



Gables Surgery

Patient Participation Report 2011/12



Including Patient Representative Group (PRG)
Survey Results



Gables
Patient
Participation
Group

Kwik **Surveys**



Outer North East London



Forward by Dr Ghosh

I would like to take this opportunity to introduce all my patients to this first ever Gables Patient Participation Report. This report has been produced as part of the NHS Patient Participation Direct Enhanced Service. The purpose of this two year NHS scheme is to ensure our patients are included in the decisions made regarding the quality of the services provided by the practice.

Since last September, patient's views have been collected through a survey, which was posted to a random selection of our patients. Copies were also available for patients to complete in the surgery, as well as online. Through this survey, a Patient Reference Group (PRG) was created, the result of which are published in this report. This is also available on our newly created practice website! (www.gablesurgery.com)

The overall aim of the PRG Survey has been to encourage the proactive engagement of patients in their practice. This is something our practice is proud to say we have already pioneered in, through our long established Patient Participation Group (PPG).

Our Patients Participation Group is working as effectively as ever, and continues to contribute, through cooperation and suggestions, to help improve practice services. The PPG has been the voice of the practice since 1996, when our surgery was one of the first in the country to establish a group of its kind, with an ethos to assist the improvement of Patient Doctor Partnership in Promoting Health. Since then our PPG has been a source of support and innovation and has improved the patient-practice partnership. This means we have worked harder for the benefit of our patients to improve service of care and satisfaction.

Our Annual Open Day is an example of this doctor patient relationship working together, where health promotion, education as well fundraising for charity, comes together in a fun, social and informal atmosphere. The PPG also organises other fundraising events in the practice, such as the "Macmillan Coffee Morning" and the "Wear It Pink Day" to raise awareness of breast cancer. The last Macmillan Coffee Morning successfully raised £370! The PPG have also been involved in encouraging patient's education on a variety of health issues such as diabetes, smoking cessation and most recently in rheumatology. In September 2011 they organised a Patient Forum for Rheumatoid Arthritis in the practice, led by a local Professor of Rheumatology from Queens Hospital.

The PPG have also supported our weekly Tai Chi sessions, available to ALL our patients now for over 10 years. Not only is the session a good form of relaxing and low impact exercise, it also promotes community building and socialising, as each session is always followed by a chat over a cup of tea/coffee and a biscuit (or two)!

For this Survey and Report, the PPG's input and support has been immensely valued, especially in forming the questions used in the survey, as well as meeting to assess the results and proposing an Action Plan based on the PRG input. I hope that this report is informative and educational, and demonstrates how the patients' voice is important to the effective running of the practice.

Thank you for your continuing support!



Dr. T. K. Ghosh
Gables Surgery, Friday 23rd March 2012

Background

Gables Surgery already has an established and strong Patient Participation Group. The group meets in the practice regularly, on the last Monday of each month at 12.45pm. Usually the Practice Manager and/or Principle Doctor are in attendance. From time to time visiting speakers are invited to attend these meetings in order that they may understand the things we try to do and also that we may learn from their points of view.

The PPG is run on a purely voluntary basis with Committee Officers elected yearly. The current Chairman is Alan Spencer and he is helped by a Vice Chair, Wendy Childs, and a Secretary, Nuala Thompson. All 21 PPG members are patients of Gables Surgery.

The group's aim is:

- To liaise between patients and the practice and to help with patient's concerns when asked to do so. Confidentiality is maintained at all times.
- To continue to monitor and assist in maintaining the high level of service given in the practice.
- To assist the practice in the task of health education and promotion, and to raise awareness and support charitable organisations such as Macmillan Cancer Care.
- To organise a yearly 'Open Day' where patients can meet the doctors and practice staff on an informal basis. Invitations are also sent to other organisations throughout the health service who may wish to take part in this event in order to help promote better health. This event is organised as an interesting, light hearted fun day throughout. The PPG has worked in partnership to assist the practice with the Patient Participation Directed Enhanced Service Scheme and Patient Representative Group Survey outlined in this report.



