

the practice⁺

John Smith Medical Centre

Our Local Patient Participation Report

The Patient Participation DES – Year 2

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Patient Participation: YOUR SAY

We continue to want all patients at John Smith Medical Centre to have a say in shaping and improving the healthcare we provide so we have taken part again in this year's Patient Participation Directed Enhanced Service (PP DES).

We sought to improve how representative our Patient Reference Group (PRG; formerly Patient Participation Group, PPG) is of our overall patient population and also asked our PRG to help us identify the main areas of interest for the surgery. We then conducted another local practice survey to get our patients' views on what needs to be improved. Once again, we were particularly interested in the Access we provide and ensuring patients are happy with this.

After conducting this year's local practice survey, we reviewed the results with our PRG and asked them to work with us to put together this year's Action Plan for the coming 12 months in order for us to develop any areas identified as needing improvement.

Our PRG is open to all patients registered at John Smith Medical Centre and you are welcome to join at any time. Our enthusiasm to engage our patients is always ongoing. Just ask a member of staff for more information.

a. A Profile of our Patient Reference Group (PRG)

Our PRG currently consists of 12 members; ranging from ages 27 to 74. They consist of 5 males and 7 females. Nine of the members are White British and three are of Black African origin. 8 members of our PRG are on the chronic register.

To help guide our group, we have in place a Terms of Reference to help make the structure, purpose and engagement of our group clearer for everyone involved. A copy of our PRG Terms of Reference can be found here: www.thepracticeplc.com/johnsmithMC/youresay

Members and Virtual Members

We know that attending the PRG meetings we hold every 3 months does not fit everyone's schedule, so we are keen to involve patients as 'virtual' members of our PRG as well. Any patients wishing to participate as virtual members are engaged by sending them minutes from the meetings and asking for their feedback via email. Currently we have 1 virtual member in our PRG.

Size of our Group – It's not quite there yet.. but we want our PRG to be as big as possible!

We want to hear from everyone. We have employed several methods to recruit, promote and grow our PRG (see Making our PRG Representative) but have struggled to get as much interest as we would like. If you are interested in joining or have any ideas on how to increase our members, please let us know.

b. Making our PRG Representative

In order to help understand our patient population, we compiled another Patient Population Profile detailing how many patients we have of each/our most common ethnicities, 1st languages, our top three chronic diseases, learning disabilities, mental illness, physical disability, drug use and care home patients. All of this was also broken down into age bands and gender.
The patient profile can be found at: www.thepracticeplc.com/johnsmithMC/yoursay

We have tried again to engage patients from across our Patient Population Profile as we are determined to make the group as representative of our registered patient population list as possible. To do this, we employed several methods to reach the different categories of patients at our surgery. Including:

Posters around the surgery. An example of one of our posters can be found:
www.thepracticeplc.com/johnsmithMC/yoursay

Word of mouth, having our admin and clinical staff ask patients if they would be interested in joining.

Jayex board- information regarding PRG is on the Jayex board

Personal invite letters encompassing the spread of our population. A batch of 50 letters were sent on 03.08.2012 to personally invite patients from each category on our Patient Population Profile to try and ensure all of our patients are represented in our PRG.
An example invite letter can be found on: www.thepracticeplc.com/johnsmithMC/yoursay

All of our recruiting methods promoted both becoming a member and becoming a virtual member.

Our group is still not as big as we would like it, nor as representative, so we will continue using these and any other identified methods to encourage our patients to join the group and will continue to encourage any patient who is interested in having a say in their healthcare provision.

c. Identifying the areas of priority with our PRG

We wanted to make sure the questions we asked in our local practice survey were relevant and that any areas specific to our surgery were covered if the group thought we needed to improve somewhere. We also wanted to be able to compare this year's results to last year's where possible.

To do this, we held a PRG meeting on 09.08.2012 to discuss and agree which issues had priority, using last year's survey as a starting point. Minutes of this meeting can be found at: www.thepracticeplc.com/johnsmithMC/yoursay

A lot of feedback that we received by word of mouth last year was that the survey was too long, so at the meeting we asked our PRG to help us remove questions from last year's survey that were not felt to be necessary. We also asked our PRG to suggest additional questions that they felt should be added.

