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*Drugs are not always necessary. Belief in recovery always is.
~ Norman Cousins*

Our aim is to provide an efficient, responsive and a traditionally family centred approach to our patients and have been doing so since our surgery was founded in 1873. We are a small practice and our list is growing steadily. We welcome new patients.

Surgery Opening Hours

Monday	8.00 am – 6.30 pm
Tuesday (late)	8.00 am – 8.00 pm
Wednesday	8.00 am – 6.30 pm
Thursday	8.00 am – 6.30 pm
Friday	8.00 am – 6.30 pm

The Elms Surgery Patient Participation Group Report, 2013-2014

The Elms Surgery took on board the Patient Participation Directed Enhanced Service initiative in 2012-13 to enable patients to participate in developing and improving the service that we provide for them.

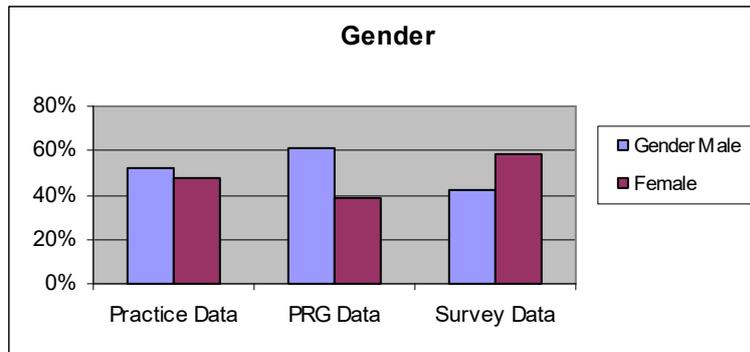
The purpose of the initiative is to ensure that patients are involved in decisions about the range and quality of services provided and, over time, commissioned by their practice.

The Elms Surgery Patient Participation Group comprises of 18 people. The members of the group are of varying ages between 25 – 80. We have tried to establish a group which represents all the patients in the practice. The PPG represent a cross-section of our practice by age, gender, social background, ethnicity (see tables and charts below). Patients with long term conditions such as hypertension, diabetes, mental health conditions were among those members, who tend to be frequent users of general practice. Carers were approached personally to join the PPG to encourage feedback from this group of patients.

Indicator	Practice Data	PPG Data	Survey Data
Total Population	3185	18	107

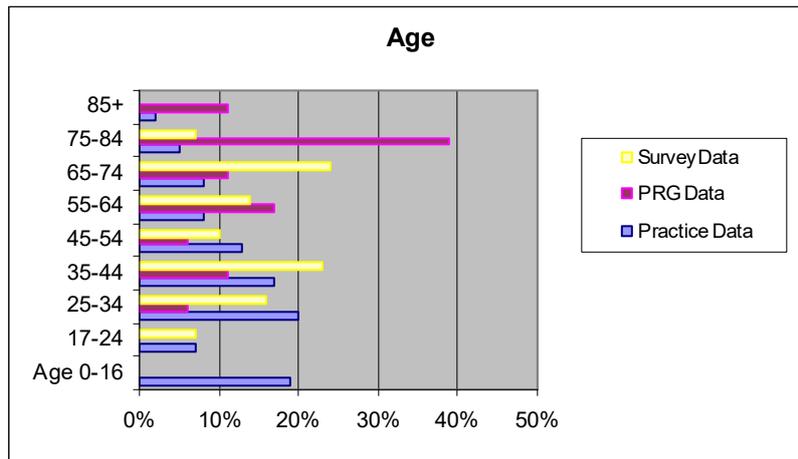
Gender

Indicator	Practice Data	PPG Data	Survey Data
Male	52%	61%	42%
Female	48%	39%	58%



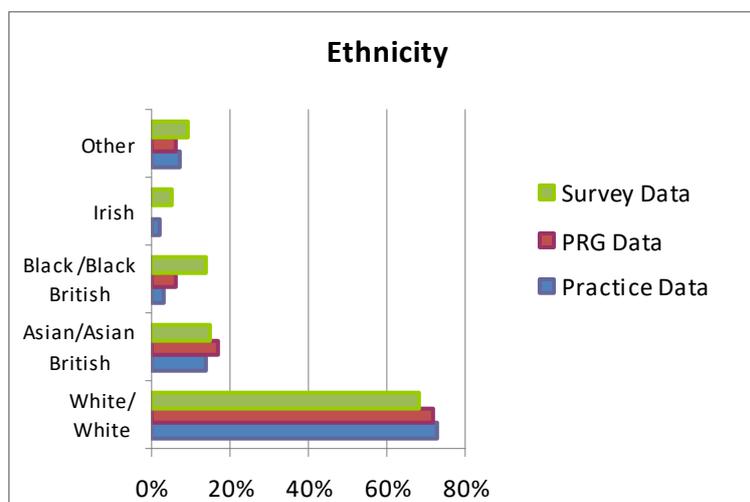
Age

Indicator	Practice Data	PPG Data	Survey Data
Age 0-16	19%	0%	0%
17-24	7%	0%	7%
25-34	20%	6%	16%
35-44	17%	11%	23%
45-54	13%	6%	10%
55-64	8%	17%	14%
65-74	8%	11%	24%
75-84	5%	39%	7%
85+	2%	11%	0%



Ethnicity

Indicator	Practice Data	PPG Data	Survey Data
White/ White British	73%	72%	68%
Asian/Asian British	14%	17%	15%
Black /Black British	3%	6%	14%
Irish	2%	0	5%
Other	7%	6%	9%



In order to achieve the agenda of the initiative the PPG were consulted twice during the year. Our initial consultation was a Patient Reference Group via a meeting held on the 29 January 2014. On the day of the meeting, 13 members attended, 4 members participated 'virtually' and 1 member sent apologies.

