

Practice Participation Group
Final report 2015/2016

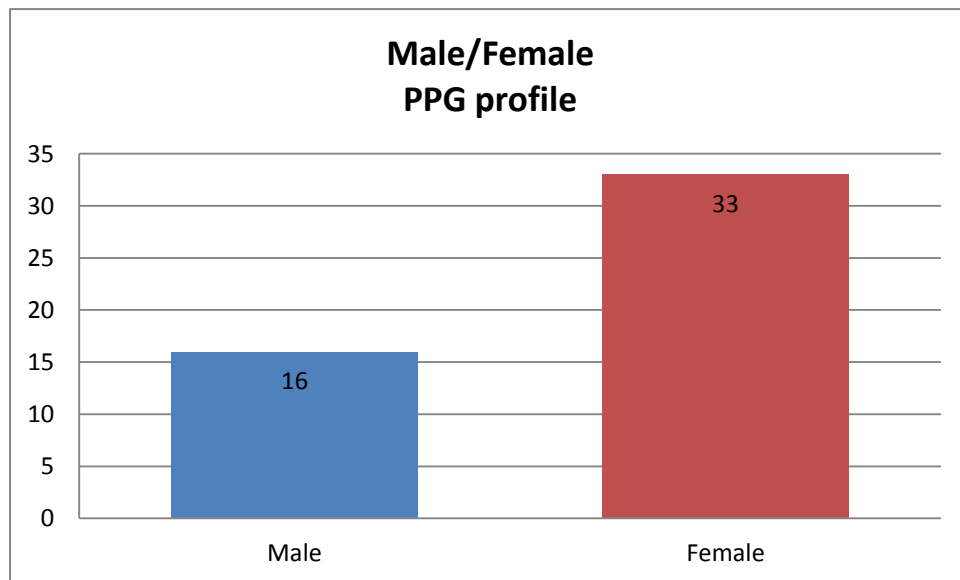
Component 1

Our PPG is made up of 49 patients from a mixture of age groups and ethnicities. When registering, new patients are asked to join the PPG to ensure we give all patients the option of signing up. When seen in surgery the GP/health professional will offer the sign up details to patients that want to have a say in the way the surgery is run.

As with previous years we have found it difficult to get people from the 70 + age group to sign up to the PPG. The main reason for this has been access to the internet at home and computer literacy.

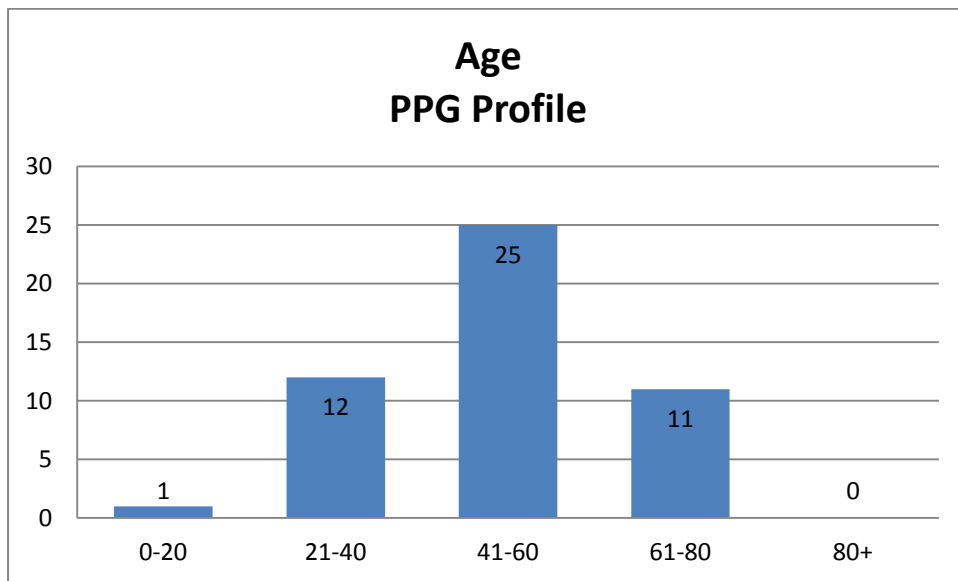
Last year we made it clear to patients when registering that they could join the PPG and liaise by phone or face to face with the administrator directly. This was to ensure we were getting the views of patients who did not have access to the internet to complete the forms.

