



**2018-2019 PATIENT PARTICIPATION
ENHANCED REPORT – L.L. MEDICAL CARE
LTD (AGARWAL & AGRAWAL PRACTICE)**

PRACTICE CODE F86625

**PUBLISHED ON: FRIDAY, JUNE 14, 2019
PUBLISHED BY: IT AND ADMINISTRATION
TEAM**

**Waltham Forest Area Team
2018/2019 Patient Participation Enhanced Service Report**

Practice Name:	L.L. Medical Care Ltd (Agarwal & Agrawal Practice)		
Practice Code:	F826625		
Postcode:	E11 4HX		
Signed on behalf of the practice: <u>Debra Garey</u>		Date:	Friday, June 14, 2019
Signed on behalf of the PPG: <u>Asha Rahman</u>		Date:	Friday, June 14, 2019

1. Prerequisite of Enhanced Service Develop/Maintain a Patient Participation Group (PPG)

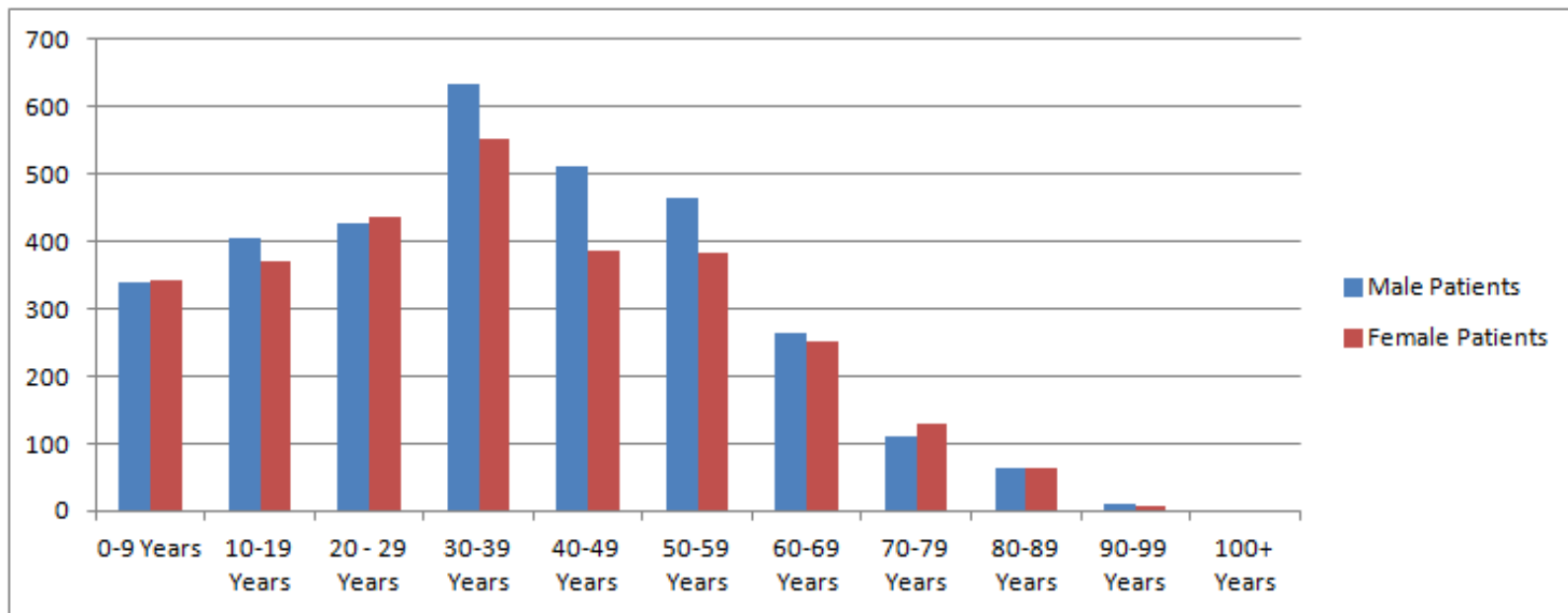
Does the practice have a PPG?	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>		
Method of engagement with PPG:	Face to face <input checked="" type="checkbox"/>	Email <input checked="" type="checkbox"/>	Other (please specify)	Link on Website <input checked="" type="checkbox"/>
Number of members of PPG:	10			

L.L. MEDICAL CARE LTD (AGARWAL & AGRAWAL PRACTICE) PRACTICE CODE: F86625

Describe steps taken to ensure that the PPG is representative of the practice population in terms of gender, age and ethnic background and other members of the practice population:

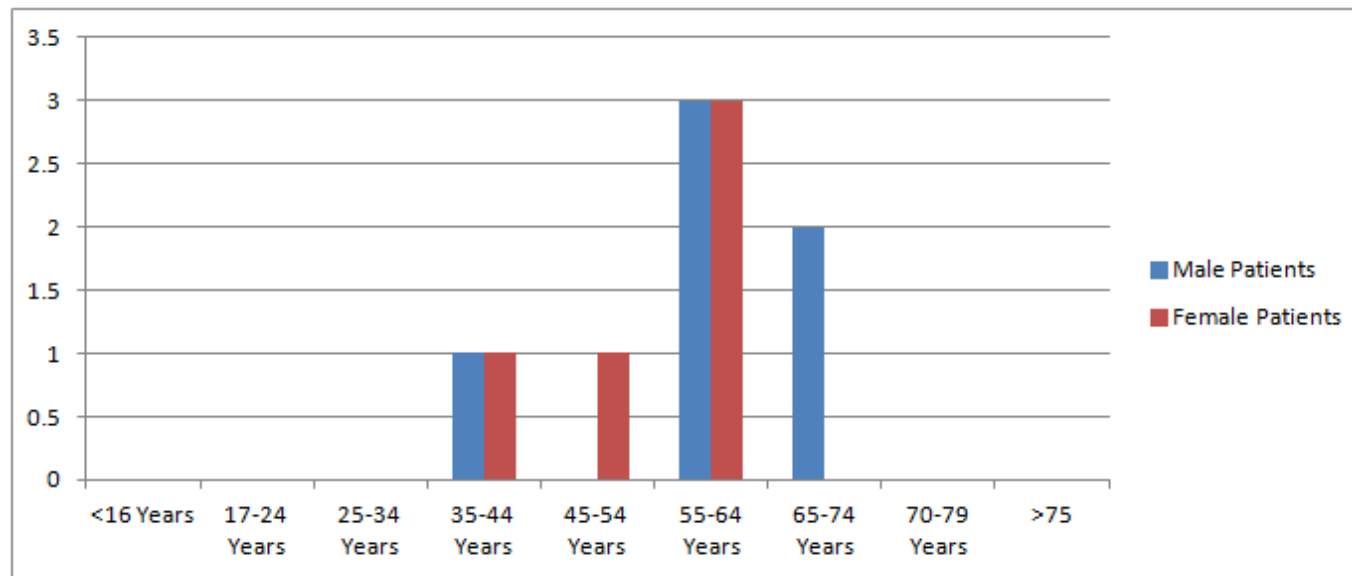
DETAIL THE GENDER MIX OF PRACTICE POPULATION

