

2012-13 PATIENT PARTICIPATION REPORT

Amersham Vale Practice

<p>A description of the profile of the members of the PRG</p>	<p>There are currently 11 members in our Patient Group; this consists of 6 males and 5 females; to which some have been members since the group started back in 2011. The majority of the group members regally attend the meetings, and others who may not be able to attend at a certain time always get an update of how the group meeting went. Some members already have other commitments to the surgery and are regularly on the practice premises, therefore are able to provide comments/feedback to us on a daily basis.</p> <p>The practice has tried in the past to engage younger members of the surgery population to join the group. We have discussed ways in which we can get younger members to join the group. As it stands we have no under 24's in our group to which we hope this will change as the group becomes more established.</p>
<p>The steps taken to ensure that the PRG is representative of our registered patients and where a category of patients is not represented, the steps we took in an attempt to engage that category</p>	<p>We, as a practice, are always looking into ways in which we could target patients into joining the group. Not only do we target the younger generation, but we also target people from different ethnic backgrounds. At the moment we do not have a range of different ethnic background within the group, we are trying to publicise that anyone is welcome to join our group and that every comment, suggestion and view is welcome whatever the age or ethnic group. As for advertising for new patients we are currently making sure that we cover all aspects. We are advertising on our practice website, practice leaflets, our new patient questionnaire, and our reception notice board, on prescription forms, our LED board (Jayex board) and our new practice newsletter.</p>
<p>Details of the steps taken to determine and reach agreement on the issues which had priority and were included in the local practice survey</p>	<p>At the patient group, there have been many things discussed regarding the service we provide and how we would improve it. We, as a practice have highlighted these issues with our group members, they are as follows:</p> <ul style="list-style-type: none"> * Telephone System * Signage * Communication <p>As discussed with our group members it was agreed that these will be the main focus in questions.</p>
<p>The manner in which we sought to obtain the views of our patients</p>	<p>Over a 2 week period, questionnaires were handed out to every patient who approached the reception desk. They were asked to complete the questionnaires and return them straight to reception staff. A total of 200 questionnaires were handed out to patients and patients were also invited to visit our practice website and complete an on-line questionnaire of which 19 questionnaires were completed on-line, with a final grand total of 131 being returned. Once we had all the data that we required we started to analyse the data, forming graphs and pie charts where necessary. The survey was advertised in the patient waiting area, on the practice website and by emailing those patients we have email addresses for inviting them to take part in the survey. Members of the PPG were emailed regarding the questions for the questionnaire before the survey started.</p>

<p>Details of the steps taken by the practice to provide an opportunity for the PRG to discuss the contents of the action plan</p>	<p>The survey was collated by the Practice Manager and analysed by our IT Consultant. The report of the survey was shared with members of the PPG at a meeting on Monday 18th March 2013. Whilst in general the results were encouraging and positive the survey highlighted the need for more work to be done around the telephone and appointment system.</p>
<p>Details of the action plan setting out how the finding or proposals arising out of the local practice survey can be implemented and, if appropriate, reason why any such findings or proposals should not be implemented.</p>	<p>From the findings of the 2012 - 2013 survey an action plan was agreed by the PPG members on Monday 18th March 2013 through liaisons with the PPG Monday 18th March and via email Wednesday 6th & Tuesday 12th March 2013. From the replies we received the following priorities were agreed. Explore installing new Telephone System (Storacall), Improve patient & staff telephone experience, New improved signage for Amersham Vale & the Waldron Health and Increase communications regarding new services such as BP clinic and electronic prescribing pharmacy nominations.</p>
<p>A summary of the evidence including any statistical evidence relating to the findings or basis of proposals arising out of the local practice survey</p>	<p>The summary of evidence below supports the decisions made by the PPG about actions which should be addressed based on the latest survey. Are you aware we have a walk-in BP clinic scored 75% No Getting through on the phone quickly had mixed scores New Signs for Practice scored high but was expressed that the same needed to be completed for the Waldron Health Centre for ease of movement around the building.</p>
<p>Action Plan</p>	
<p>Changes we intend to take as a consequence of discussions with the Patient Representative Group is respect of the results, findings and proposals arising out of the local practice survey</p>	<p>Overall, the results we received from the survey were very positive. However, we did receive a total of 37 comments and suggestions through our online and paper survey which we intend to consider during this process.</p> <p>Point to address: Explore installing a new Telephone System based on patient feedback, it was clear that patients were unhappy with the length of time it takes to get through on the phone.</p> <p>Action: Explore purchasing a new Telephone System (Storacall) to improve patient accessibility and telephone experience.</p> <p>Completion: June 2013</p> <p>Point to address: Installation of new improved Waldron Health Centre Signage based on patient feedback</p> <p>Action: Explore with centre management when new signage will be installed</p> <p>Completion: April 2013</p> <p>Point to address: Communication regarding new services e.g. weekly walk-in BP clinic etc.</p> <p>Action: Explore setting up an email community across the practice population, increase usage of Mjog and also the possibility of setting up practice facebook and twitter accounts to increase practice communications. This may include identifying a lead from the admin to manage the day to day activity.</p> <p>Completion: July 2013</p>

ii. where it has participated in the Scheme for the year, or any part thereof, ending 31 March 2012, has taken on issues and priorities as set out in the Local Patient Participation Report