Unfortunately no one came forward for this service therefore we are still missing the over 80 year olds from our PPG patient profile.

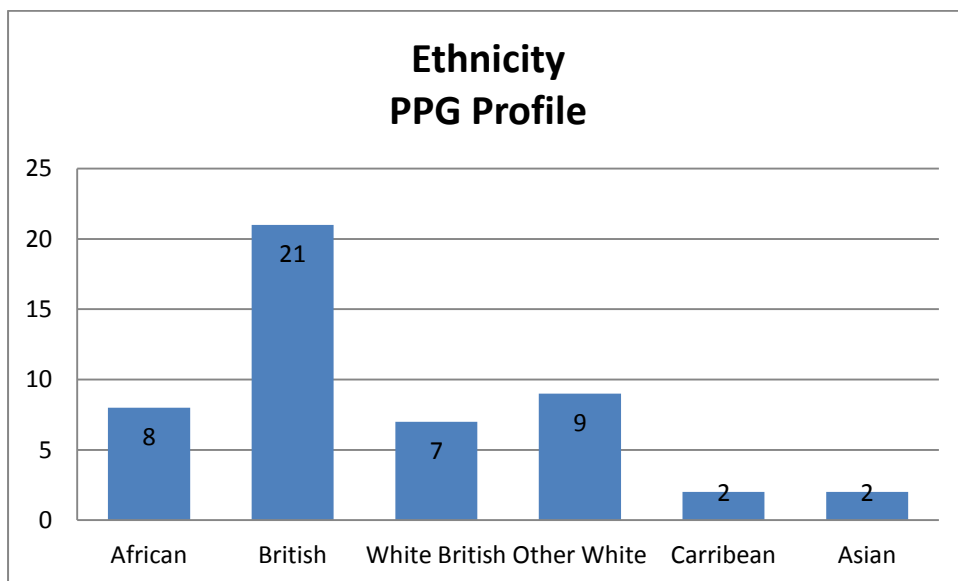


Graph 1 shows the amount of male and female members of the PPG

Graph 2 shows the different age groups in the PPG



Graph 3 shows the different ethnicities in the PPG



Component 2

As in previous years we asked the PPG to decide which area they felt we should prioritise during the PPG investigations of 2015-2016 which reflects patient priorities and issues, the practice priorities and issues, planned practice changes, CQC related issues and the national GP patient survey issues. Table 1 shows the results from this initial survey.

Table 1

It's that time of year where we would like you to help us change our service for the better. Please choose an area that you would like us to focus on for 2015-2016:	
Clinical Care	1
Getting an Appointment & The New Appointment System	6
Reception Issues	2
Opening Times	1
Parking	1

The PPG wanted us to once again focus on getting an appointment and the new appointment system. We focused on this area during 2014-2015 PPG yearly investigations and feel that we are still in a trial period with the appointment system. The management team decided that we would use the second most popular result and focus on this area, reception issues (service provision). The PPG were made aware of this and the practices reasons for going against their decision via email, see below. No members from the PPG came forward with a reason why this was unacceptable therefore we continued with the second most voted area.

Email to PPG

Thank you for completing the first survey of this year Patient participation Group.

We fully understand your views about the appointment system, we are constantly looking at ways to improve this hence it is a work in progress. We receive views on a daily basis through family and friends tests at the surgery, these are fed into the improvement strategy.

We would be grateful if you would consider focusing on service provision this year. We have put the proposed questionnaire on the website for your completion.

If you have any questions please do not hesitate to email the surgery GRECCG.TMAPMS@nhs.net

Kind regards

Thamesmead Medical Associates

Component 3

The first questionnaire was drawn up to determine the area we need to focus on within the reception issues and service provision area. The 1st questionnaire can be seen in appendix 1, this has been attached at the end as it is a lengthy survey. Please see

The questionnaire was posted on the practice website for the PPG to complete, it was also given out in surgery to patients waiting for appointments and collected after their appointment to ensure the survey was credible. This was done over a 4 week period and a reminder email was sent to the PPG to complete it online.

The results of the 1st questionnaire can be seen in appendix 2. The comments were helpful in suggesting how things could be improved and as a result of this we sent opened a forum to comment on the questions below (questionnaire 2). This was to enable us to narrow down the priorities for the action plan.

