

SHAFTESBURY MEDICAL CENTRE

PATIENT PARTICIPATION REPORT

2013/14

Part one: A description of members of the Patient Representative Group (PRG)

Practice Profile:

The practice was established in 1995 and is situated in South Harrow where there is a mix of social and private housing.

We currently have a list size of approximately 4,417 patients of which 3,457 are aged 16 or over. 30% are in the 16-34 age group, 40% in the 35-64 age group and 9% are aged 65 or over.

The group consists of patients from a variety of social economic backgrounds.

Harrow council figures in 2010 show unemployment for this part of Harrow to be approximately 5.2%. The practice has 25 known carers.

We have a relatively young transient population with a diverse ethnic mix including Sri Lankan, Nepalese, Eastern European, Afro-Caribbean, British/Other White as well as a large Asian population.

We are responsible for a residential home for the elderly with approximately 30 residents and also look after a group of 10 patients with Moderate Severe Learning Disabilities in residential care.

The Practice has 3 partners. The Doctors are supported by practice nurse who is highly qualified and experienced HCA's . The Nurse team share a lead responsibility in Chronic Disease Management in Diabetes, Hypertension, COPD and Asthma. There is a Dietician and Diabetic Specialist Nurse who come to the Practice to do NHS sessions. The Practice provides phlebotomy services to the registered patients.

Practice Ethos

The ethos of the practice is centred on patient care, team work, multi-professional learning and good communication. The clinical team meet weekly to discuss patient's care, management and referrals. The Practice meetings are held monthly, in addition multi-disciplinary meetings are scheduled throughout the year and these may be facilitated internally as well as by outside parties. This includes Palliative Care and Child protection MDT.

Steps taken to make the PRG more representative.

The practice is actively recruiting patients in a variety of ways including advertising on our website, in the practice newsletter, and displaying posters in the waiting room, Jayex LED Display as well as word of mouth.

Sign up forms for a virtual group have been made available in reception and on the practice website www.shaftesburymedicalcentre.co.uk. The majority of interest has come from the virtual group, however attendance at meetings is steadily increasing. Attendance has varied from 6 to 15 patients.

We are fortunate that the PRG is a relatively fair representation of the practice population. The Practice would like the patient group to be representative of patients from a cross section of society, i.e. disabled, more ethnic minorities, equal gender representative, young and middle age. For carers and patients in residential care homes practice survey questionnaire were posted out to them together with invitation to the PRG meeting. Patients with learning difficulties were also sent survey questionnaire and invitation to PRG meeting. Reception also sought opportunistically to promote to patients and carers when they attended the surgery.

Part two: Details of steps taken to determine and reach agreement on the issues which had priority and were included in the local Practice Survey.

Priority Setting:

The practice met with the Patient Representative Group. The key findings of the GP National Survey were presented as a starting point for discussion as well as looking at NHS Choices website and general complaints received throughout the year. Patient feed back following on from that discussion formed the basis of the agreed priority areas for the survey.

The following areas were chosen as issues which were priority

1. Type of appointment preferred
2. Access
3. Extended hours
4. Telephone consultations with GP
5. Reception Staff
6. Satisfied with system of calling back at 2pm for afternoon appointments

Part three: carry out the local practice survey and collate and inform the PRG of the findings

Formulating the Survey:

The practice looked at several existing surveys to use as a template for our own in house survey. A draft questionnaire was drawn up using the patient feedback given in the previous PRG meeting. The survey was based on what patients thought of the service that is provided by the Practice, what they found useful in accessing the

services at the Practice. We also took in consideration what they felt could help us improve the patient experience. At a further meeting, the draft survey was discussed and some adjustments were suggested and agreed.

Carrying out the Survey:

The patient survey was carried out in January 2014. Invitations to complete a survey were sent to all patients signed up to the patient participation group including the virtual group. Patients attending the practice were actively encouraged to complete a survey questionnaire and return in the sealed box placed on the reception counter. Posters and LED display promoted the survey. The survey was made available on the practice website.

