

Patient Participation Report - 2012

Introduction

The Amersham Vale Practice has had an active Patient Participation Group since 2011. Over the past year, membership of the group has changed, we have members that have been in the group since it started back in 2011. Since we started the group, our sole purpose was to establish what our patient's want and give them a sense of control in which they could make decisions on how we could improve our services. We take pride in having a Patient Participation Group at our practice, it helps us understand what our patient's really want and with their help we can set out to improve things.

We regularly promote our Patient Participation Group with the hope of gaining more members. We have promoted it in our practice newsletter, practice website, flyers, our new patient questionnaire, our notice board, on our LED board (Jayex board), on prescription forms and on the Lewisham Link Survey.

This year, the Department of Health wants to ensure that patients are more involved in decisions about the range and quality of services provided by their GP surgery, and over time, commissioned by their practice. This is why we have set up our very own Patient Participation Group.

Practice Profile

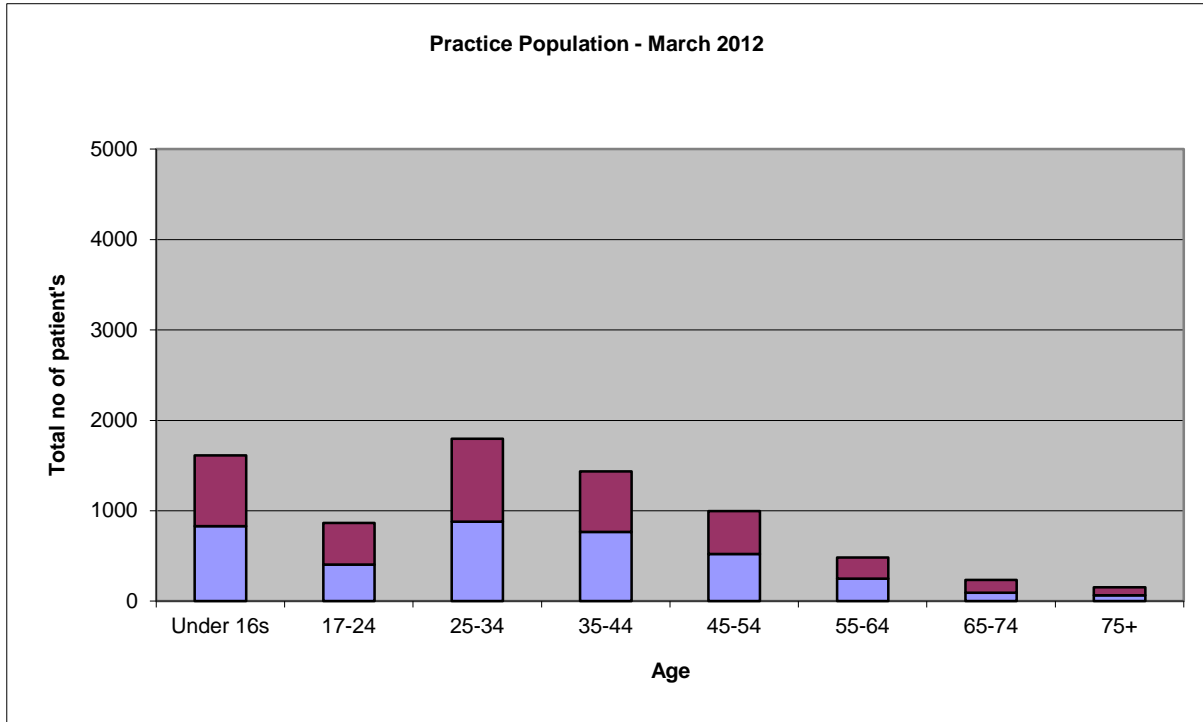
Amersham Vale Practice has a continuous history stretching back well into the last century. The name changed to Amersham Vale Practice in 2004. Prior to that the practice was headed by Dr Martin Dace who took over the practice as a single handed practitioner in 1990 from Dr Dorothy Grey who had run the practice for many years before that. There are now five Doctor's and two (soon to be three) nurses. In 2004 the practice became a training practice, approved to train the next generation of GP's, in addition to providing normal GP services.

Since 1990 the practice has grown from about 2000 patient's to about 7500 now. The practice population is situated in the Deptford/New Cross areas in South-East London. Most patient's live within easy walking distance of the surgery.

Amersham Vale Practice is committed to providing effective, high-quality health care to our diverse practice population. This commitment is reflected in the popularity of our practice and its rapid growth.

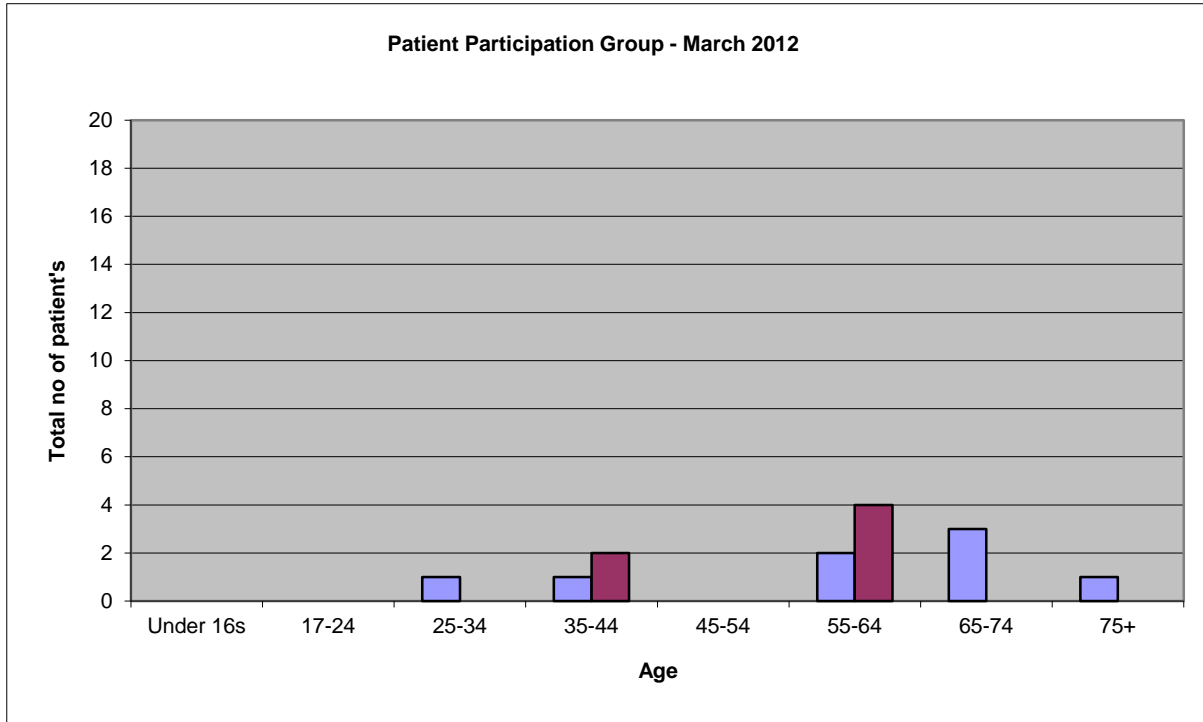
Practice Population - March 2012

Age Groups	Under 16s	17-24	25-34	35-44	45-54	55-64	65-74	75+	Total
Males	828	403	878	765	522	248	94	66	3804
Females	784	462	917	670	474	235	139	87	3768
Total:	1612	865	1795	1435	996	483	233	153	7572