Questionnaire 2 (Available on the website for the PPG to action)

From our recent questionnaire we received some very positive comments about the reception team and the surgery in general. The questionnaire has also brought about some ways that we can improve our service to patients.

- 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 reception team to have on-going customer service training and in-house training to ensure continuity.

Please comment in the below box your opinion on the above changes we intend to make and any suggestions that you feel would improve customer service.

From the times I have called into the surgery, particularly at Gallions, I am sure that there has always been two receptionists available, but I have never had to wait longer than a few minutes so counting receptionist has not been important to me. If it is a problem then it would be helpful to have someone floating around that could open a second window but consideration to answering phones has to be taken into account. I would rather have a shorter wait on the phone than in the surgery! I do not have any strong feelings about two-week pre-bookable appointments as long as I can get an appointment when I need one. I had assumed that training would take place automatically and have not seen anything that would indicate a lack of continuity and/or training.

I think the above proposed changes are great, especially the pre-bookable appointment system.

I thought the second window was opened when busy already but appreciate needs to be planned for. Problem still when staff dealing with someone at seat window round corner. Can some of those discussions be booked so you know staff are available at main windows.

I welcome the 2 week period as long as people attend.

Can continued training be done but keep reception open. Last week rang at 10.45am with message that closed pm, but closed already. Previous week rang in afternoon and again surgery closed.

I thought the second window was already an option when they are not busy on the phone however my main concern is when you are unable to log on for your appointment and need to go to reception. I experienced this recently and the queue at reception was quite long. Some people seemed to have lengthy queries which could result in you technically being late for your appointment.

The 2 week pre bookable appointment will only be successful provided all patients turn up.

Obviously on going training is always necessary however there should always be someone on reception during opening hours.

The comments from this questionnaire helped us to form our action plan

Component 4

Do you agree with our proposed Action Plan?

From our first questionnaire we found that patients were happy with the service provided by the reception team and felt no further action should be taken as receptionists receive regular training. However they reported at on occasions the queue for reception could be long hence supported the idea of a second reception window to be opened when times were most busy at reception. With increasing the pre-bookable appointments the PPG did raise concerns that patients may not attend.

Action plan

- 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

The action plan above was opened in a forum on the website so that the PPG were able to comment on this. It remained open for over a month and 2 emails were sent out the PPG to remind them to comment.

I agree with the action plan especially for more pre-bookable to be available to patients so it can be easier to book appointments online rather than calling th surgery and being on the phone for more than half an hour. A second reception would be an advantage and there's always long queues.

Those who did not attend without cancelling should receive a letter warning them of further consequences. Perhaps a register needs to be kept.

I agree with the proposed action plan especially that the pre-bookables appointments will be monitored for the DNA

As you can see from the comments the PPG were in agreement with the action plan.

As the action plan did not propose any significant changes to our service there was no need to obtain the agreement of NHS England.

Component 5

The action plan forum was closed on 05/02/2016, the PPG had ample time and reminders to comment and we felt they were in agreement with the plan from this date. The action plan will be put into place from 22nd February 2016. The plans to change the system will be put to the reception team at their weekly meetings and the clinicians on the weekly educational meeting.

The PPG were also informed of this by email on 11/02/2016.

Component 6

The main issue to come out of the PPG this year was that patients felt they were queuing for a long time in reception and on the phone for an appointment. In the agreed action plan the changes have been reflected by opening a second window in reception during busy periods and adding more pre-bookable appointments. The effect of this will be audited at 2 monthly intervals by the practice management team and in addition looking at comments in the family and friends tests.

Update on action plan from 2014/2015

Action Plan 2014/2015

Allow patients to have a choice on the type of appointment they want. The choices are a telephone consultation/face to face or book in advance, which will be decided by the patient upon calling

Ensure calls are answered promptly by receptionists; ensuring staff are available at peak times.

This action plan has been in place since last year's PPG final report. We continue to offer a range of appointments, telephone appointments, Pre-bookable appointments and book on the day appointments. The patients valued this range however the system has not been without faults. The system has been reviewed on a monthly basis and improved with the help of patient comments and staff input throughout the year. The basis of the appointment system is still run by this action plan and we intend to improve it further by making the addition of pre-bookable appointments from this year's PPG results.

