

2013 – 2014 Patient Participation Report

Suite 5 – Waldron Health Centre, Amersham Vale, New Cross, London, SE14 6LD

A Description of the profile of the members of the PPG/vPPG

The Amersham Vale Participation Group (PPG) consists of two subgroups:

1. **Face-To-Face (PPG – Patient Participation Group)** - group that meets up face-to-face at least 3 times a year.
2. **Virtual Patient Participation Group (vPPG)** – a new group which we consult on a regular basis via email and our virtual discussion forum.

The current PPG & vPPG is reasonably representative of our practice population. Our membership age range is between 35 & 74. We have a total of 29 Patients within our Patient Participation Group. We have a total of 8047 patients registered at the practice.

The steps taken to ensure that the PPG / vPPG 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

The Amersham Vale has a long history of patient involvement which has seen many changes over the years and we are continuously engaged in recruiting new members. During our 2013 / 2014 campaign we have been handing out forms in waiting room, we advertise through our website and have a secure online sign up form, we have a message on our patient caller display system as well as having posters and leaflets around the surgery.

We will be taking a direct approach during 2014 / 2015 by speaking to patients in the waiting room and encouraging them to be part of the group. The direct approach will be particularly targeted at under-represented patient groups such as young people, disabled patients and a more diverse ethnic group.

Details of the steps taken to determine and reach agreement on the issues which had priority and were included in the local practice survey

The Patient Participation Group has been meeting regularly, at least 3 times a year as well as continuous communication with our Virtual Patient Participation Group. On 4th February 2014, the decision was taken on the priority areas that should be addressed and included in the local patient practice survey. It was agreed that we should keep most of the questions from our last survey the same so that we can get a direct comparison to see if our services have improved. However, we did add a few suggestions that both the PPG and vPPG provided.

These were:

1. Add new question to matrix – ‘Experience of using our new Telephone system which was implemented in December 2013’
2. Add new question to matrix – ‘Experience of booking on the day appointments by calling at 8am’
3. Change question order from previous survey.
4. Added ‘Online Appointments’ and ‘Prescriptions’ into the 10 point scale.
5. Change wording from ‘Are you aware’ to ‘Do you know how’.
6. Added ‘Age’ and ‘year’ bands to make collating the information easier.
7. Added ‘Sexual Orientation’.
8. Added ‘Are you a carer’.
9. Added ‘Ethnicity group options’.

The manner in which we sought to obtain the view of our patients

The figures below are from our 2014 Patient Survey which started on 18/02/2014 and ended on 03/03/2014. The Amersham Vale Practice set up a Patient Survey which was available via our practice website. 4324 text messages were sent to patients informing them of the survey. We had a total of 162 completed online surveys. 150 Paper surveys were given out to patients at reception and 50 copies were left on the reception desk for patients to complete. Out of the total 200 surveys printed, 125 were completed. The statistics were collated by practice staff and online via SurveyGizmo and then the Amersham Vale Practice incorporated all the statistics into the graphs which can be found in Appendix 1 (below).

Details of the steps taken by the practice to provide an opportunity for the PPG / vPPG to discuss the contents of the action plan.

On 3rd March 2014 the members of the PPG were invited to a meeting to discuss the results of the patient survey and agree the content of the action plan.

The meeting was attended by 6 members of the Patient Participation Group including, Wendy Taylor (PA to Practice Manager) & Dee Holland (Practice Manager)

This year's patient survey was discussed in detail and an action plan has been produced based on the feedback we received.

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.

From the findings of the 2013 - 2014 survey an action plan was agreed by the PPG & vPPG members on 3rd March 2014. From the replies we received, the following priorities were agreed.

- **Comments Box in Waiting Area**
- **Review the New Telephone System**
- **Install hearing loop**
- **Engage with EPS2 team to ensure stability of on-line electronic repeat prescribing (some of the PPG members complained when they went to collect their repeat prescription at the chemist it wasn't always there somehow it had gone astray and the process would have to start again)**
- **Improve communication further by having a PPG representative a couple of times a year engaging with patients in the waiting room and hopefully increase recruitment to the PPG (maybe June & Sept 2014)**
- **Release appointments access for up to 6 weeks ahead (currently 4 weeks ahead)**

A summary of the evidence including any statistical evidence relating to the findings or basis of proposals arising out of the local practice survey.

The summary of evidence below supports the decisions made by the PPG / vPPG about actions which should be addressed based on the latest survey.

- From all the comments received by patients and by the response of the survey results, it was agreed with the Patient Group that a comments box is needed in the practice so that patients can make comments and suggestion.
- Question (I) showed that the New Telephone System could be improved greatly as the overall score was very low for this area.
- Through discussions with the Patient Group and the comments we received from patients, it was agreed that the practice should install a hearing loop within the practice.

The full survey results are attached at the end of this report

Changes we intend to take as a consequence of discussions with the PPG / vPPG in respect of the results, findings and proposals.

The main points are displayed below along with an action plan. Overall, the results we received from the survey were again, very positive.

Points Addressed	Action Plan	Completion Date
Comments Box in waiting area	Improve access so that patients can make comments and suggestions through a suggestion box.	April 2014
Review the new telephone system	Look at ways to improve the new telephone system	June 2014
Install hearing loop	To install hearing loop at reception.	May 2014
EPS2 Stability	Engage with EPS2 team to ensure stability of on-line electronic repeat prescribing (some of the PPG members complained when they went to collect their repeat prescription at the chemist it wasn't always there somehow it had gone astray and the process would have to start again)	July 2014
Improve Communication Further	Improve communication further by having a PPG representative a couple of times a year engaging with patients in the waiting room and hopefully increase recruitment to the PPG (maybe June & Sept 2014)	June 2014
Release appointments up to 6 weeks.	Release appointments access for up to 6 weeks ahead (currently 4 weeks ahead)	June 2014

Outcome from last year's Action Plan:

- Explore installing a new telephone system**
 Due to various complaints and feedback we gained from last year's survey we successfully replaced our telephone system. We researched various companies and decided to go with a company called StoraCall.
- Installation of new improved Waldron Health Centre Signage**
 New signage has been installed throughout the practice
- Communication regarding new services**
 We have improved communication with patients by producing a practice newsletter, MJOG, and a TV which has been installed in the waiting area.