	0-9 Years	10-19 Years	20 - 29 Years	30-39 Years	40-49 Years	50-59 Years	60-69 Years	70-79 Years	80-89 Years	90-99 Years	100+ Years	Totals Number of Patients
Male	338	404	428	633	513	463	263	110	63	9	0	3224
Female	342	372	435	552	386	383	252	128	65	7	0	2922
Total	680	776	863	1185	899	846	515	238	128	16	0	6146



DETAIL THE GENDER MIX OF PPG

	<16 Years	17-24 Years	25-34 Years	35-44 Years	45-54 Years	55-64 Years	65-74 Years	70-79 Years	>75	Totals Number of PPG Members
Male				1		3	2			6
Female				1	1	3				5
Total	0	0	0	2	1	6	2	0	0	11



Are there any specific characteristics of your practice population which means that other groups should be included in the PPG? e.g. a large student population, significant number of jobseekers, large numbers of nursing homes, or a LGBT community?

Yes No

If you have answered yes, please outline measures taken to include those specific groups and whether those measures were successful:

2. Review of patient feedback

Outline the sources of feedback that were reviewed during the year:

- The use of physical and web-based questionnaires via the reception and clerical staff of the practice and Survey Monkey.
- Viewing our page on NHS Choices and responding to patient's comments.
- Friends and Family Test (FFT).

All our promotional material is available both in-house and online.

We have posters advertising the PRG both in our waiting areas and on our reception desk, as well as animation and links to PRG applications, PRG questionnaires, practice leaflets and so on.

The staff, should they run out of the documents, have been trained and shown where to download and print these documents.

There is also a main folder which is easily accessible to the David and Debra. This folder is maintained by our website developer, who constantly monitors the survey monkey questionnaires and also monitors our FFT (Friends And Family Test) scoring.

The total number of random patients that responded to the survey was 39 out of 50, and the questions that were asked were discussed and approved with the practice.

A variety of communication methods were used to obtain as many questionnaires as possible by the Friday 26th April 2019, to allow the data collected more accurate and precise, the most used method of collecting and analysing the questionnaires was completed by our website developer, who spent Thursday and Fridays approaching and explaining the importance of the survey to our patients.

Questionnaires;

- Were handed out and completed by patients either before or after an appointment by our website developer and reception staff.
- Were completed online via the use of Survey Monkey, this included the submitting of questionnaires that had been collected by our website developer.

39 questionnaires in total were received back before the deadline. We hold a diverse cultural community in our practice and the original questionnaire is available in-house and can be translated via Google Translate into other European languages.

The data was analysed using Survey Monkey. This permitted us to present the outcome in charts and graphs to make it presentable, clear and concise for our patients.

Please see appendix 1 for a graphical breakdown of our PPG survey.

A hard copy of the preliminary report is stored in backroom reception area, please ask the practice manager to see it, if it is necessary.

Friends and Family Test;

All patients were asked to complete a FFT given to them by the Dr's, nurse's and receptionist's, and were entered in the first week of every month onto the CQRS system. FFT's can now be submitted online via a Survey Monkey questionnaire, much like the PPG questionnaires.

The FFT's are also filed and stored in-house, alongside an Excel spreadsheet that monitors the monthly FFT score for the practice (please see appendix 4).

This spreadsheet will continue be used alongside the CQRS system to better our understanding and views of the patients.

There was also a Word document created to record the comments of the patients, this again is stored in electronic copy on the system, with a sample of views ready to be addressed at future PPG meetings.

How frequently were these reviewed with the PRG?

At our last meeting on the Tuesday 18th September 2018

3. Action plan priority areas and implementation

Priority area 1

Description of priority area:

Booking Appointments – The majority of the negative feedback derived from patients not being able to contact the practice via the telephone system to book an appointment or discuss other medical issues such as handling prescriptions, blood test results, and referrals and so on.

Call Backs - All patients who are waiting for a callback from the practice should have the request recorded in the patients file on EMIS, and messages for callbacks should be relayed back to the GP, nurse, administrator or the practice manager.

What actions were taken to address the priority?

There are now 2 receptionists present from 8am, handling the booking of patient appointments, prescriptions and other requests. We have lost 2 receptionist, however the 2 that have left have been replaced with Sandra and Wendy.

Appointments can still be booked at the reception and online, with 25% of appointments able to being booked by all patients who have signed up and use online services.

The best time to contact the practice regarding other medical queries via the telephone is between 2.30PM and 4.30PM. This was referenced on the practice website and NHS Choices page shortly after our meeting in September of 2018.

The practice will not be implementing a patient touch screen service, due to financial constraints.

Patients are still able to register for online services, and continues to allows patients to book appointments, request prescriptions and view parts of their medical history.

When requesting their medical history, the online registration form has been updated with selected options to protect patient confidentiality.

A new telephone system has also been rolled and used by all members of practice staff.

