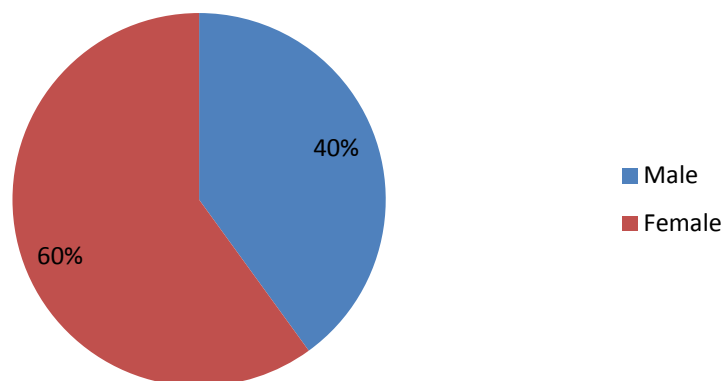


Practice participation Group 2013/2014

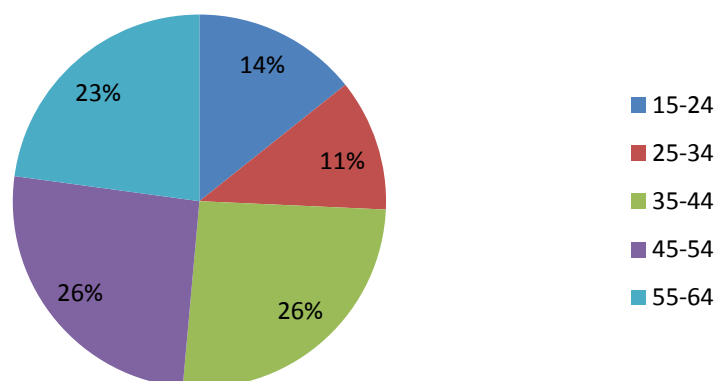
There are 35 members in the practice participation group with a range of ages from 17 to 64. We have made the patient participation group accessible to all members of the practice by ensuring new patients have sign up information in the registration pack, posters about the PRG are up in practice and Leaflets are handed to patients by clinicians and admin staff. The sign up form is accessible to all patients when using the online services for the practice. This year special effort was taken to engage the over 64 and under 16 population of the surgery to get involved in the group. What we found was that the online services were not accessible to many of these age groups due to their use of the internet. We shall once again be trying to engage these age groups in next year's efforts.

We have no way of identifying patient's employment status. We plan to include this along with social class and chronic disease information in next year's survey. We can confirm that our PRG comprises only registered patients and the ethnicity is truly representative of the practice population.

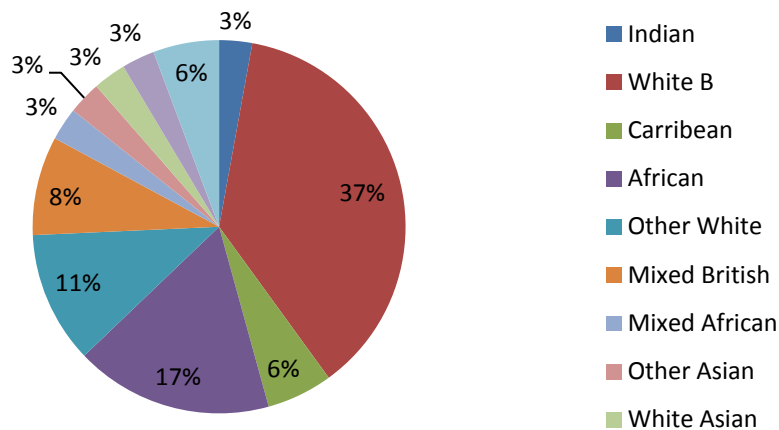
PRG Patient Demographics (Sex)



PRG Patient Demographics (Age)



PRG Patient Demographics (Ethnicity)