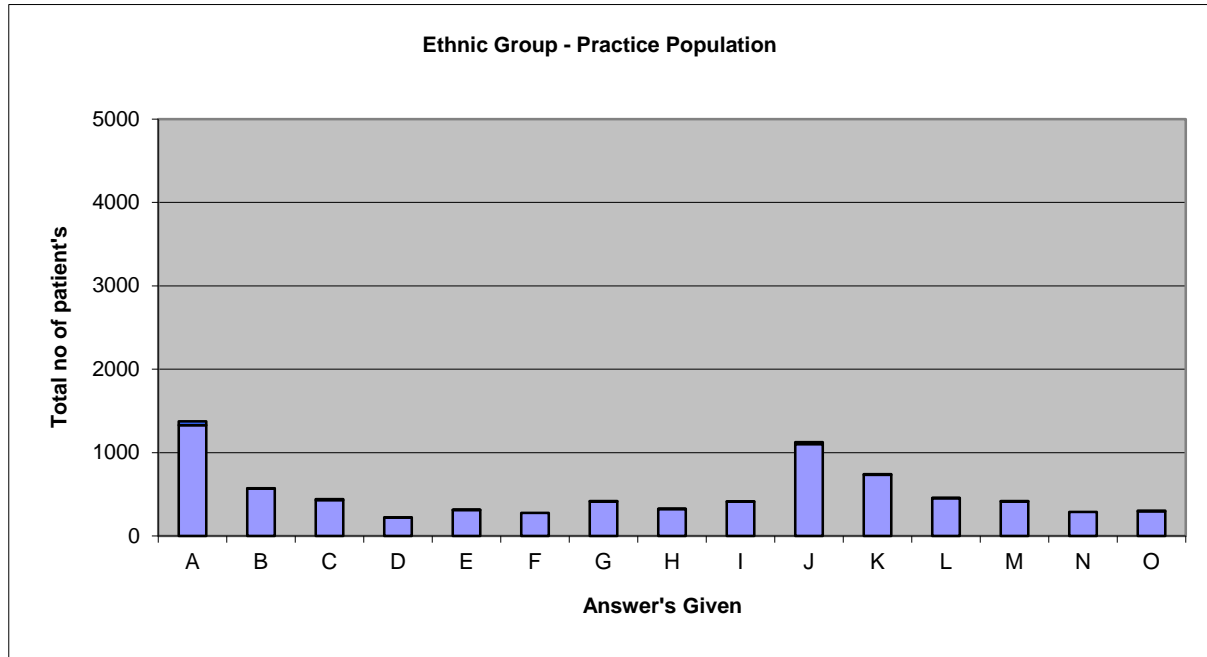
Patient Participation Group - March 2012

Age Groups	Under 16s	17-24	25-34	35-44	45-54	55-64	65-74	75+	Total
Males	0	0	1	1	0	2	3	1	8
Females	0	0	0	2	0	4	0	0	6
Total:	0	0	1	3	0	6	3	1	14



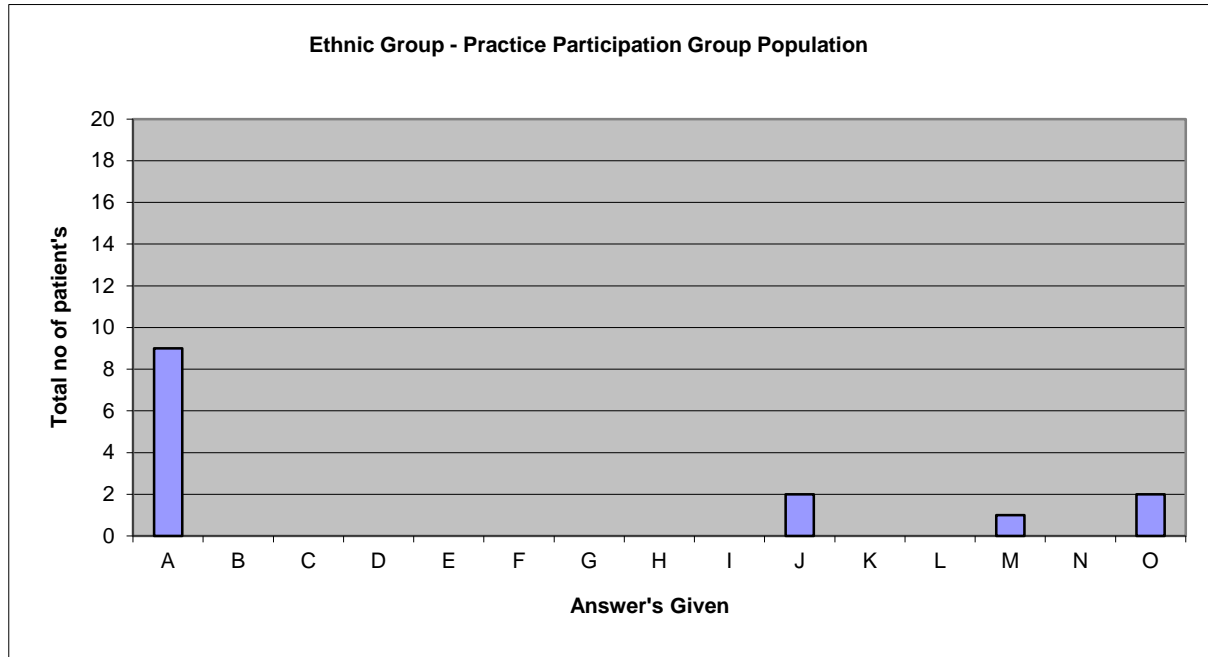
Patient Practice Ethnicity - March 2012

Ethnic Group - Practice Population		
A	A - British / Mixed	1328
B	B - Irish	568
C	C - Other White	432
D	D - Indian	218
E	E - Pakistani	310
F	F - Bangladeshi	278
G	G - Chinese	416
H	H - Other Asian	322
I	I - Caribbean	410
J	J - African	1102
K	K - Other Black	734
L	L - Mixed W&B Caribbean	452
M	M - Mixed W&B African	417
N	N - Mixed White and Asian	287
O	O - Other Mixed	298
Grand Total:		7572



Patient Participation Group Ethnicity - March 2012

Ethnic Group - Practice Participation Group Population		
A	A - British / Mixed	9
B	B - Irish	0
C	C - Other White	0
D	D - Indian	0
E	E - Pakistani	0
F	F - Bangladeshi	0
G	G - Chinese	0
H	H - Other Asian	0
I	I - Caribbean	0
J	J - African	2
K	K - Other Black	0
L	L - Mixed W&B Caribbean	0
M	M - Mixed W&B African	1
N	N - Mixed White and Asian	0
O	O - Other Mixed	2
Grand Total:		14



Profile of Patient Participation Group.

There are currently 14 members in our Patient Group, this consists of 8 males and 4 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.

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.

We, as a practice, are always looking into ways in which we could target patient's 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 publicize 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, our reception notice board, on prescription forms, our LED board (Jayex board), our practice news letter and also on the Lewisham Link Survey.

Agree areas of priority with the PPG.

At the patient group, there has been many things discussed regarding the service we provide and how would improve it. We, as a practice have highlighted these issue's with our group members, they are as follows:

- * Appointments
- * Doctors and Reception staff
- * General Queries - e.g. understanding the appointment system, calling into the surgery via telephone etc

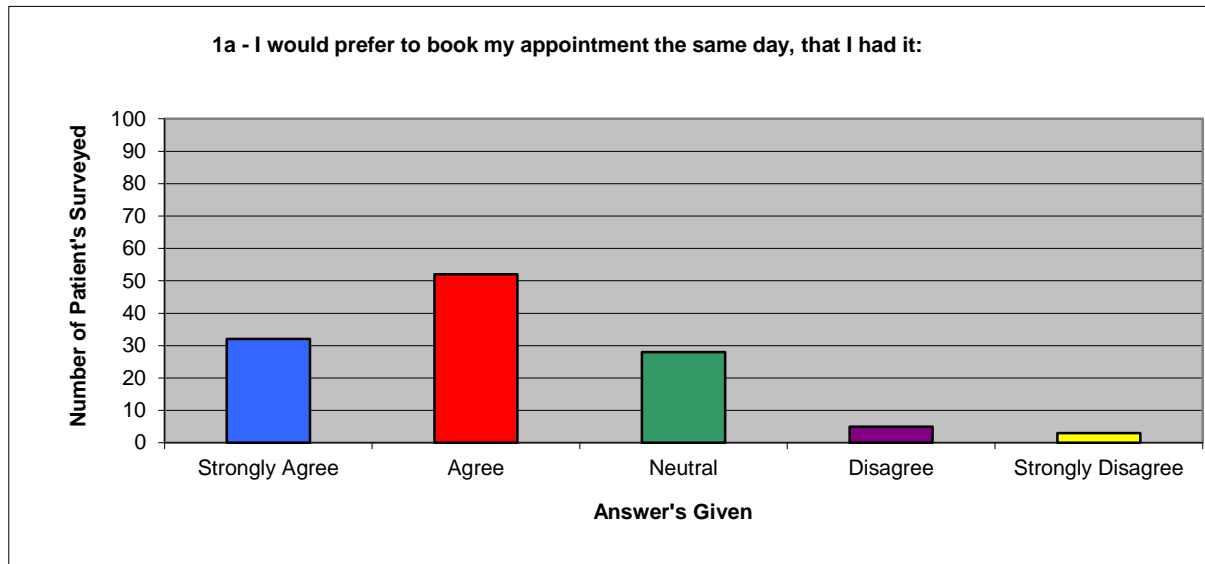
As discussed with our group members it was agreed that these will be the main focus in questions.