1. We monitored demand for appointments and increased our clinical team from 1 salaried GP (6 sessions) to 3 salaried GPs (18 sessions) and our nursing team from 2 nurses (47.5 hours/1.2 WTE) to 3 nurses (59.5 hours 1.5 WTE). This has increased the amount of both doctor and nurse appointments that we have been able to offer.
2. We also managed to ensure when all 3 telephone lines were busy an engaged tone would be played so that patients did not assume their calls were being ignored (new telephone system being installed by summer 2013) Actions from 2012 have been implemented.

The opening hours of the practice premises and the method of obtaining access to services throughout the core hours and extended hours arrangements (the times at which individual healthcare professionals are accessible to registered patients.

Practice Opening Times

Monday	8.00am - 6.30pm
Tuesday	8.00am - 6.30pm
Wednesday	8.00am - 8.00pm
Thursday	8.00am - 8.00pm
Friday	8.00am - 6.30pm
Saturday	9.00am - 11.00am

Telephone Access

Monday	8.00am - 6.00pm
Tuesday	8.00am - 6.00pm
Wednesday	8.00am - 7.00pm
Thursday	8.00am - 7.00pm
Friday	8.00am - 6.00pm
Saturday	9.00am - 11.00am

Appointment System

The following range of appointments are offered:
Advanced up to one month 48 hour appointments
Un-booked – available daily Telephone Consultations
Duty doctor cover for emergencies, 3rd party queries and patient queries.

Extended Hours Access

There are doctors providing extended hours during the following times in the week;
Wednesday, Thursday 6.30pm – 8pm & Saturday 9.00am – 11.00am.

Out-Of-Hours is covered by SELDOC (South East London Doctors' Co-Operative). They can be contacted on 020 8693 9066.

Access to GPs

Dr Surinder Singh BM, DRCOG, DGM, MSc, FRCGP
Surgeries: Tue, Wed

Dr Louise Irvine MB ChB, MRCGP, DRCOG, MSc
Surgeries: Mon, Wed, Thurs

Dr Magda Branker MBBS, MRCGP, DRCOG, DME
Surgeries: Mon, Tues, Thurs, Fri

Dr Sam Wessley MBBS, BA, MRCGP, DTMH
Surgeries: Mon, Tues, Thurs, Fri

Dr Sebastian Kalwij MBBS, MRCGP
Surgeries: Tue, Wed, Thurs, Fri

Dr Stella Adesoye MBBS, MRCGP, DRCOG, DFRSH
Surgeries: Wed, Fri

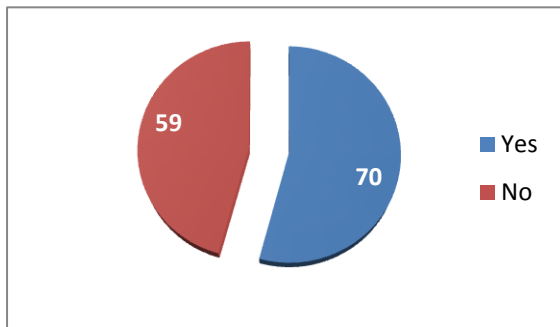
Dr Ibilate Allison MBChB, MRCGP,
Surgeries: Mon, Tue, Wed

Amersham Vale Practice – 2013 – Patient Survey Results

Patient Survey

Over a 2 week period, questionnaires were handed out to every patient who approached the reception desk. They were asked to complete the questionnaires and return them straight to reception staff. A total of 200 questionnaires were handed out to patients and patients were also invited to visit our practice website and complete an on-line questionnaire of which 19 questionnaires were completed on-line, with a final grand total of 131 being returned. Once we had all the data that we required we started to analyse the data, forming graphs and pie charts where necessary.

Q1 – Are you aware that you can book a Telephone Consultation with a GP?
(see our website for more information)