There has been no need to inform NHS England as it has not affected our contractual obligations.

Thamesmead Medical Associates is open from 8:00am to 6:30pm Monday to Friday at Gallions Reach Health Centre. It is also open at the branch surgery from 8:00am to 12:00pm then 1:45pm to 6:00pm Monday, Tuesday, Thursday and Friday at Heronsgate medical centre, Wednesday Heronsgate is closed from 12:30pm.

We have a Saturday extended hour's clinic at Heronsgate Medical Centre from 8:00am to 1:00pm. This reflects the eight and half hours we are contractually obliged to offer.

The Practice telephone numbers remain 02083335000 (for Gallions Reach Health Centre) and 02083335050 (for Heronsgate Medical Centre) then an automated system will direct the caller to different departments as required.

The process of booking appointments applies to all days as described above. Details of this can be found on our website <http://www.thamesmeadmedical.org/>

The actions Thamesmead medical Associates have taken are directly linked to the feedback we have received from patients attending surgery, through the PPG and comments made through the family and friends test.

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 getting into the building at the surgery ?

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

How clean is the GP surgery ?

Very clean	<input type="radio"/>
Fairly clean	<input type="radio"/>
Not very clean	<input type="radio"/>
Not at all clean	<input type="radio"/>
Don't know	<input type="radio"/>

In the Reception Area, can other patients overhear what you say to the Receptionist?

Yes, but don't mind	<input type="radio"/>
Yes and am not happy about it	<input type="radio"/>
No, other patients can't overhear	<input type="radio"/>
Don't know	<input type="radio"/>

Do the receptionist introduce themselves when answering the phone?

Yes	0
No	0
Can't remember	0

Are you happy with the hours reception is open?

Yes	0
No	0
Can't remember	0

How helpful do you find the receptionists at the Surgery ?

Very	0
Fairly	0
Not very	0
Not at all	0

Please comment on what you feel is currently good service provision by the reception team

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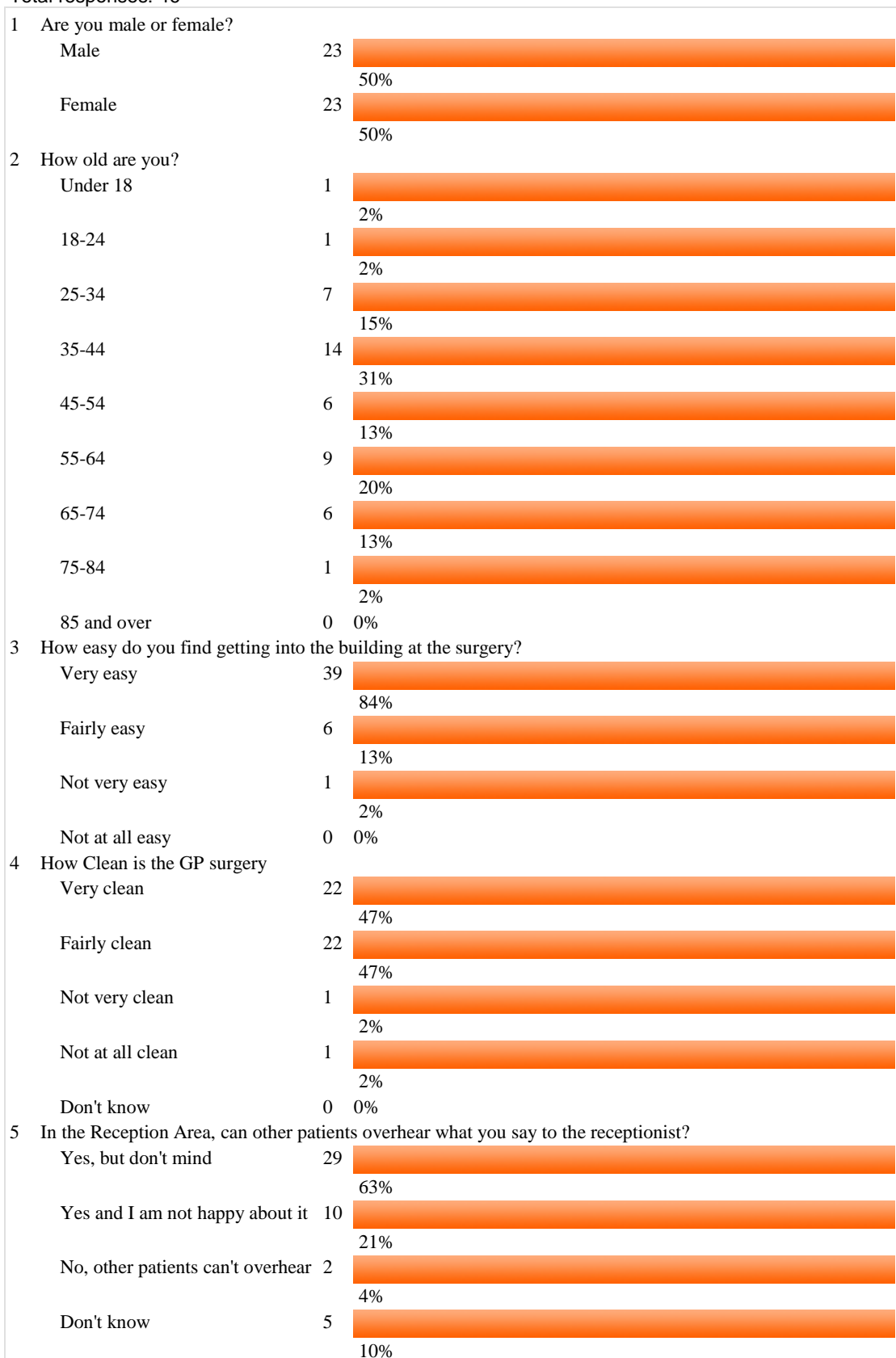
We would be grateful if you could comment on areas that you would like to see improvements.