We also asked our PRG if there were additional items that they wanted added into the questionnaire that were really specific to our surgery. The group were happy with the initial contents of the survey and no additional questions were requested.

d. Getting our Patients' Views: Conducting the Survey

Having put together this year's local practice survey with our PRG, we then collected the views of our patients using both paper surveys that we handed out onsite and electronically via an online option to complete and submit the same survey.

A copy of this years final survey can be found at:
www.thepracticeplc.com/johnsmithMC/yoursay

Our surgery staff asked patients coming into the surgery from October 12' until January 13' to complete the survey.

Access to the online survey was also available throughout these months and publicised via posters and on the paper copy of the survey as well in case patients preferred the online option.

Our staff worked hard to engage as many patients as possible and we managed to get 205 paper surveys completed and 43 surveys completed online, gaining feedback from a total of 248 patients (the equivalent of 9.6% of our patient population).

e. Sharing the results with our PRG to form an Action Plan

We collated all the results from our completed surveys and held another meeting with our PRG on 01.02.2013 in order to share the findings of our patients' feedback. Minutes for this meeting can be found at: www.thepracticeplc.com/johnsmithMC/yoursay

We looked at the findings for each question to identify areas where the surgery is doing well and also areas where we can improve.

Where we found we could improve, we looked at what actions we might take and agreed actions with our PRG for us to carry out in the coming year in order to improve any aspects that we can, forming our Surgery Action Plan.

f. John Smith Medical Centre : Our Year 2 Action Plan

In order to make our Action Plan as clear as possible, we put together a clear table to populate with our PRG, showing:

- What each question on the survey was.
- What our patients' feedback was for each question this year ("What you said").
- A brief comparison to last year's feedback if the same question was asked ("Contrast to Last Year").
- Whether it was agreed with the PRG that action was or was not required in response to the feedback

and, if so,

- What action is to be taken
- By when

Our full action plan can be found at: www.thepracticeplc.com/johnsmithMC/yoursay

g. Summary of this year's Survey Results

We collated all of our Local Practice Survey results into one summary which we then shared with our PRG when putting together our Action Plan (see previous page).

We displayed the findings for each question on separate pages, showing for each question:

- The number of patients who did the survey and answered a question (Answered question).
- The number of patients who did the survey but skipped a question (Skipped question).
- Of the patients who answered each question, we showed how many patients ticked each answer option and the percentage for each answer option (Response Count and Response Percent).
- A pie chart or bar graph to demonstrate visually the responses for each question.

Our full survey results summary for this year is available at:
www.thepracticeplc.com/johnsmithMC/yoursay

h. i) More detail on the actions we intend to take

Section

1. Seeing or speaking to preferred GP?
2. How easy is it to get through on the phone at the surgery?
3. How helpful do you find the receptionists at your surgery?
4. Making an appointment

Action

1. Review allocation of GP appointments; check staff are asking patients who their preferred GP is.
Consider whether locum usage effects this.
Action: All Staff
2. Review telephone access at the surgery
Action: PM and APM
3. Feedback positive and negative findings to staff to help maintain high standard/increase staff awareness
Action: All staff
4. Review and discuss appointment system with clinicians again to identify if a more effective model might improve this. Consider if more on the day appointments as opposed to book in advance appointments might help
Action: Clinicians and PM/APM

Review

1. This will be reviewed by 01.04.2013
2. This is ongoing
3. This was reviewed on 21.02.2013
4. This will be reviewed by 01.04.2013

More detail on the actions we intend to take continued...

Section

5. Waiting Time
 6. Experience during GP and Nurse Appointment
- Opening times
Overall experience

Action

5. Feedback positive and negative findings to clinicians and discuss with them why some may appointments may run late. Identify if there is an education point for patients around booking one appointment one complaint. Put up posters to inform patients of booking more than one appointment if they have more than one complaint.
Action: All staff
6. Feedback positive and negative findings to help maintain a high standard and increase staff awareness
Action: All clinicians
7. Assess possibility of opening additional times- cost, practicality etc.
Action: PM to discuss with Business manager and PCT
8. Continue to identify patient needs and use their feedback to improve the service we provide to all patient
Action: All staff

Review

5. This is ongoing
6. This was reviewed on 26.02.2013
This will be reviewed by 01.04.2013
Ongoing

More detail on the actions we intend to take continued...