The opening hours of the practice premises and the method of obtaining access to services throughout the core hours and extended hours arrangements.

When the premises are open

Day	Morning / Evening
Monday	8AM TO 6:30PM
Tuesday	8AM TO 6:30PM
Wednesday	8AM TO 8:00PM
Thursday	8AM TO 8:00PM
Friday	8AM TO 6:30PM
Saturday	9AM TO 11.00AM
Sunday	Closed

When the telephone lines are open

Day	Morning / Evening
Monday	8AM TO 6:00PM
Tuesday	8AM TO 6:00PM
Wednesday	8AM TO 7:30PM
Thursday	8AM TO 7:30PM
Friday	8AM TO 6:00PM
Saturday / Sunday	No Phones

Appointment System

The following range of appointments are offered:

- Advanced up to 4 weeks
- 48 hour appointments
- Embargoed – available daily
- Telephone Consultations
- Duty doctor cover for emergencies, 3rd party queries and patient queries.

Extended Hours Access

Wednesday – 6.30pm – 8.00pm

Thursday – 6.30pm – 8.00pm

Saturday – 9am – 11.00am

Out of hours (weekends and night cover)

If you have an urgent medical situation outside the Surgery times, please ring SELDOC GP Co-op 0208693 9066.
NHS 111 Medical help fast but NOT a 999 emergency please ring 111

If you have difficulties communicating or hearing. Text Phone: 18001 111

Alternatively, you may wish to access the NHS "Walk-In-Centre" at Suite 3 Waldron health Centre
No appointment is needed. For opening times, please ring 020 3049 2370



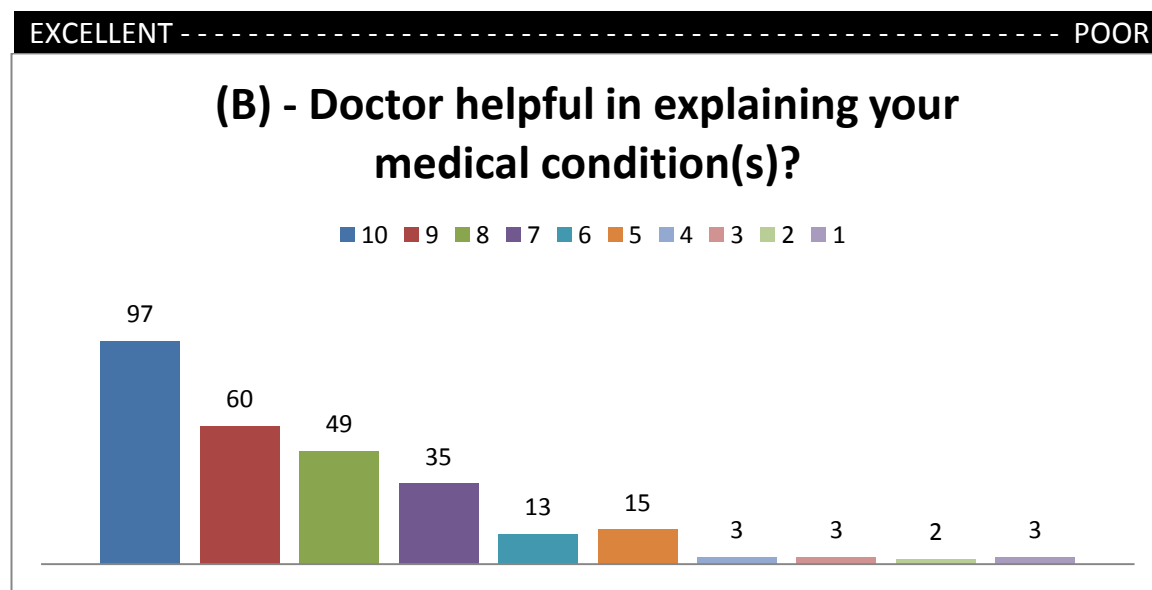
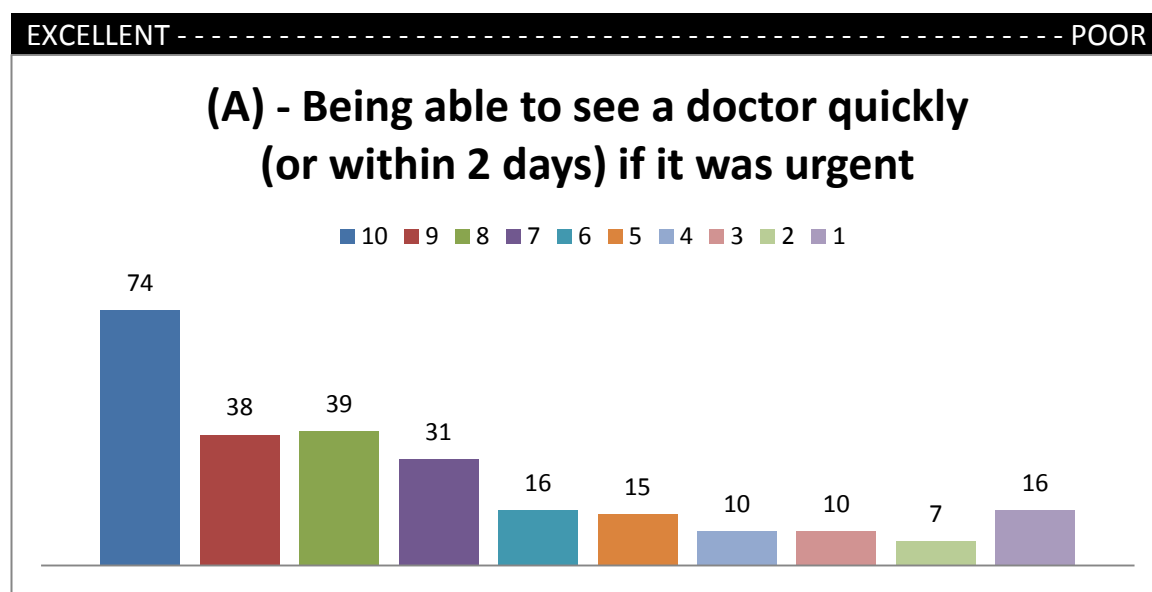
2014 – Patient Survey Results

