



PATIENT PARTICIPATION AND ENGAGEMENT 2012-2013 REPORT

VALENTINE HEALTH PARTNERSHIP PPG (vhPPG)
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Introduction

The aim of this report is to capture the enthusiasm and newly found purpose of Valentine Health Patient Participation Group (formerly Patient Reference Group) which has been so strongly present during the recent four meetings held to discuss its long term sustainable engagement with the wider patient population, local health and social care community as well as the practice itself operating in the challenging inner city, highly deprived area in times of the largest reorganisation seen in the NHS and squeeze in public finances.

The Vision for the Group

The Valentine Health Patient Participation Group (vhPPG) is keen to move beyond the basic principle of the patient consultation. The long term objective of the group is to develop a meaningful and truly engaging partnership with the practice influencing how the care is delivered to the rest of the patient population it represents yet at the same time influencing and educating the patients how to access and use the care most appropriately. The membership of the group is open to all registered patients and the group should always seek ways to engage with even wider population through ever expanding communication media.

The recent vhPPG participants have summarised the purpose of their engagement as follows:

- To be "Critical Friend" of the practice
- To be voice on behalf of the 26,000 patients registered with the practice
- To contribute positive feedback to the practice while also engaging into a constructive criticism
- To be part of the improvements made by ensuring the agreed actions are carried out
- To be part of discussion how to improve efficiency and especially how to eliminate waste as seen through wasted medication and lost appointments not being cancelled
- There is clearly a "Communication Gap" and I wish to be part of narrowing the gap in the months to come

Membership of the vhPPG

The membership of the group is available to all registered patients of Valentine Health and new members are welcome to join at any time. We recognise that the members may want to vary the level of their engagement during their membership or even change the medium of engagement due to the commitments elsewhere. We are keen to provide various ways of engagement to facilitate involvement for as many patients as possible. In December 2012 we established a Facebook Page, a Twitter account as well as a dedicated e mail address to facilitate engagement with the patients who remain hard to reach: young people, working population, healthy patients who seldom visit the practice and the housebound patients. In addition to virtual engagement media we also offer meetings on Saturdays at Ferryview Health Centre to enable attendance to those who cannot come on Fridays. The vhPPG proposed to merge both meetings and hold a monthly Friday evening meeting instead however this remains subject to the approval of both forums.



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 membership leaflet was redesigned in December 2012 and 3000 printed copies of the leaflet were distributed to all 30 consulting rooms, reception desks and leaflet dispensers across all three surgeries. The newly designed e-copy of the leaflet has been available through Facebook page and the Twitter account. The current PPG register shows there is 65 active members and 22 of them are part of the virtual e-mail community. Eventhough we do not hold PPG members' statistics we believe the group represents the wider patients' population demographic characteristic while recognising that we failed to recruit young people eventhough a specially focused recruitment campaign has taken place in February and March 2013. The existing members have also shown determination to extend membership to those who seldom or hardly ever attend the surgery. A random search of such patients may need to be produced in the forthcoming months with view to either call or write to them to ensure they are aware of the availability of the PPG membership. In addition we wish to further explore idea to extend the PPG membership invitations as part of the Appointment Text Confirmation and Repeat Prescription Collection.

PRIORITIES AND ACTION POINTS

The PPG has recently discussed at length with the practice and the local pharmacies the problems their membership is experiencing requesting, obtaining and collecting **prescriptions** and medication. Eventhough the practice has made substantial improvements during last six months with view to iron out the prescription issues there was a consensus at the meeting that the problems still persist. The membership felt the prescription issue should be consulted with the wider patients' population as part of the annual survey and suggested an open question as the best suited to seek opinion and suggestions from the patients.

The membership also felt there is a considerable scope for improvement in ways how the practice **communicates** with the patients. A member noted "there is a communication gap" which needs to be addressed as part of the PPG engagement and the membership may be able to help managing the gap. The membership proposed to include the issue of communicating with the patients and especially informing them about the available services in the annual survey.

The membership has furthermore explored how to ask patients about anything which is going well and associated measurement of the satisfaction among the sample patient group.

