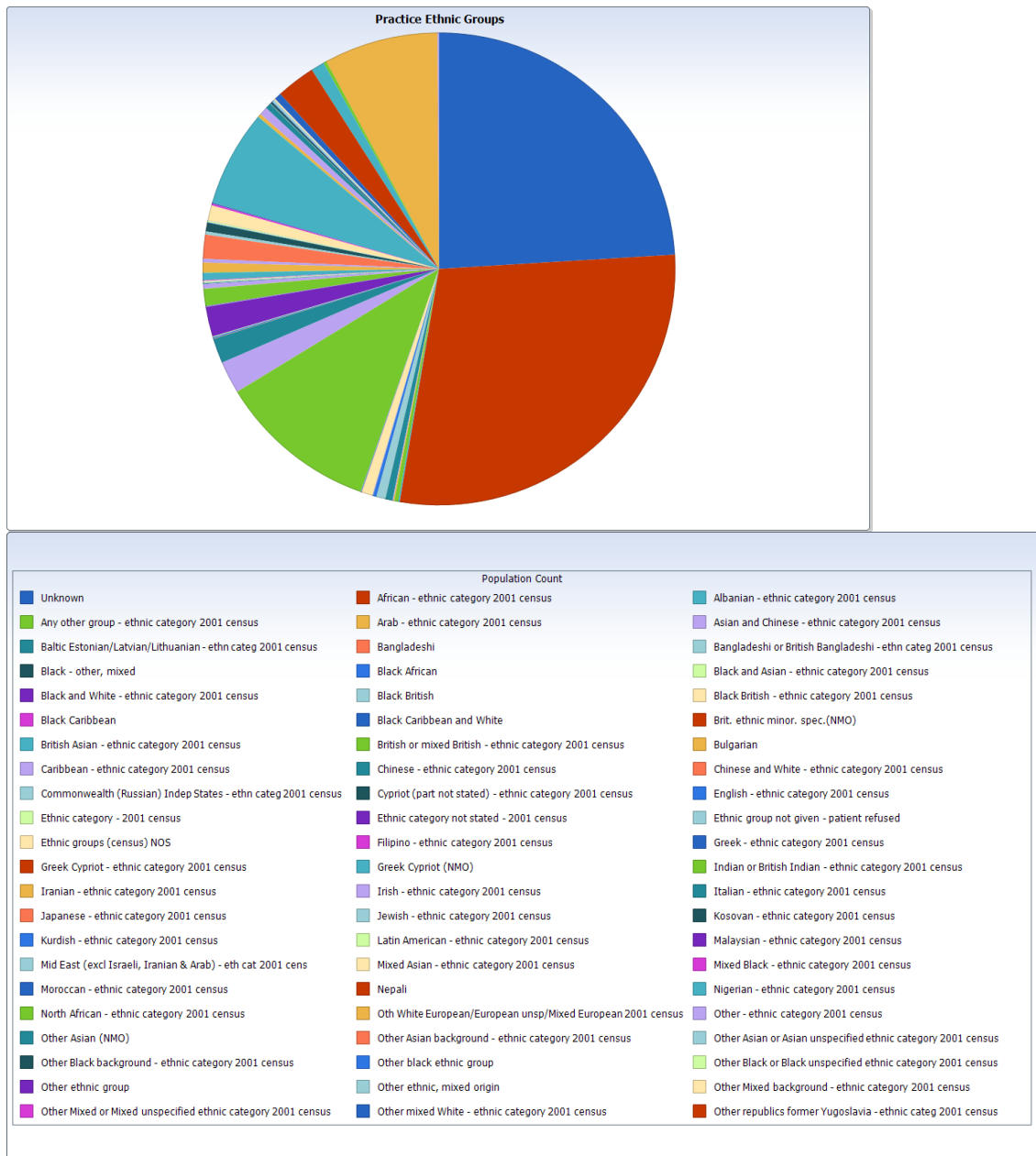
The practice has been working hard this year to increase our PPG members and get the members more involved with the daily running of the surgery. In previous years there were issues getting the older ages involved as some members were unable to gain IT access to the online services. This year the practice changed our PPG from an online group to a face to face group. This has helped the practice have better communication with the members and ensure the members feel their voices are heard. We now meet every two months.

The PPG is made up of a variety of ethnicities which is an accurate representation of our patient demographic (see graph 1).

PPG Ethnicity



Graph 1



Graph 2

It has been a struggle to get members to represent the older and younger ends of our demographic. By having face to face group meetings the practice has managed to increase the membership in these areas (see table 2).

Age (table 2)

16-35	7
36-45	10
46-55	11
56-65	13
66-75	6
76+	3

The gender split has remained the same as last year, it will be an aim for the coming year to try and tackle this gender divide (table 3) although women use our services more than men.