Patient Survey

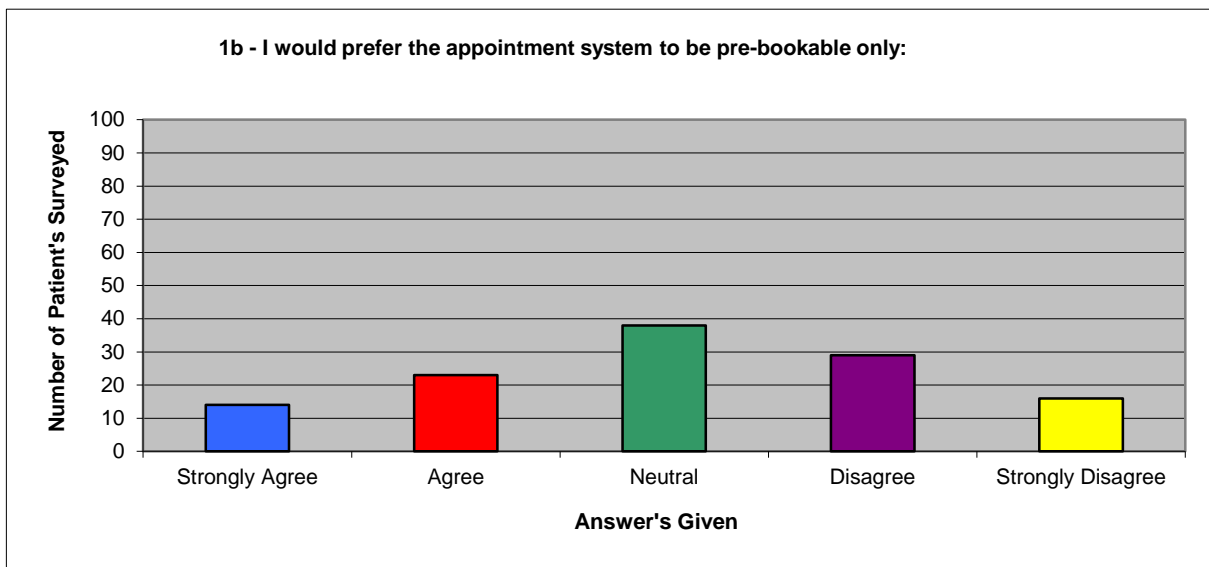
Over a 4 week period, questionnaires were handed out to every patient who approached the reception desk. They were asked to complete the questionnaires and return them straight to reception staff. A total of 200 questionnaires were handed out to patient's, with a final grand total of 120 being returned. Once we had all the data that we required we started to analyze the data, forming graph's and pie charts where necessary.

Results of Patient Questionnaire

Question 1a - I would prefer to book my appointment the same day, that I had it:	
Strongly Agree	32
Agree	52
Neutral	28
Disagree	5
Strongly Disagree	3
Grand Total:	120

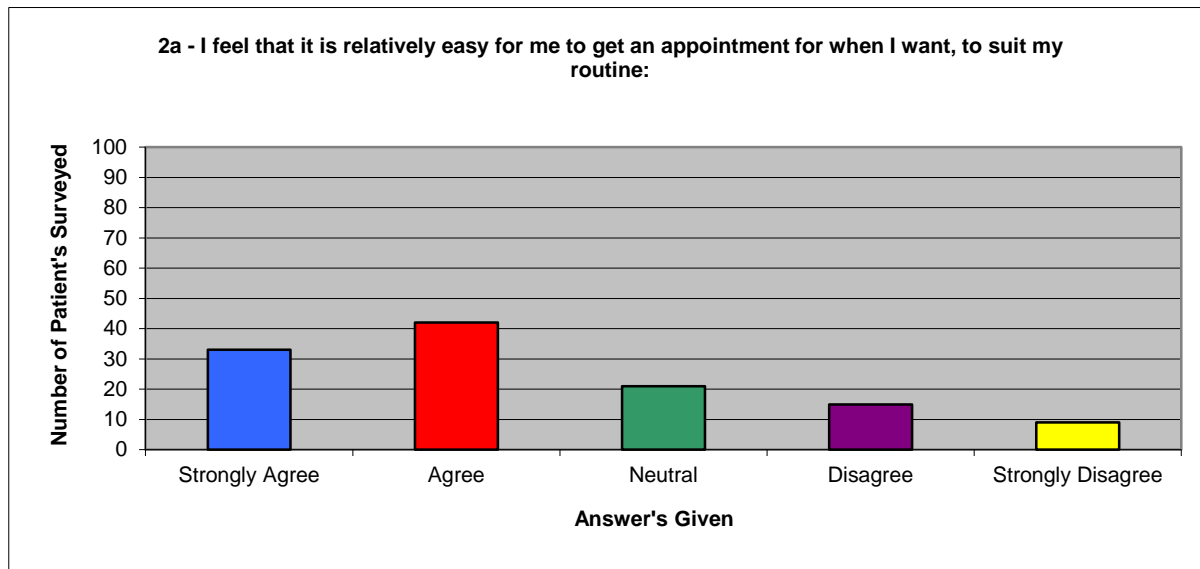


Question 1b - I would prefer the appointment system to be pre-bookable only:	
Strongly Agree	14
Agree	23
Neutral	38
Disagree	29
Strongly Disagree	16
Grand Total:	120

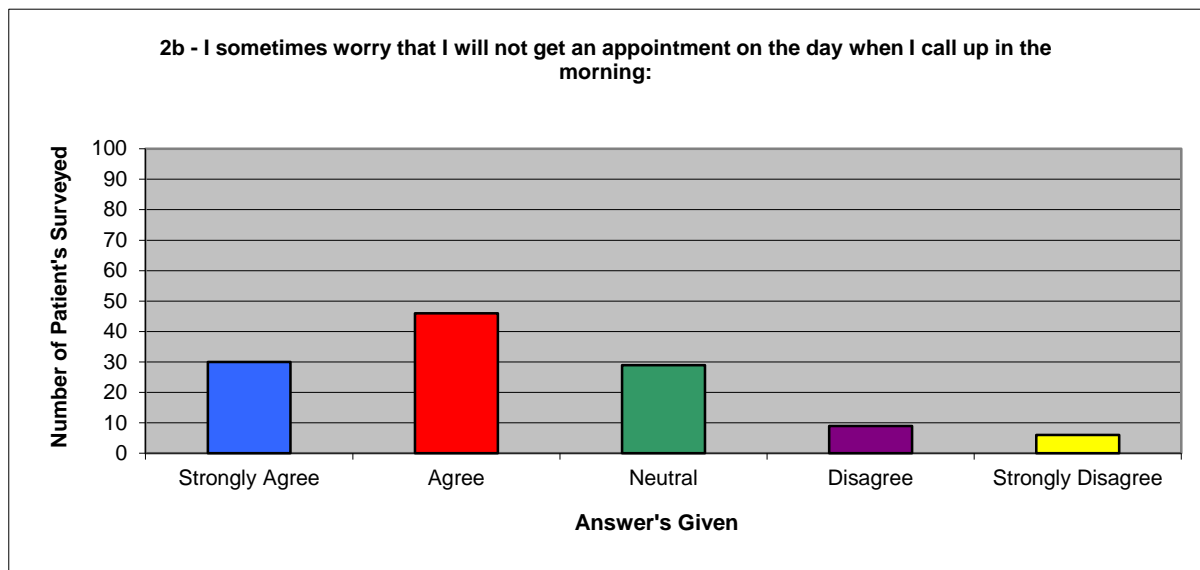


Results of Patient Questionnaire

Question 2a - I feel that it is relatively easy for me to get an appointment for when I want, to suit my routine:	
Strongly Agree	33
Agree	42
Neutral	21
Disagree	15
Strongly Disagree	9
Grand Total:	120