Online + Paper Survey Results Combined

The figures below are from our 2014 Patient Survey which started on 18/02/2014 and ended on 03/03/2014. The Amersham Vale Practice set up a Patient Survey which was available via our practice website. 4324 text messages were sent to patients informing them of the survey. We had a total of 162 completed online surveys. 150 Paper surveys were given out to patients at reception and 50 copies were left on the reception desk for patients to complete. Out of the total 200 surveys printed, 125 were completed. The statistics were collated by practice staff and online via SurveyGizmo and then the Amersham Vale Practice incorporated all the statistics into the graphs you see below

Please see **Appendix 1** (at the bottom of this document) to view all comments made by patients.

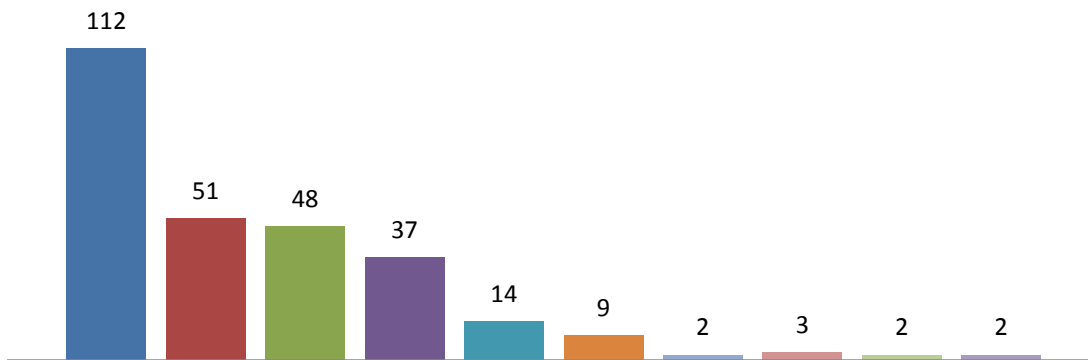
Q1 - Using a 10 point scale where **10 IS EXCELLENT** AND **1 IS VERY POOR**. How would you rate the following questions from your experience of being a patient at the Amersham Vale Practice? If you can't answer a statement, please leave it blank.



EXCELLENT ----- POOR

(C) - Doctor answering your questions

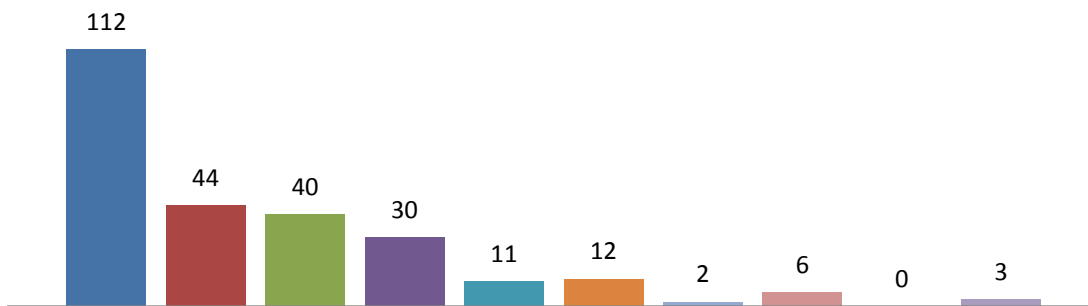
10 9 8 7 6 5 4 3 2 1



EXCELLENT ----- POOR

(D) - Doctor explaining how to take your medicine(s)