Gender (table 3)

Male	15
Female	34

Component 2

All members were sent an initial letter giving a selection of dates and times for a meeting and asking the member to select what area we need to focus on this year as part of the annual report. The most convenient date was selected and the results of the areas to focus on are in table 4.

Table 4

Clinical Care	5
Reception Issues	6
Opening Times	5

After the initial face to face meeting we found that there were multiple issues to focus on this year that do not fit into these 3 areas.

The PPG members brought other items forward to be added to the agenda.

1. Heronsgate Medical Centre vs Gallions reach Health Centre – patient experiences with reception staff, this is different at both sites favouring Heronsgate Medical Centre.
2. State of the building – Gallions reach Health Centre (negative) vs Heronsgate Medical Centre (positive)
3. Improving experience for children whilst visiting the practice
4. Access;
 - Opening and closing hours
 - 8am call for appointments
 - Over and after bank holidays
5. Reception Staff

An agreement was made on prioritising

1. Access
2. Improving experience for children
3. Reception staff and patient experience
4. Managing patients who do not attend appointments (DNA's)

The initial items raised through the agenda from the PPG members were addressed by the practice management team.

1. The patient experiences with reception staff at the two sites – This was discussed with the management team and the PPG was reassured that the staff are the same at the

both sites and further training would be offered to staff to ensure they treat patients the same no matter of the site.

2. State of the building – Dr Cristofoli assured the PPG that Gallions reach Health Centre (which is not owned by the partners but NHS property services) would be getting a revamp in the not too distant future because the CCG put in a bid which was accepted hence a significant sum of money will be invested to improve the site.
3. Improving experience for children – One of the PPG members has suggested improving the experience for children by introducing more toys and activities for them but the management team were concerned about health and safety and the spread of disease so was resolved to make the posters and wall displays more visually exciting for the children who attend. One of the PPG members will assist the surgery with this and progress has been made.
4. Access – The surgery took the PPG's suggestion and will be offering early morning appointments for patients who work. The PPG agreed that calling at 8am for appointments can be difficult as the phone lines are always busy, the management team would be promoting the online services more and allowing more appointments to be offered online to patients. Also to make patients aware of the services that are prebookable through the surgery at another practice.
5. Reception Staff – Agreed that the reception staff will tell patients when a clinician is running late and continue to liaise with patients in a calm and friendly manner.

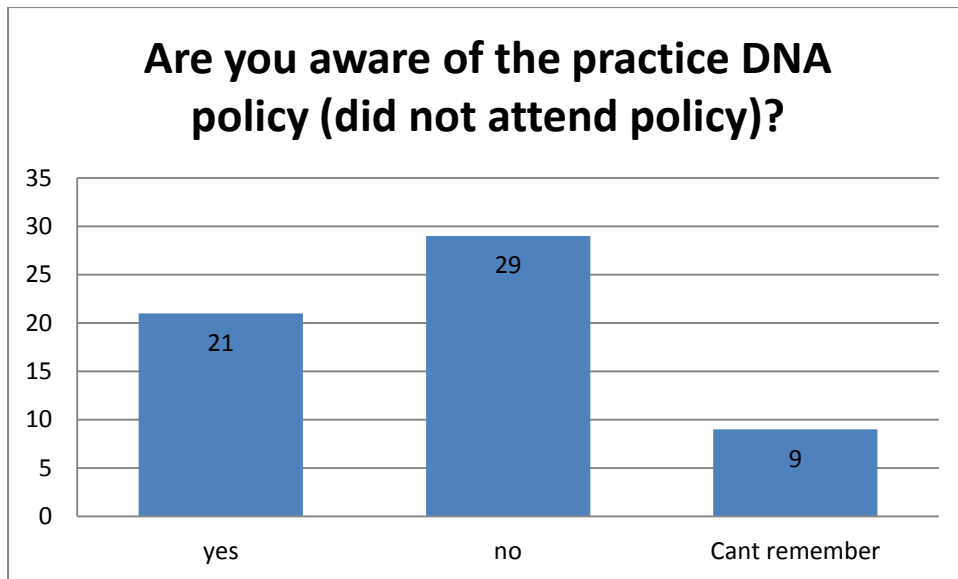
The main issue that came out of the initial meeting was around appointment access and appointments that are not attended when prebooked (DNA's). From this a questionnaire was produced to get the views for the practice population around appointment availability and whether they are aware of the DNA policy.