Summery

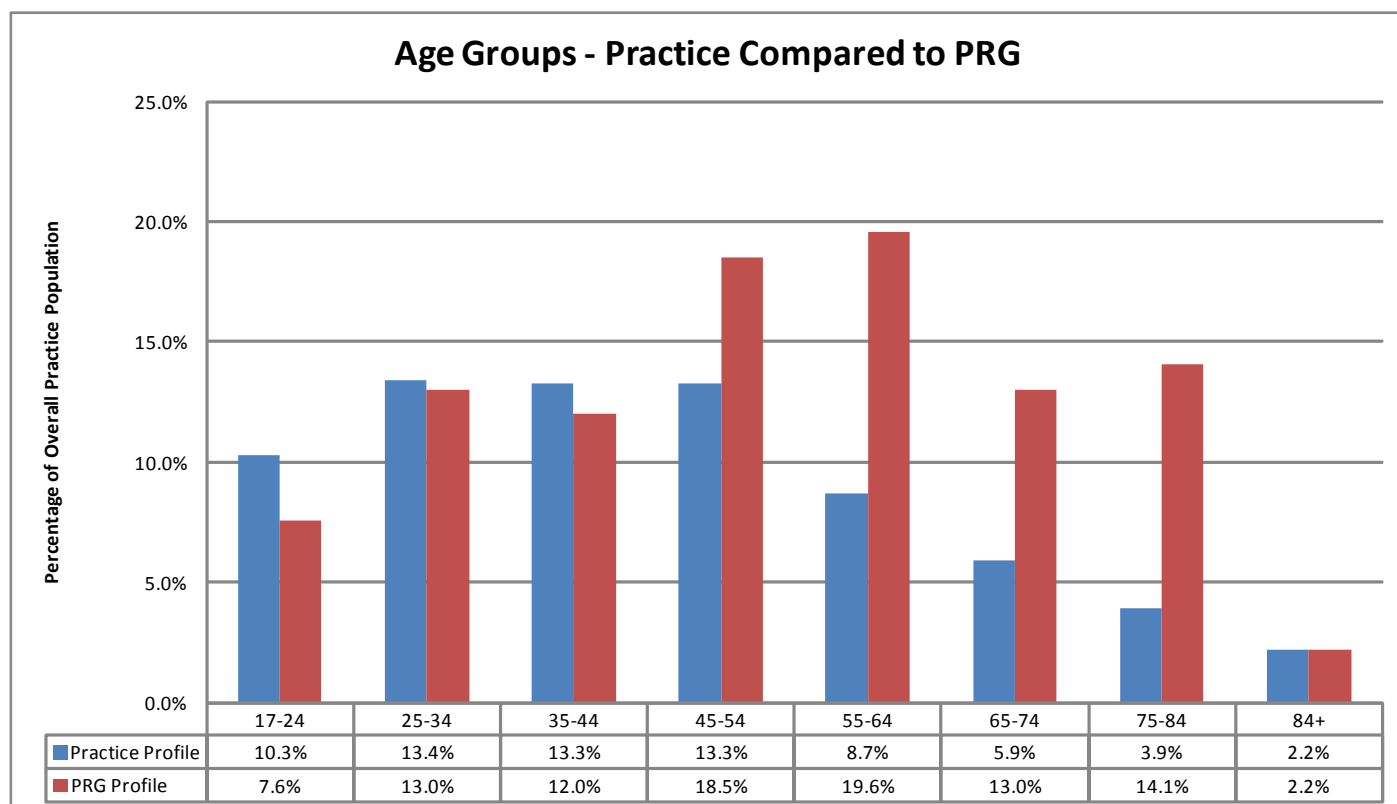
The Patient Participation Direct Enhanced Service process began in September 2011, when the PPG and Practice Manager met to read and assess the guidance material provided by the NHS, and to develop a timescale for completion. To obtain the views of patients, the PPG undertook to agree the content of a Patient Survey Questionnaire. Once the survey was agreed upon, with the help of the practice, this was posted to a random 10 percent group of patient representing all age groups from 17 over, with a cover letter from the PPG asking them if they would like to be part of our Patient Representative Group.

In the initial response we received about a quarter of surveys back, however to widen the age and ethnic demographic representation of the final group, the survey was made available in the surgery for people to complete if they wished. Through the free online survey tool kwiksurvey.com, the survey was also made available to complete online. Posters were displayed and flyers were left in practice to inform patients about the survey.

The survey was left open until the end of January 2012, when the results were collected. There were 92 responses altogether, this is our PRG. Part of the requirement of the Patient Representative Group is that it is representative of the practice age, gender and ethnic demographics. The following results show how our PRG compares to the overall practice population.