Result of actions and impact on patients and carers (including how publicised):

Impact on patients - Patients have been made aware of the changes on the website, practice leaflet and notice boards.

Impact on carers - Same as above

Priority area 2

Description of priority area:

Removal of the fax system – All correspondence between the patient, practice and medical facilities/services (Doctors, hospitals, x-ray departments and so on) are now sent out via email to and from the practice.

What actions were taken to address the priority?

All reference to the pre-existing fax service have been removed from the website and our NHS Choices page, and all patient related documents (practice leaflets, registrations forms, feedback collection forms and so on).

Result of actions and impact on patients and carers (including how publicised):

Impact on patients – The use of Email is quick and secure, all correspondence will be sent and received from all parties quickly and efficiently.

Impact on carers - Same as above

Priority area 3

Description of priority area:

Online Services – More patients are now registering and using online services, this evident from questionnaire responses, where 25 out of the 39 highlighted that not only do they use telephone and face-to-face, they also use online services

What actions were taken to address the priority?

Online Services such as booking online appointments, requesting repeat prescriptions, viewing personal medical history are still being pushed out by our staff, and more patients are downloading and completing online registration themselves

Appointments can still be booked at the reception and online, with 25% of appointments able to be booked by all patients who have signed up and use online services.

There is a practice target of 75% of our appointments to be booked via online services, which should allow our receptionists to handle those patients booking the remaining 25% into appointments, handling other patient queries either face to face with the patient or over the telephone.

During the collection of the PPG questionnaires, David provided those patient whom were unaware of the online services, copies of the online services registration form and also pointed out to them via his iPad, where patients could find them and more information about the online services on the website and on the practice NHS Choices page.

Result of actions and impact on patients and carers (including how publicised):

Impact on patients - Registration forms are still available to be downloaded from the Documents page on the website and are available on request from the reception, receptionists are also aware of where to find the documents on the computer when they need to print them in for the patient.

Patients will be asked and given information at the reception desk, and the Appointments page on the practice website has been updated with information and external links to the NHS Online Services web page.

Impact on carers - Same as above

Priority area 4

Description of priority area:

Patient Participation Group - PPG questionnaires are handed out, can be collected from the reception desk or now completed online. PPG member's are still advised via email to complete an online PPG questionnaire.

All comments are still recorded in a word document and used in analysing the results.

When it comes to PPG recruitments, our member's were asked if they knew any other patients, either they be family or friends, if they would like to become part of the PPG.

What actions were taken to address the priority?

The newsletter is now used to promote services and general news of the practice and changes in NHS services.

They are collated and filed in a PPG folder which David and Debra only have access to. The contents of the PPG folder are readily available for viewing by a member of the CCG when it our turn to be visited by them.

Newsletters are also available from the top of every page on the website, and also from the website Documents page.

Result of actions and impact on patients and carers (including how publicised):

Impact on patients - Poster and notice board material and designated on pages of the website need to updated to reflect the date and time of the next PPG meeting

Impact on carers - Same as above

Priority area 5

Description of priority area:

Friends And Family Test - The FFT's are handed out by the receptionists and David, and can still be collected from the reception desk and the results are submitted every month. Not all patients leave comments in the space provided for them, and to monitor the comments for feedback, the FFTs with comments are recorded as a percentage. The FFT results are displayed on the PPG board as a pie chart for patients to view.

All comments are recorded in a word document over the next period to save time on analysing the results.

What actions were taken to address the priority?

FFT's will continue to be handed out as they were before, and are still able to be completed online via a Survey Monkey questionnaire.

They are collated and filed in a FFT folder which David and Debra only have access to. The contents of the PPG folder are readily available for viewing by a member of the CCG when it our turn to be visited by them.

Result of actions and impact on patients and carers (including how publicised):

Impact on patients - Patients have been made aware of the changes on the website, practice leaflet and notice boards.

Impact on carers - Same as above

Priority area 6

Description of priority area:

Sicknotes – Some of the patients seem to have had a difficulty in obtaining or discussing their sicknotes.

What actions were taken to address the priority?

All locums and GP's can issue sicknotes. An SCT2 can be downloaded from the practice website and our NHS Choices page for patients to complete and brought into the practice to make an appointment with their GP to discuss.

Nurse practitioners can alter sicknotes and prescriptions, but they need to be signed by a GP.

Result of actions and impact on patients and carers (including how publicised):

Impact on patients - Patients will be made aware during their appointments when the subject of a sicknote is raised.

Impact on carers - Same as above

Priority area 7

Description of priority area:

Pharmacy Services – The increased cost of pharmacy medicines and the issuing of prescriptions.

There have been issues with onsite pharmacy, sometimes prescriptions care lost or need to be chased up by the pharmacy, the practice and the patients

What actions were taken to address the priority?

This will be raised and handled with, in the next practice meeting.

Result of actions and impact on patients and carers (including how publicised):

Impact on patients – Patients have been made aware of the changes on the website, practice leaflet and notice boards.

Impact on carers - Same as above

Priority area 8

Description of priority area:

GDPR – Since the replacement of the Data Protection Act, all patient information (personal and health related) from May 2018, all personal and health information remains a key area with the practice.

What actions were taken to address the priority?

The practice now has a Data Protection Officer (Radja Mutchuswamy) who ensures that all patient information is private and well managed in accordance with GDPR.

Result of actions and impact on patients and carers (including how publicised):

Impact on patients - The Patients have been made aware of the changes on the website, practice leaflet and notice boards.

Impact on carers – Same as above

Priority area 9

Description of priority area:

Travel Immunisations – Travel immunisations were able to be booked at the reception desk.

What actions were taken to address the priority?

Patients, who wish to travel abroad will need to book an appointment with the practice nurse. This should be within **4-6 weeks** before travelling.

The practice has a duty to provide nursing care to all patient's and has to create a balance of appointment types. For this reason, a maximum of 3 patient's can be booked into any one nursing session for travel vaccinations. Some families may have to be booked over more than one session.