Component 3

The questionnaire was available to the practice population at both site and was handed out in a paper format over 2 weeks. The questionnaire was shared with the PPG and the mode in which the practice would gather information. They supported handing the questionnaire to patients over a 2 week period and Mandy Cole (PPG Lead) collated the responses and shared the results with the PPG.

The staff were instructed to check the patients had mental capacity and to offer it randomly to all patients to ensure it reflected the practice population in terms of age and ethnicity. We collected 62 completed forms, the results can be seen in appendix 1 and 2. These results were shared with the PPG in the face to face meeting on 28/01/2017 to help inform the discussion (minutes of this meeting are available on our website www.thamesmeadmedical.org).

The practice Questionnaire confirmed the PPG's concerns that the majority of the practice population were not aware of the DNA policy.



Results from questionnaire

From the results a draft action plan was shared with the PPG to help formulate the agreed action plan.

Draft Action Plan

Patient Participation Group 2016/2017

Many points have been raised by the PPG and with help from the management team we have produced a draft action plan;

1. Activate a cancellation line. This will give patients the opportunity to cancel any prebooked/on the day appointments. This will help to reduce the DNA numbers. Alongside this, the surgery will be gathering patient's up to date email addresses so that in the future emails can be sent to patients to remind them of appointments that are pre booked
2. Produce a patient and GP charter. This will set out how patients will treat the service and what they can expect from the GP service.
3. Policy for Pre-bookable appointments. The management team will review the practice DNA policy
4. The practice will have an early start one day a week. The surgery will open at 7:30am and have pre-booked appointments until 8:30am to allow access to patients who struggle to attend the surgery due to work commitments. If a patient DNA's these appointments they will not be allowed to book a further early morning appointment.

Component 4

The draft action plan was produced on 28th January. The management team (who look at patient access. This team comprises of the lead partner, practice manager and senior reception staff) looked at the feasibility of carrying out the draft proposals. They felt the practice could support this hence the draft action plan was sent to the PPG for agreement on 9th February.

The response rate was 100% with all members of the PPG supporting the draft hence the PPG requested that this became the action plan.

Component 5

The action plan was agreed on 9th February 2017.

Action Plan

1. Activate a cancellation line. This will give patients the opportunity to cancel any prebooked/on the day appointments. This will help to reduce the DNA numbers. Alongside this, the surgery will be gathering patient's up to date email addresses so that in the future emails can be sent to patients to remind them of appointments that are pre booked
2. Produce a patient and GP charter. This will set out how patients will treat the service and what they can expect from the GP service.
3. Policy for Pre-bookable appointments. The management team will review the practice DNA policy
4. The practice will have an early start one day a week. The surgery will open at 7:30am and have pre-booked appointments until 8:30am to allow access to patients who struggle to attend the surgery due to work commitments. If a patient DNA's these appointments they will not be allowed to book a further early morning appointment.

The practice have addressed all areas of the action points.

- Activate a cancellation line – this information has been shared with patients on the website, with posters in the surgeries and the DNA policy is included in the registration pack to raise awareness at the time of registration, from 20th March 2017
- Produce a patient and GP charter – we are working on producing the charter with the help of the PPG group. This should be completed by August 2017 and will also be included in the registration pack.
- Policy for pre-bookable appointments – The practice have changed the DNA policy with the support of the management team, it now reflects that if patients pre-book and do not keep appointments they will be denied pre-bookable in the future, from 1/04/2017 (this reflected the PPG's thoughts)
- The practice will have an early start one day a week – There has been a delay in initiating this because of work flow issues and 3 GP's emigrating abroad. We are currently recruiting and intend implementing this as soon as we can. We anticipate the 1st June 2017 as a realistic time.

Component 6

Action plan 2015/2016

- Open a second reception window for times when most busy and when the queues are becoming too long.
- Make a change to the appointment system to include more Pre-bookable appointments over a 2 week period. This will help to relieve appointment strain on a daily basis and ensure that urgent cases are dealt with on the day and non-urgent cases are made later

in the week. The PPG raised concerns about patients not attending the pre-bookable appointments hence we have decided to audit on a monthly basis the DNA rate. If this is greater than 20% we will need to review the decision about pre-bookable

This plan has been fully implemented, there are now pre-bookable appointments over a 2 week period. This year we are addressing the DNA rate in the hope of bringing this down and therefore releasing more appointments. DNA rates are monitored monthly and this information will be shared with the PPG and is available on our website. In addition the management team look at the Friends and Family test plus complaints received through the practice manager, this information will be shared with the PPG at the bi monthly meetings. Once early morning appointments are being offered this will also be monitored regarding uptake and DNA's. We will inform the PPG at the bi monthly meetings and seek their opinion.

