



PATIENT PARTICIPATION AND ENGAGEMENT REPORT 2016-2017

VALENTINE HEALTH PARTNERSHIP PPG (VHP PPG)
Ferryview Health Centre
25, John Wilson Street
London, Woolwich SE18 6PZ
T: 020 8319 5400 E mail: GRECCG.ValentinePMS@nhs.net



Membership of the VHP PPG

The VHP PPG is a well-established group representing the patients of Valentine Health Partnership and the membership of the group is open to all registered patients and their carers. The members are welcome to join at any time during the year and can engage with the group either by attending regular monthly Friday or Saturday face to face meetings or keep in contact with the group and the practice as virtual members. The group has elected chairs and vice chairs (Friday and Saturday groups as separate groups) and will be holding the AGM in April 2017 to further discuss and agree the group’s constitution and agree the vision for the forthcoming year.

**Valentine GP surgeries value
YOUR VIEWS - *get involved...***

Would you like to join Valentine Patient Participation Group for monthly meetings or be part of our virtual community?
Please leave your name, telephone number & E-mail
Working Together To Improve Your Health Service.

Name: _____
Telephone: _____
E-mail: _____

 Valentine Patient Group
  @valentinehealth

The PPG application form is available at reception desks across both sites or can be downloaded from the dedicated PPG page on our website <http://www.mysurgerywebsite.co.uk/website/G83067/files/Sign%20up%20with%20name%20tear%20off%20-%20amended%20by%20Will.pdf>

During last 12 months the following response form was also made available which is emailed directly to the practice: https://www.mysurgerywebsite.co.uk/secure/survey_signup.aspx?p=G83067

Patients can also contact the PPG representative by e mail as advertised on the website or simply call or leave a note at the reception desk.

The current PPG members register accounts for 88 active members and the characteristics of the group in relation to the whole patient population of the practice are as follows:

By Age:

Years	15-34	35-44	45-54	55-74	over 75
Overall Patient Population	41%	24%	18%	14%	3%
PPG Membership	24%	25%	16%	32%	3%

By Sex:

Sex	Male	Female
Overall Patient Population	48%	52%
PPG Membership	28%	72%

By Ethnicity:

Ethnicity	White British, Irish, European and other	Asian	Black African, Caribbean and British	Mixed and Multiple Ethnic Groups	Other (including non-recorded)
Overall Patient Population	24%	12%	28%	21%	15%
PPG Membership	14%	11%	41%	30%	4%



THE 2016-2017 PATIENT SURVEY and SURVEY PRIORITIES

The PPG chairs initiated the planning for 2016/2017 survey in October 2016 and allowed enough time to the group to discuss its design and content of the survey at length during November 2016 and January 2017 meetings. The proposed format and amendments have been agreed at the January 2017 meeting and the practice facilitated the collection of the survey during opening hours of the surgery for 4 weeks between 13th of January 2017 and 10th of February 2017 producing 125 returned surveys. The practice analysed the 3 priority areas and presented the results at the February 2017 PPG meetings (Friday and Saturday) to the membership of the PPG group attending both meetings.

The PPG members agreed the following three priority areas to be included in the 2016/2017 survey:

- Drop in and Wait clinic
- Prebookable appointments
- General Patient Satisfaction

The Daily walk in clinic (Drop in and Wait Clinic) is now in its second year. The new clinic was agreed between the practice and the PPG as a response to the patient feedback received in previous years showing that the waiting times for appointments were too long. The practice and the PPG agreed a new proportion of prebookable and same day appointments in the form of the daily walk in clinic with view to address the concerns of the patients in relation to the availability and especially waiting times for the appointments. The 2016/2017 survey aims to measure satisfaction of the new service provision as well as seek feedback from the patient to improve it further.

The PPG has further felt there is a need to obtain feedback in relation to the general satisfaction with the service as provided by the receptionists, suitability of the facilities are as well as access to the surgery including availability of the information.