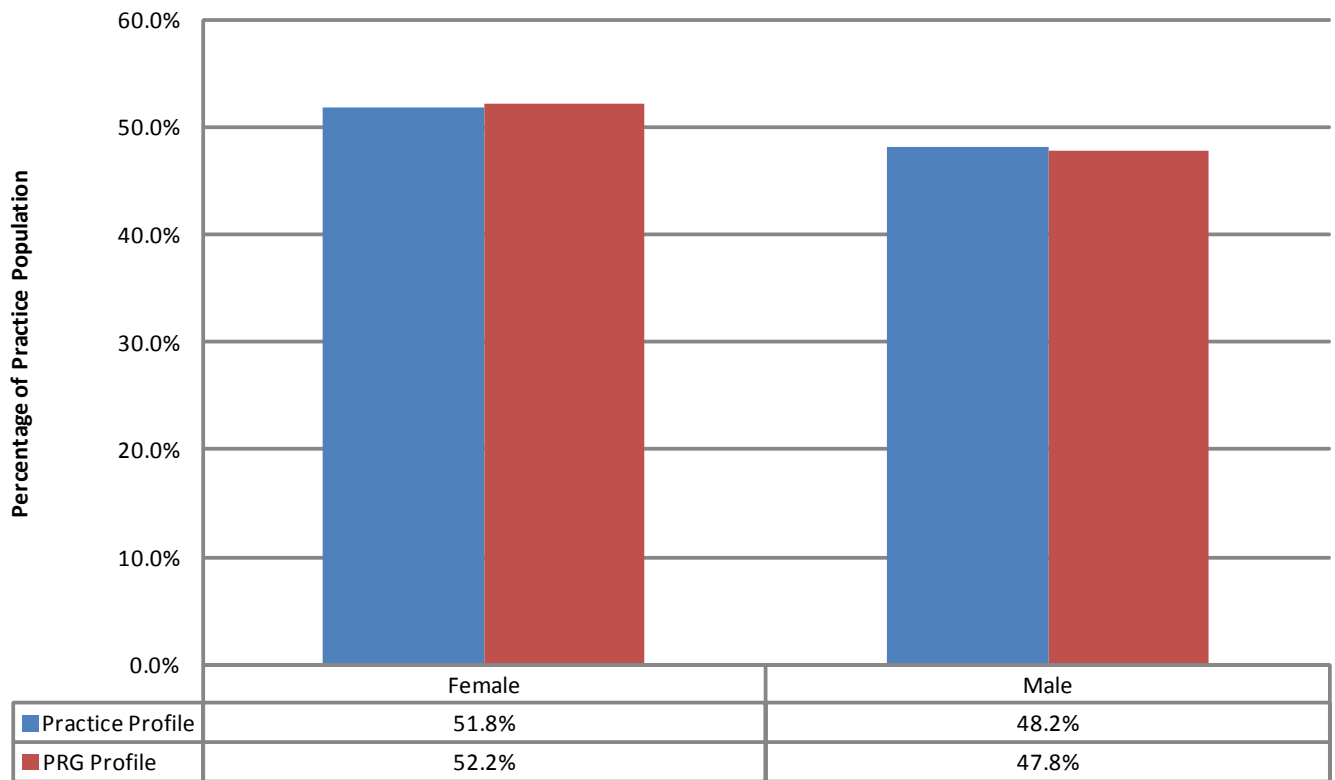
Practice List Size: 3559 Patients

PRG Size: 92



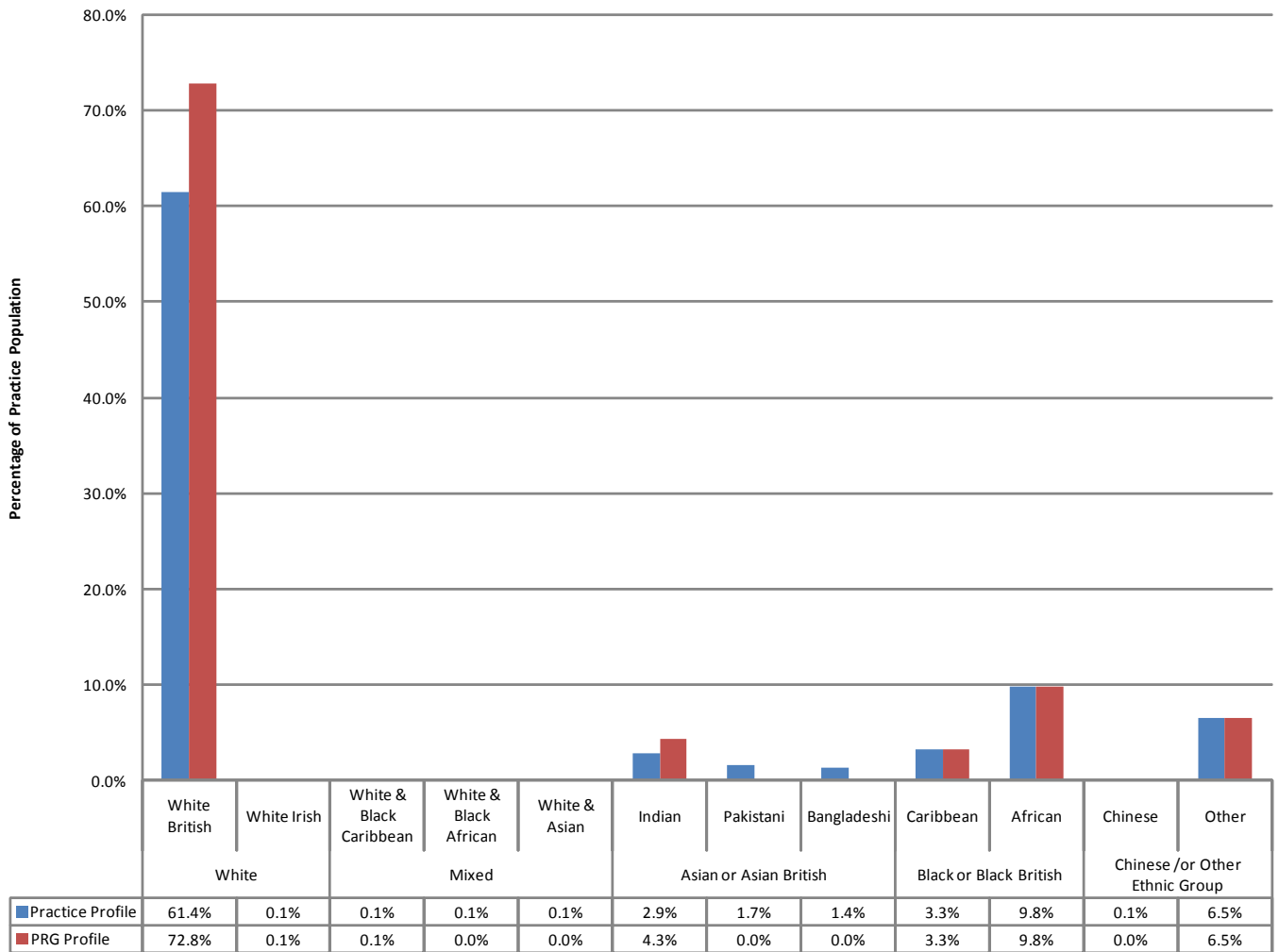
Under the minimum requirements of the Directed Enhanced Service, the PRG must contain at least 25 patients per 1000 registered with the practice. Based on our patient list size we have successfully achieved this. However, our PRG is over-representative of the ages 45-84, and under-representative of the ages 17-44. All efforts were made to fairly represent all age groups equally in the initial posting stage. However, as we also made the survey available at the surgery and online, we were dependant on people's willingness to participate, and also the amount of use the specific age groups make of the surgery and its services. This probably explains why the older age groups responded more. This is something we hope to improve in the future, with the encouragement and support of the PPG.

Gender Profile - Practice Compared to PRG



In terms of the gender profile of the PRG, it very closely matches that of the Practice population within 0.4%.

Ethnic Group Profile - Practice Compared to PRG



The requirements of the PRG to be representative of the whole practice group also applies to different ethnic groups. The survey was initially sent to a random selection of patients of all ethnic origins, as well as those who completed the survey at the surgery or online. Every effort was made to aim the survey at all ethnicities, and all surveys asked for the patients ethnic origin. However, as with the age factor, we were reliant on the rate of reply of each ethnic group to gain a fully representative PRG.