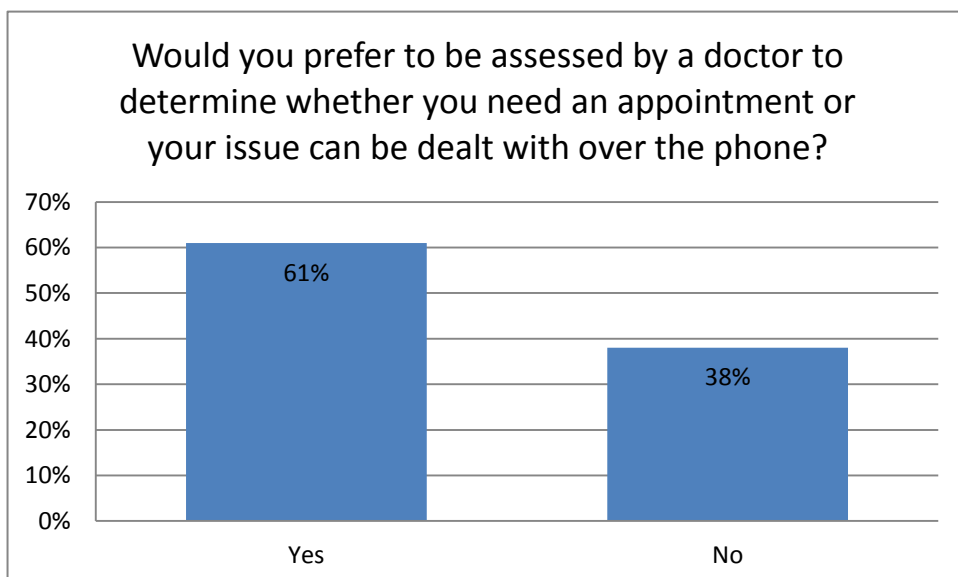
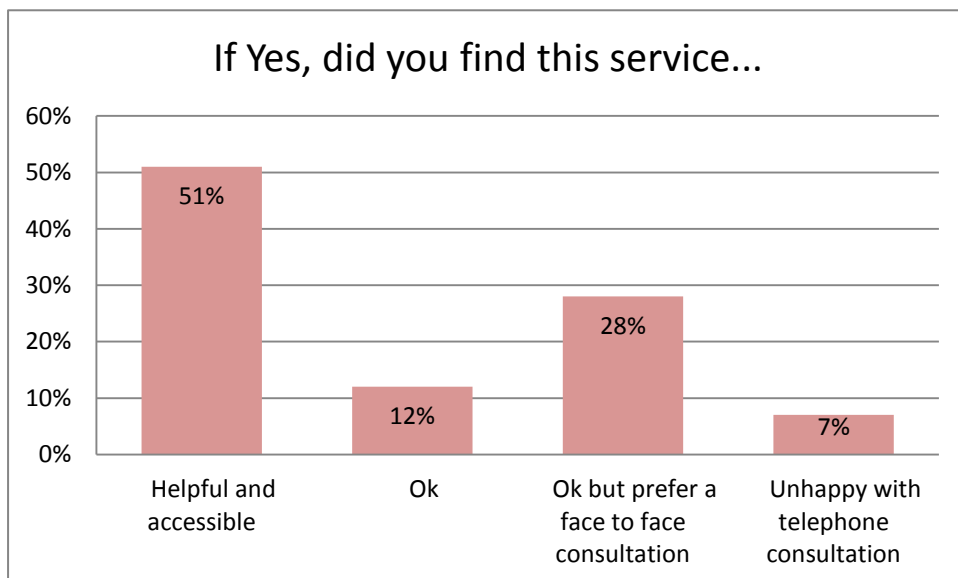
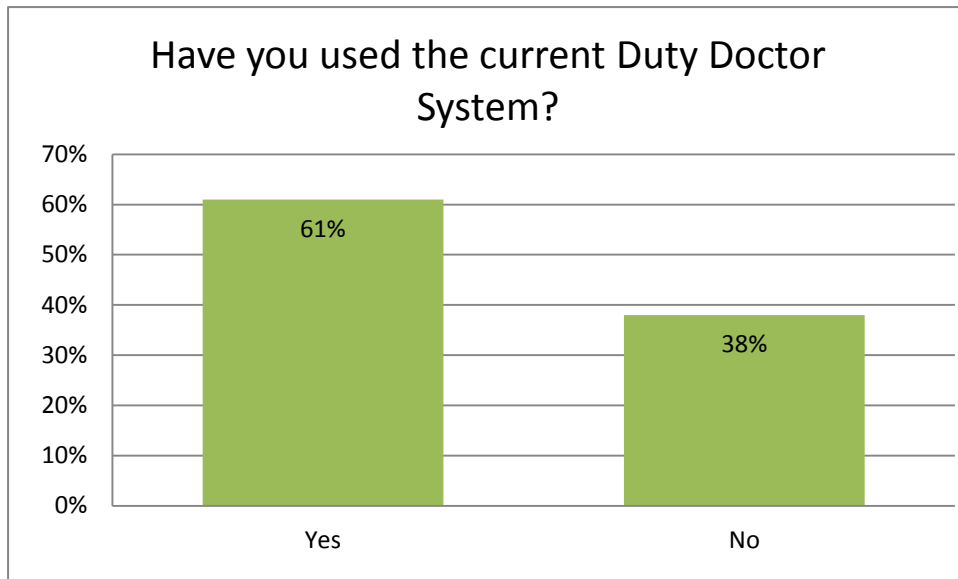
An initial question was put to the PRG to determine the area to develop this year. The question put to the PRG with results was;