2 appointments are required;

1. Please make sure that all patients have completed an travel risk assessment form before they attend their 1st appointment, as they may not be seen without the completed form.
2. The 2nd appointment is for being given the immunisation (s).

Please note that not all travel immunisations are not available on the NHS.

Result of actions and impact on patients and carers (including how publicised):

Impact on patients – The Travel Immunisations tab on the website has been updated with the new requirements, and a link to the travel assessment form. This has also been highlighted on the practice NHS Choices, and poster material is available on all practice notice boards, reception areas and in the nurse's room.

Impact on carers – Same as above

Priority area 10

Description of priority area:

Blood Test Appointments – Booking blood test appointments at Langthorne Health Centre

What actions were taken to address the priority?

All blood tests are now booked online or booked via the kiosk, blood tests can be booked at the following locations (please see the website or media material around the practice for a booking link)

- Silverthorne Medical Centre, 2 Friars Close, E4 6UN, from 8.15am to 12.30pm Monday to Friday
- St James Health Practice, 47 St James St, Walthamstow, London E17 7NH, from 8.15am to 12.30pm Monday to Friday, with an afternoon clinic from 1.15pm to 5.30pm Monday to Friday also
- Langthorne Health Centre, 13 Langthorne Rd, London, E11 4HX, from 8.15 to 12.30 Monday to Friday mornings

Blood test appointments can now be booked from the Langthorne Health Centre until 5.00pm Monday to Friday.

Result of actions and impact on patients and carers (including how publicised):

Impact on patients – Poster and notice board material and website images, animations and designated on the pages of the website need to updated to reflect these changes

Impact on carers – Same as above

Priority area 11

Description of priority area:

Patient Care Networks (PCN) – Booking A PCN is a collection of practices and other services in a particular area.

Our area includes Harrow Road, Triangle House, Dr Sharma's, Dr Kiyani's and our practice L.L Medical Care Ltd (Agarwal & Agrawal Practice).

What actions were taken to address the priority?

The introduction of the scheme is ongoing.

Result of actions and impact on patients and carers (including how publicised):

Impact on patients – Medical and other reception staff can be borrowed and work between the above 5 practices on an allocated scheme, allowing patients to be seen quicker and to improve patient care. This is still a work in progress.

Impact on carers – Same as above

Priority area 12
<p>Description of priority area:</p> <p>Waltham Forest GP Enhanced Services – There are now 5 hubs and they are located in the following five practices and appointments are available for anyone who is registered with any GP practice in Waltham Forest;</p> <ul style="list-style-type: none">- Triangle House Health Centre- Higham Hill Medical Centre- Handsworth Medical Centre- Allum Medical Centre- The Grove Medical Centre
<p>What actions were taken to address the priority?</p> <p>Poster and notice board material and website images, animations and designated on the pages of the website need to updated to reflect these changes</p>
<p>Result of actions and impact on patients and carers (including how publicised):</p> <p>Impact on patients – People living in Waltham Forest are now able to make an appointment to see a GP in the evening and at weekends. These appointments are funded by Waltham Forest CCG and are delivered by Waltham Forest FEDNET.</p> <p>Impact on carers – Same as above</p>

Progress on previous years

If you have participated in this scheme for more than one year, outline progress made on issues raised in the previous year(s):

- The practice leaflets, practice charter and NHS fact sheets were translated into a range of languages used by the growing number of EU and patients from other countries and ethnic backgrounds, and are going to be updated when changes occur in the practice.

The practice leaflets have now been reviewed and have been replaced with smaller versions.

- Patients are now being made more aware of the FFT's and are now completing them and handing them in, the website link will be used to collect submissions and David can use this to inform the practice when submissions are discovered and inform the practice to update them, before they are submitted onto CQRS. The spreadsheet will still be used to keep a running score over the 2019/2020 period.
- More documents have been made available on the Documents page on the website and it has been organised into their areas of relevancy for easy access and understanding.
- The notice boards have been updated and monitored every time a new or current service has been introduced and this will continue to be part of normal practice. Reflections of relevance have been and will continue to be visible on the practice website, again this will be part of normal practice and the website will be date stamped every time content is changed.
- The use of online services will continue to be monitored and more patients will be made aware and will be included in the scheme.

4. PPG Sign Off

Report signed off by PPG: Yes · No

Date of sign off: **Sunday, 16 February 2020**

1. How has the practice engaged with the PPG:

Meetings are regularly held (up to 3 a year), with PPG member's involved in all preliminary reports and their views and comments outlined in PPG meeting minutes. Meetings are arranged via phone and email, and days and times of minutes are displayed on the PPG notice board, practice website and practice NHS Choices page.

All PPG questionnaires are available via the receptionists, through David and can be downloaded and printed from the practice website and practice NHS Choices page.

They can also be completed online via an online link to Survey Monkey, where questionnaire results are automatically analysed and prepared in graphs for clarity and easy display. The results can also be exported into MS Excel where they can be included in all PPG reports.

2. How has the practice made efforts to engage with seldom heard groups in the practice population?

Advertised material in waiting rooms, notice boards, front desk area, website, and discussed in appointments (face-to face).

3. Has the practice received patient and carer feedback from a variety of sources?

Yes, PPG questionnaire given out by clerical and health practitioners and David.

4. Was the PPG involved in the agreement of priority areas and the resulting action plan?

Yes

5. How has the service offered to patients and carers improved as a result of the implementation of the action plan?

- Patients have been made aware of changes online and in our reception and waiting room areas.
- From the survey and meeting, patients have requested that the practice extend their opening hours to include those who work late and can't attend appointments during normal working hours (8.00am-5.00pm), therefore hours were extended on Mondays, Tuesdays, Wednesdays and Fridays until 7.30pm, with Thursday remaining a half day until 1.00pm, but from 1.00pm – 6.30pm, **the reception is still open, but only for patient queries and prescriptions, as all medical appointments at this time are managed by GP extended services.**
- Patients found that the telephone lines were busy at times and requested that the telephones be extended until 8.00pm on a Monday and Tuesday, and 7.00pm on Wednesday and Friday, with Thursday mornings being used for appointments and the remainder of the day, being used for patient queries, prescriptions and test results.