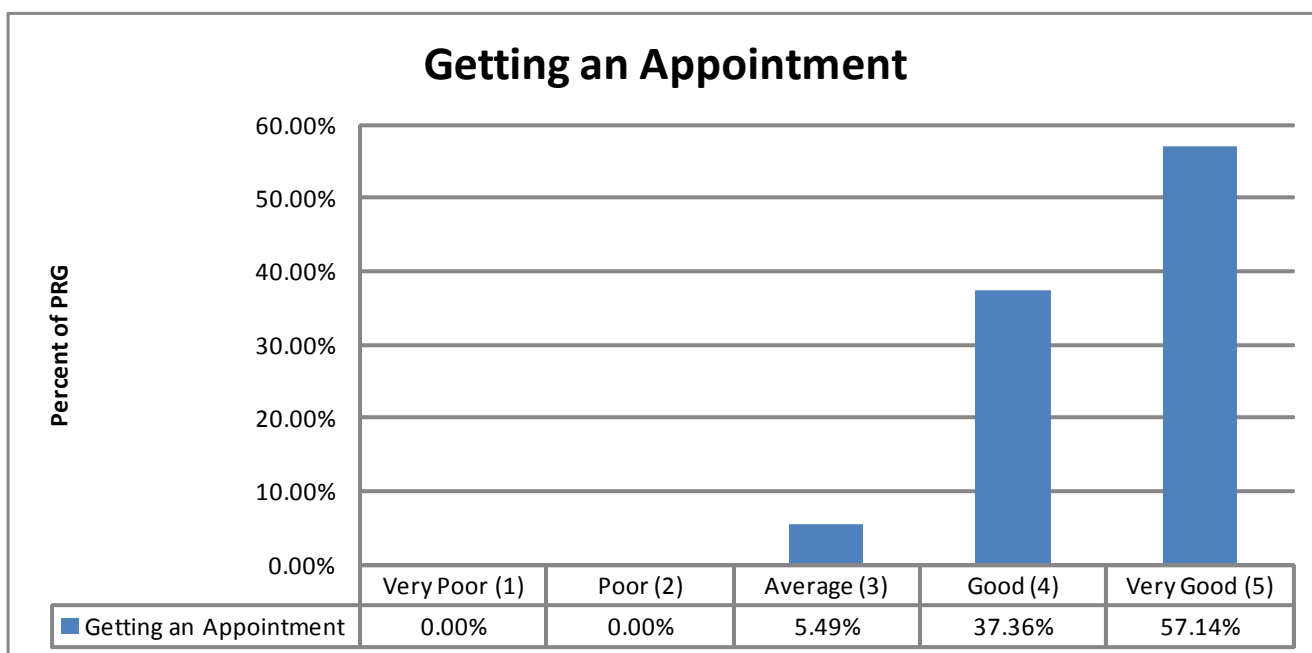
The largest ethnic group of the practice is White British at 61.4%, followed by Black African at 9.8%. This is reflected in the PRG, with White British being somewhat over represented and Black African fully represented. However we have a lack of representation of Asian or Asian British ethnicities, some mixed ethnicities and Chinese. These groups make up a smaller part of the practice population and are somewhat harder to target. This is something we hope to improve in next year's Directed Enhanced Service to gain fuller and balanced representation of all ethnic groups.



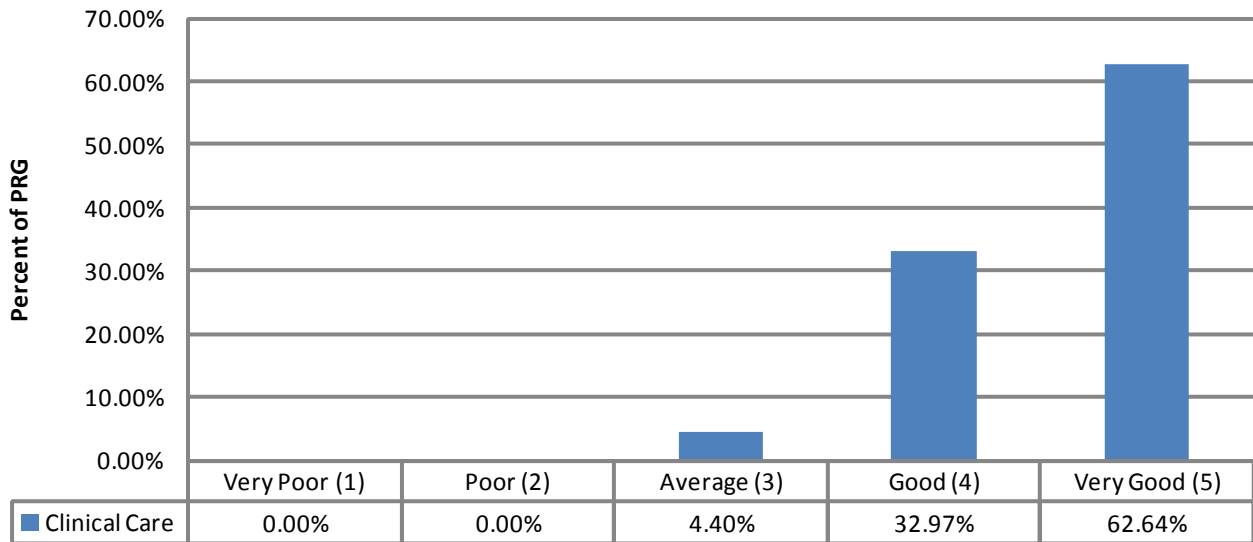
The Survey Results

The following results show the PRGs views regarding several key issues. For this part of the survey, the patient was asked to rate areas from 1 to 5 depending on how they feel the surgery performs; from Very Poor (1) to Very Good (5).