2012-2013 PATIENT SURVEY

Two groups attended by 25 PPG members have agreed the format for the 2012-2013 patient survey as follows:

- An effective survey should be short and relevant
- There should be a mix of open questions and questions seeking rating of the service
- Furthermore there should be a mix of positive questions and questions seeking solutions to known problems
- The surveys should be strictly anonymous and only minimum data should be collected
- Random patients to be approached to complete the survey
- To be representative approximately 200 surveys will need to be conducted
- The following survey was designed in line with the discussions held by the group



**Valentine Health Partnership
2013 PRACTICE SURVEY**

As discussed and agreed by the Valentine Patient Participation Group (PPG)

1. How easy is it to find information about our services? (please rate between 1 and 5: 1 being not easy to find and 5 very easy to find)

2. Is access to our surgeries (opening times etc.) adequate? (please rate between 1 and 5: 1 being not adequate and 5 being adequate)

3. How could we improve our prescription service?

4. What do we do well?

5. What could we do better?

6. Would you recommend our services to family and friends? (please reply Yes or No)

This survey is anonymous however for statistical purposes please let us know:

Your Age:

Ethnicity:

Gender:

The above survey was available at the reception desks for patients to fill in while a member from each of the Valentine's teams have conducted at least 30 surveys during the period of 2 weeks in March 2013 requesting feedback from the patients attending Child Health Clinics, Extended Opening Hours Clinics, Saturday Walk In Clinics and during normal working hours. In addition a sample of surveys have been conducted over the phone with the patients who had a contact with the surgery during month of March. We received and collated results from 204 returned anonymous surveys, statistics of which are as follows:

Age – 153 Respondents disclosed their age

Average Age of the Respondents:			40.5 years
Age Distribution of Respondents:			From 18 years to 89 years
Age Group	Returned Surveys	% of all returned surveys	Age Group % of total patient population
17-25	12	7.84%	11.30%
25-45	97	63.40%	40%
45-65	33	21.57%	17%
over 65	11	7.19%	5%

Ethnicity – 162 respondents disclosed their ethnicity

Ethnicity:	No. of Respondents	% of all respondents
Asian	19	11.73%
Asian British	1	0.62%
Asian white	1	0.62%
Turkish	3	1.85%

Ethnicity:	No. of Respondents	% of all respondents
British	46	28.40%
English	11	6.79%
white	13	8.02%
white other	9	5.56%
Other	1	0.62%

Ethnicity:	No. of Respondents	% of all respondents
African:	29	17.90%
Black:	5	3.09%
Black African:	15	9.26%
Black Caribbean	1	0.62%
Black British	6	3.70%
Black European	1	0.62%
Mixed	1	0.62%

Gender – 182 Respondents disclosed their Gender

Gender	Returned Surveys	% of all returned surveys	% of total patient population
Male	61	34.00%	49.00%
Female	120	66.00%	51%

The responses from the 204 returned surveys have been analysed and presented to the two PPG meetings held in March 2013 and attended by 20 PPG members. Both groups have discussed the outcome of the survey and created an action plan which will become the foundation and raison d’etre of the PPG involvement for the next twelve months. The PPG meetings will be held monthly on first Friday and Saturday of the month and in addition to monitoring the progress made during the preceding month the PPG membership wishes to recruit a speaker at each meeting to ensure the members get to know the practice, the local Healthcare Commissioning and understand the service providers from the Local Authority and the voluntary sector. The following speakers have been proposed for the period from 1st April 2013 to 31st March 2014:

- Practice Nurse
- Palliative Care Representative
- GP - Partner
- CCG Representative
- Health Visitor
- Dietician – (child obesity included)
- Dementia Team Representative
- Speaker re: Benefits, Allowances etc.
- Mental Health Representative from Oxleas
- Phlebotomist
- Receptionist
- Disability – Falls Prevention etc.
- Council – mobility, appliances etc.
- Housing/Welfare
- Diabetic Nurse
- Older Peoples Team
- Environmental Health
- Charities – British Heart Foundation, British Lung Foundation, Macmillan, Diabetes UK etc.
- Respite Care
- Carers Group

2012-2013 Patient Survey Results

2012-2013 Patient Survey Results

	Question 1	Question 2	Question 3	Question 6	Question 6
Survey Question	How easy is to find information about our services:	Is access to our surgeries (opening Times) adequate?	Prescription Service needs Improvement	Would you recommend our services to family and friends?	Would you recommend our services to family and friends?
Score Method	Please rate between 1 and 5 (1 being not easy to find and 5 very easy to find)	Please rate between 1 and 5 (1 not being adequate and 5 being more than adequate)	Percentage of respondents who did not suggest improvement of the prescription service (question 3) – therefore assumed satisfied	YES	NO
Average % Satisfaction	77.75%	83.82%	73.04%	93.63%	6.37%

Question 5: What could we do better?