The 2016/2017 survey can be found on the next page:

VALENTINE HEALTH PARTNERSHIP 2017 PATIENT SURVEY

This survey is designed to find out which parts of our service are good and which need to be improved. It has been discussed and agreed by our patients through the Patient Participation Group

GENERAL – please tick a relevant box to all questions below


	Excellent	Good	Satisfactory	Poor	Very poor	No view	Not applicable
Helpfulness of the receptionist at Drop-In clinics							
Helpfulness of the receptionist at Pre-booked clinics							
Helpfulness of the receptionist on the phone							
Quality of the waiting area for Drop-in clinics							
Quality of the waiting area for Pre-booked clinics							
<i>Any more details/problems/good experiences or suggestions</i>							

DROP-IN-AND-WAIT CLINIC for urgent consultations (Ferryview Mon - Fri from 8 – 11)

	Excellent	Good	Satisfactory	Poor	Very poor	No view	Not applicable
The drop-in-and-wait clinic is							
Information provided about any delays							
Time waiting to see a doctor/ practitioner at a Drop-in clinic							
Quality of the consultation							
<i>Any more details/problems/good experiences or suggestions</i>							

PRE-BOOKED APPOINTMENTS – please tick a relevant box to all questions below

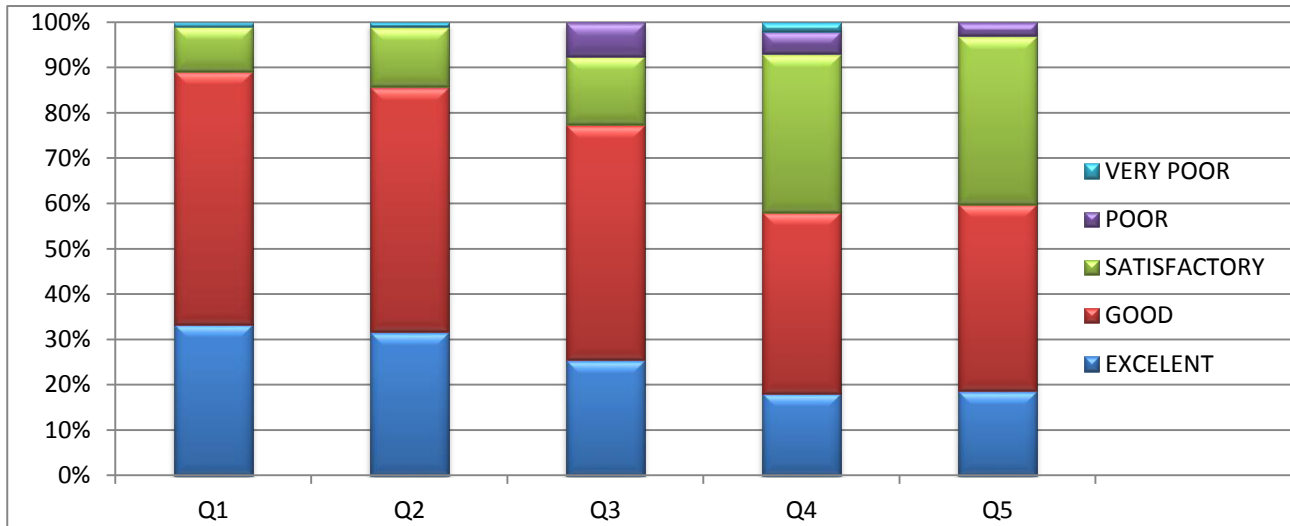
	Excellent	Good	Satisfactory	Poor	Very poor	No view	Not applicable
Getting through on the phone							
Booking an appointment on-line (EMIS)							
Getting an appointment at a time convenient to you							
How easy it is to use the automatic check-in at the surgery							
Information provided about any delays							
Number of days needed to get an appointment to see a doctor/ practitioner							
Time waited after the booked time to see a doctor/ practitioner for a pre-booked appointment							
<i>Any more details/problems/good experiences or suggestions</i>							