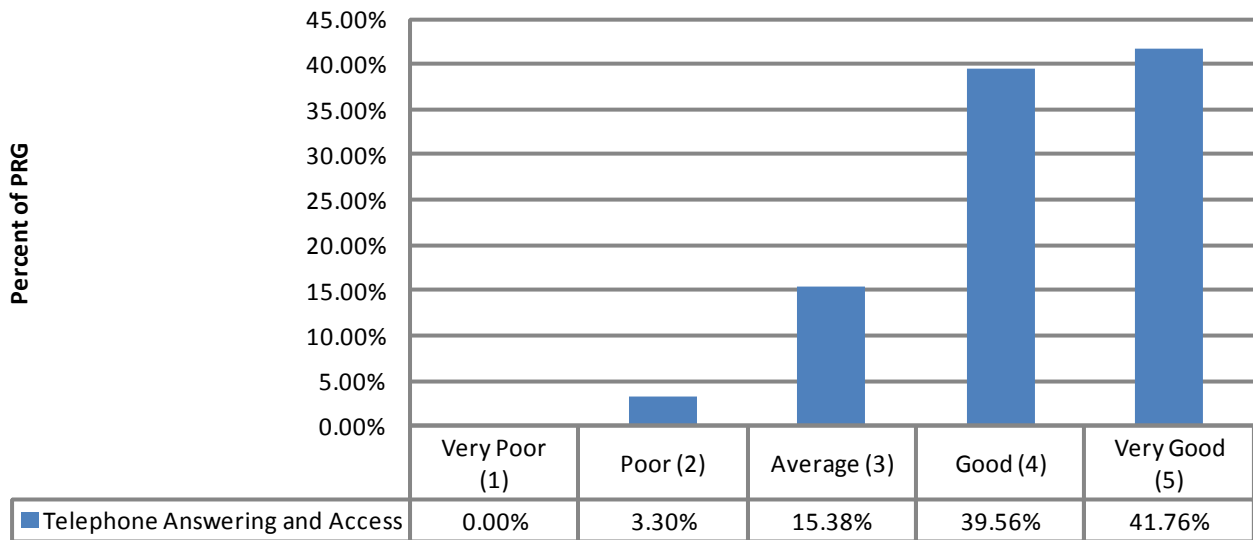
These result provided an instant picture of how the practice is performing, based on actual patient feedback, and provided discussion points for when the survey result were discussed with the PPG on behalf or the PRG.