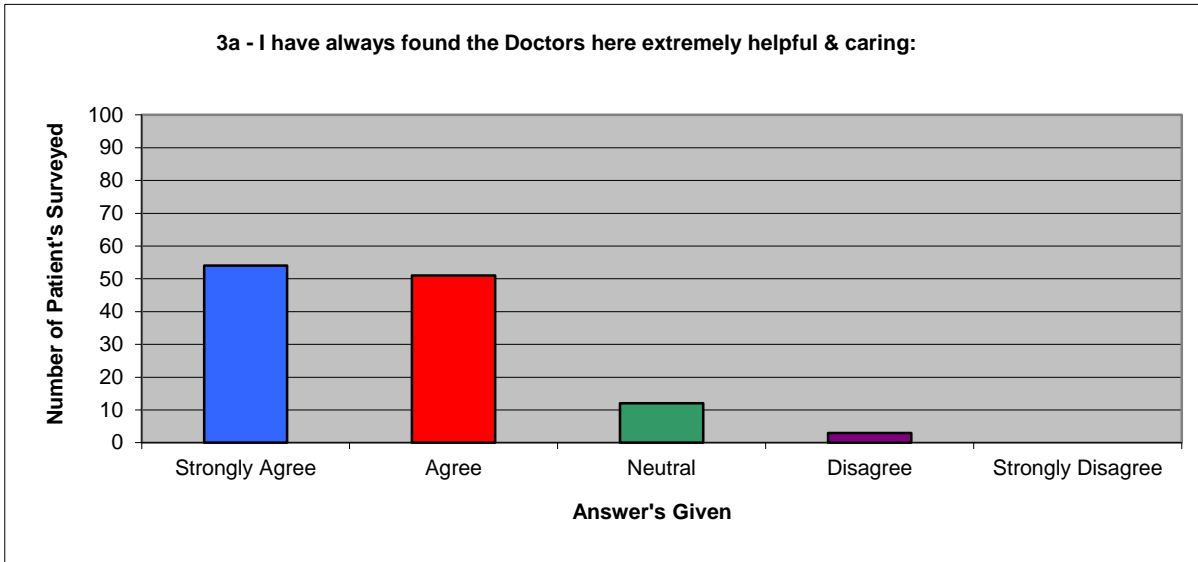


Question 2b - I sometimes worry that I will not get an appointment on the day when I call up in the morning:	
Strongly Agree	30
Agree	46
Neutral	29
Disagree	9
Strongly Disagree	6
Grand Total:	120

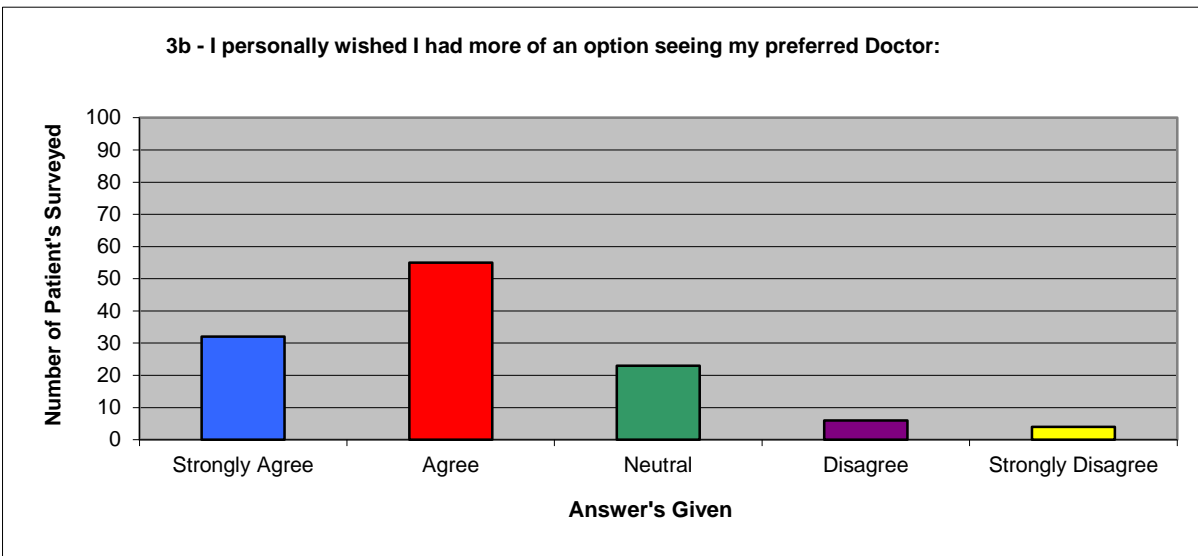


Results of Patient Questionnaire

Question 3a - I have always found the Doctors here extremely helpful & caring:	
Strongly Agree	54
Agree	51
Neutral	12
Disagree	3
Strongly Disagree	0
Grand Total:	120

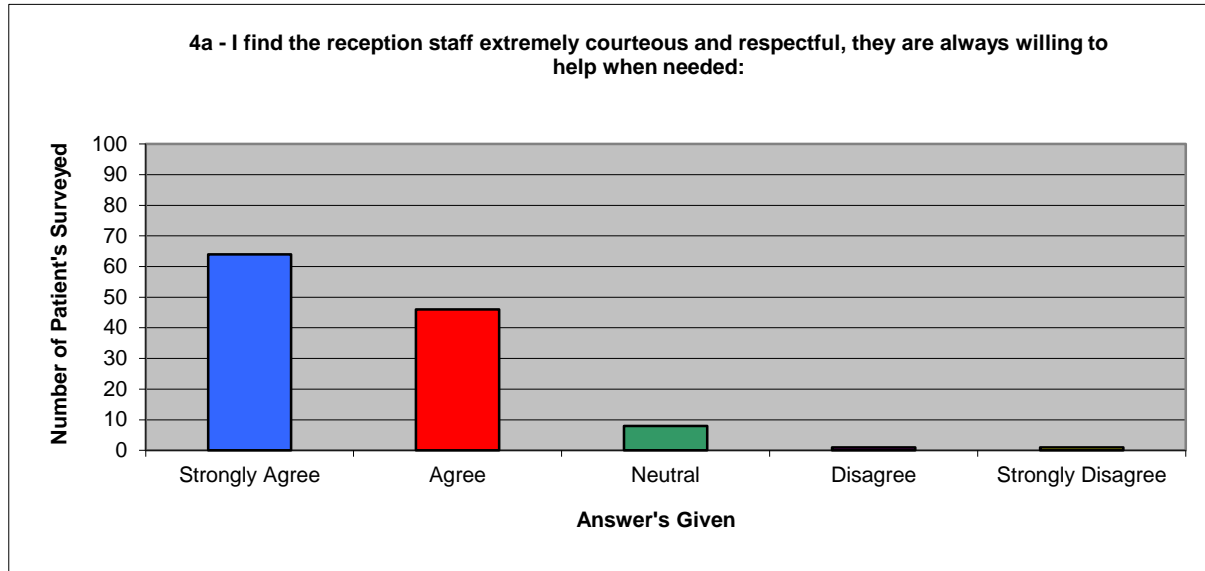


Question 3b - I personally wished I had more of an option seeing my preferred Doctor:	
Strongly Agree	32
Agree	55
Neutral	23
Disagree	6
Strongly Disagree	4
Grand Total:	120