Please Turn Over 

2016-2017 Patient Survey Results

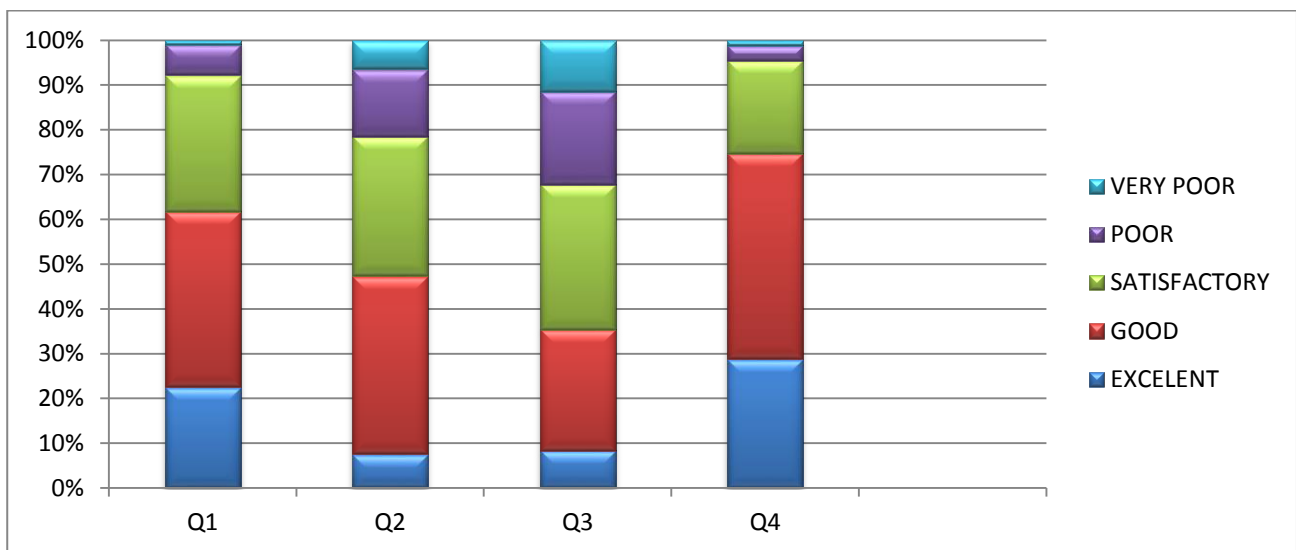
GENERAL

- Q1 Helpfulness of the receptionist at Drop-In clinics
- Q2 Helpfulness of the receptionist at Pre-booked clinics
- Q3 Helpfulness of the receptionist on the phone
- Q4 Quality of the waiting area for Drop-in clinics
- Q5 Quality of the waiting area for Pre-booked clinics