Invitations to complete surveys were also sent to our Elderly Residential Home, our Residential Care Home for Learning Disabilities, a random selection of our Housebound Patients and a random selection of the 16-34 year olds in order to reach as wide a cross section of patients as possible.

A copy of the survey can be found on our website or via the following link [Patient Survey 2014.ppt](#).

Parts four and five

The Practice published the Report on Practice website. It was also mentioned in the Practice newsletter and advertised on the patients waiting area. Feed back and comments from patients were requested and welcomed. Unfortunately there was a poor response.

To begin with the PRG reviewed the previous year's action plan (2012-2013). It was felt by the group that there were significant developments in areas cited in 2012-2013 action plan. However the group felt that there was still room for improvements as was highlighted in this year's survey report.

There was a similar theme to the ones in previous years in that dissatisfaction was patients were frustrated at the fact they could not book an appointment with a doctor of their choice when they wanted to. Patients dissatisfied with Practice appointment system. Majority of responses related to this whether it was the difficulty in booking an appointment, either on the day or in advance or getting through to reception staff. Patients were also unhappy about waiting times to be seen by their GP.

Shaftesbury Medical Centre
Summary and progress of 2012/2013 Action Plan

Objective	You said	We did	Date by	Owner
See GP of Choice	<ul style="list-style-type: none"> To see doctor of choice over 3 weeks Particularly when requesting a female doctor Would be better to see doctor of ones choice 	Review current booking system and facilitate. <ul style="list-style-type: none"> Increased number of appointments for on line booking Adequate number of appointments for urgent same day booking Ensure reception staff offer: <ul style="list-style-type: none"> The urgent same day appointment for the preferred GP, wherever possible Advance appointments with the preferred GP 	20.04.2014 <i>Actioned</i>	AM/AN
Access	<ul style="list-style-type: none"> You wanted more same day /urgent appointments Wait too long time to book routine appointment via receptionist or online There must be more telephone lines 	<ul style="list-style-type: none"> Review current appointment system and made necessary changes The practice is offering telephone consultation with GP for follow up of existing conditions, results and medicine reviews Advertise current opening times through the practice leaflet, news letters, and website Train reception staff to ensure they provide accurate and timely information to patients and use the appointment system effectively Introduced telephone consultation with GP Introduce call back service to patients if there is a cancellation same day appointment 	20.04.2014 <i>Actioned</i>	AM/AN
On line booking	Limited number of appointments	<ul style="list-style-type: none"> Review current appointment system Increased on line booking in afternoon Promote and encourage patients to register for on line booking Currently a limited number of appointments available for on line booking whilst patient awareness is being raised 	20.04.2014 <i>Actioned</i>	AM/AN
Extended hours service	You wanted to see GP on Saturday	Reviewed the service and changed extended hours provision from Tuesday and Friday to Saturday 9.00 to 11.00 am for pre booked routine appointment with all three partners participating on a rotational basis	20.04.2014 <i>Actioned</i>	AM/AN
Text reminder	You wanted text messaging service for appointment reminders	On going Under review	Pending	

PLEASE NOTE:

Most of the actions have been dealt with and agreed by the PRG. The pending action is being looked at, at the moment.

Survey Results February 2014:

The demographics (age range and ethnicity) were as expected and appeared to be representative of the practice population.

Demographics (age range and ethnicity) representative of the practice population
58% of patients were from the ages 35-64
28% were from the ages 16-34.
3% represented over 75 years old and above.

Gender

69% was represented by female
31% was represented by male

Booking appointments 65% the majority of patients are booking via telephone
10% patients were booking appointments in person

Satisfaction with date and time of appointment

75% of patients were satisfied with date and time of appointment.
9% of patients were not satisfied with the appointment date and time for various reasons i.e. hard to get appointments, lack of appointments with preferred doctor of choice.