A message was put on the NHS Choices page to reference the best time to contact the practice via the telephone, is between 2.30PM and 4.30PM.

6. Do you have any other comments about the PPG or practice in relation to this area of work?

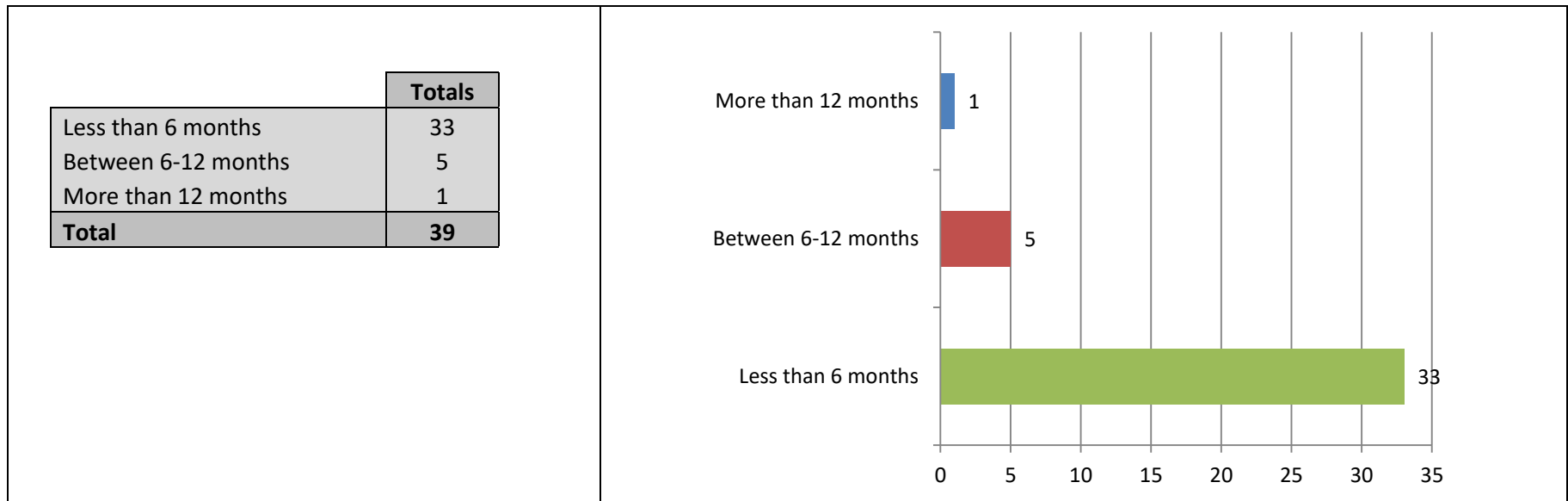
We have a good co-operative relationship with our PPG member's and our patients, and we rely on them in receiving feedback from the community which the surgery serves as well as updating changes and developments in the service patients are given.

APPENDIX 1 – SURVEY QUESTIONS AND ANSWERS

1. Please enter your email address.

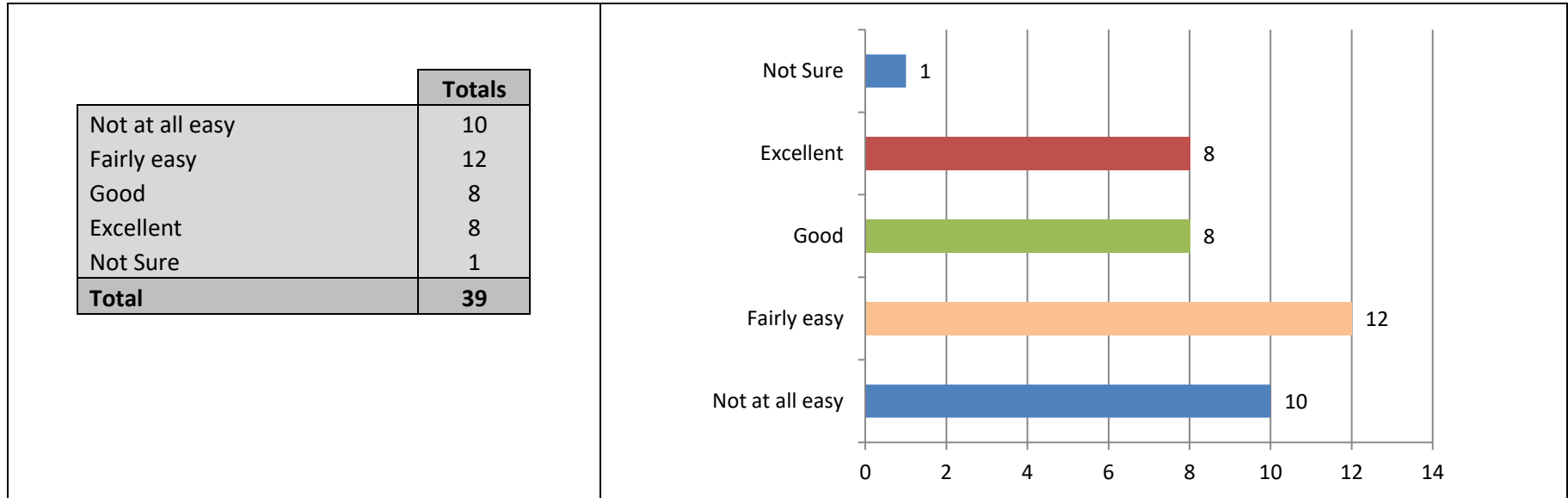
This answer is confidential and stored on Survey Monkey and hard copy completed questionnaires. Only the practice manager and web developer have access to Survey Monkey.