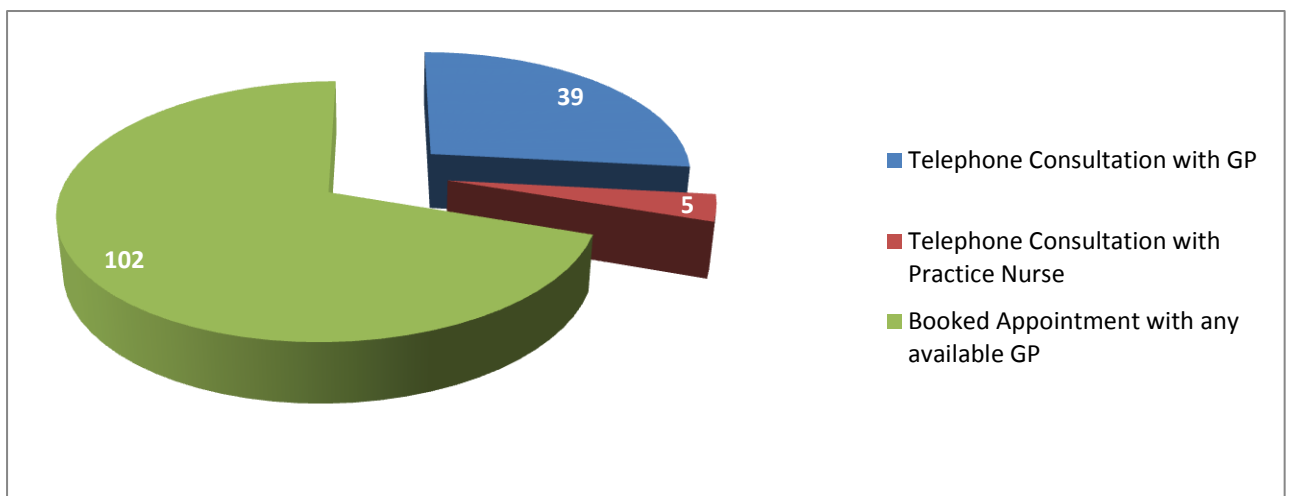
YES

70 = (54%)

NO

59 = (46%)

Q2 - For urgent on-the-day matters, which of these would you normally prefer?



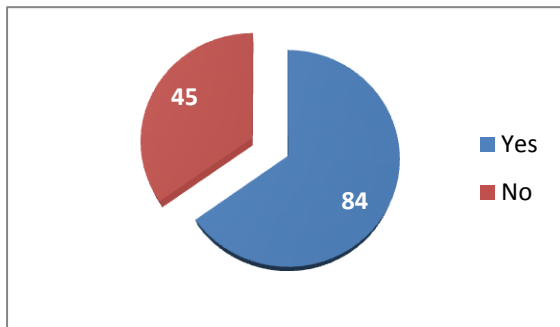
Telephone Consultation with GP

39 = (27%)

Telephone Consultation with Practice Nurse 5 = (3%)

Booked Appointment with any available GP 102 = (70%)

Q3 – Are you aware that you can nominate your local pharmacy to receive your repeat prescription electronically so that you can collect your medicines directly from your pharmacy.
(see our website for more information)



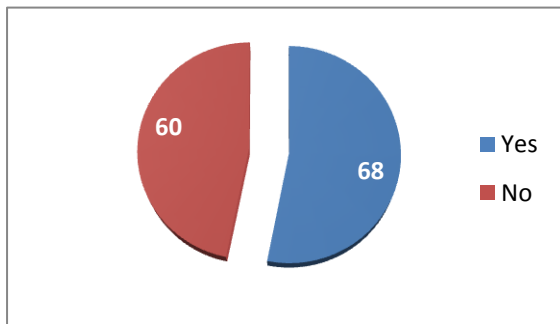
YES

84 = (65%)

NO

45 = (35%)

Q4 – Are you aware that you can book appointments and order repeat prescriptions online using our website www.amershamvale.co.uk



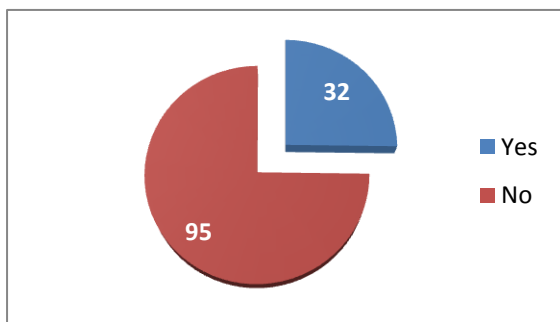
YES

68 = (53%)

NO

60 = (47%)

Q5 – Are you aware we have a walk in BP clinic every Thursday morning between 10am - 12noon
(See our website for more information).