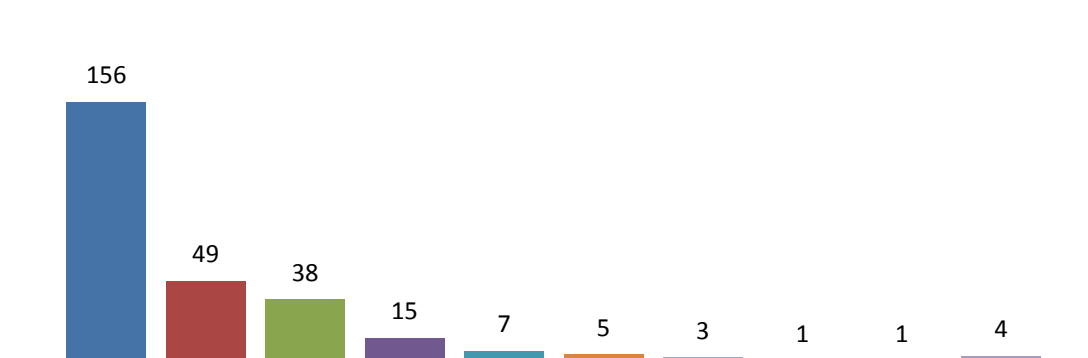
10 9 8 7 6 5 4 3 2 1



EXCELLENT ----- POOR

(E) - Doctor treating you with respect

10 9 8 7 6 5 4 3 2 1

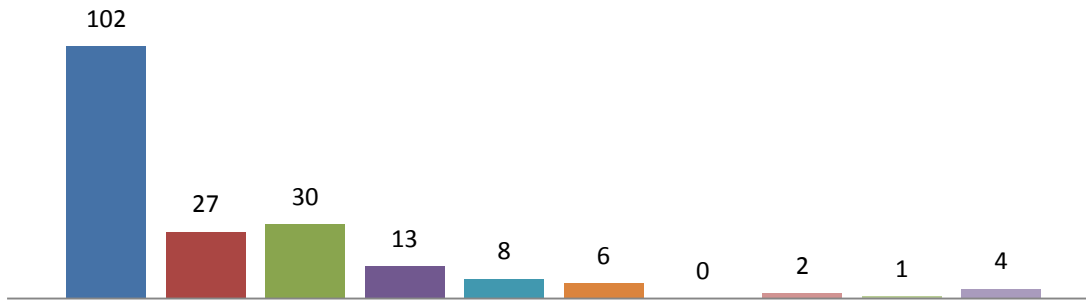


EXCELLENT -----

----- POOR

(F) - The competence of the nurse who treated you, if you saw one

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

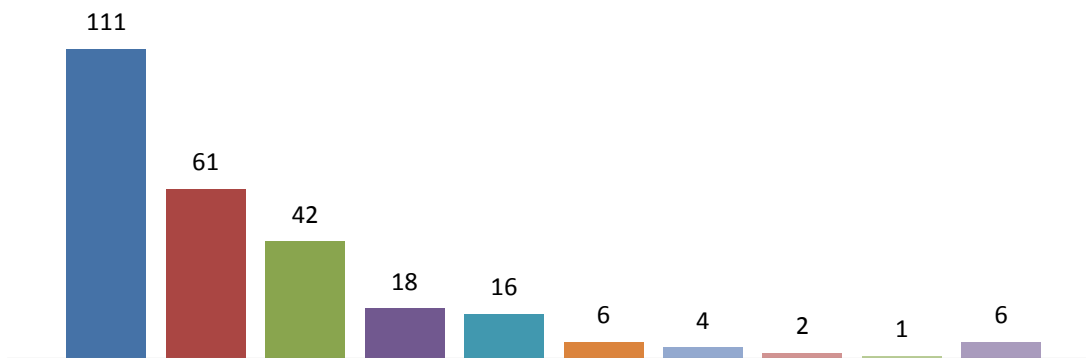


EXCELLENT -----

----- POOR

(G) - The treatment or advice you received

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

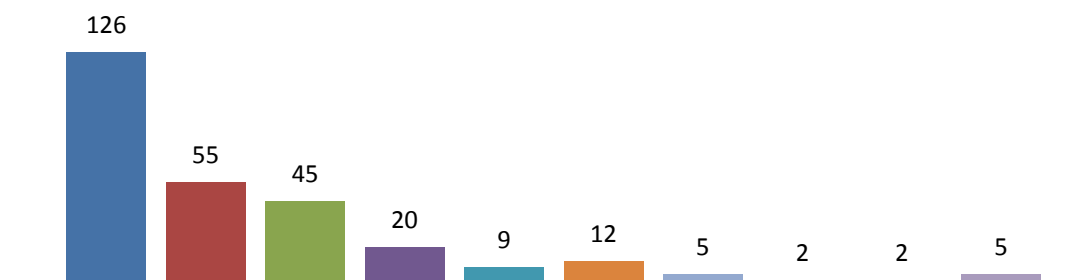


EXCELLENT -----

----- POOR

(H) - The helpfulness of the receptionist who dealt with you

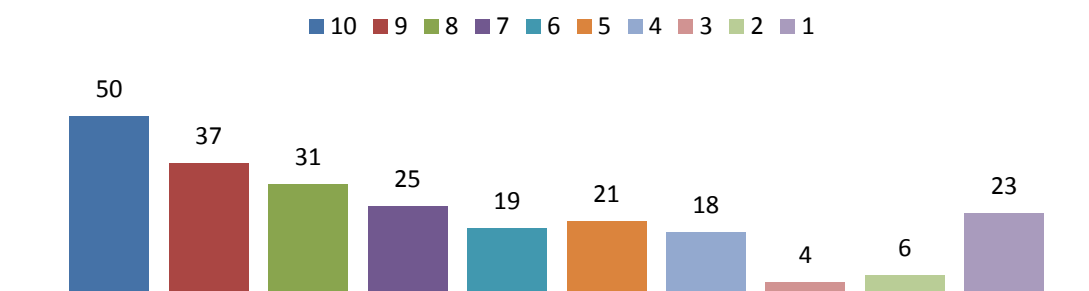
■ 10 ■ 9 ■ 8 ■ 7 ■ 6 ■ 5 ■ 4 ■ 3 ■ 2 ■ 1



EXCELLENT -----

----- POOR

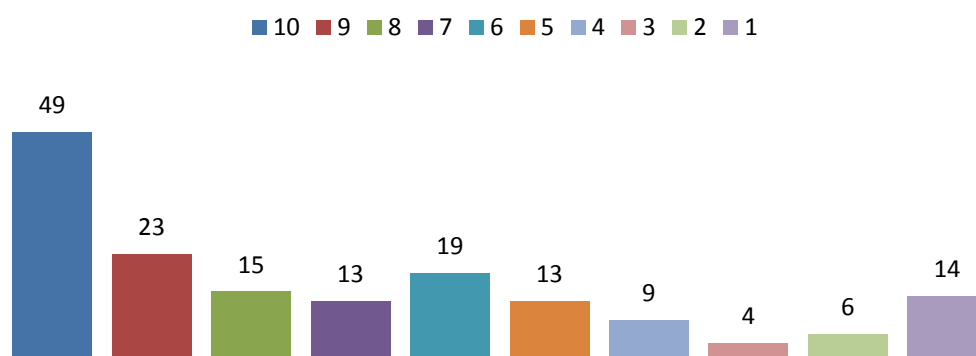
(I) - Experience of using our new Telephone System which was implemented in December 2013