2. When did you last attend your GP surgery?



- Call holding times can be a bit consuming
- It is sometimes hard to make an appointment
- I've waited longer than 10 minutes before getting an answer
- I wish they allowed us to be booking appointments in advance as most of the time, my days off I have to suffer until I get a day off for an appointment
- Great staff, but the phone needs an upgrade
- With my work, my phone is often on silent and by the time I ring to make an appointment, all the appointments have been taken
- I've found they are very easy to get through
- There have been some long queues on the telephone, therefore the appointments are all gone by the time you manage to speak to a receptionist
- The medical services provided are excellent
- As I live around the corner from the surgery, I always come in to make an appointment

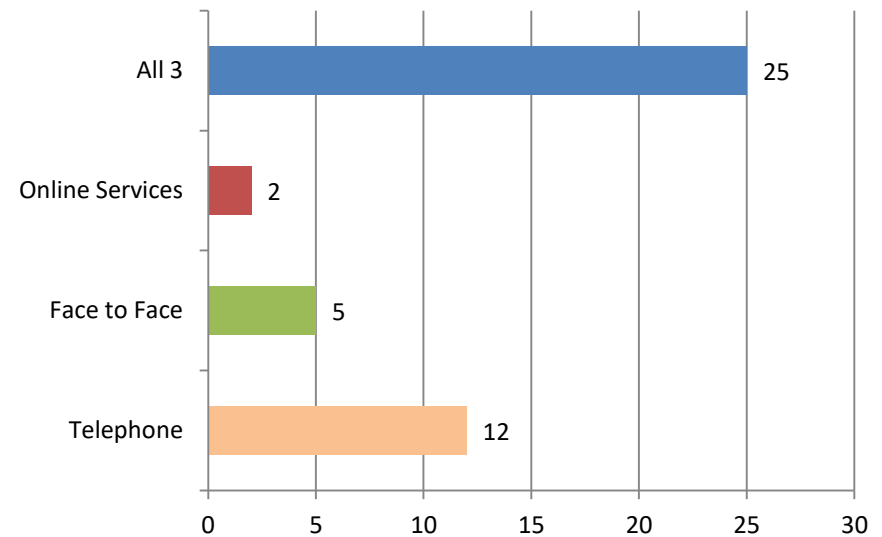
3. In the past 6 months how easy have you found the Getting through to the surgery via the telephone?



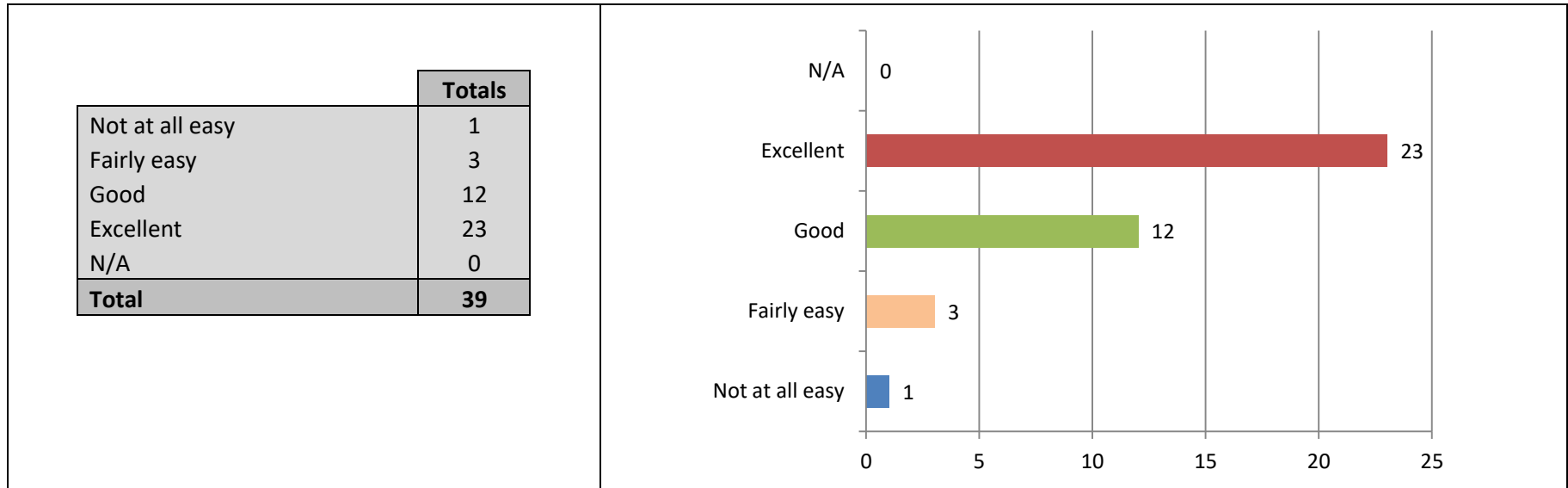
4. Based on your answer to question 3, how would you like to make an appointment with the practice? – **Online services were introduced in 2017 to make it easier for patients to book appointments from a mobile device (laptop, phone, ipad), from the comfort of their own home in an effort to make it easier for patients and GP practices, saving time and helping to reduce the workflow, giving more time to receptionists to answer patients queries at the reception desk**

	Totals
Telephone	12
Face to Face	5
Online Services	2
All 3	25
Total	44

Some patients ticked this option also



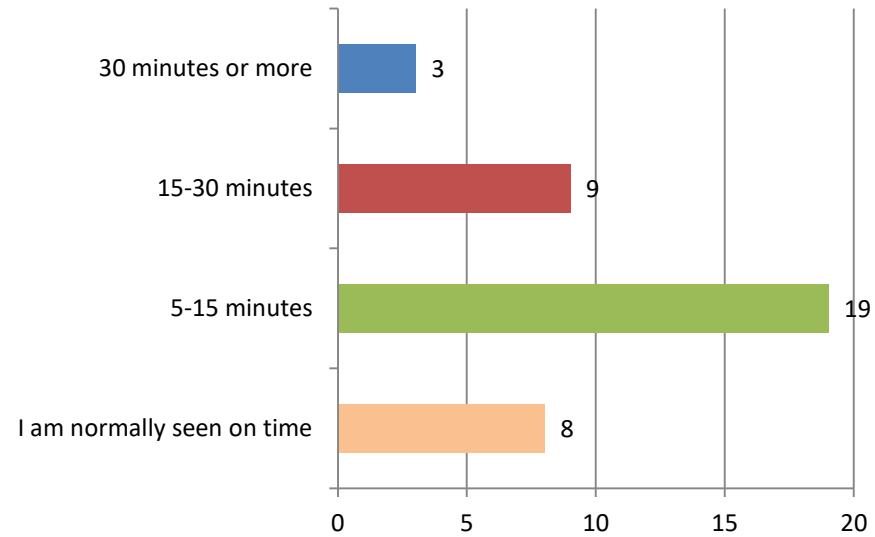
5. How helpful do you find the receptionists?