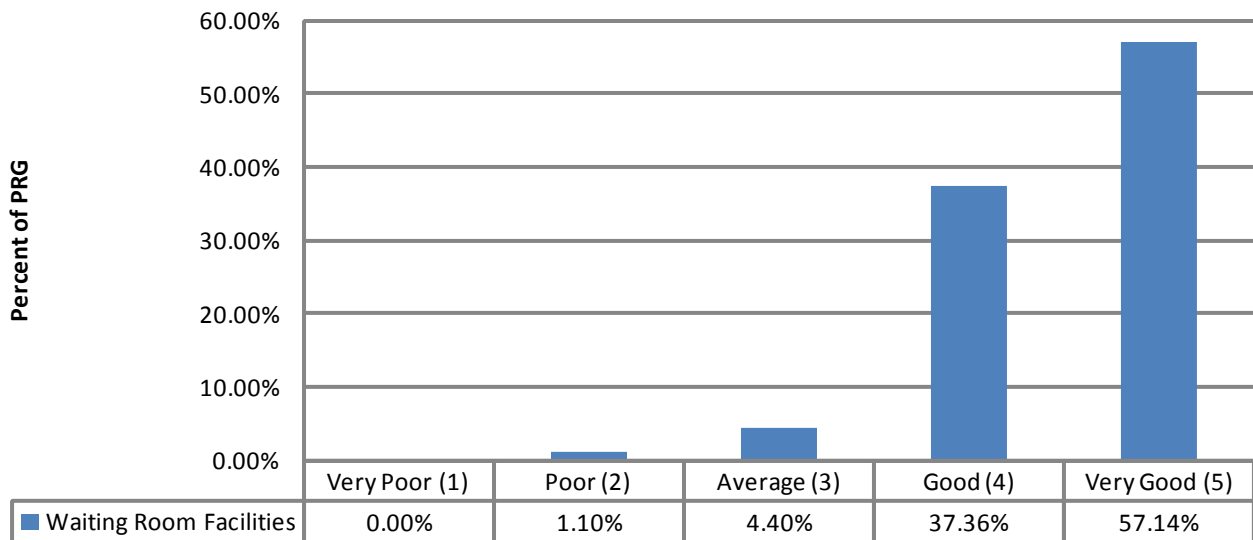
Clinical Care



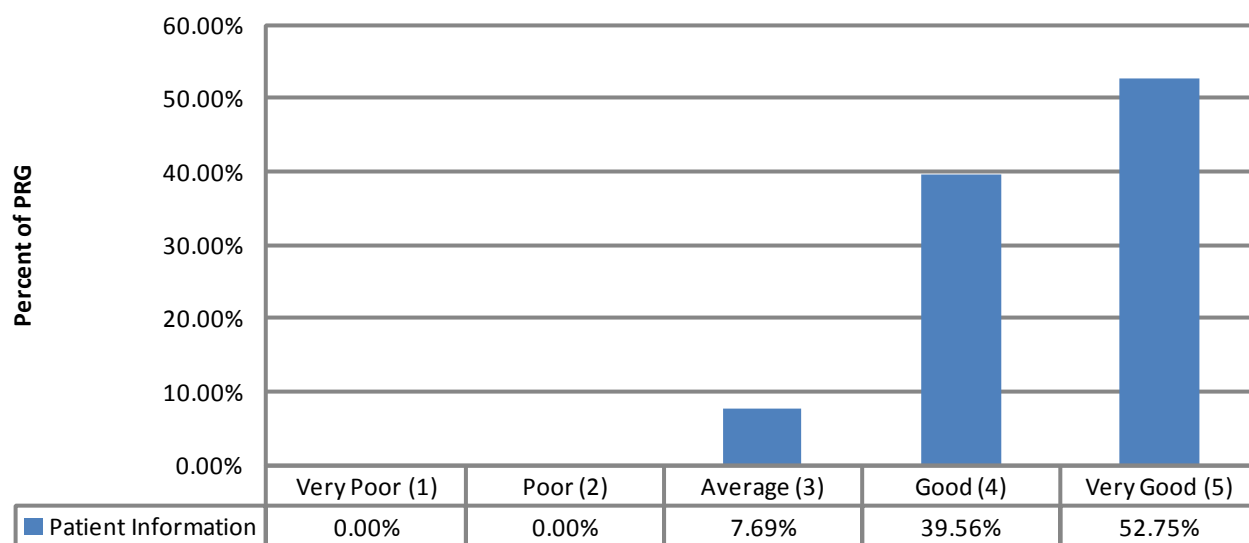
Telephone Answering and Access



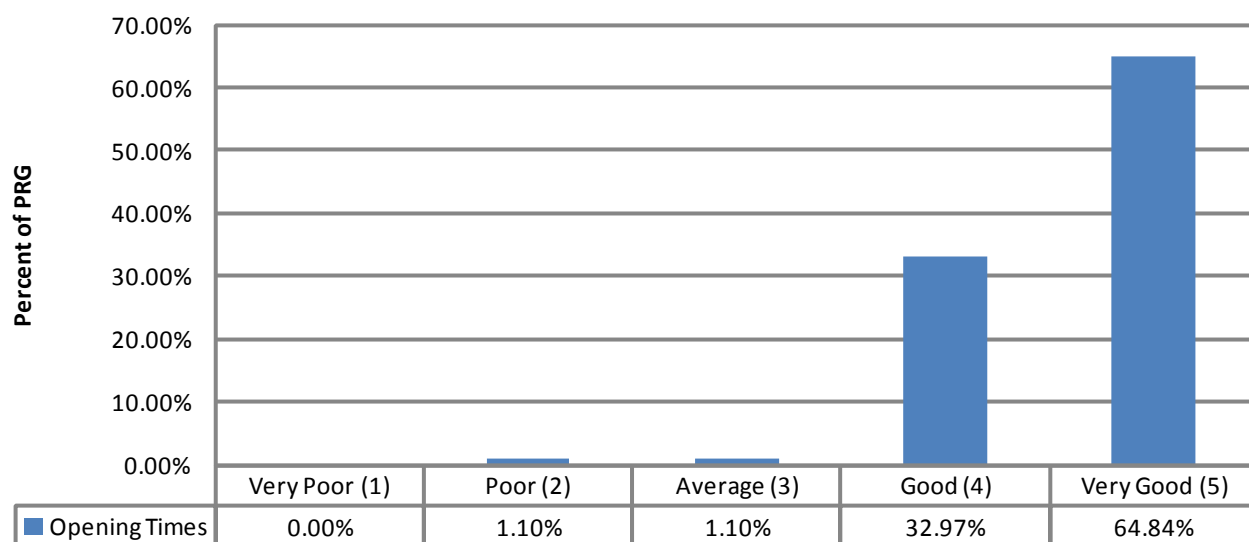
Waiting Room Facilities



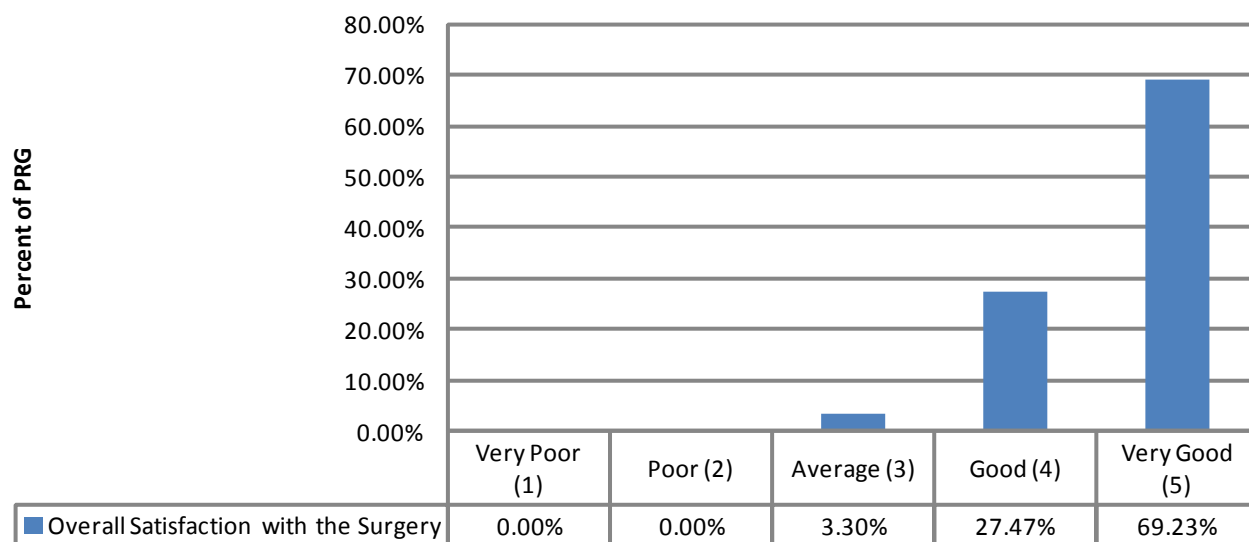
Patient Information



Opening Times



Overall Satisfaction with the Surgery



The result of the multiple choice section of the survey were discussed with the PPG acting as PRG in meeting on 27th February 2012. The response was that the overall feedback has been very positive, with most areas scoring over 50% for Very Good, and the Overall Satisfaction with the Surgery having a Very Good feedback of 69.23%. The main area of issue from these initial result was with that of Telephone Answering and Access, which had a lower overall positive feedback. This matter has been under previous discussion between the practice and PPG. Also for consideration was that of Waiting Room Facilities and Patient Information. It was agreed these possible Area for discussion would be considered in the post survey Action Plan.