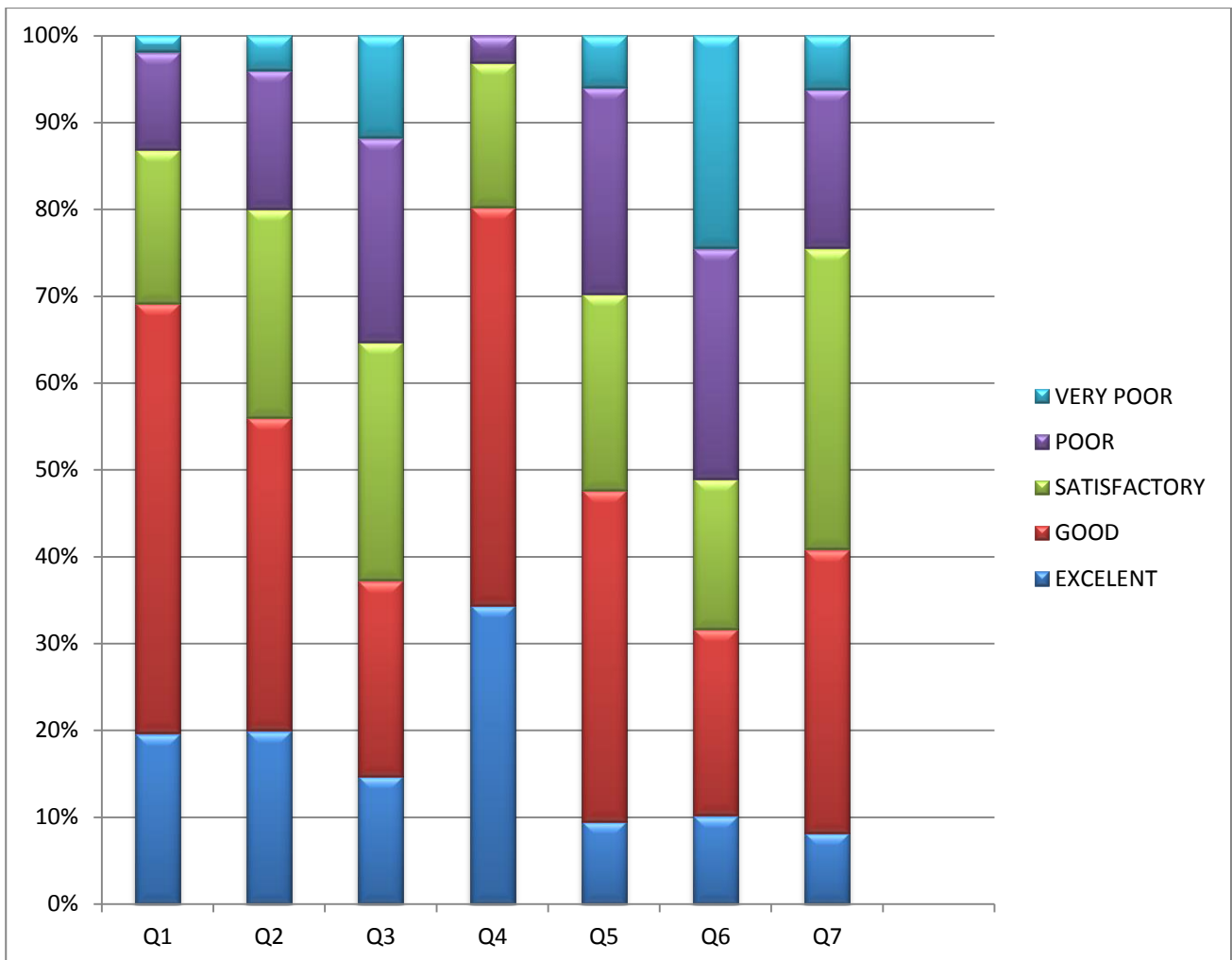
DROP-IN-AND-WAIT CLINIC for urgent consultations (Ferryview Mon - Fri from 8 – 11)

- Q1 The drop-in-and-wait clinic is
- Q2 Information provided about any delays
- Q3 Time waiting to see a doctor/ practitioner at a Drop-in clinic
- Q4 Quality of the consultation



PRE-BOOKED APPOINTMENTS

- Q1** Getting through on the phone
- Q2** Booking an appointment on-line (EMIS)
- Q3** Getting an appointment at a time convenient to you
- Q4** How easy it is to use the automatic check-in at the surgery
- Q5** Information provided about any delays
- Q6** Number of days needed to get an appointment to see a doctor/ practitioner
- Q7** Time waited after the booked time to see a doctor/ practitioner for a pre-booked appointment



2015-2016 Patient Survey Action Plan

Following the presentation of the survey results and the discussions held The PPG meetings in February 2017 the PPG members and the Practice agreed the following action plan arising from the findings of the 2015/2016 Patient Survey:

ACTION PLAN 2017-18						
	Priority heading	Action	Details of the Action to be taken	Who to take action	Who To monitor progress	Date of Completion
1	DNA	Pilot DNA auditing of appts for 1 month	Detailed report required – patients may need to be called	Practice	PPG	October 2017
2	TELEPHONES	Identify waiting times on the phones	Report of the average waiting times and longest waiting times	Practice – once the telephone System updated	PPG	December 2017
3	DNA	Reasons for DNA	Patient may need to be called and enquiry made	Practice Staff	PPG	October 2017
4	DNA	Breakdown of DNA figures	Report incorporating the above details	Practice	PPG	October 2017
5	DNA	Practice to promote info re DNA policy and explain the working process	DNA policy to be reviewed and made widely available	Practice and PPG	PPG	September 2017
6	INFORMATION	Reception to check contact details for all patients as they call up. arrive for appointments to enable messaging service	To become routinely undertaken by reception including on all forms	Reception SOP	PPG	With immediate effect
7	DNA	Communication campaign re cost of DNA to practice	Number of DNAs displayed and cost of such lost appointments	Practice	PPG	June 2017
8	WALK IN CLINIC	Communication re order of patients seen in the WIC	Order of calling the patients explained and if any group prioritised	Practice and PPG to agree	PPG	June 2017
9	WALK IN CLINIC	NOTICE BOARD with clear info as to how WIC works/buddy groups	Buddy Group promoting Continuity Explained	Practice	PPG	May 2017
10	RECEPTION	Disabled seating	Sourcing Blue priority seats	Facilities	PPG	May 2017
11	RECEPTION	Protocol to help disabled patients on normal bookings times and at the walk in clinics. This was particularly relevant in helping patients whilst waiting for appointments who use walking sticks and there are insufficient chairs.	Protocol to be agreed between the surgery and the PPG	Practice and PPG to agree	PPG	May 2017
12	INFORMATION	Information packs for over 65's re health expectancy + symptoms of older age including dry skin and ear & eye tests (what to expect of your body at this age and what to look out for	PPG to design such pack and the practice make it available to the Relevant group	PPG design, Practice distribution	PPG	September 2017
13	RECEPTION	Provide additional 20 seats in reception	Increase of seating capacity	Facilities	PPG	May 2017
14	RECEPTION	Provide additional Calling Screens positioned to maximise the utilisation of reception	Increased seating capacity to have a full view of the Calling and Information screen	Facilities	PPG	May 2017

Previous Year's Action Plan and Update

ACTION PLAN 2016-17 – following the 2015/2016 survey results and action plan

1	Priority heading	Action	Details of the Action to be taken	Who to take action	Who To monitor progress	Date of Completion
2	WI&W Clinic	Provide better information re delays in wi&w	Current waiting times to be displayed and updated every 20 minutes	Improvement Executive of Valentine Health - WI&W Sub Group	PPG monthly meetings to receive the update	30.04.2016
3	WI&W Clinic	Monitor waiting times to identify whether that can be minimised	Continuous service improvement	Improvement Executive of Valentine Health - WI&W Sub Group	PPG monthly meetings to receive the update	On-going through 2016/2017
4	WI&W Clinic	Monitor waiting times for Pre-bookable appointments	Continuous service improvement	Improvement Executive of Valentine Health as reported on the Monthly Dashboard	PPG monthly meetings to receive the update	On-going through 2016/2017
5	WI&W Clinic	To manage waiting times by pulling clinicians out from other clinics into wi&w clinic to help manage it better	Continuous service improvement	Improvement Executive of Valentine Health - WI&W Sub Group	PPG monthly meetings to receive the update	Immediately and by 30.04.2016
6	WI&W Clinic	Shift demand from starting time of 08.00 to an earlier time of 07:45 to address queuing and registration of patients	Open the front doors before 8:00 am by reception	Reception Management	PPG monthly meetings to receive the update	Immediately and by 30.04.2016
7	WI&W Clinic	See whether Emis can provide a wider overlook + clearer pathways to use their operation systems	Enquire with Emis and seek design of the system if possible. Proposed for VHP to write a letter to Emis querying whether an application is available to address information re delays which isn't available to us at present.	IM&T management	PPG monthly meetings to receive the update	First report and feedback from EMIS by 30.09.2016
8	New ways of consulting	Given the high level of internet access; to explore why high volume of respondents don't use online consultation	Promotion of Patient Access Uptake at the time of Registration and throughout the service delivery. Seeking external funding supporting online consultations as uptake currently to low to make it a viable subscription payable service	Reception Management and Improvement Executive	PPG monthly meetings to receive the update	Throughout 2016/2017 starting immediately
9	Pre-bookable	Monitor the waiting period to see a GP on a pre-bookable appointment	Continuous service improvement as reported on the dashboard shared with the PPG	Improvement Executive of Valentine Health	PPG monthly meetings to receive the update	Ongoing through 2016/2017
10	Pre-bookable	Provide better information re delays in Pre-bookable appointments	Enquire with Emis and seek design of the system if possible. Proposed for VHP to write a letter to Emis querying whether an application is available to address information re delays which isn't	IM&T management	PPG monthly meetings to receive the update	First report and feedback from EMIS by 30.09.2016