Availability of Appointments	
More Appointments	23%
More Out of Hours Appointments	2%
More short notice appointments	4%
Walk in Service Appointments and Emergency Appointments	4%
Longer Appointments	0%
Weekend Appointments	4%
TOTAL % of respondents suggested improvement in "Availability of Appointments"	38%

Clinicians running late during scheduled clinics	
TOTAL % of respondents suggested improvement in "Clinicians running Late"	20%

Improvement in Customer Care Experience	
TOTAL % of respondents suggested improvement in "Customer Care Experience"	10%

Telephone Calls Answering Times	
TOTAL % of respondents suggested improvement in "Telephone Calls Answering Time"	7%

Continuity of Care	
TOTAL % of respondents suggested improvement in "Continuity of Care"	5%

Prescriptions	
TOTAL % of respondents suggested improvement in "Delivery of Prescriptions"	4%

Other - all approximately 1% each
Lodging a Complaint
Baby Feeding Facility
Test results Within agreed time
Speed of the Call Back
Drink Machine in Reception
Newspapers In Reception
Preventing Children Running Around
Busy Baby Clinics - need own reception
Queue at the reception
Play Area for Kids
More Screens displaying Call System
More Chairs in Reception
Queue at the reception
Signage
WiFi
Phlebotomy available at Ferryview

2012-2013 Patient Survey Action Plan

The 2013 Patient Survey results were presented and discussed at the March 2013 vhPPG meetings attended by 20 PPG members who believed the results show of high patient satisfaction however there is a further scope for improvement. Based on the findings of the survey and proposed actions as suggested by the PPG membership as well as extracted from the 204 returned questionnaires an action plan has been drawn. The 2013-2014 monthly meetings will regularly revisit the action plan, discuss the actions taken by the practice and the vhPPG, assess the level of patient experience improvements arising from such actions (whether improvement in care received or in overall patient satisfaction) and determine the appropriate communication channel to inform the wider patient population of the actions taken and improvements achieved.

2013 PATIENT SURVEY ACTION PLAN

COMMUNICATION:

The Valentine Health website needs to be updated regularly to provide relevant and reliable information about the services available to the patients registered with the practice	Doctors special interest, staff leaving and joining, surgery events etc. needs regular monitoring and update	
Patients very often do not understand why receptionists ask about the problem they are calling the surgery about	Receptionists are trained to propose best way to deal with the nature of the call as well as direct the patient to the most suitable clinician to deal with the problem - patients need more information to be able to understand and cooperate	
Confidentiality at the Front Desk	Patients need clearer information about the issues surrounding confidentiality and being requested to respect it at all times. Yellow Line has been proposed in addition to the recently installed Queue System. The message "PLEASE RESPECT PATIENT CONFIDENTIALITY BY WAITING BEHIND THE YELLOW LINE". The receptionists must also remind patients to queue behind the yellow line.	
How to inform wider population of the PPG membership, its purpose, activities and purpose	Facebook and Twitter updated, Website updated, PPG Flyers regularly re-stocked and prominently available, focused achievements programmed into the calling screen at the reception. The PPG also to produce a short newsletter made available across all 3 surgeries.	
How to inform wider population of the PPG membership, its purpose, activities and purpose.	Volunteers from within the PPG membership to promote the PPG in reception. The PPG volunteers also to improve recruitment of other poorly represented group of patients in the PPG membership.	
More calling screens at Ferryview reception for the ease of seeing when called into the consulting room as well as wider coverage of the messages displayed on the calling screen	Install more screens covering wider area of the reception and provide more seating capacity once coverage wider	