“It’s that time of year again where we would like you to help us change our service for the better. Please chose and area that you would like us to focus on for 2013-2014”, **we shared with the group comments left by patients on NHS choices to help inform them.**

- Clinical Care – 4
- Getting and Appointment – 4
- Reception Issues – 3
- Opening times – 2
- Parking – 0

From these results the focus this year was on ‘Getting an Appointment’. This area was chosen as a change from last year’s clinical care investigation.

A questionnaire (which can be found in appendix 1) was available through the website for the PRG and handed to patients in the waiting area at both of the practices for 1 week by receptionists. 55 patients completed the questionnaire with results from all age ranges. **When the survey was completed we shared the findings with the PRG.** The results (which can be found in appendix 2) were used to generate the questions outlined below for the forum to answer.



This data was used to determine the area to build the action plan around.

The forum was open from 9th to 23rd January, question and results where;

Can the Duty Doctor System be Improved?

We would like to ask you some questions about our Duty Doctor system:

1. Do you think that the Duty Doctor system is explained to patients in surgery so that it is accessible?
2. Do you think that the Duty Doctor system could be used to triage patient calls when there are no available appointments for urgent medical problems?

Comments

- Dont think patients are aware of the system at all...if there are urgent matters, triage is a good idea...
- Have not seen reference to it in building, only when you ring for immediate help or advice, when you are unable to get to surgery due to being a Carer or too ill.
Triage a good idea and probably a far better use of a Doctors time. Many face to face appointments are for routine requests so if time freed up Doctors could spend more time with those in need a face to face appointment.
- I do not think that all patients are aware that there is a duty doctor system and the system is already like a triage service as it phones patients who have no appointments. But yes it should be used to help patients with urgent medical problems.

From this forum we were able to distinguish that the patients are not aware of the how accessible the duty doctor system is and agreed patients would benefit from raising awareness through points outlined in the action plan. We also found that patients were happy to be triaged through the duty doctor system and were happy to speak to a GP over the phone instead of always having to obtain a face to face appointment. From these results the practice action plan was drawn up this was open to the PRG from 25th January to 9th February 2014.

Action Plan 2013/2014

We reviewed the results from the 2013/2014 survey, this demonstrates that we need to focus on how to improve accessibility of our appointment system and access to a Doctor.

The survey indicated patients are not aware of the duty doctor system and the ability for doctors to triage patient's problems from 8:30am to 6:30pm and offer a face to face consultation when needed.

The practice will promote the Duty doctor system.

- The practice will use posters / leaflets to inform patients of this system
- Reception training - Patients will be given the option to speak to the duty doctor if they feel they need advice or if the problem could be dealt with over the phone. If there are no available appointments on the day, they will be offered this option too
- Leaflets will be given to newly registered patients explaining the duty doctor system
- Doctors will be encouraged to hand leaflets to current patients about the duty doctor system during their surgery

The PPG was given approximately 3 weeks to comment on the above action plan and have a view. Two separate emails were sent to the PPG to remind them to log on and view the proposed action plan. The 3 comments received are as follows;