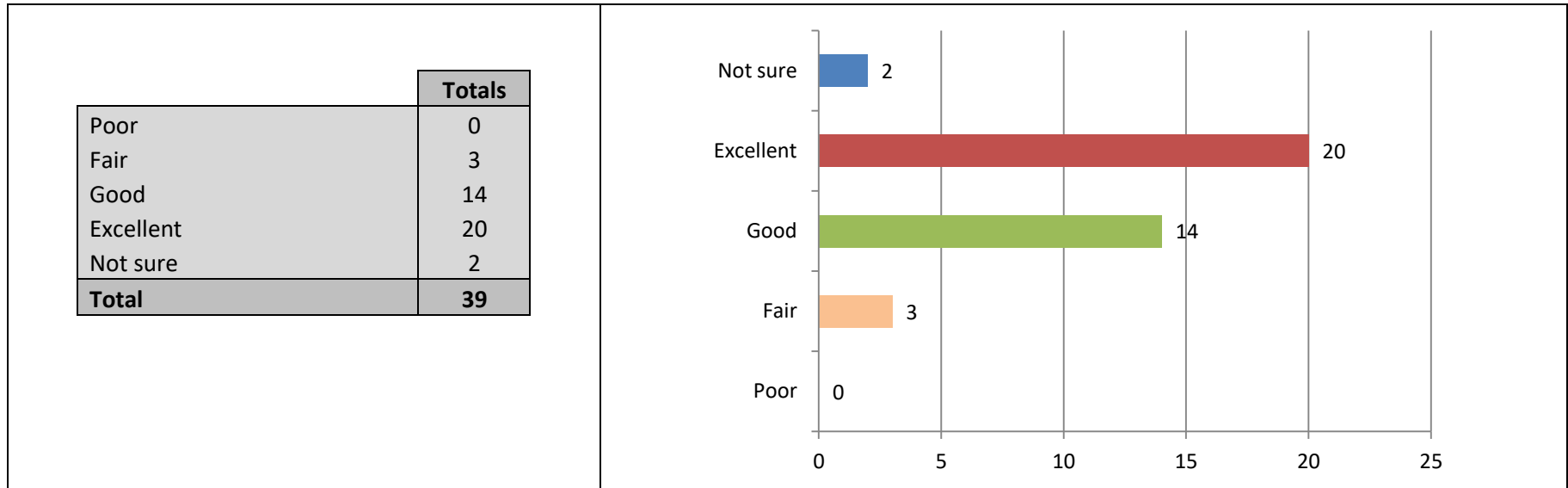
- The lack of communication can be a problem
- Most of them are excellent, particularly most of them with long service, some are not
- Very helpful
- The services offered by the receptionists are exceptionally good

6. How long after your appointment time do you normally wait to be seen?

	Totals
I am normally seen on time	8
5-15 minutes	19
15-30 minutes	9
30 minutes or more	3
Total	39