Extended hours

46% of patients were aware of the extended hours service.
54% of patients not aware of the extended hours service.

Satisfied with the system of calling back at 2pm for an afternoon appointment

59% of patients were happy with the system of calling back at 2pm for afternoon appointment.
41% were dissatisfied.

Preferred Type of Appointment

67% patients preferred a combination of booking on urgent on the day and booking in advance.

Satisfied with telephone consultation with GP

84% of patients were satisfied with a telephone consultation where appropriate.
16% were unsatisfied.

Satisfaction with Reception Staff –

82% were either very satisfied or satisfied with our reception staff.
5% were dissatisfied with reception staff.
The full results are made available on the practice website.

Agreement of Action Plan 2014-15:

The practice met with the Patient Participation group on 26th February 2014. The survey results were presented and circulated. Patients were invited to share their thoughts and comments on formulating an action plan and a lively discussion followed. A need to improve access became apparent.

The following action plan was agreed:

1. More appointments on Saturday and weekdays
2. Patients to be seen on time (reduce waiting time)
3. Access on line bookings – make available more on line bookings for doctor and have access to book nurse appointments
4. In the next patient survey include the question on nursing service at the practice.
5. Text reminder service for appointment reminders / results.

Part six : Publicise the local Patient Participation (PPR) on the practice website

All actions listed in the Action Plan were agreed with the PRG members. This report has been published on the practice website

Please click the link below to access the Practice Report and Action Plan for 2013-14
www.shaftesburymedicalcentre.co.uk

Opening Hours and Accessing Care at Shaftesbury Medical Centre

Monday	08:30 am to 1:00 pm	1:30 pm to 6:30 pm
Tuesday	08:30 am to 1:00 pm	1:30 pm to 7:30 pm
Wednesday	08:30 am to 1:00 pm	1:30 pm to 5:00 pm
Thursday	08:30 am to 1:00 pm	1:30 pm to 6:30 pm
Friday	08:30 am to 1:00 pm	1:30 pm to 6:30 pm
Saturday	09.00 am to 11.00 am	

The Practice is open from:

8.30 am to 6.30pm - Monday to Friday. Reception is available face to face and on the phone during these opening hours

It is also open on Saturdays from 9 am to 11.00 am. Reception is available face to face during these opening hours.

Saturday morning surgeries are under the extended hours agreement with the NHS England and are for patients who find normal opening hours a challenge. They can book a routine appointment to see one of the three partners, Dr A Nizamuddin, Dr A Musa or Dr S Hayat who run a Saturday in rotation.

If you are calling to book an appointment on the day you will be offered the first available appointment with the doctor of your choice if he/she is on duty that day and appointments are available but once all appointments are booked with that doctor you will be able to book with another doctor. If all appointments are booked for the day and you have a health problem that can not wait till the next day, the receptionist will take your contact details and leave a message for the duty doctor to call you. Please call early if you need to be seen for an urgent medical problem – this allows us to plan the doctors working day more effectively.

Routine appointments can be booked up to 3 weeks in advance and follow ups can be booked up to 4 weeks in advance. For test results, please call between 11 am – 12.30 pm or 2 pm – 4 pm when the phones tend to be less busy.

You can book an appointment via on line booking system up to four weeks for routine appointments and follow ups.

Please call as early as possible if you think you will need a home visit. It gives the doctor a chance to assess the urgency of the request. Unless the request is urgent, most people are visited between morning and afternoon surgery, and the work load is shared between the doctors. Home visits are made at the clinicians discretion and are for house bound patients or for those too ill to come or be brought to the Practice. Please try and request a home visit by 11.30 am if possible.

The Practice has opted out of Out of Hours Service, therefore if you need advice or urgent medical assistance then you must call 111 number. There a number of options to access medical care, particularly when closed – details of this are on our answer-machine message.

The Practice opening hours are advertised in the Practice Newsletter, Patient entrance, Practice website and NHS Choices website.

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