- Yes
- I support the plan. However this should be subject to review every six months or less.
- I would prefer that the duty doctor is either a senior doctor within the practice or a full time practice doctor and not a locum. It is important for patients to know to whom they are speaking in order to develop the correct doctor / patient relationship within a community environment. It is also good for all full time/partner doctors to fulfil this role regularly in order to fully understand their patient base

From these comments we have found that we are able to go ahead with the proposed action plan and start to implement the bullet points as above. Posters will be produced that advertise the way patients can get in contact with the Duty Doctor. Reception staff will be trained in how to triage patients to enable them to speak to a Duty Doctor if needed. The new patient registration packs will be updated to include information about the Duty Doctor system. Leaflets will be produced that can be handed out by GP's to advertise the use of the Duty Doctor system.

The opening hours of the Practice are Monday to Friday 8:00am to 6:30pm at Gallions Reach Health Centre. Heronsgate Medical Centre is open Monday to Friday 8:00am to 6:00pm except Wednesday where the surgery closes at 12:30pm.

Extended hours are provided through Saturday morning surgery at Heronsgate Medical Centre from 8:30am to 01:00pm. The decision to provide extended hours in this manor was a result of a patient survey in which the majority favoured this option

The Practice wish to feedback on the progress made with the plan set out from last year's PRG report. This related to more written information being provided to patients through consultations with clinicians and through the practice.

The practice audited clinician's consultations and are happy to confirm an improvement in leaflets being provided to patients during the consultation as evidenced in patient medical records. The practice has increased its supply of leaflets on a wider spectrum of illnesses. The evidence to support this is an increase in the number of leaflets the practice has had to request as they are being distributed in greater numbers and hence need replenishing.

Appendix 1

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

• **Gender-** *(please tick the box)*

↑ Male

↑ Female

• **Age -** *(please tick the box)*

↑ 75+

↑ 65-74

↑ 55-64

↑ 45-54

↑ 35-44

↑ 25-34

↑ 16-24

Q1. How do you normally book your appointments to see a doctor or nurse at the Surgery?

Please tick all the circles that apply

In person	<input type="radio"/>
By phone	<input type="radio"/>
Online	<input type="radio"/>

Q2. In the past 6 months have you tried to see a Doctor quickly? Within the next 2 working days.

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

Q3. Think about the last time you tried to see a doctor quickly. Were you able to see a doctor on the same day or in the next two weekdays that the GP or Health Centre was open.

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

Q4. If you were unable to be seen by a GP within 2 working days, What was the reason? *Please tick all the circles that apply*

There weren't any appointments	<input type="radio"/>
Times offered didn't suit	<input type="radio"/>
Appointment was with a Dr who I didn't want to see	<input type="radio"/>
Was offered an appointment at a different branch of my surgery	<input type="radio"/>
Other (Please Specify)	<input type="radio"/>

.....

Q5. Do you know where you can find out about the practices DNA policy (Did not attend)

Yes

No

Q6. How do you feel about the practices DNA policy (Did Not Attend)?

It is fair and stops patients from wasting appointments

It is unfair, Please comment as to why

Do not know

.....

Q7. Do you know how to cancel an appointment at the surgery?

Yes

No

Q8. What methods have you used to cancel an appointment?

Text Message

Website

Automated telephone service

Calling cancellation line

Face to Face with reception

Other (please specify)

.....

Q9. Would you prefer to be assessed by a GP over the phone to determine whether you need an appointment or your issue can be dealt with over the phone?

Yes

No

Q10. Have you used the current duty doctor system?

Yes

No

Q11. If yes, did you find this service

Helpful and accessible

Ok

Ok but prefer a face to face consultation

Unhappy with telephone consultations

Please use the space below to provide any extra information that you like/dislike about you received from a GP or nurse.