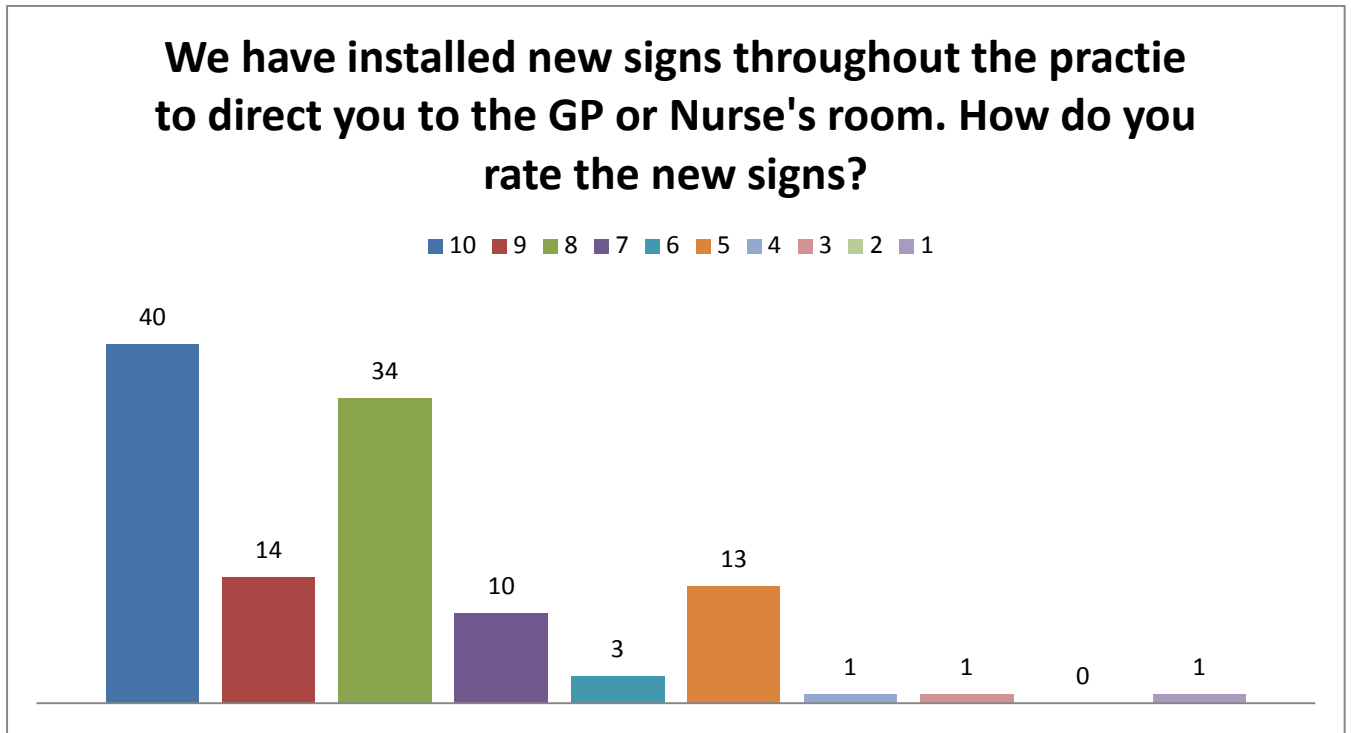
YES

32 = (25%)

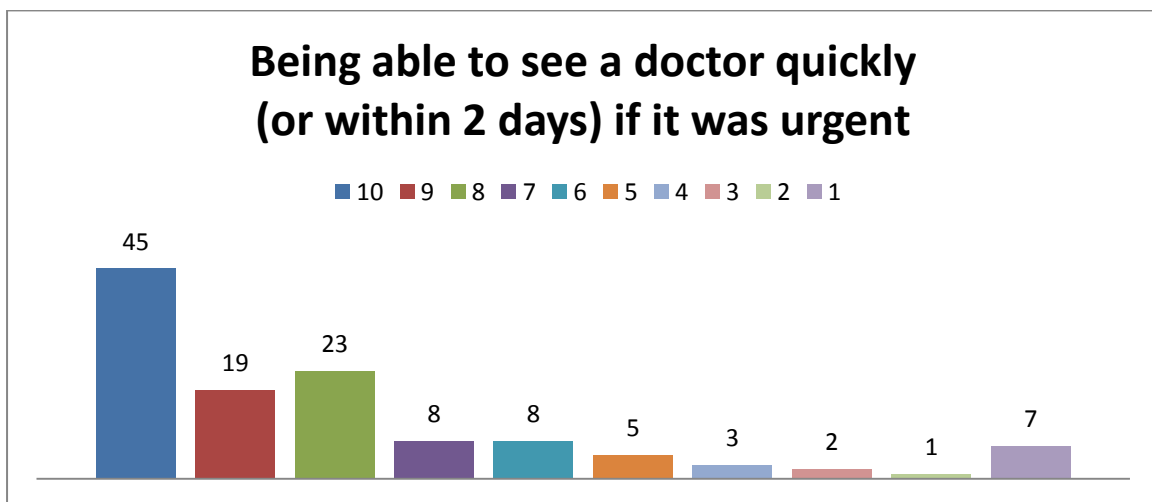
NO

95 = (75%)

Q6 - Using a 10 point scale where **10 is EXCELLENT** and **1 is POOR**. Please answer the question below.