The changes made to the appointment system and the DNA policies and the cancellation lines are all available on the website (www.thamesmeadmedical.org) and some of these changes are reflected in the registration pack. We will continue to update our website when early morning appointments commence. The PPG will be updated bimonthly at the meetings.

Gallions reach Health Centre is open from 8:00am until 6:30pm.

Heronsgate Medical Centre is open from 8:00am until 12:30pm and then 2:00pm until 6:30pm except Wednesdays when the health centre is closed from 12:30pm. However all patients can access GP services from Gallions Reach Health Centre between 08:00am to 6:30pm Monday to Friday. Heronsgate also opens on a Saturday from 08:00am until 01:00pm to reflect extended hours and offer smear appointments, travel, flu vaccination and child immunisation

Appendix 1

**THAMESMEAD MEDICAL ASSOCIATES
GALLIONS REACH HEALTH CENTRE
BENTHAM ROAD, THAMESMEAD
LONDON SE28 8BE
TELEPHONE: 020 8333 5000**

Are you male or female ?

Male	<input type="radio"/>
Female	<input type="radio"/>

How old are you ?

Under 18	<input type="radio"/>	55 - 64	<input type="radio"/>
18 – 24	<input type="radio"/>	65 - 74	<input type="radio"/>
25 – 34	<input type="radio"/>	75 - 84	<input type="radio"/>
35 – 44	<input type="radio"/>	85 and over	<input type="radio"/>
45 – 54	<input type="radio"/>		

How easy do you find it to make an appointment?

Very easy	<input type="radio"/>
Fairly easy	<input type="radio"/>
Not very easy	<input type="radio"/>
Not at all easy	<input type="radio"/>

How often do you book an appointment in advance (i.e. more than a day in advance)

Never	<input type="radio"/>
Weekly	<input type="radio"/>
Monthly	<input type="radio"/>
Yearly	<input type="radio"/>
Not at all	<input type="radio"/>

When you have booked an appointment and feel you cannot attend do you cancel your appointment?

Always	<input type="radio"/>
Some times	<input type="radio"/>
Not very often	<input type="radio"/>
Never	<input type="radio"/>

How easy is it to cancel a pre-booked appointment?

Very easy	<input type="radio"/>
Fairly easy	<input type="radio"/>
Not very easy	<input type="radio"/>
Not at all easy	<input type="radio"/>

Are you aware of the practice DNA policy (did not attend policy)

Yes	<input type="radio"/>
No	<input type="radio"/>
Can't remember	<input type="radio"/>

Would you find appointment reminders helpful?

Yes	<input type="radio"/>
No	<input type="radio"/>

Do you regularly use Email?

Yes	<input type="radio"/>
No	<input type="radio"/>

We would be grateful if you could comment on areas that you would like to see improvements.

Thank you for your time in filling this questionnaire

Appendix 2

Are you male or female	
Male	22
Female	40
How old are you?	
Under 18	4
18-24	7
25-34	12
35-44	15
45-54	11
55-64	8
65-74	3
75-84	1
85 and over	1
How easy do you find it to make an appointment?	
very easy	16
fairly easy	18
not very easy	16
not at all easy	11
How often do you book an appointment in advance (i.e. more than a day in advance)?	
never	18
weekly	8
monthly	11
yearly	7
not at all	17
When you have booked an appointment and feel you cannot attend do you cancel your appointment?	
Always	49
Sometimes	3
Not very often	3
Never	7
How easy is it to cancel a pre-booked appointment?	
Very easy	36
Fairly Easy	16
Not very easy	7
Not at all easy	1

Are you aware of the practice DNA policy (did not attend policy)	
yes	21
no	29
Cant remember	9
Would you find appointment reminders helpful?	
yes	57
no	3
Do you regularly use email?	
yes	43
no	17
Any comments	
Keep up the good work	
good	
longer opening hours	
found it hard to book appointments after 8:30am fot eh same day, took longer to read through	
getting difficult to always get through as there is always a wait on the phone	
Would be very helpful if they keep space for emergency, because if you call on the day they might say no appointments left sometimes its hard to wait until next day and as you know emergency hospital takes long to get there thanks	
Being able to get an appointment within 2 weeks	
phone lines - waiting times	
separate phone line for general enquires	
Appt on the day difficult to get- prefer reminders by text	
prefer old system where you called in the morning for morning appointments and afternoon for afternoon appoinemnts	
More frequent appointments available or a phone appointment when you have a query	
Online appointments booking system text message reminders for booked appointments, reduce waiting times on the telephone when trying to book appointments in the morning	
Booking appointments by telephone	
More full time drs	
phone system	
making appointments	

to make improvements to make appointments easily for example lines busy in mornings	
appts and when finally get one you come over surgery and its empty but apparently all appt have gone	