Section

9. Managing your health
10. OOH
11. Joining our PRG

Action

9. Continue to put up posters to promote the additional clinics that are already in place at the surgery. We will also identify if the surgery has any high prevalence of a condition that can be considered to cater for. Alternatively (or in addition), identify and clearly sign post clinics available outside of the surgery to patients.
Action: All staff
10. Continue promoting access to OOH. Send a summary of patient feedback to OOH provider for their review and comments.
Action: PM and APM
11. Continue to encourage all registered patients to become active or virtual members.
Action: all staff

Review

9. This will be reviewed by 31.08.2013
10. This will be reviewed by 30.06.2013
11. This is ongoing

h. ii) Progress following last year's Action Plan

Section

1. Accessing your GP services
2. Making an Appointment
3. Waiting Time

Action

1. The surgery has two regular GPs, and patients are informed which GP they have an appointment with. If patients have a preferred GP, we will offer them an appointment with the GP they would prefer.
2. The surgery has identified and implemented changes in the appointments system with an increase in additional telephone consultations to patients.
3. Posters were put up around the surgery and in clinical rooms informing patients of 1 appointment per one complaint.

Completion

1. Dr Kendeel joined John Smith Medical Centre in July 2012, and Dr Rahman returned from maternity leave in October 2012. This was completed by October 2012.
2. Completed by 30.04.2012.
3. Completed by 30.04.2012

h. ii) Progress following last year's Action Plan continued....

Section

Patients experience during GP or Nurse appointment
Opening Times
Patients Overall Experience

Action

4. The surgery gives out feedback cards to patients to identify any how their experience was during their consultation. Feedback has been provided to clinicians for review.

Unfortunately we have been unable to facilitate this request due to a few factors, the main one being cost and due to the nature of the building as this is controlled by the London Borough of Barking and Dagenham.

We have increased our access to appointments, we aim to have two members of staff on desk at all times to ensure phones are answered promptly. We have two regular GP and a self employed regular GP.

Completed

This is successful and has been completed at various dates due to new clinicians joining John Smith Medical Centre

This has been unsuccessful, but we will continue to facilitate more appointments during our surgery opening hours.

Successful

h. ii) Progress following last year's Action Plan continued....

Section

7. Managing your health

OOH

Joining our PRG

Action

7. The surgery regularly set up clinics for patients with long term conditions, these include patients with diabetes, COPD, Asthma etc.

The surgery has a notice board which gives details about accessing the OOH service. Information is also provided on the telephone message when surgery is closed.

All staff to encourage patients to join the PRG

Completed

7. Completed by 31.05.2012

8. Completed by 30.06.2012

9. This has been somewhat successful but would be delighted to have more patients join our PRG

i. Accessing John Smith Medical Centre: Our Opening Hours

Opening Hours:

Monday	08:30am-06:30pm
Tuesday	08:30am-06:30pm
Wednesday	08:30am-06:30pm
Thursday	08:30am-04:00pm
Friday	08:30-06:30pm
Saturday	Closed
Sunday	Closed

These details are also available on NHS Choices and In our surgery leaflets, as well as on our website:

There is information on the practice team

Registering as a new patient

Telephone advice

home visits Types of appt (walk in book on day etc)

And other useful information on what the practice can offer patients.

j. Extended Hours at John Smith Medical Centre

John Smith Medical Centre currently operates extended hours on Wednesdays from 4pm - 8pm During these hours, patients have access to see their GP.

Patients are able to book appointments on the day, in advance or within 48 hours.

So What's Next?

Over the next 12 months, we will be putting our new Action Plan into place and making all the improvements we can having identified the areas of priority for our site...

...And we will continue to engage with our patients and our PRG!

- + We are going to keep recruiting patient members, to guide, shape and steer changes in the healthcare we provide.
- + We are going to try and make our PRG as representative of our patient population as possible.
- + We are going to review our progress with the Action Plan and identify other areas of concern.
- + We are going to seek more feedback from our patients...and put another Action Plan in place after that!

We want ALL of our patients to have a say, will you have yours?

Thank you to all our patients who have given up their time to give feedback or become a member of our PRG.

John Smith Medical Centre