EXCELLENT -----

----- POOR

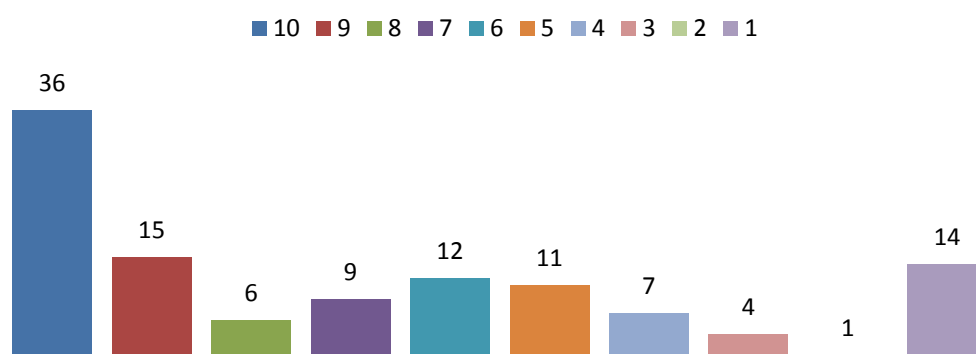
(J) - Making an appointment using our Online Services



EXCELLENT -----

----- POOR

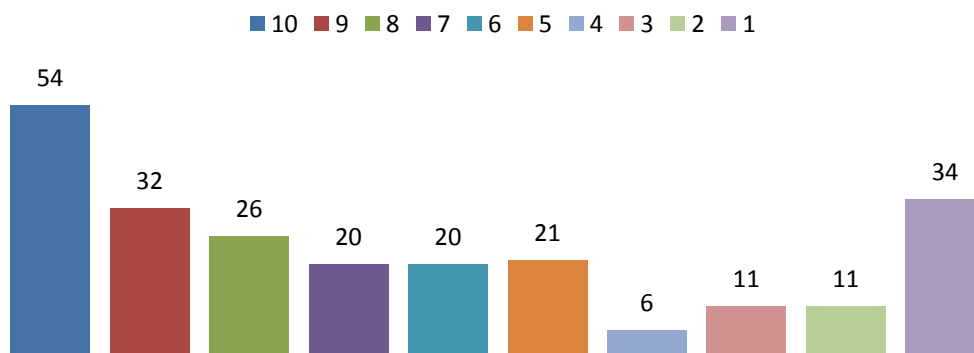
(K) - Ordering a prescription using our Online Services



EXCELLENT

POOR

(L) - Experience of booking on the day appointments by calling at 8am

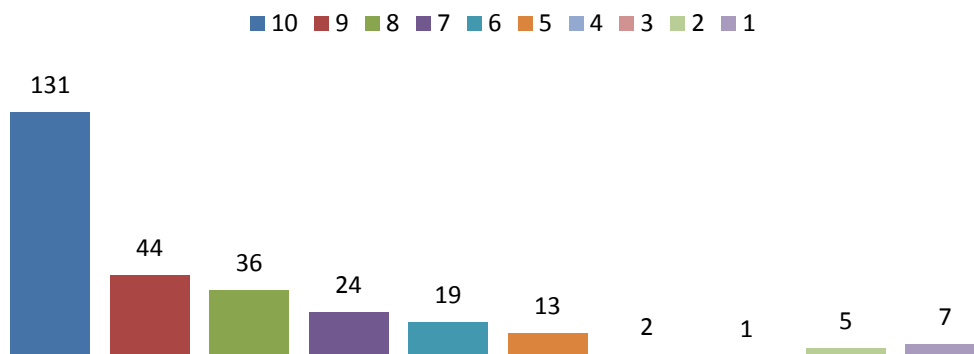


Q2 - Using a 10 point scale where 10 IS VERY LIKELY AND 1 IS VERY UNLIKELY. Please answer the question below.

VERY LIKELY

VERY UNLIKELY

How likely is it that you would recommend your GP Practice to family and friends?



Q3 – For urgent-on-the-day matters, please write the number from 1 to 5 in the boxes below to choose which would be your preferred choice. If you do not wish to make a choice for a particular option, please write 'NA'.

Option	Rank
A – Telephone Consultation with GP	2
B – Telephone Consultation with Practice Nurse	4
C – Online Consultation with GP	3
D – Online Consultation with Practice Nurse	5
E – Booked Appointment with any available GP	1

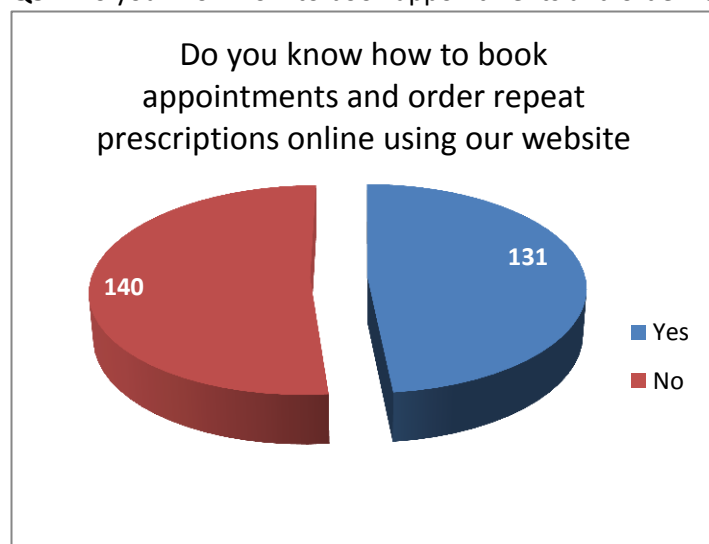
Q4 – Do you know how to book a Telephone Consultation with a GP?



Yes
108 = 39%

No
170 = 61%

Q5 – Do you know how to book appointments and order repeat prescriptions online using our website?