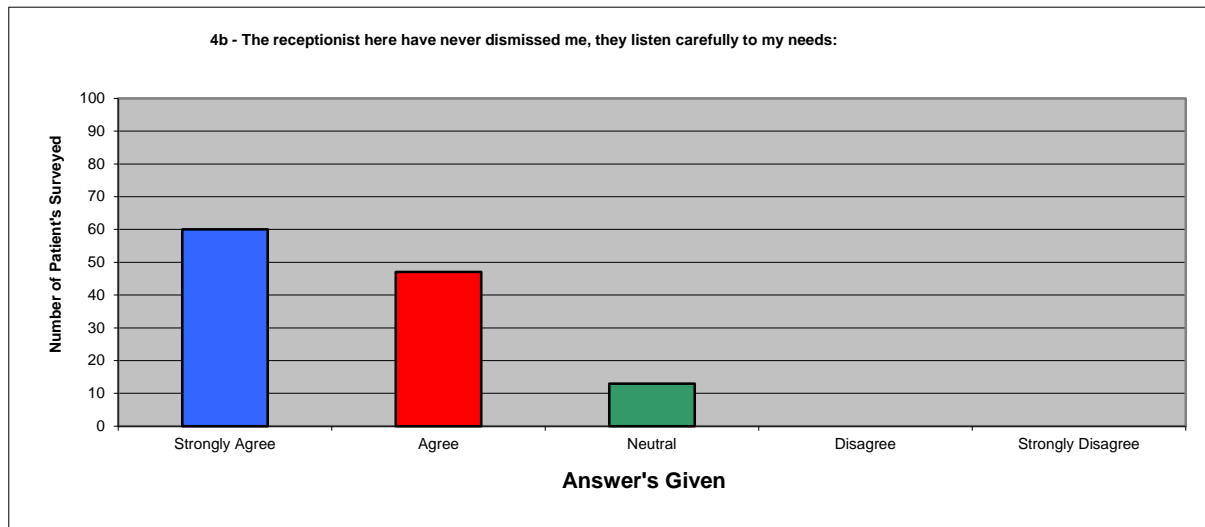


Results of Patient Questionnaire

Question 4a - I find the reception staff extremely courteous and respectful, they are always willing to help when needed:	
Strongly Agree	64
Agree	46
Neutral	8
Disagree	1
Strongly Disagree	1
Grand Total:	120

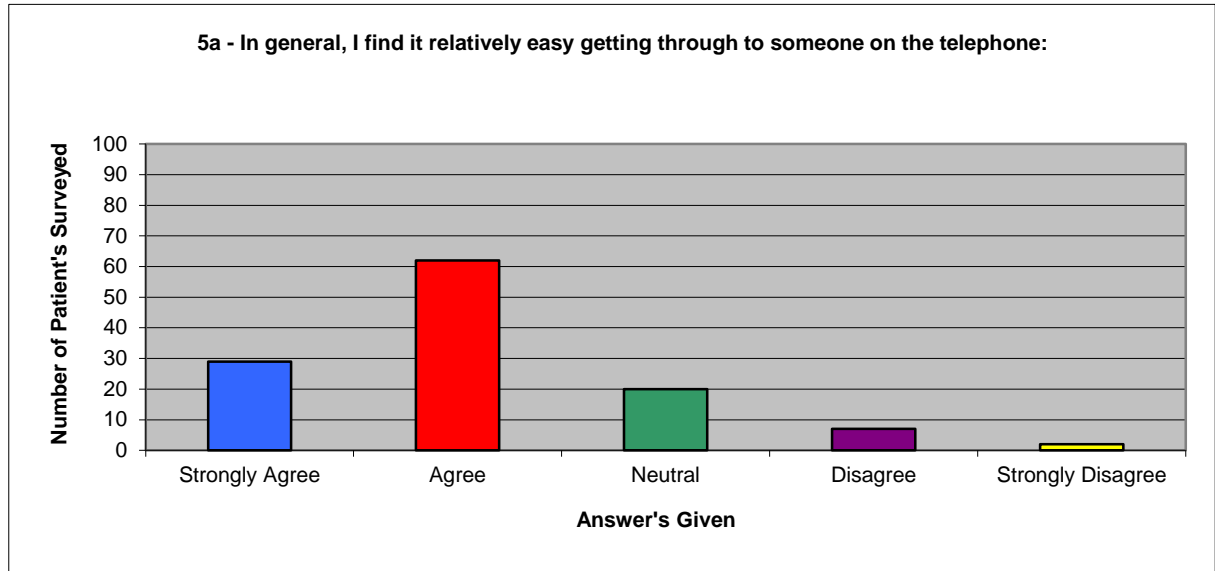


Question 4b - The receptionist here have never dismissed me, they listen carefully to my needs:	
Strongly Agree	60
Agree	47
Neutral	13
Disagree	0
Strongly Disagree	0
Grand Total:	120

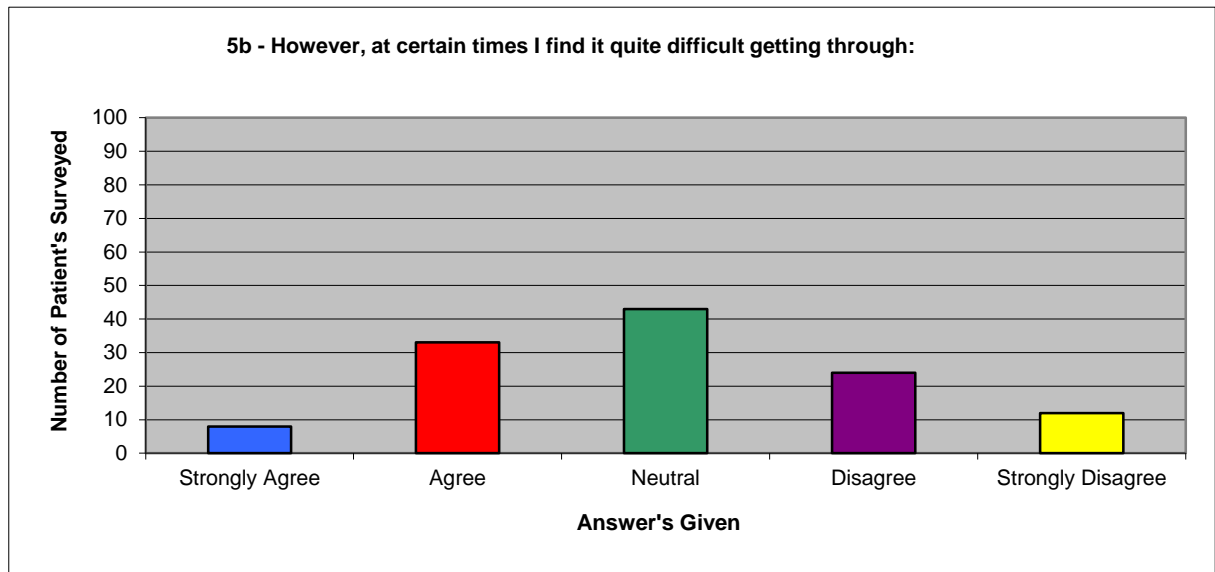


Results of Patient Questionnaire

Question 5a - In general, I find it relatively easy getting through to someone on the telephone:	
Strongly Agree	29
Agree	62
Neutral	20
Disagree	7
Strongly Disagree	2
Grand Total:	120

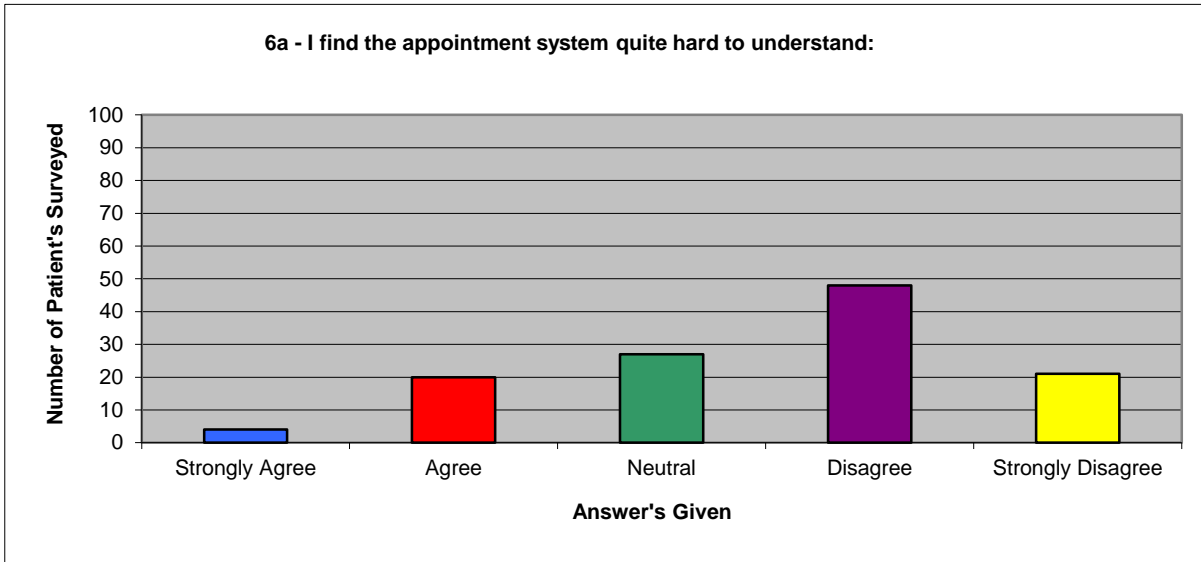


Question 5b - However, at certain times I find it quite difficult getting through:	
Strongly Agree	8
Agree	33
Neutral	43
Disagree	24
Strongly Disagree	12
Grand Total:	120