Patient Comment Section

As part of the survey, patients we also asked to leave any comments if they wished to elaborate in more detail the earlier areas scored, or to describe any other issues they may have about the practices services. Theses points, which were presented anonymously to the PPG and Practice in the meeting, formed further points for discussion.

Comments regarding Telephone Access & Answering

"We pay for our home phone line rental which allows us to make calls to 01, 02 & 03 numbers without extra costs. The surgery phone number starting with 0844 costs us extra money and even more when we are waiting in queue."

"To contact the surgery for appointment there is no 0208 numbers, they are all 0844 or National Numbers which are very expensive. To book an appointment patients have to come in physically because the phone cost to the surgery is very high from my land line or mobile. Please try and sort this out for convenience sake. Thanks"

"The premium number is very expensive, on hold for long."

"Answer the phone more."

Comments regarding the Waiting Area and Facilities

"I don't like the waiting area. The seating are too close to each other. I don't like to phone for an appointment because it costs too much money."

"Waiting room facilities: (1) Magazines/ Bulletins, etc, should not be more than 2 months old. (2) More magazines & health bulletins about Men!!"

"Playing area for kids, this will keep them busy while patients wait for the doctor. Provision of toys or interactive toys should be OK."

Comments regarding Patient Access

"Waiting times - even when you arrive in good time for appointment you have to wait long"

"Wait for booking appointments is sometimes too long (cannot see Dr in the same week) Would help if Dr's pre-read patient notes prior to appointment especially for any ALLERGIES"

"I don't know why the receptionist ask to know why I want to see my doctor."

"Occasionally, delivery of my prescription to the local chemist is not done, which causes me inconvenience to rearrange."

Other Comments

"All staff very polite and helpful and cheerful when ever I've needed appointments and advice, etc. :-)"

"Moved here in June 2009 and moving to this practice was the best and most positive experience. Thank you."

"I joined Dr Ghosh around 3 months. I find Dr very nice and willing to help with my need and illness. Also Nurse Caroline I find to be Very Very helpful and concerned with my condition."

"As a patient of over 30 years and a member of the PPG of Dr Ghosh and his team, I have concluded that the practice is one of the best in the area."

"I have never had any problem with the surgery or the doctors."

"I would also like to add that the receptionist are friendly and very helpful with any queries that you may ask them."

"I am a patient in Gables Surgery and will like to comment them in their good and effective job. Their telephone access is very good and I find it easy to get through. Always very neat environment and satisfactory services."

"I am impressed with the community spirit the surgery has and the friendly staff. There is room for improvement however they are definitely taking steps in the right direction and i wouldn't go anywhere else if I could help it."

"This is an exemplary practice offering the best of care. My husband and I are extremely grateful to all concerned."

"I am very pleased with my diabetic care, it has been kept under control for 11 years."

"I am very grateful for the service you have given me and my family over the years. Thank you."
"Practice very nice and friendly."

"You should have a box for excellent! Friends of mine say their surgery does not compare."



Action Plan

In order to develop an action plan, the Patient Participation Group representing the PRG met on: Monday 27th February 2012 in the practice. The results of the survey were presented and then discussed and a follow up meeting was planned so that an Action Plan could be agreed.

Based on the results of the survey and in response to the comments received, the following action plan was drafted and agreed in meeting with the Practice Manager on 12 March 2012.

Telephone Answering & Access

The results of the survey has shown some concerned comments about the cost of ringing the surgery's 0844 telephone number, and patients being kept on hold for long periods when calling to get an appointment.

The surgery's 0844 telephone system is provided by NEG Surgery Line. Because of the practice's agreement with the provider, this cannot be changed to an alternative, as the contract is for a 7 year period, and is currently providing a good service for the surgery.

As there have already been several complaints about the delay in responding to telephone enquiries. To try and determine the reason for this, The Patients Participation Group organised a meeting on 16th January 2012 with Chris Bowstead of NEG Surgery Line, and the following information was discovered:

- 1) In the first hour of the surgery opening following the Christmas and New Year Break, there were 170 calls made to the surgery!
- 2) As you are aware, there are several "Messages" played before you are connected, but as there is only one person to answer the phone, it doesn't matter which option you choose – you only get to speak to Reception when your call gets through the queue!!
- 3) Calls to the surgery from BT landlines should cost no more than 5p a minute, although calls from mobiles will cost more.

In result of this meeting and the PRG input, the following action plan was agreed to help reduce the length of time patient are on the phone when calling the surgery:

- To streamline the process of calling the surgery by reducing these unneeded options and messages.
- To inform you of your position if you are in a long queue.
- The PPG agreed to produce a letter to the patients (to be put into the patient information folder) to ask for their cooperation, to help use the telephone more efficiently and effectively. This letter advises patients to call the surgery at the following time to avoid waiting in a long queue:
 - o For Routine appointments, please ring between 11.30am – 1.00pm and 5.30pm – 6.30pm
 - o For Results and Queries please ring between 1.00pm – 4.30pm

- o URGENT REQUESTS for Appointments and Home Visits please ring between 8.30am- 10.00am
- o To speak to Doctor or Nurse please ring between 11.30am-1.00pm and 5.00pm-6.00pm
- o Housebound request for prescriptions and non urgent visits please ring from 5.00pm – 6.30pm
- It was agreed that the surgery aims to answer all calls within 3 minutes of the person ringing. However, if it is extremely busy and you are kept waiting longer than this, you're advised to hang up and ring back later.