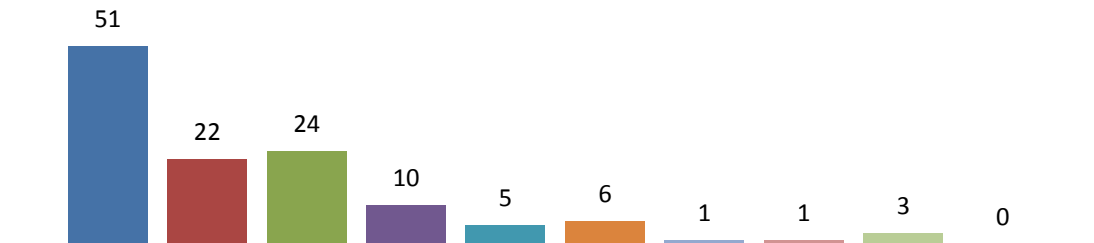


Q7 - Using a 10 point scale where **10 is EXCELLENT** and **1 is VERY POOR**. How would you rate the following questions from your experience of being a patient at the Amersham Vale Practice? If you can't answer a statement, please leave it blank. If you would like to make any comments or suggestions, please leave them on question 9.



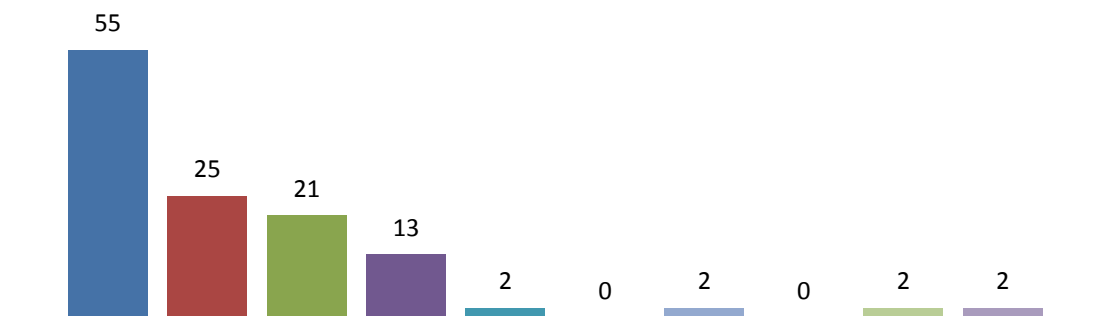
Doctor helpful in explaining your medical condition(s)?

■ 10 ■ 9 ■ 8 ■ 7 ■ 6 ■ 5 ■ 4 ■ 3 ■ 2 ■ 1



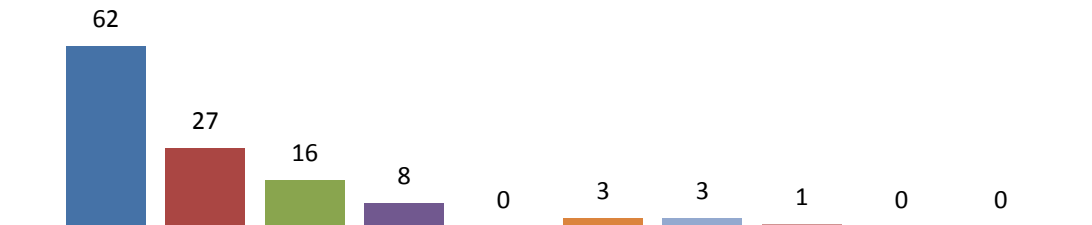
Doctor answering your questions?

■ 10 ■ 9 ■ 8 ■ 7 ■ 6 ■ 5 ■ 4 ■ 3 ■ 2 ■ 1



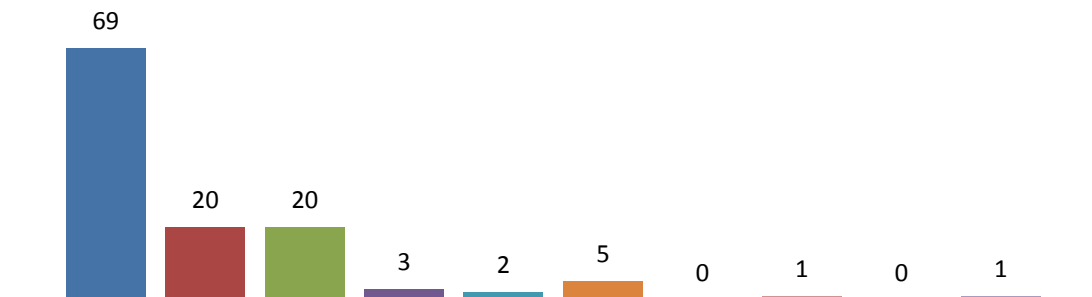
Doctor explaining how to take your medicine(s)?