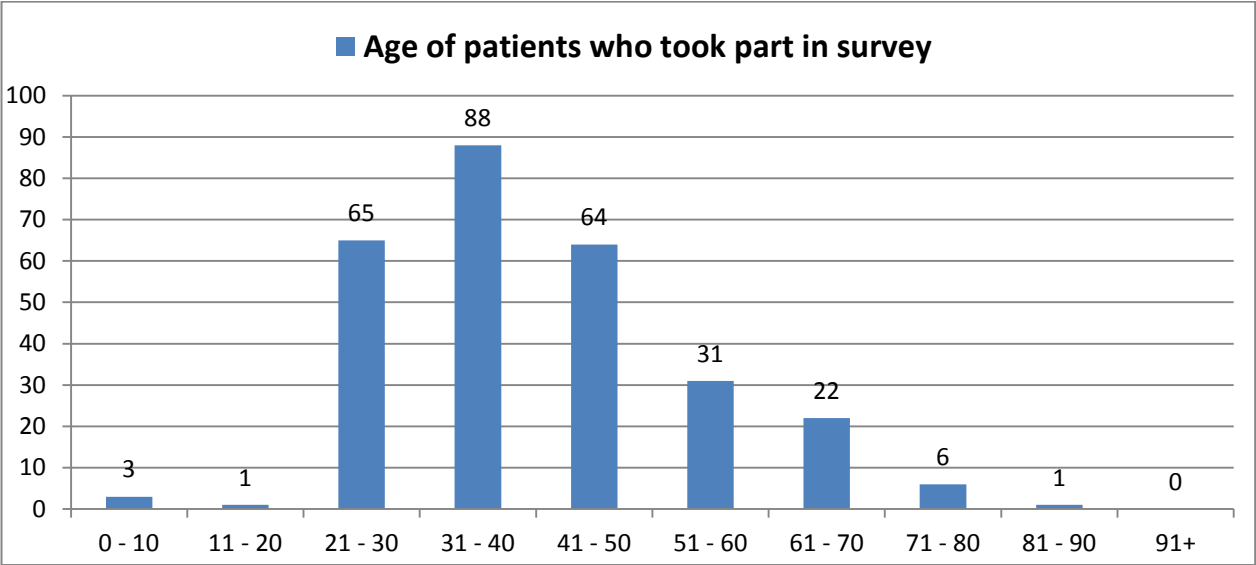


Yes
131 = 48%

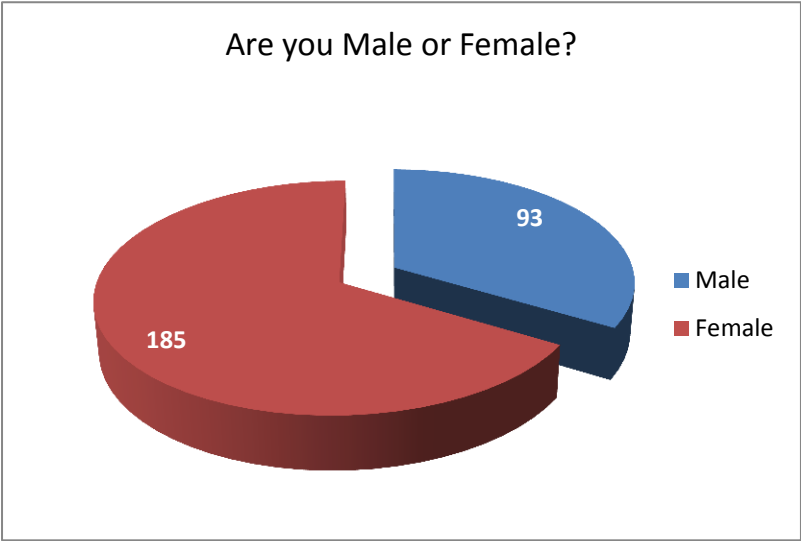
No
140 = 52%

Q6 – 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?



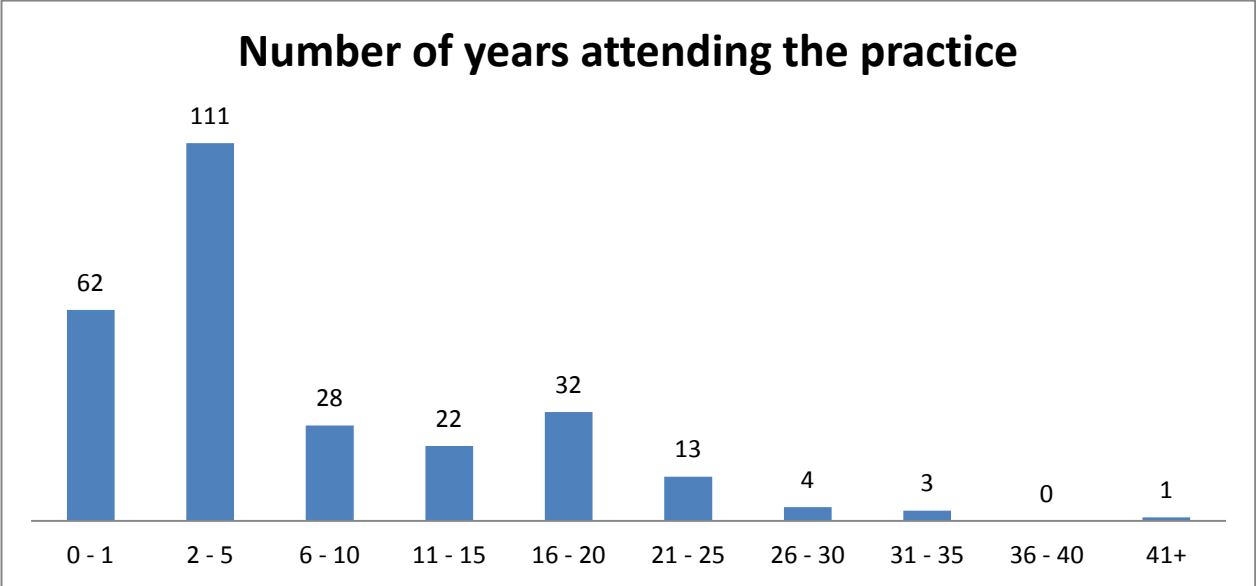
Are you Male or Female?