--

Analysis of Survey6

Total responses:
55

1	Gender		
	Male	20	36%
	Female	35	63%
2	Age		
	16-24	3	5%
	25-34	13	23%
	35-44	14	25%
	45-54	16	29%
	55-64	6	10%
	65-74	2	3%
	75+	1	1%
3	How do you normally book your appointments to see a Doctor or Nurse at the Surgery?		
	In person	9	16%
	By phone	40	72%
	Online	6	10%
4	In the past 6 months have you tried to see a Doctor quickly? <i>Within the next 2 working days.</i>		
	Yes	38	69%
	No	17	30%
5	Think about the last time you tried to see a Doctor quickly. Were you able to see a Doctor on the same day or in the next two weekdays that the GP or Health Centre was open?		
	Yes	24	43%
	No	31	56%
6	If you were unable to be seen by a Doctor within 2 working days, what was the reason?		
	There weren't any appointments	26	54%
	Times offered didn't suit	6	12%
	Appointment was with a Doctor who I didn't want to see	3	6%
	Was offered an appointment at a different branch of my surgery	9	18%
	Other	4	8%
6 a)	If you have selected 'Other', please state		
	<i>[text response - use View Comments]</i>		
7	Do you know where you can find out about the practices DNA policy (Did not attend)?		
	Yes	16	29%
	No	38	70%

	8	How do you feel about the practices DNA policy (Did Not Attend)?		
		It is fair and stops patients from wasting appointments	23	48%
		It is unfair	3	6%
		Do not know	21	44%
8 a)		If you have selected 'It is unfair', please comment...		
		<i>[text response - use View Comments]</i>		
	9	Do you know how to cancel an appointment at the surgery?		
		Yes	49	90%
		No	5	9%
	10	What methods have you used to cancel an appointment?		
		Text Message	8	14%
		Website	3	5%
		Automated telephone service	13	23%
		Calling the cancellation line	28	50%
		Face to face with reception	6	10%
		Other	0	0%
		N/A	5	9%
10 a)		If you have selected 'Other', please state		
		<i>[text response - use View Comments]</i>		
	11	Would you prefer to be assessed by a Doctor over the phone to determine whether you need an appointment or your issue can be dealt with over the phone?		
		Yes	33	61%
		No	21	38%
	12	Have you used the current Duty Doctor System?		
		Yes	34	61%
		No	21	38%
12 a)		If yes, did you find this service...		
		Helpful and accessible	20	51%
		Ok	5	12%
		Ok but prefer a face to face consultation	11	28%
		Unhappy with telephone consultation	3	7%

8a: If you have selected 'It is unfair', please comment...

4 Comments

depending on why patients dna

Patients should be given at least a fair hearing as to their reasons of non attendance

Because some people do have honest reasons

sometimes people forget not on purpose

13: Please use the space below to provide any extra information that you like/dislike about care you received from a Doctor or Nurse...

14 Comments

Rarely use the drs surgery, but when I rang today I got to see a doctor on the same day.

Need to allocate family Drs so that he/she knows the families medical history and a good communication between GP and family helps maintain/resolve medical problems

the surgery has a practice that doesn't equally serve people of all backgrounds. this needs to change by ensuring that people are treated fairly and equally.

Mainly it will help if Gallions opens on Saturdays. Longer working hours will be very helpful to patients- up to 7pm. Seeing a travel nurse is too long to wait inflexible system. One vaccination at Heronsgate - the others at Gallions - Yellow Fever- too cumbersome.

When a Carer for someone the Duty Doctor is a valuable service. Stops wasting Doctors time

Fully Satisfied

I spoke with a staff on the phone and she was friendly, helpful and empathetic. That was my first impression. I hope it lasts

Nurse Aublin is the best Nurse. I suffer from severe Rhobia for neechies and she is ever so gentle and patient. just simply amazing

Not been able to get an appointment to see a GP, Worst with seeing a nurse. Time allocated to see either of these not enough; you have to ask for drs permission before receptionist can book double appointment. Too strict on 10 minute lateness, even when you are 12 minutes late and you have called to say you are running late.

I think the waiting time to see a gp could be improved

To be honest I would say they do there best always to help out and give support but I would wish they let you know straight away things you need to be done or if any test need to be carried out, and again giving you 2-3 months appointment for a matter very delicate. In a nutshell they should try to make appointments very short 1-2 weeks and not 2-3 months

If there is a queue on the appointment machine and you weren't late for you appointment and you tried to inform the receptionist who was busy attending to another patient but also saw you in the queue and tells you are late and have to send you back home is that is bad reception from the surgery.

Most of the drs are ok, but there are one or two that can be quite abrupt.

i really think the patient app is very helpful. Just wish I could book nurse appointments on there to for my asthma check ups. very helpful surgery