■ 10 ■ 9 ■ 8 ■ 7 ■ 6 ■ 5 ■ 4 ■ 3 ■ 2 ■ 1



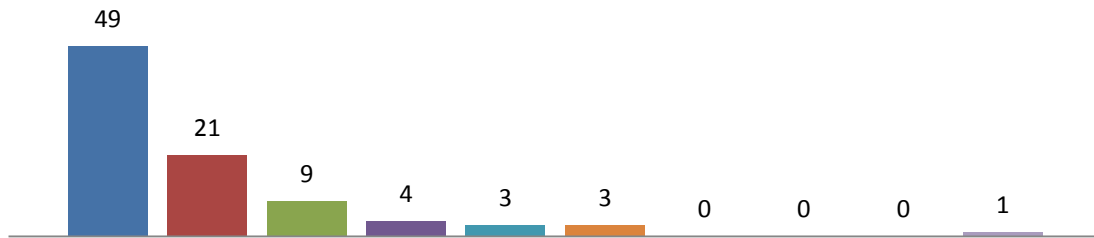
Doctor treating you with respect

■ 10 ■ 9 ■ 8 ■ 7 ■ 6 ■ 5 ■ 4 ■ 3 ■ 2 ■ 1



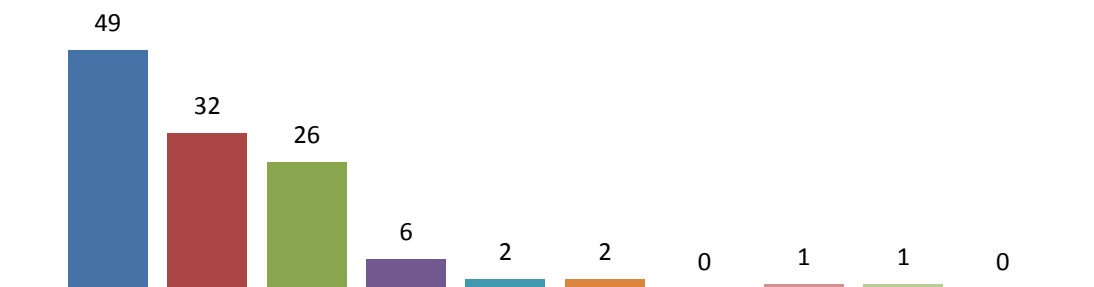
The helpfulness of the nurse who treated you, if you saw one

■ 10 ■ 9 ■ 8 ■ 7 ■ 6 ■ 5 ■ 4 ■ 3 ■ 2 ■ 1



The treatment or advice you received

■ 10 ■ 9 ■ 8 ■ 7 ■ 6 ■ 5 ■ 4 ■ 3 ■ 2 ■ 1



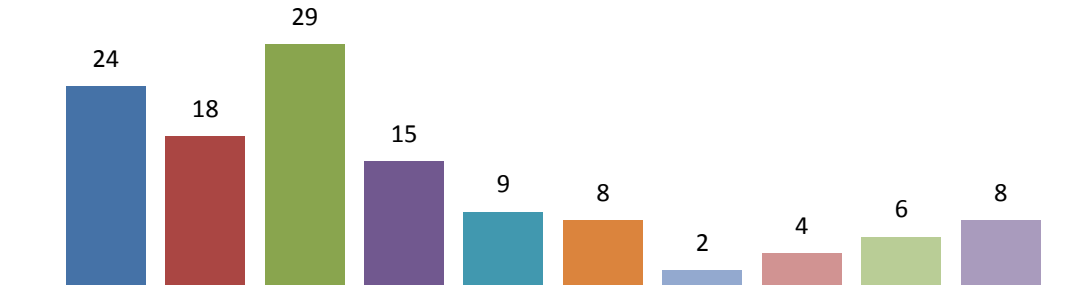
The helpfulness of the receptionist who dealt with you