			available to us at present.			
11	Pre-bookable	Monitor waiting times (clinicians clinic lateness)	Monthly Reporting mechanism of late run clinics and especially of the clinics starting late.	Improvement Executive of Valentine Health	PPG monthly meetings to receive the update	First report and feedback from EMIS by 30.06.2016
12	Repeat Prescriptions	Refine questions re Emis prescriptions and prescribing on the next questionnaire	part of the 2016/2017 Patient Survey design	PPG membership	PPG monthly meetings to receive the update	Patients Survey to be completed by February 2017
13	Information re services	Use the feedback collected re: how patients have accessed and found out re our services and what services are available to them to plan how to best distribute information in future.	To identify the services and health information to be promoted and best way of promoting them in line with the findings of the 15/16 survey	PPG membership	PPG monthly meetings to receive the update	Continuously through 2016/2017
14	DNA	Notice in reception re: if unable to keep a future appointment to call up and cancel.	Create a notice being displayed in reception clearly conveying message of how to cancel appointments and DNAs waste a huge amount of appointments	Valentine Management	PPG monthly meetings to receive the update	By 30.04.2016
15	Satisfaction with services:	To monitor satisfaction amongst respondents. ¾ of patients surveyed were satisfied with the services + highlight achievement of 0% of respondents were dissatisfied.	Comparative annual patients' satisfaction survey carried out	PPG membership	PPG monthly meetings to receive the update	Annually by 28.02.2017

Opening Hours of our Surgeries

Ferryview Health Centre: Monday to Thursday 8:00am to 8:00 pm, Friday 8:00am to 6:30 pm, Saturday 9:00am to 4:00pm

Holburne Road Surgery: Monday to Friday 8:00 am to 6:30 pm, Wednesday Evenings 6.30pm to 8:00 pm and 2nd Saturday of the month from 9:00 am to 1:00pm

Telephone access available to all sites on 0208 319 5400: Mon to Friday 8:00am to 6:30 pm

The Out Of Hours cover is available by calling 111 which is a free number from landlines and mobile phones. The Greenwich CCG now also provides Saturday and Sunday appointments which must however be pre-booked on Fridays by the local surgeries.

The routine appointments are available to pre-book up to 1 week in advance. Same day requests and emergency requests are assessed by the Duty Doctor daily 11:00 am to 6:30 pm. Universal Walk in and Wait Clinic held daily at Ferryview Monday to Friday between Hours of 8:00 am and 11:00am.

Extended Hours Access

The Extended Hours are available: Mon to Thursday at Ferryview Health Centre 6:30pm to 8:00pm and on Wednesdays at Holburne Road Surgery between hours of 6:30pm and 8:00pm.

All clinicians provide Extended Hours Access as per appointment system and equitable clinical rota allocation available up to 4 weeks in advance. Patients to enquire with the reception when the clinician of their choice available during Extended Opening Hours.