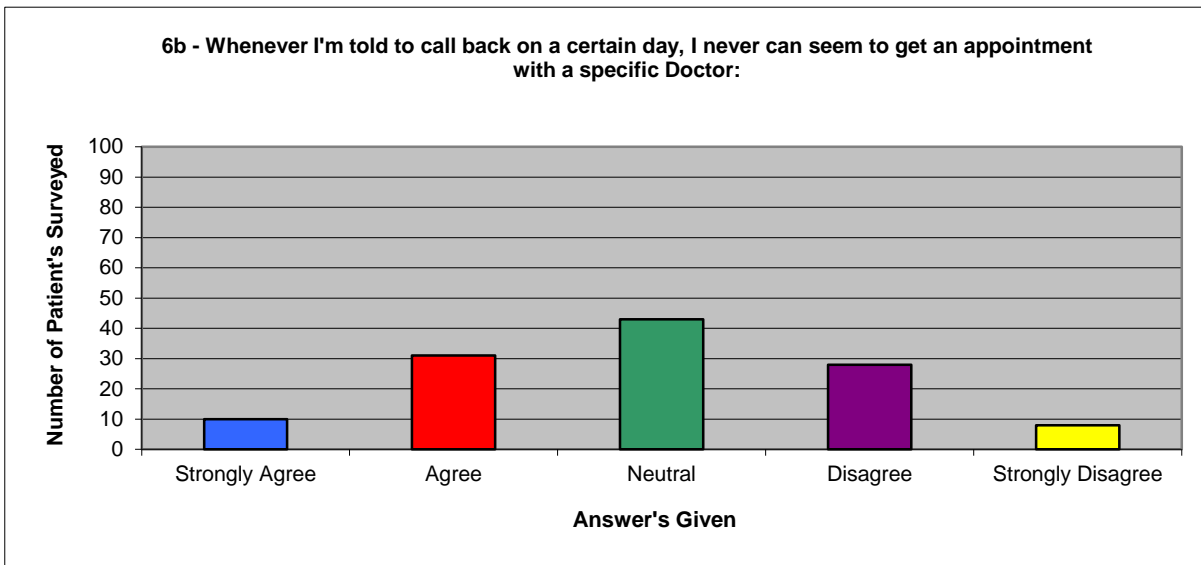


Results of Patient Questionnaire

Question 6a - I find the appointment system quite hard to understand:	
Strongly Agree	4
Agree	20
Neutral	27
Disagree	48
Strongly Disagree	21
Grand Total:	120

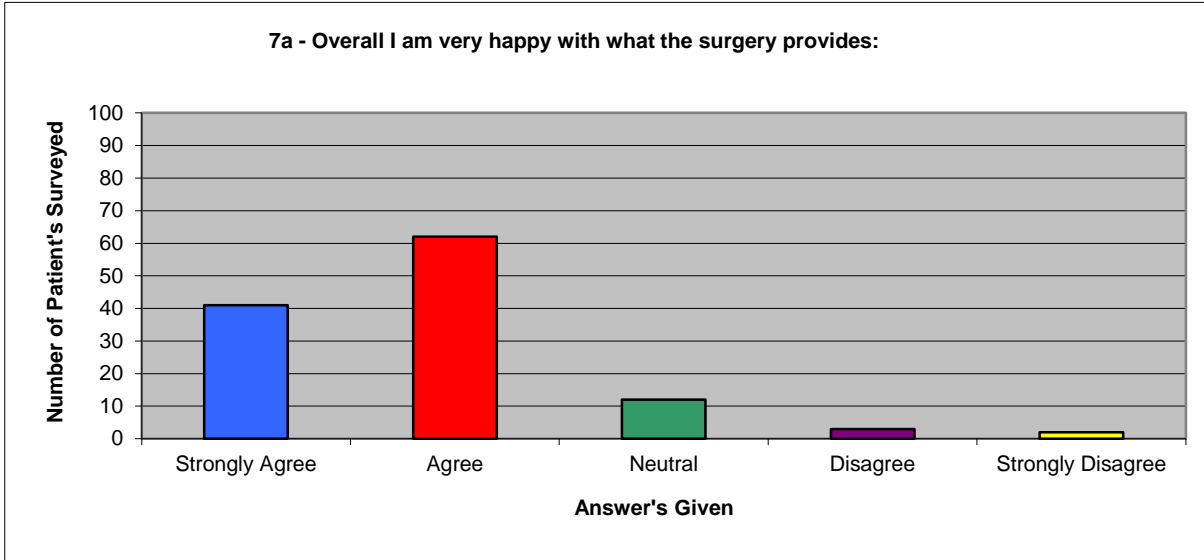


Question 6b - Whenever I'm told to call back on a certain day, I never can seem to get an appointment with a specific Doctor:	
Strongly Agree	10
Agree	31
Neutral	43
Disagree	28
Strongly Disagree	8
Grand Total:	120