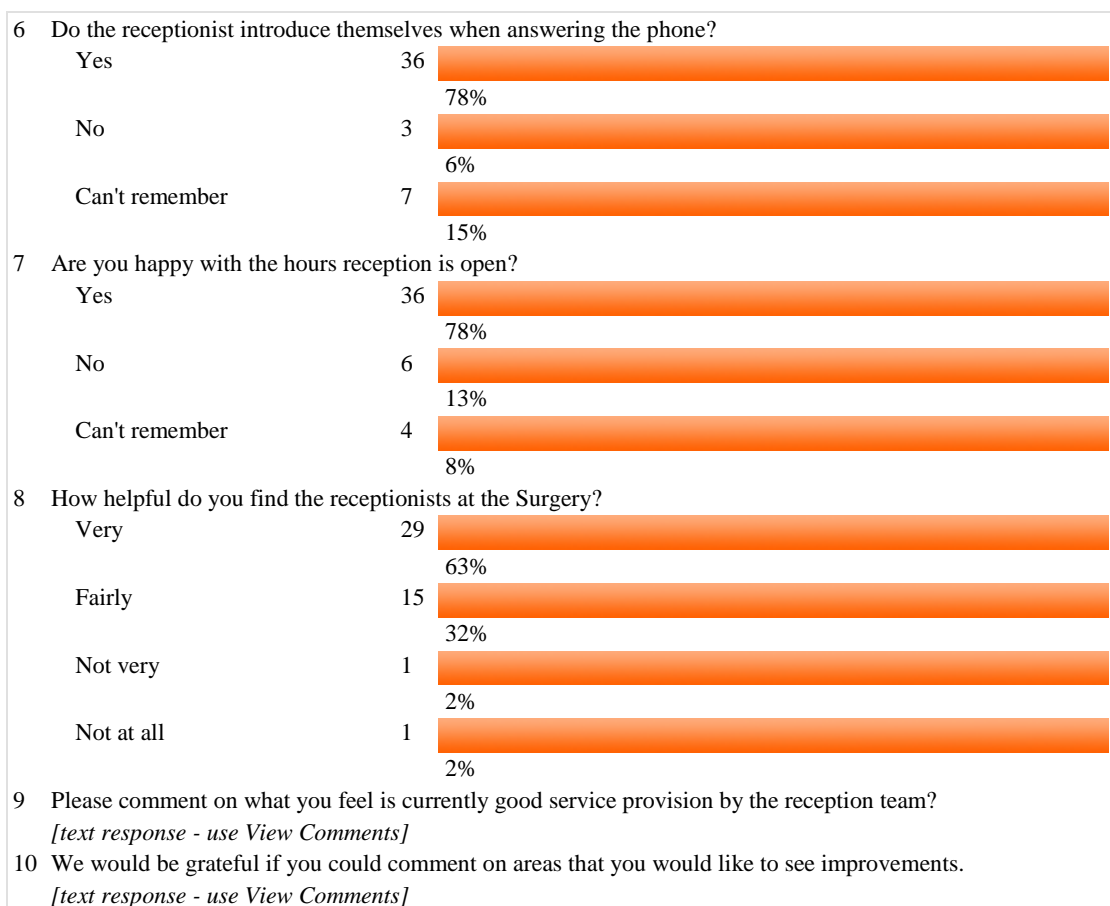
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Thank you for your time in filling this questionnaire