Waiting Area and Facilities & Patient Information

In regards to comments on the Waiting Area and its facilities, it was agreed that unfortunately, due to infection control regulations and safety, we cannot provide toys or a play area for children. The surgery will continue to do it's utmost to make the waiting area as pleasant an environment as possible for patients. The following points were agreed:

- To provide a magazine rack, with a variety up to date publications.
- To keep the seating area clean and well spaced, as sometimes the seating arrangement gets moved around, due to the space being used by the Baby Clinic and Tai Chi.
- To keep all patient and practice information posters, leaflets and folders in the waiting area up to date.

Other Areas for Action

Several comments left in the survey, concerned patients either having to wait for an appointment to see a doctor, and also concerned waiting to see the doctor once arriving at the surgery on time. The following action was agreed:

- All patients should be able to see a Doctor within 48 hours, and Practice Nurse within 24 hours.
- The practice will produce an information poster to guide patients when booking appointments, this information will also be available on the practice website and on the Digital Display Board in the waiting area.
- In light of recent high rates of patients failing to attend their appointments, the practice is now sending out DNA (Did Not Attend) letters to all patients who fail to attend their scheduled appointment without prior warning or cancellation. The practice will also make these DNA figures for each quarter available in the Patient Information Folder, on posters, and on the practice website, to reminder people to "KEEP IT, OR CANCEL IT!" as these missed appointments are a waste of practice resources and time, and could be offered to other patients that need to see the doctor!

- In terms of the waiting time to see the doctor once arriving at the surgery, the practice aims to keep this as short as possible. The doctor/ nurse do their utmost to keep their clinics on schedule. However there are unforeseen circumstance when emergencies arises, or the previous patient's consultation overruns, which has a knock on effect for the rest of the appointment times.
 - o It was agreed that the practice will produce a poster informing patients about the standard 10 minute appointment length, when seeing the doctor or nurse. It will also advise, if you wish to see a doctor or nurse regarding a number of problems, then you can request an extended 20 minute appointment. This avoids the overrunning of appointments and possible delay to other patients.
 - o The Receptionist will ask your reason for making an appointment. This is entirely voluntary, and you have the right not to divulge this information. However, it is helpful as they can then advise if you require a longer appointment, and make a note on the computer, so the doctor is prepared for you consultation and history before you arrive, to minimise delay.

There were no changes to services arising from the agreed actions that required agreement with the PCT.

Distribution of this Report

- o Copies will be made available to read in the Surgery Waiting Area.
- o It will be available on the surgery website (www.gablessurgery.com)
- o Patients in the PRG who provided us with an email address will get an email from us with a digital copy of the report attached.
- o Copies will be presented to the PPG at their next meeting.
- o Posters will be produced to inform patients about the report/ survey results.



Surgery Opening Times

As a result of the survey we did not changed our opening times.

They are:

Monday	–	8.30am to 8.30pm
Tuesday	–	8.30am to 8.30pm
Wednesday	–	8.30am to 1.30pm Baby Clinic: 1.30pm to 3.00pm
Thursday	–	8.30am to 6.30pm
Friday	–	8.30am to 8.30pm
Saturday	–	9.30am to 11.30am
Sunday	–	CLOSED

Telephone Access

You can call the surgery on: **0844 815 1490** (Fax: 0844 815 1491) at the following times:

Monday	–	8.30am to 6.30pm
Tuesday	–	8.30am to 6.30pm
Wednesday	–	8.30am to 1.00pm
Thursday	–	8.30am to 6.30pm
Friday	–	8.30am to 6.30pm
Saturday	–	9.30am to 11.30am
Sunday	–	CLOSED

Surgery Reception

The surgery Reception is open at the following times:

Monday	–	8.30am to 8.30pm
Tuesday	–	8.30am to 8.30pm
Wednesday	–	8.30am to 1.00pm
Thursday	–	8.30am to 8.30pm
Friday	–	8.30am to 8.30pm
Saturday	–	9.30am to 11.30am
Sunday	–	CLOSED

Doctor Surgery Hours

Appointment to see a Doctor are available at the following times:

Monday	–	9.00am-12.00pm	&	2.00pm-4.00pm	&	4.00pm-6.00pm
Tuesday	–	9.00am-12.00pm	&	4.00pm-6.00pm		
Wednesday	–	9.00am-12.00pm				
Thursday	–	9.00am-12.00pm	&	2.00pm-4.00pm	&	4.00pm-6.00pm
Friday	–	9.00am-12.00pm	&	3.00pm-5.00pm	&	4.00pm-6.30pm

Nurse Surgery Hours

Appointment for the Practice Nurse are available at the following times:

Monday	–	8.30am to 12.00pm	&	3.40pm to 6.30pm
Tuesday	–	8.30am to 12.00pm	&	3.40pm to 6.30pm
Wednesday	–	8.30am to 12.00pm		
Thursday	–	8.30am to 12.00pm	&	2.00pm to 4.30pm
Friday	–	8.30am to 12.00pm		

Extended Hours Opening

We are open at **evenings and weekends** at the following times
for Doctor & Nurse:

Doctor Extended Hours

Monday	–	6.30pm	to	8.00pm
Tuesday	–	6.30pm	to	8.30pm
Friday	–	6.30pm	to	8.00pm
Saturday	–	9.30am	to	11.30am

Nurse Extended Hours

Monday	–	6.30pm	to	8.00pm
Tuesday	–	7.00pm	to	8.00pm

**Outside of these times please call
PELC Out of Hours GP Service on: 0845 075 0495**