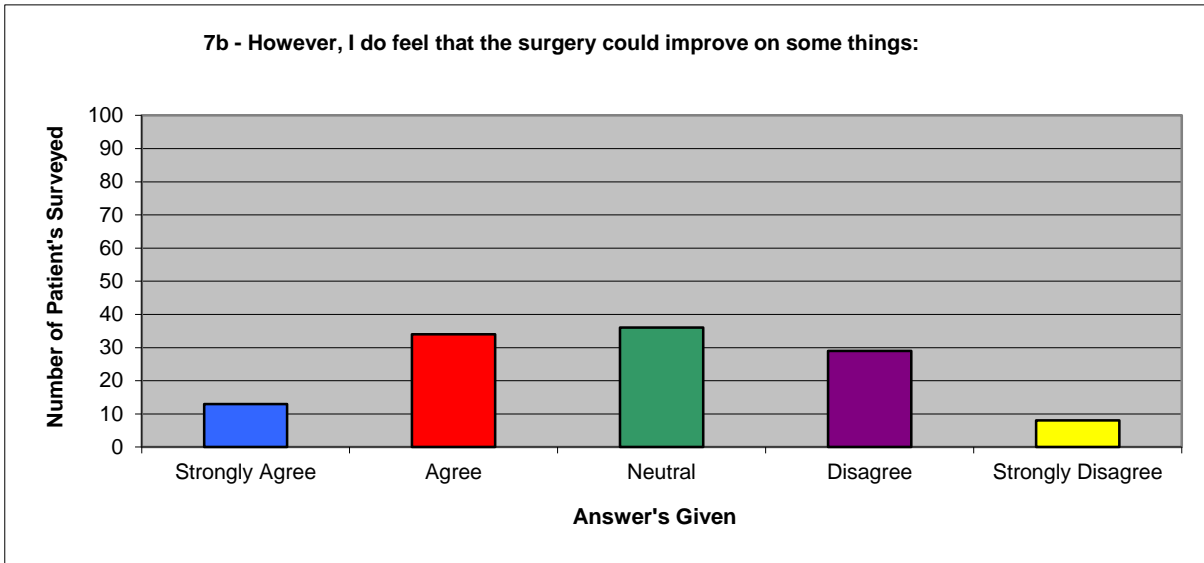


Results of Patient Questionnaire

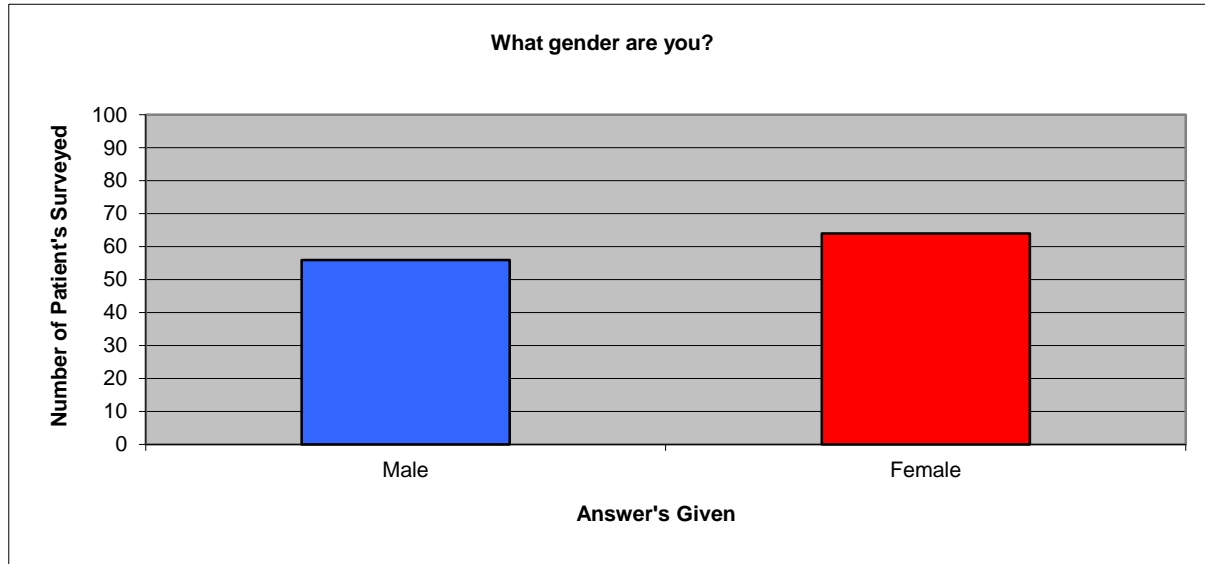
Question 7a - Overall I am very happy with what the surgery provides:	
Strongly Agree	41
Agree	62
Neutral	12
Disagree	3
Strongly Disagree	2
Grand Total:	120



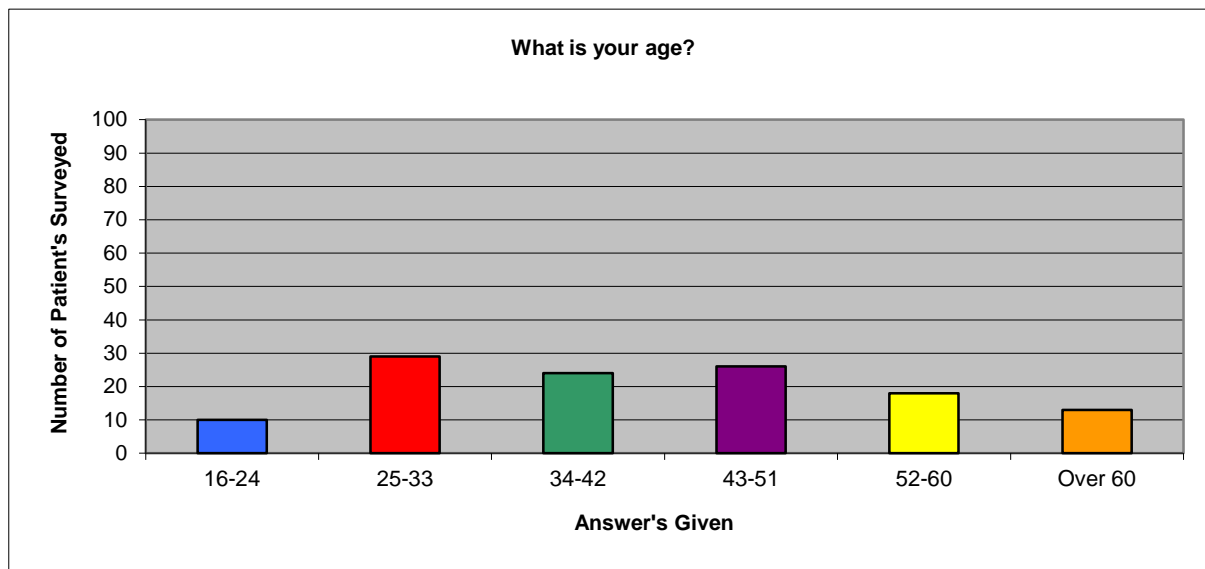
Question 7b - However, I do feel that the surgery could improve on some things:	
Strongly Agree	13
Agree	34
Neutral	36
Disagree	29
Strongly Disagree	8
Grand Total:	120



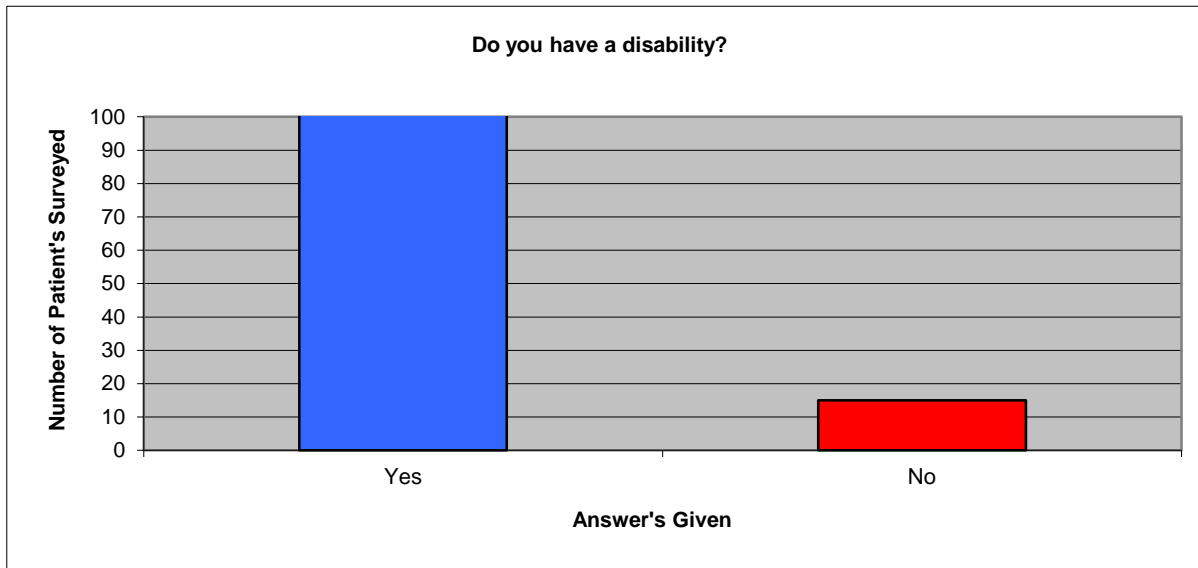
What gender are you?	
Male	56
Female	64
Grand Total:	120



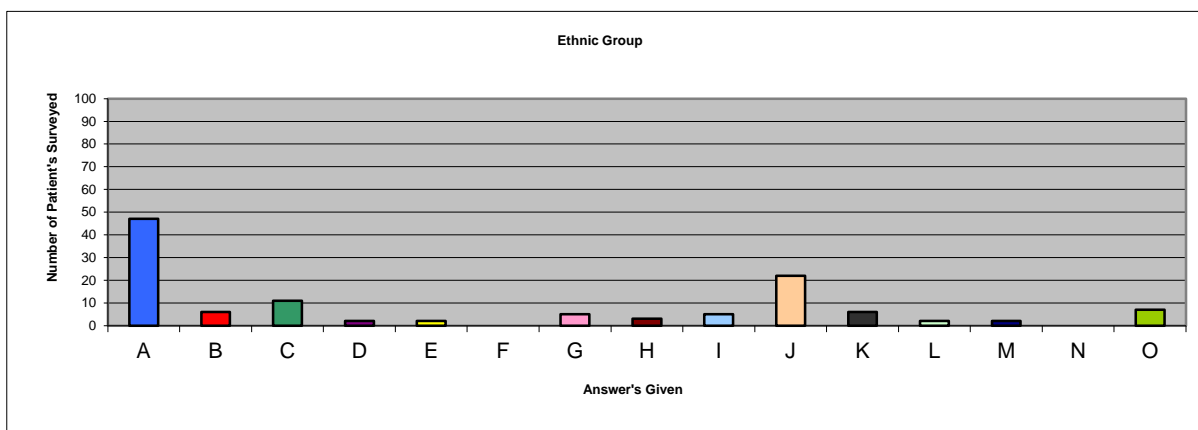
What is your age?	
16-24	10
25-33	29
34-42	24
43-51	26
52-60	18
Over 60	13
Grand Total:	120