Appendix 2

Total responses: 46





Please comment on what you feel is currently good service provision by the reception team?

29 Comments listed below in date order

Submitted 5/11/15 10:16

In general i think the receptionists do a great job, the fact they book you in to see a doctor when you need to is good.

Submitted 5/11/15 10:27

I phoned up regarding the flu injection as it was the first time that I would need one. When I got through, I ask if we were notified by letter that the injections were available or not and could I make an appointment to see the nurse. The woman on the phone was very grumpy and made me feel as if I should know the procedure. Would her name be Barbara? I can't remember if she said her name or not. I was not aware I could just pop into any chemist either as there is nothing from the surgery to tell first timers what we can do.

Submitted 5/11/15 13:24

When visiting reception in person I have always found the receptionists to be cheerful, polite and helpful - they are the same on the phone.

Submitted 5/11/15 14:32

Very courteous friendly and helpful and always provide what they have available.

Submitted 5/11/15 17:11

From a personal point of view, I would like all of the receptionists to follow the example set by Sheila. she is the most considerate and helpful receptionist by far.

Submitted 5/11/15 18:43

Always helpful. If do know an answer they will find out. Prescriptions and forms to pick up in old box needs streamlining to help them. Closing lunchtime annoying sometimes.

Submitted 10/11/15 13:51

The phones dont get through, we cant book appointments. I have been trying for 3 days now.

Submitted 13/11/15 18:10

I only make two appointments a year so I can't give an opinion.

Submitted 14/11/15 07:43

Why the survey about receptionists? What about booking appointments?

Submitted 14/11/15 08:07

Certainly seen an improvement.

Submitted 16/11/15 09:58

They answer the phone politely.

Submitted 19/11/15 07:58

Always polite and friendly, They are always there to help when im feeling down

Submitted 19/11/15 08:00

They are nice, good customer service

Submitted 19/11/15 08:02

Very good and pleseant

Submitted 19/11/15 08:03

Not much to say but they are very good

Submitted 19/11/15 08:05

Their always polite and happy to help

Submitted 19/11/15 08:08

They are helpful

Submitted 19/11/15 08:09

Good customer Service

Submitted 19/11/15 08:12

Receptionists are very helpful even when busy, very friendly atmosphere. Currently there is a queing system, some patients push in the queue maybe a ticket scheme could be put in place.

Submitted 19/11/15 08:15

Signing in on computer for appointments, repeat prescriptions. Staff are good at their work.

Submitted 19/11/15 08:28

Always most helpful

Submitted 19/11/15 08:31

Fast, Helpful and effiecient. Very friendly and help to put you at ease.

Submitted 19/11/15 08:32

Reception team are very Kind and always happy to help

Submitted 19/11/15 08:33

We have always been very happy with the helpfulness of all the receptionists. Thank you so much one and all

Submitted 19/11/15 08:36

Yes. receptionist are always nice and provide accurate informations.

Submitted 19/11/15 08:45

Well spoken, Good mannered, Good service

Submitted 19/11/15 08:47

They tell you what room your dr will be in, instead of walking endlessly around the surgery

Submitted 1/12/15 12:35

The receptionist are ok, they do what they have been asked to do.

Submitted 8/12/15 13:09

I have always found the receptionists to be friendly, courteous and helpful both on the telephone and in person. So, with that in mind, I cannot think of anything that could be significantly improved.

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

25 Comments listed below in date order

Submitted 5/11/15 10:16

When there's a queue of patients but only one receptionist there, would be better if there was at least three. also when ringing up to speak to a doctor and your holding the phone for ages for someone to answer.