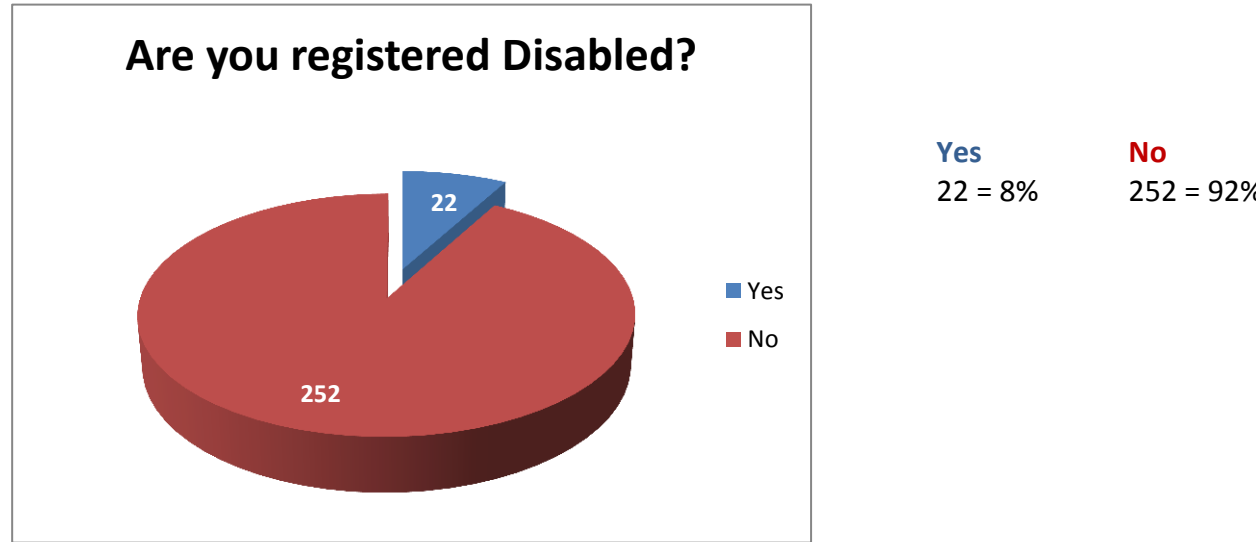
Male
93 = 33%

Female
185 = 67%

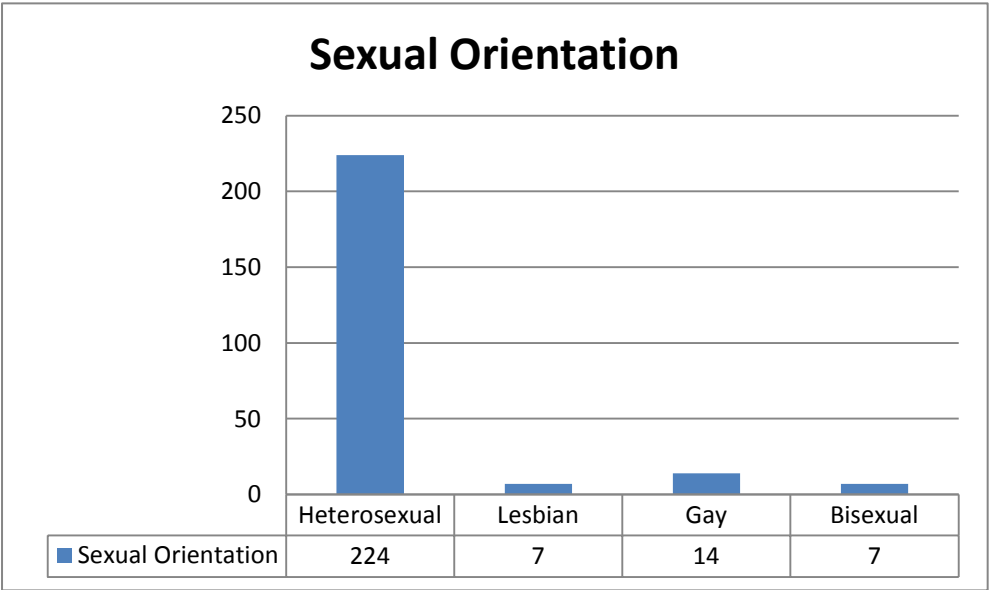
How many years have you been attending the practice?



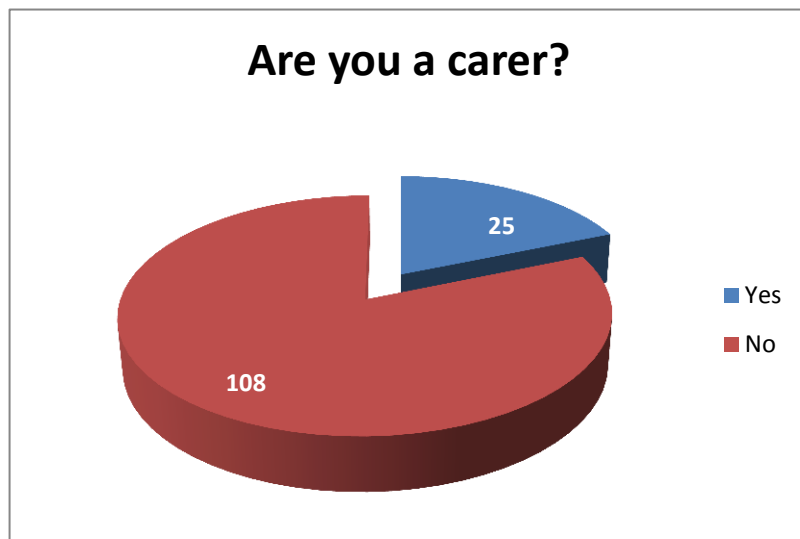
Are you registered Disabled?