Do you have a disability?	
Yes	105
No	15
Grand Total:	120

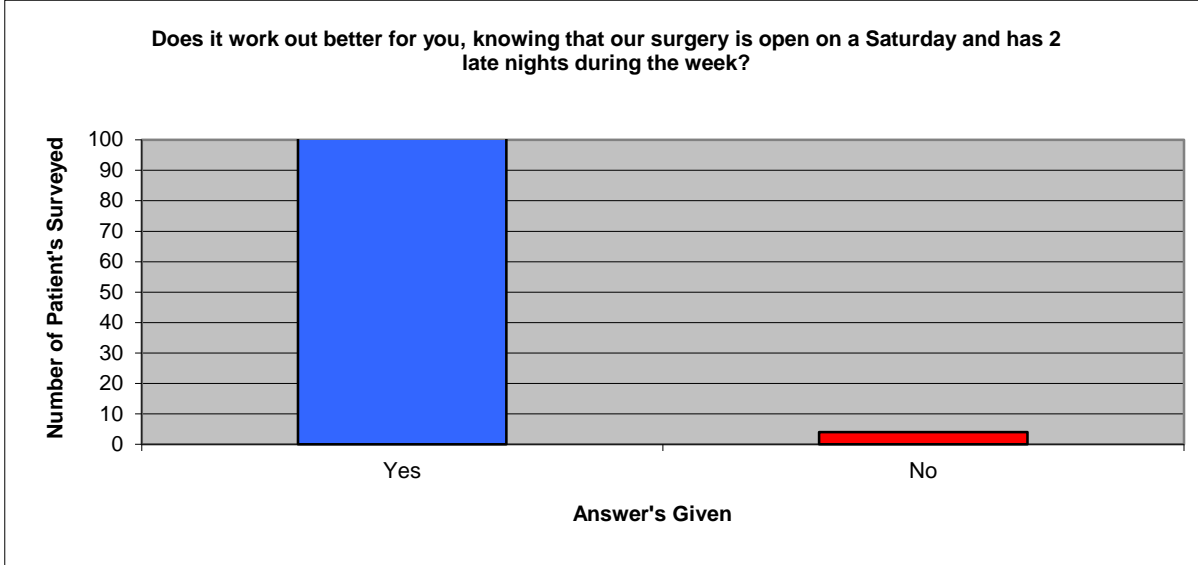


Ethnic Group		
A	A - British / Mixed	47
B	B - Irish	6
C	C - Other White	11
D	D - Indian	2
E	E - Pakistani	2
F	F - Bangladeshi	0
G	G - Chinese	5
H	H - Other Asian	3
I	I - Caribbean	5
J	J - African	22
K	K - Other Black	6
L	L - Mixed W&B Caribbean	2
M	M - Mixed W&B African	2
N	N - Mixed White and Asian	0
O	O - Other Mixed	7
Grand Total:		120



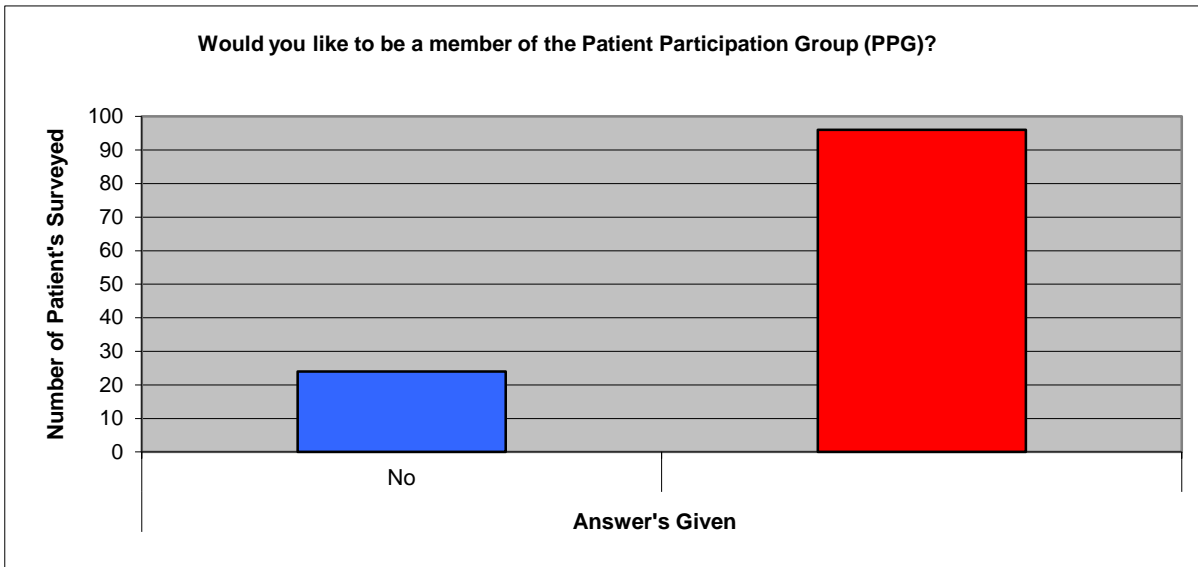
Does it work out better for you, knowing that our surgery is open on a Saturday and has 2 late nights during the week?

Yes	116
No	4
Grand Total:	120

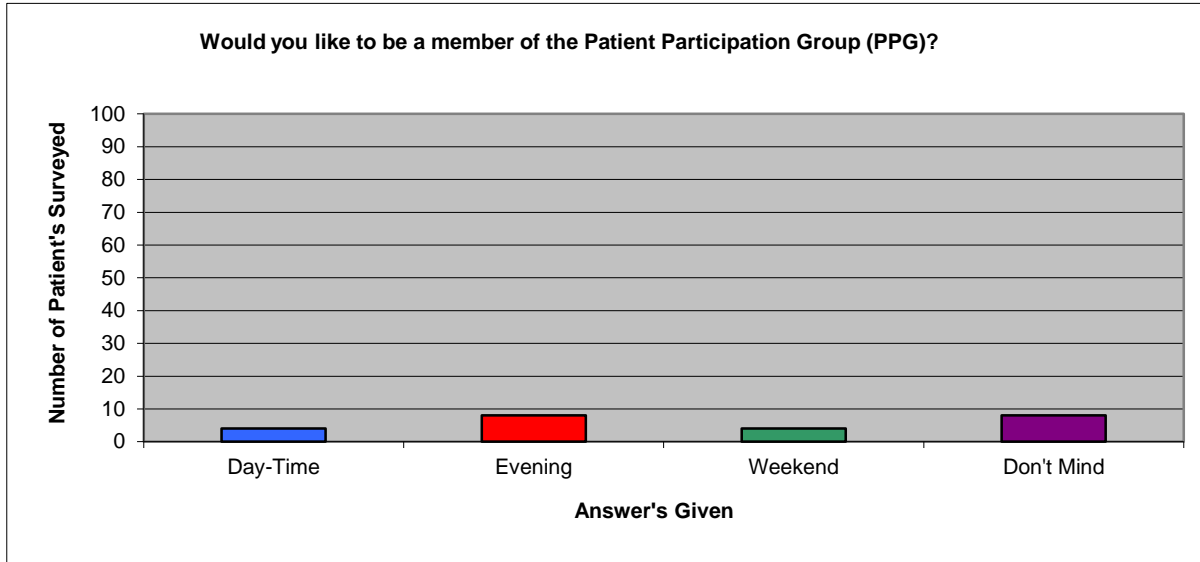


Would you like to be a member of the Patient Participation Group (PPG)?

Yes	24
No	96
Grand Total:	120



<i>If you would like to join the patient group, would you prefer to meet in the day-time / evening or at the weekend?</i>	
Day-Time	4
Evening	8
Weekend	4
Don't Mind	8
Grand Total:	24



As you can see from our survey results, overall our patients are happy with the service that we are providing them. There is always room for improvement and we welcome any patient who has any suggestions or feedback that they wish to raise with us.

Patient's are very happy with the Doctors and Reception Staff and that clearly shows in the survey. We, as a practice will continue to make patient care our top priority. With our next Patient Participation group being Saturday 26th May 2012 - we hope to double the number of patient's currently in the group