Submitted 5/11/15 10:27

With doctors / nurses being put in different rooms perhaps on that day, why couldnt there be an electronic board above the reception desk to tell patients what rooms they are occupying that as the day I came for my flu jab with the nurse the booking machine did tell me the room number she was in.

Submitted 5/11/15 13:24

I find that, although the reception and waiting areas are fairly clean, the decor is looking a bit "tired" and a lick of paint would not go amiss. I also appreciate that the cost of doing that may deflect monies from patient care. I can also understand that some patients may be concerned that others waiting at reception can overhear the discussion they may be having with a receptionist. Perhaps a perspex screen on the wooden elbow shelf may make conversations more difficult to hear and some localised music may also help. The biggest problem I would see is when two receptionists are dealing with two patients at the same time as everyone is more-or-less shoulder to shoulder.

Submitted 5/11/15 14:32

1. When unable to log onto the computer to register for appointment / blood test check in, the queue for reception can be so long you can miss your allotted time. The queue can include a number of people where their queries involve a lengthy discussion with the receptionists. 2. The seating area allocated for blood tests is too small and some people find it very claustrophobic. Due to the confined space it is very dismal, there is no ventilation and is a prime area for the spreading of germs.

Submitted 5/11/15 17:11

In general the reception area is staffed well. There are times when you may see two personnel dealing with one client or in the worst case receptionists chatting between themselves when you are standing directly in front of them, it is rare but does not reflect the attitude of care, concern and professionalism that may be beneficial to the relationship. Having been registered with the surgery for almost 20 years, I would prefer a named doctor, i appreciate that this is thought of as difficult due to the large influx of new people to the area, however, it is best practice and gives a better doctor/ patient relationship.

Submitted 5/11/15 18:43

As above lunchtime cover Cannot think of any improvements

Submitted 10/11/15 13:51

Answer the phone Use the patient Access app (it does not work for your GP practice)

Submitted 13/11/15 18:10

Nothing that I can think of.

Submitted 14/11/15 07:43

None

Submitted 14/11/15 08:07

I'd like to be able to book regular appointments/known check ups in advance. For example, if I need to have a annual check up, I want to be able to book in advance not on the day! Love the repeat dispensing service!

Submitted 16/11/15 09:58

The way they speak to patients in person is often inappropriate and rude. They can be very insensitive and condescending. I realise some patients exhibit challenging behaviour but the reception staff should be offered training to deal with that in a more positive way. Also too much chatting about patients private matters when other patients are around. Poor organisation. They can never find what they are looking for within the reception area. The appointment system they have to work with doesn't help either. Needs a serious overhaul to be made more patient friendly.

Submitted 19/11/15 07:57

The appointments system is not good. Very difficult to make appointments with Drs at times that would suit me. Went on line to get an appt but could not see the dr I wanted to see.

Submitted 19/11/15 08:00

It would be good if you could book appointments later on in the day

Submitted 19/11/15 08:05

More easier to make appointments

Submitted 19/11/15 08:06

When the call back service is implamented you cant comment on whats wrong if you are at work behind a counter serving and you are not on a fixed lunch break from 9-5

Submitted 19/11/15 08:09

Could improve and increase staff at counter. Call waiting time

Submitted 19/11/15 08:12

Reception areas could do with an update - eg carpets removed and hard flooring in place- would be more hygienic. What happeneed to the TV? or soft music?

Submitted 19/11/15 08:15

Appointments on telephone not very good you need to book up to two days so that when you got a request tou book appointemnts. Better still up to 5 days. the point is each request should be booked and your patients are dealt with.

Submitted 19/11/15 08:29

Waiting time on phone is too long

Submitted 19/11/15 08:31

Simpler to register for online services. i.e. Booking appointments online

Submitted 19/11/15 08:34

Reception/appointments could be extended after 5pm it would be extremely helpful to those at work or with commitments or with children at after school clubs

Submitted 19/11/15 08:36

Booking GP via phone should be easy and shorter time

Submitted 19/11/15 08:47

Phoning for appointments can be a task as always in a queue 10/15 minutes

Submitted 1/12/15 12:35

The appointment System is a little unfair to those who live in the area but are working. We need set aside appointments or advance appointments as they maybe called.

Submitted 8/12/15 13:09

Nothing springs to mind.