

PARTICIPATION REPORT 2014/15

The Patient Participation Group Development:

The purpose of a Patient Participation Group (PPG) is to ensure patients and carers are involved in decisions about the range, shape and quality of services provided and commissioned by the practice and the Clinical Commissioning Group. The principle is about getting local people, patients, carers and users engaged in planning local 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 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 Participation Group (PPG) is to actively seek patient's views through practice surveys, patient suggestions, and complaints, and to encourage patients to be actively involved in the decisions made by the practice. It also encourages patients to engage in the decisions about the range and quality of services provided by the practice.

Practice Profile:

The practice population consist of 4,722 patients who are of a varied aged group of a diverse multi-cultural and varied ethnic background. 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, the unemployed, People with mental health, learning disability and drug users within the community as well as LGBT groups, all staff including practice champions, actively invite all groups of patients to a face to face patient group meeting. 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 and the high level of unemployment. Meetings are published on the Practice Website and also advertised in house on the Practice notice board. External Stakeholders are also encouraged to contribute and actively invite patients.

In order to ensure that various group will engage in the PPG 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 PPG 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.
- External stakeholders
- Word of Mouth

The Group representation is as follows:

Sex: Male -51% and Female-49%

Age Groups

17-24 -3%
25-34 - 4%
35-44 - 16%
45-54 - 38%
55-64 -27%
65-74 - 9%
Over 75- 3%

Ethnicity

White & Black Caribbean - 1%
White & Black African - 2%
Asian or Asian British - 5%
Black or Black British -15%
Black African -9%
Afro-Caribbean - 57%
Any-Other - 2%
White Irish - 4%
Chinese - 1%
Pakistani - 4%

Other Groups: We have 2 patients in residential/nursing homes, 52 patients on the LD register and 68 registered carers.

Communication:

We correspond with the group members by:

- Practice Website
- In House leaflets
- Jayex communication board
- Text messaging
- Email
- Telephone
- Face to Face

All meetings are Scheduled and advertised on the practice website and in house on the electronic notice board. Hard to reach groups are contacted and informed verbally of meetings. External stakeholders are also encouraged to invite patients.

In order to identify any variations between the Patient Participation Group and the Practice population, monitoring forms are completed by patients during these meetings. Results of this revealed that there is now a slightly higher representation of Male patients than Female. This year's attendance has seen an increase in male participation in comparison to 2013/14. There has also been a significant increase in the number of young patients aged 17-24, consequently the practice

achieved its plan for 2013/14 which was to actively campaign to encourage patients in this age group to participate in these meetings.

Groups that were not well represented were mainly housebound patients and patients residing in Nursing homes. Although staff from the Nursing homes and Carers were invited they were unable to attend. To ensure that their views were represented, housebound patients were contacted and the views collated and raised during the PPG meetings. Hard to reach groups and minority groups were also invited by telephone.

SURVEY

At the PPG meeting held on the 25th of June 2014, an outline of the Action Plan that was agreed in March 2014 was addressed and patients agreed that in order to further improve the appointment system the practice would revise the same action plan and also conduct a patient survey. The aim of the meeting was to actively seek patient's views on the surgery and help identify what patients like about the surgery and what they would like to see improved. Areas and questions on which to conduct a practice survey were identified and agreed, clearly setting out areas of priority for the survey. It was agreed that the practice would continue with the agreed action plan from March 14 and implement a new appointment system to enable patients to see a GP within 48 hours. To implement this action the practice would conduct a survey seeking patient's views. The survey would also include questions based on Family and Friends test that has been recommended by NHS England. The Action plan was agreed based on problems highlighted in patient's complaints and also those raised during meetings, all of which were reflected in PPG meetings and patient's complaints themes including complaints on NHS Choices.

The priorities for the survey were discussed and an agreement was reached to conduct the survey on access as well as the Family and Friends Test. The Practice would also conduct an audit analysing the current appointment demand and capacity. Results of this audit will assist the practice in implementing a new appointment system, this should enable patients to see a GP in 48 hours. The practice would also incorporate daily walk-in clinics as well as telephone consultations into the new appointments. The practice goal was to improve the appointment system, with a view to allow easy access and enable patients to see a GP within 48 hours. The practice would also actively encourage patients to cancel appointments if unable to attend. This would help to reduce the number of DNA appointments and make more appointments available. The practice would also consider improving the telephone system making it easier for patients to contact the practice and to speak to a clinician. The Practice will seek support from an external company, Alpha, who have the experience and expertise in conducting surveys; this will be undertaken in conjunction with Harness Clinical Commissioning Group (CCG). This should enable the Practice to bench mark the results of the survey against the other 20 practices. It was agreed that the survey would be conducted in house, by post and email.

The questions were developed with Alpha based on the agreed action plan which was devised from issues and problems highlighted during Patient Participation Group meetings which were also reflective on the issues highlighted in results of the survey conducted in 2013/14. The questionnaire included questions based on the appointment bookings, preferred GP, ability to book appointments, patient experience and opening hours as well as Family and Friends Test.

All patients were encouraged to participate in the survey, by completing the survey during PPG meetings, in house, by post or by email. The survey was given to patients in the Practice by clinical and administrative staff. Practice staff inspired 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.

Housebound patients and carers were contacted by a member of staff and others who expressed interest in participation were sent a questionnaire by post including a stamped addressed envelope for return to the Practice. The practice went to great lengths to translate the Survey in various languages. Unfortunately, this proved rather difficult, as the practice was informed by patients that the questions were lost in translation.