Sexual Orientation



Are you a carer?



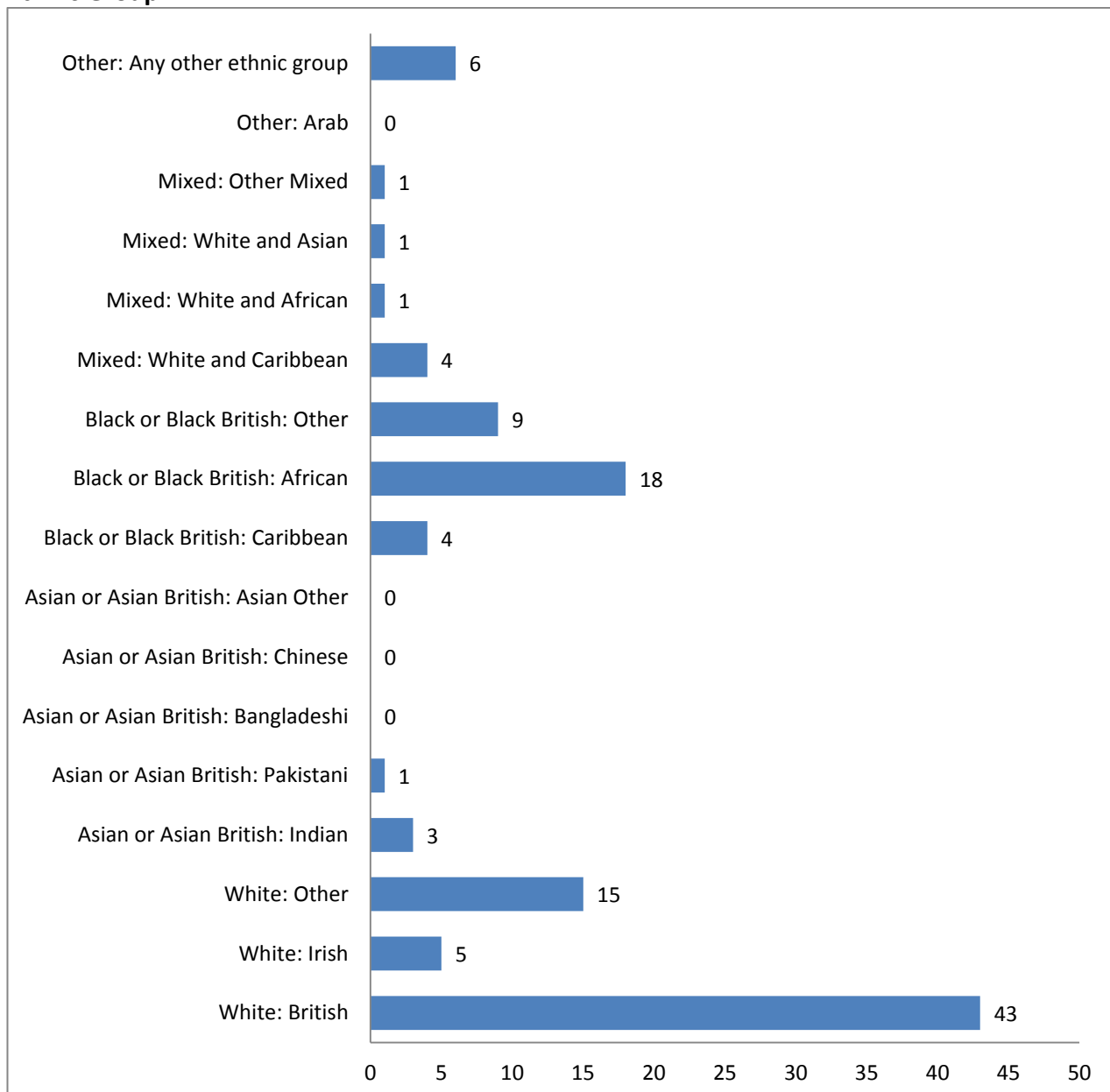
Yes

25 = 9%

No

108 = 91%

Ethnic Group



Appendix 1

Here are some of the comments made by patients at the Amersham Vale Practice

- I am very thankful from you.
- Had an excellent experience with the Practice Nurse re: trial medications. Extremely thorough and sent out additional information in the post.
- Some doctors in your practice are very kind and excellent doctors, but there are few doctors who I'd never make appointments with. This is the reason why I put 5 in question B&C.
- Generally pretty decent GP Surgery. Not a fan of the new phone system, but only because it takes a little while longer to get through.
- It is very difficult to get an appointment during the week and especially if you are working. This morning I had to ring 12 times before I was put in the queuing telephone system which is unacceptable.
- The practice is very professional and helpful. Sometimes waiting with small kids for an overrun appointment can be wearing more things to distract kids would be appreciated in waiting area.
- It is important to be offered an appointment with my GP when needed. Sometimes I find it inconvenient when I am referred to Walk In Centres. GPs in the Walk In Centre do not know my medical history and sometimes cannot give me the necessary treatment that I need.
- Keep doing what you are doing because it is working.
- Not been made aware of the new telephone system. Apparently you started in Dec 2013. However I did not notice any difference making an appointment.
- Wish more appointments were available to book in advance to plan ahead better. Thank you for your work.
- It would be better to have regular Doctor's for late appointments. Sometimes one likes familiar faces. I work and can only book appointments after 4:30pm, and would prefer my regular doctor.
- I cannot have easy appointment same day anymore.
- Online repeat prescriptions: would be good to know more about- I'm here every week to get repeats for glucose testing strips (type 1 diabetes) or maybe more than 1 bottle could be added to my repeat.
- Blood tests are difficult to organise on a short basis if you are working and cannot go to the walk in centre. More options would be welcome.