AVAILABILITY OF APPOINTMENTS		
The PPG requested any available national data of the Patient:Doctor ratio to assess how favourable the practice compares with the national data	Seek any published national data available, also any locally available data eventhough the skill mix would differ from practice to practice. The PPG needs to assess suitability of resources employed.	
Did Not Attend (DNA) statistics	Approximately 10% of appointments per year are lost by just simply not being attended and not being cancelled. The practice believes these amounts to approximately 10,000 appointments per year. Provide detailed monthly statistics.	
Did Not Attend (DNA) statistics	The statistics to be displayed prominently in waiting area showing how many appointments lost, how much they cost and the effect the DNA appointments had on waiting time for the next available appointment.	
Did Not Attend (DNA) statistics	The practice to put in place easy-to-cancel-appointments systems: respond to the appointment reminder, leave a dedicated voicemail message, e mail, reminders in the reception area educating patients to always cancel an appointment if not needed or cannot attend	
Did Not Attend (DNA) statistics	Anyone with more than 10 DNA appointments during last 12 months to be written, statistics made available to the PPG of how many patients had more than 5 DNA appointments in last 12 months	
Did Not Attend (DNA) statistics	Patients to be issued annual statement of the DNA appointments - the surgery may need to assess feasibility to deliver this programme	

LATE RUN SCHEDULED CLINICS		
Availability of information to the patient who and how long the late run clinic is.	The proposed system was compared to the Airport Arrivals / Departure screens. It was observed the self-check-in system is not accurate.	
Request to provide report showing all clinicians' "Late Run Clinics" statistics and especially highlighting any regularly "Late Start Clinic" statistics	The surgery to provide report to the PPG. PPG to discuss a possible action plan once statistics available to the PPG.	

PRESCRIPTION SERVICES		
Patient receiving repeat medication they neither need nor they requested	The prescription clerks need to be trained to only issue prescriptions the patients ticked on the Repeat Prescription request form.	
Patient receiving repeat medication they neither need nor they requested	In addition to internal problems as above the PPG wishes to test whether the problem lies with the Pharmacy Requesting system. The PPG proposed and agreed a random 2 week testing period within next two months whereby all Pharmacy Repeat Prescription requests will be verified by calling the patient and comparing the two requests.	
The PPG believes by monitoring Electronic and Repeat Prescribing requests better ensuring the patients only request what they need substantial savings can be made	The PPG requested information how much the practice's prescribing budget is and how well the practice manages the budget.	
Promoting the Electronic Prescribing	More information is needed about this new initiative. A focused promotion campaign was suggested in next few months working much closer with the pharmacies who are seen as main driving force to promote the uptake of the electronic prescribing among the patients. The campaign also to include responsible way of ordering the medication.	
Provide Repeat Prescriptions Same Day / within 24 hours	The repeat prescriptions need to be processed, printed, signed and made available for collection - it would be neither operationally nor clinically safe possible to deliver the prescriptions within 24 hours. The practice continues to put systems in place to deliver most of prescriptions within prescribed and advertised 48 hours.	

OTHER		
Children Area	Provide again the Children TV in the Play Area, replace the crayons with the attached marker pen and whiteboard, themed seating mats for the children	
Lodging a Complaint	The Practice makes a easy to possible to lodge a complaint, further prominently displayed information may well be needed	
Baby Feeding Facility	The practice to consider whether available space to offer this facility. Currently dedicated baby changing room already available	
Drink Machine in Reception	Chilled and Filtered water dispenser available in all reception areas already	
Newspapers In Reception	The practice used to provide daily papers however they become available to very few due to early morning pilferage	
Signage	The Facilities at the surgery will revisit the assessment of the signage gap at the surgery	
Wi-Fi	The Practice to consider the WiFi taking into consideration especially the associated security problems	
Phlebotomy available at Ferryview	The service has been available at Ferryview for 2 years - better information available to the patients needed	

Opening Hours of our Surgeries

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

Shooters Hill Road Surgery: Monday to Friday 8:00 am to 6:30 pm

Frances Street Surgery: Monday to Friday 8:00am to 1:00 pm

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

The surgeries are closed on weekends and bank holidays. The Out Of Hours cover is available by calling 111 which is a free number from landlines and mobile phones. This is a new service which replaced previous direct access to Grabadoc, the local OOH provider.

The routine appointments available to pre-book up to 6 weeks in advance. Same day requests and emergency requests assessed by the Duty Doctor system daily 8:00 am to 6:30 pm.

Extended Hours Access

The Extended Hours are available: Mon to Thursday at Ferryview Health Centre 6:30pm to 8:00pm

Most of clinicians provide Extended Hours Access as per appointment system available up 6 weeks in advance.

Date of the Report: 31st March 2013

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Data extracted and collated from: The PPG meetings records, the 2013 Patient survey analysis and results, the PPG promotional material and brief, attendance of the PPG meetings