The PRG were reminded that the aims of the meeting was to discuss present services offered by The Elms Surgery and to identify any improvements which could be made with in the Practice to better serve patients. We captured objectives from the meeting which included:

- Appointments
- Staff
- Consultations
- Clinics
- Premises
- AOB

Whilst some patients were very keen to engage and are keen to come to patient group meetings, others are more willing to help and give their feedback through email. The groups aim is to gain feedback from the patients it supports as well as to improve the service that we offer.

Appointments: From discussions it was clear that communication between patients and doctors face to face was excellent and was preferred.

However not many people were aware that telephone consultations with the Dr's were available daily. It was brought up that we also have the opportunity for patients to book online appointments via the website. Some PPG members were not aware of this.

In house Clinics: One PPG member highlighted that The Elms offered an in house physiotherapy service, and thanked us for introducing this in the practice. She was acutely aware that West Herts hospital trust had lengthy waiting times, and was relieved to know she could have physio at the practice.

It was clear that some patients were not aware of a number of facilities/services offered at the surgery, as well as how to access Dr's when a routine appointment was not always necessary.

Premises: There was lengthy discussion regarding the re-location of the surgery to another location two roads from the present location. There was overwhelming support, and the group were happy to sign a petition in support of this.

With the help of the patient group, questions for the survey were decided, in particular which information would be helpful to know about. The questionnaire was circulated during March 2014. We also displayed the survey on our practice website for patients to complete and return, for those patients who would not be able to pick a survey up from the practice.

This year our aim was to cover all areas in our questionnaire again and to use feedback from the PPG group meeting to formulate our questions.

Survey

107 questionnaires in total were received back. The results were collated and a summary of the results was created. The summary was fed back to the PPG group via phone. All answers to the survey questions were collated, and a report produced on excel. Responses were from all age ranges with those aged between 25-74 years being the most common. This is representative of the surgery population. The survey was well responded to by patients from all ethnic backgrounds, including British, Indian and African being the most common.

The results were shared with our patient group at a meeting in March and an action plan for 2014-15 was discussed.

It was discovered from the survey results that despite communications many patients were still unaware that the surgery offer telephone appointments with the Dr's.

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As was expected the survey results regarding rating the surgeries premises. Overall only 27 % of patients considered the waiting and reception areas as Good, 43% Fair and 28 % poor. Patients comments included: *'Paint job would be good'*, *'Needs updating'*, *'Falling apart'*, *'Going upstairs can be a problem'*.

It was also well received that patient are exceptionally satisfied with the service they receive from the reception staff. Many comments were left to exemplify this. The PPG overwhelming also complimented the reception staff at the surgery for all their help.

It was discovered from the survey results that patients felt very confident with the Doctors and Nursing staff since the leaving of previous Dr's. This was echoed by the PPG during feedback opportunities.

Comments mentioned in the survey supporting Dr's and staff included:

'Always treated very well', 'good family practice',
'easy to book appointments'
'excellent patient care'. 'staff always pleasant helpful'
'even better since new Dr'.

Since the survey has been distributed, 6 new patients have wished to be part of the group mainly happy to be part of a virtual group.

For a better comparison and insight into the surgery, PRG and survey answers, patient demographics please see the charts in the **Appendix A** attached to this report.

PPG Action Plan for 2014

An action plan setting out the priorities and proposals arising out of the local practice survey has been summarised below.

- The PPG thought that when appointments were not available at a time convenient to patients, the receptionist could offer a telephone appointment to see if that would be an option for the patient.
- It was agreed that having late evening appointments on a Tuesday were very useful. A view agreed was to offer three Tuesdays a month and as an alternative a fourth evening, a Thursday evening could be introduced to give some further flexibility for patients.
- It was decided that we needed to try and improve communication with our local patient population with regard to services offered at the practice. PPG suggested that we consider having a leaflet drop in the local area, or consider advertising in the local 'Nascot News' which is distributed locally. Both ideas will be pursued this year.
- The PPG group appreciated that the existing surgery building has many limitations, and it was decided for a petition to be circulated to support a move to a new premises.
- It was very important to the group that the administration sought to increase the members of the patient group, so that we can get maximum feedback from patients. It was decided that patients would be contacted via email during 2014 to ask to be members of a virtual PPG which would feed into the present PPG. It was also thought useful that we should try and meet face to face twice a year.

In conclusion, to everyone's benefit this year our patient participation project has been very successful in gaining the views of our patients. The responses received have certainly been morale boosting for our staff who have all performed an excellent job in the ever increasing demand for our services. The survey has proved to be very constructive in our understanding of our population needs and requirements along with directing us into how we can address those qualities/services we lack.

The Elms Surgery, Patients' Participation Group is working together with the practice to provide a continuous improving service at the surgery for all patients. If you would like to be join the PPG, please contact the surgery in person, or email elms.surgery@nhs.net.

Thank you very much, to all our patients who took part in the survey.