■ 10 ■ 9 ■ 8 ■ 7 ■ 6 ■ 5 ■ 4 ■ 3 ■ 2 ■ 1



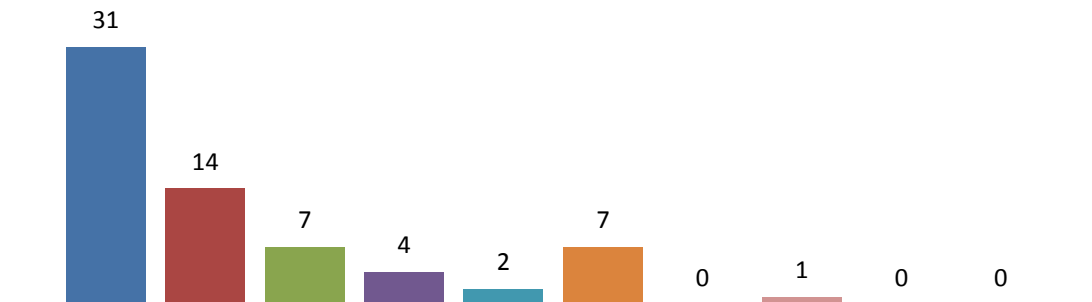
Getting through on the phone quickly

■ 10 ■ 9 ■ 8 ■ 7 ■ 6 ■ 5 ■ 4 ■ 3 ■ 2 ■ 1

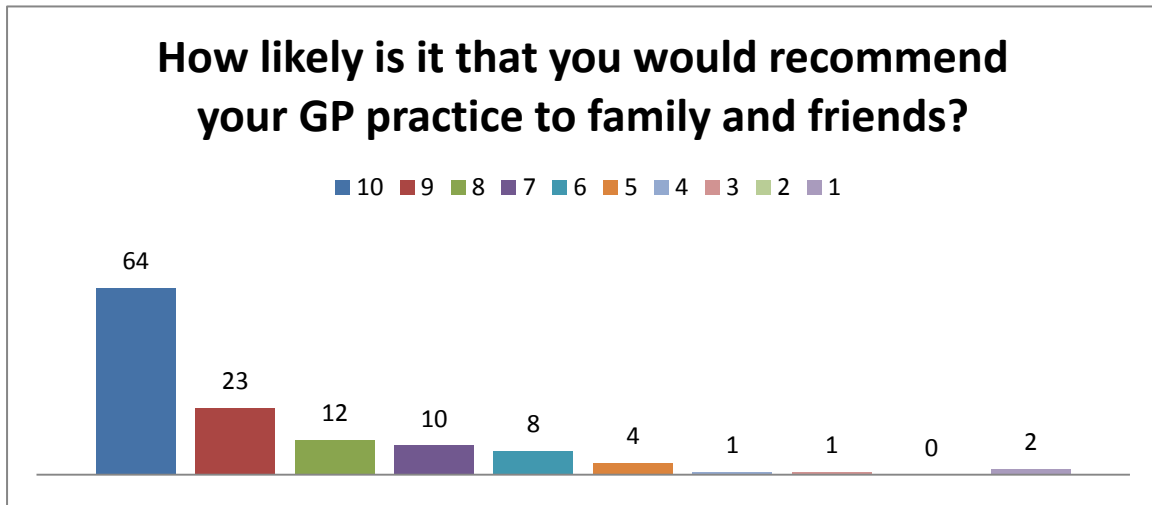


Access for Disabled Patients

■ 10 ■ 9 ■ 8 ■ 7 ■ 6 ■ 5 ■ 4 ■ 3 ■ 2 ■ 1



Q8 – Using a 10 point scale where **10 is VERY LIKELY** and **1 is VERY UNLIKELY**. Please answer the question below.



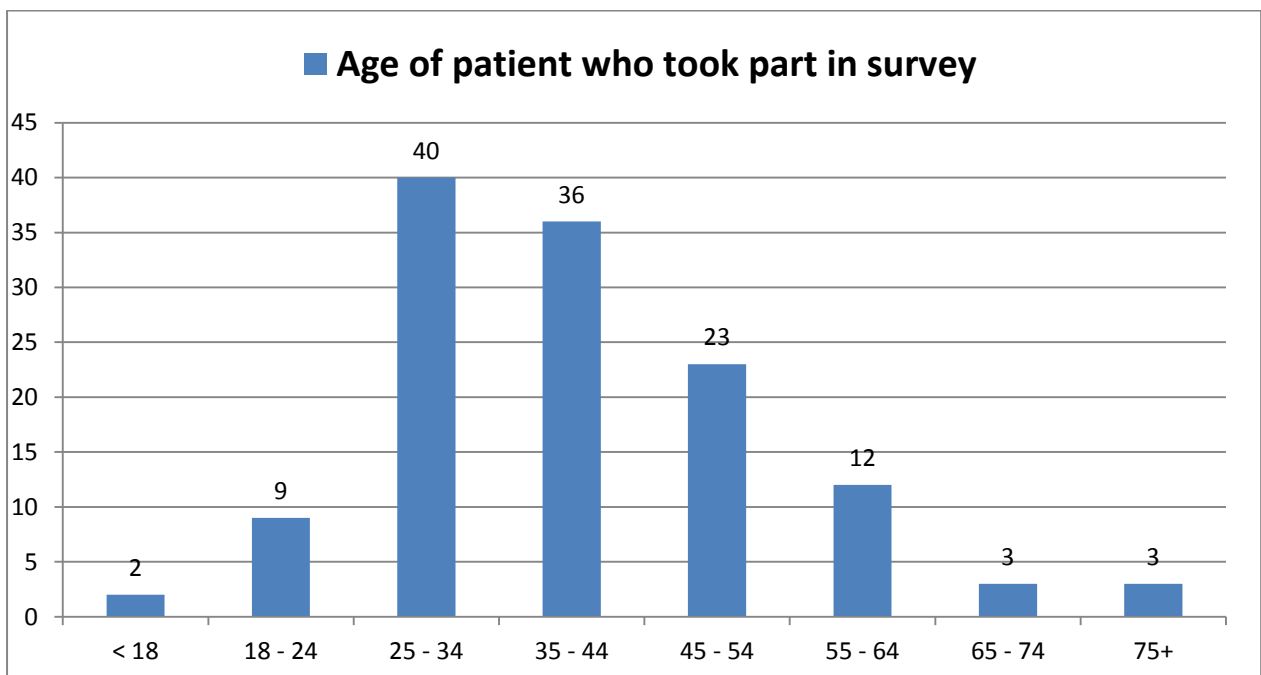
Q9 – Please provide us with any comments or suggestions that could help us improve our service to you.