The practice survey was conducted over a 3 month period from July 2014 through to September 2014. A total of 69 patients responded and completed the questionnaires. The results of which were collated and analysed, producing a report.

In November and December 2014 APC undertook a patient survey for the Harness Care network of practices. The purpose was to gather direct patient input and feedback on the current access systems across the Harness Care group. The patient questionnaire format and questions were agreed based on discussions with Harness Care and through APC workshops. The average for all the Harness practices who completed the survey was calculated and this was then used to benchmark the individual practices. This is shown as a gold bar on each graph where applicable. The data from the practices is compared with this Harness benchmark and some specific (anonymised) APC practice data from London, the Midlands and North East included as a comparator for Harness Care.

Summary of the Results of the Survey

At the PPG meeting patients were informed of the results of the Patient survey which revealed the following: GPs received the most positive feedback. 94.9% felt the GP is very good at giving patients enough time during their consultation. 89.3% of patients questioned are satisfied with the surgery opening hours. This result was also reflected in the GPPS data. 81% found the receptionist helpful. 78% of patients are likely or extremely likely to recommend their GP practice to a friends or family.

Areas in which the Practice received negative feedback were difficulty in obtaining appointments. 21% Patients also found it difficult to get through on the phone. Both of these difficulties were also highlighted in the National Patient Survey. Results of the Family and Friends test showed that top reasons for recommending the practice were:

- Easy Access and helpful staff,
- GP's are resident
- Always get to see specific GP
- Helpful and accommodating
- Excellent Doctor

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

The Practice has now implemented the proposed action plan that was agreed with the PPG 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 2014/15.

Results of The action plan were presented at the PRG meeting and feedback received from patients was positive.

Find attached a copy of the results of the action plan and a summary of the progress made with the 2014 action plan, detailing results of what patients said what the Practice did and the results achieved.

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. Speak to a doctor on the telephone and improve confidentiality in the reception area.

In this action plan the Practice has achieved the desired outcomes of the action plan. The Practice has not identified any areas that it may not have achieved, neither has any contractual issues been identified. However the Practice acknowledges that all these areas will still need monitoring and reviewing.

Update on Action Plan from Previous Year 2014

A summary of the progress made with the 2013/14 action plan

You said	We did	The result is
See a GP in 48 hours	<p>The Practice conducted a patient survey and an audit of the appointment system. An audit was also performed on the practice DNA rates. The results were collated and analysed. The audits and survey were shared at the PPG meetings. The Practice appointed an external company to assist with the survey and the implantation of a change of appointment system.</p> <p>The Practice advertised the change of appointment system prior to implementation. Advertisements were placed in house and on the practice website. Leaflets were produced, detailing clinic days and times. Patients, local Pharmacists and District Nurses were also given leaflets to distribute to patients including housebound patients and carers. The agreed deadline for the implementation of new appointment system was August 2014. The practice experienced a slight delay in keeping with the timescale agreed; however the new appointment system was implemented in October 2014.</p>	<p>A new appointment system has now been implemented. The new appointment system offers a daily walk in clinic for each clinician. These clinics are run AM and PM. Patients can now see a GP in 48 hours. Feedback from patients has been positive.</p>
Telephone Access	The Practice contacted NHS England IT department and informed them of the	The telephone system has now

	<p>problems patients were experiencing when phoning the Practice. The Practice requested an increase to the Telephone line capacity to enable the telephone system to handle a bigger capacity of calls than the current system. NHS Brent monitored and analysed the telephones for a period of time. Feedback received from the analysis of the system reported that the queuing system was not working efficiently. This information was shared with patients at the PPG meeting. The Practice has now advertised in the surgery informing Patients to use the on-line internet service to book appointments and order prescriptions as this should reduce the volume of calls. Patients have been advised to any report any problems to the Practice Manager. Timescale set by the practice to achieve this action, was October 2014, conversely this was achieved in January 2015.</p>	<p>been re-configured to enable calls to be held in a queuing system. Patients will report any problems to the Practice. The Practice will continue to monitor this.</p>
<p>Speak to a doctor on the phone</p>	<p>The Practice has now increased the number of telephone slots available for each clinical session. Telephone consultations are now available both AM and PM on a daily basis. This information has been publicised at PPG meeting and in house. Patients and Carers have also been verbally informed of this service. This was achieved in October 2014.</p>	<p>Patients now have the option of speaking to a GP on the telephone about test results and other clinical matters, this has given working patients and carers access to a GP during working hours, thus freeing up face to face appointments that are offered as urgent appointments.</p>
<p>Reception area</p>	<p>The Practice has spoken to Ealing Estates to enquire if funding can be obtained for further improvements</p>	<p>Although this area still needs improvement,</p>

	<p>which may help provide more privacy. In the interim the Practice has mark the flooring in the reception area, and patients are informed to wait behind the line. The practice has also placed notices in the reception area informing patients of the need to comply. Following on from comments received in the Practice, Receptionists now ask patients to remain seated and come up to the reception desk one at a time. Notices have also been placed in the waiting area, informing patients to sit in the order in which they arrive. The Practice has received positive feedback from patients following this implementation.</p>	<p>Patients now have slightly more privacy when speaking to a receptionist.</p>
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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 Estates 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 appointments 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 2014/2015 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 PPG 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 NHS England, 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.