*We had a total of **6 Online Comments** and **31 Comments from our Paper Survey**.*

Q10 – The following questions provide us only with general information about the range of people who have responded to this survey. It will not be used to identify you, and will remain confidential.

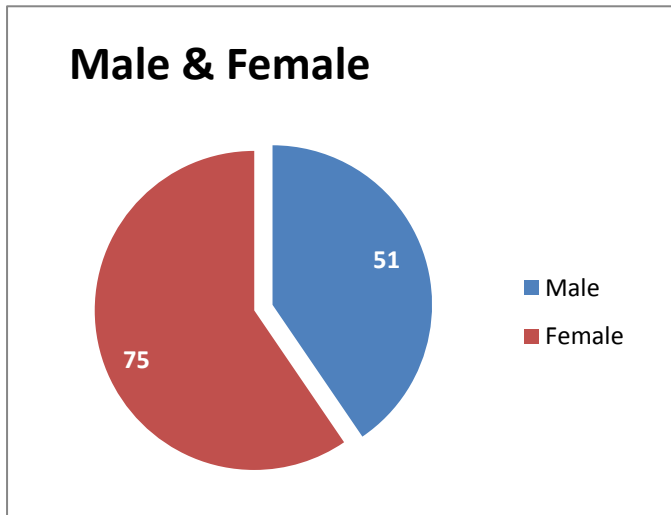
How old are you?

We had a varied age range of patients that took part in the survey starting from **17** to **85**.



Are you male or female?

60% of patients that took part in the survey were women and only 40% were men.



Male

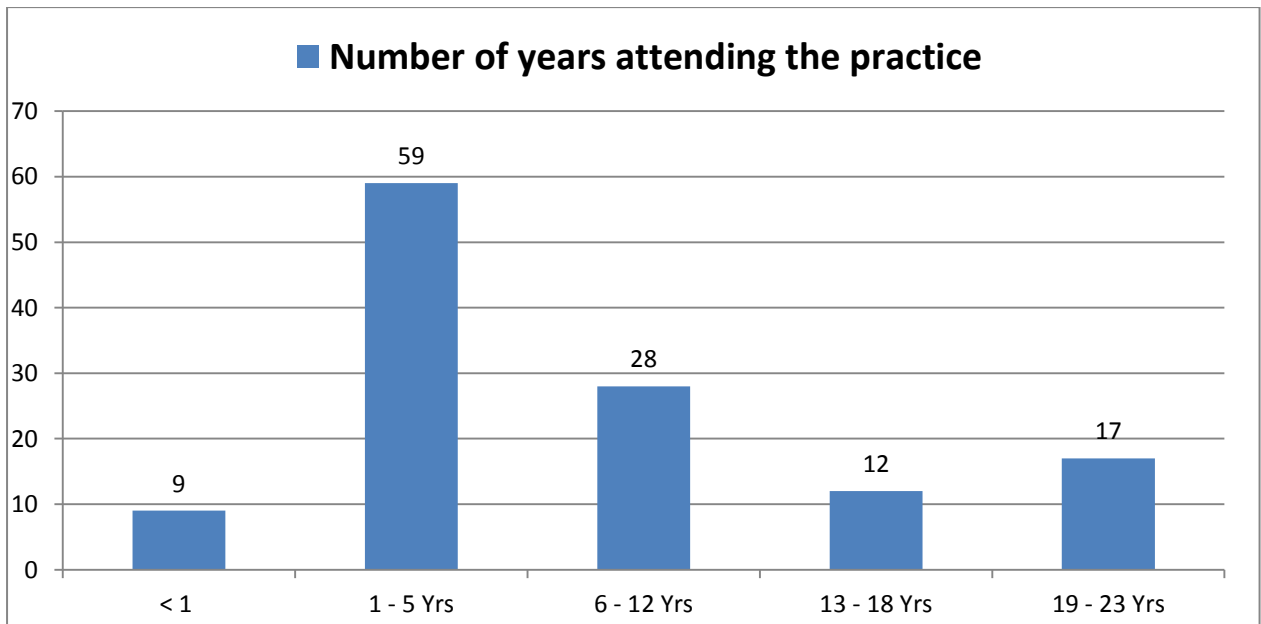
Female

51 = (40%)

75 = (60%)

How many years have you been attending the practice?

This ranges from <1 year to 23 years. The majority of completed surveys were completed by patients that have been attending the Amersham Vale Practice between 1 & 5 years (59 completed surveys).



Ethnic Origin

There was a total of 8 different ethnicities. Please see Pie Chart and Breakdown Below.