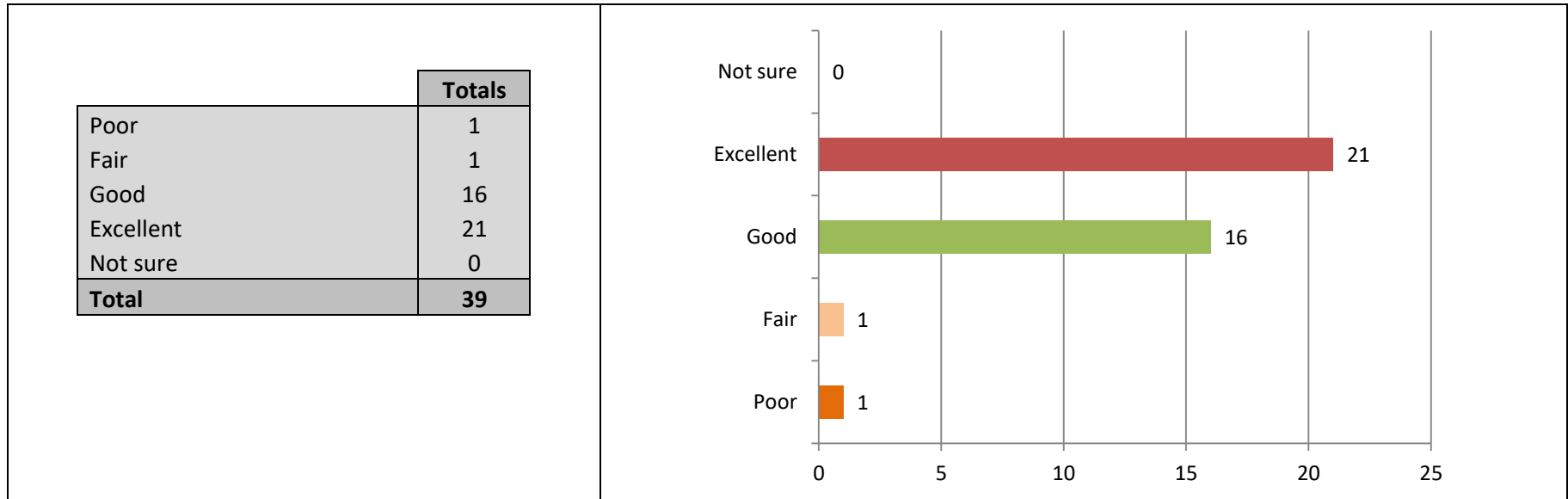


7. How do you rate the level of care that you received from the nurse's?



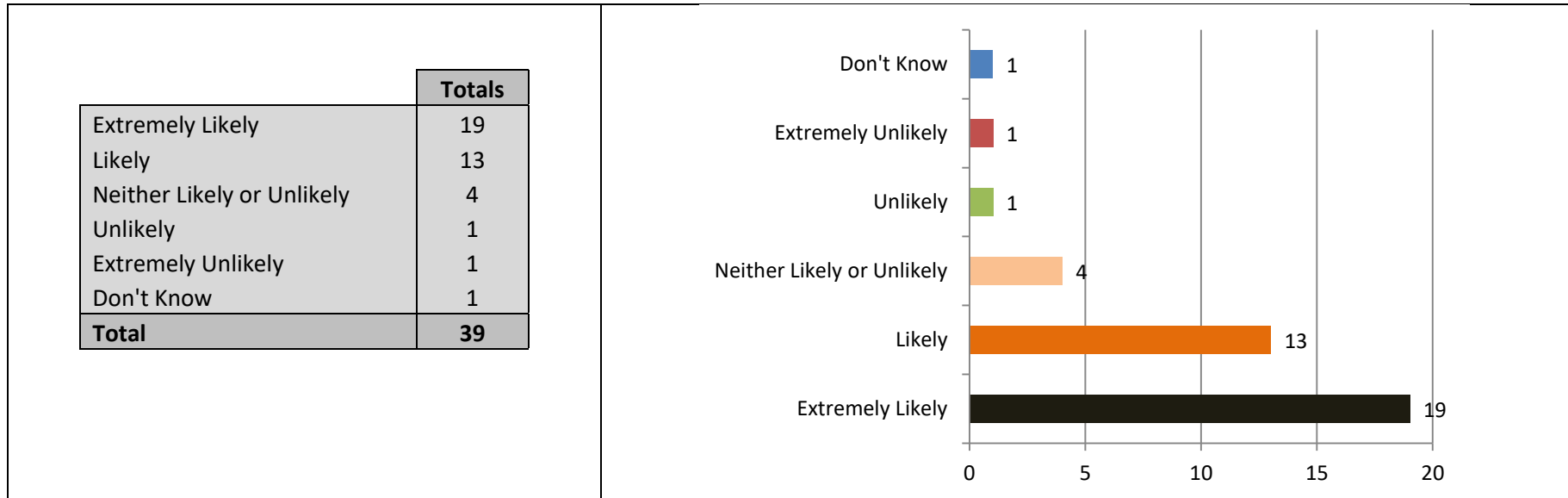
- Any requirements I have they normally help out they best they can
- I haven't seen the nurses lately
- Appointments, with the nurses are normally long and time consuming

8. How do you rate the level of care that you received from the GP's?



- I have not seen my regular Dr (Dr V Agrawal) for a long time. I have been seeing locum GP's and advanced nurse practitioner's
- The GP's give fairly good available time to patient's and explained all patient treatment very well
- Dr B Agrawal is excellent, she always actively listens and is compassionate

9. Would you recommend your GP surgery to a friend or relative who has just moved to your area? (Please note the monthly FFT question was included in the survey to reduce the workload and collect both surveys at the same time)



- They are helpful, but the time taken for appointments can be straining on a busy person's day
- As I work in Clerkenwell, a Dr's appointment often means I have to take time off, the evening appointments are very good
- Satisfied completely today
- I would recommend to all new patients

APPENDIX 2 – WEBSITE DOCUMENTS LIBRARY

All our documents are available from our online documents library:

<http://www.lmedicareagarwal.co.uk/WEBSITE%20%20NOVEMBER%202018%20-%20CURRENT%20Original%20Site/Documents.htm> and from our NHS Choices page, <https://www.nhs.uk/Services/GP/Overview/DefaultView.aspx?id=36201#>

The screenshot displays the website for L.L. Medical Care Ltd (Agarwal & Agrawal Practice) at Langthorne Health Centre. The page features a navigation menu with options like HOME, NEW PATIENTS, APPOINTMENTS, CLINICS, PRESCRIPTIONS, STAFF, YOUR VIEWS, YOUR HEALTH, POLICIES, USEFUL LINKS, and CONTACT US. The main content area is divided into three columns:

- PATIENT REGISTRATION:** Includes links for GMS1 Registration Form, Complete Registration Form, Treatment Of Consent, Online Registration Application Form, Online Registration Application FAQs, GDPR Policy May 2018, Data Sharing Consent Form, Re-Referrals Letter, and Self-Certification Form (SC2).
- CQC REPORTS:** Lists CQC Report August 2018, CQC Report July 2017, and CQC Report November 2016.
- PATIENT PARTICIPATION GROUP:** Includes the PPG Application Form 2016.
- APPLICATION FORMS:** Lists the PPG Application Form 2016.
- PATIENT QUESTIONNAIRES:** Includes Sexual Health Questionnaire, PPG Feedback Questionnaire, and Friends and Family Test.
- PATIENT INFORMATION:** Includes Healthy Eating, Blood Pressure Advice, Complete Immunisations Table 2018, Annual Flu Programme 2018-2019, A Guide To Mallicious-risk Zones, Travel Risk Assessment Form, Flu Vaccinations, Patient Information (PIL) For Flu Nasal Spray, Flu in Children - 5 Reasons, Patient Information (PIL) For Rotarix, Patient Information (PIL) For Bexsero, Patient Information (PIL) For Zostavax, Repeat Prescription Letter, Carer's First Referral Letter, and Antibiotic Guardian Leaflet.
- PRACTICE LEAFLETS:** Offers leaflets in various languages: Albanian, Arabic, Bulgarian, Chinese (Cantonese), Chinese (Mandarin), English, French, Hindi, Italian, Lithuanian, Polish, Portuguese, Romanian, Russian, Spanish, and Urdu.
- NHS FACT SHEETS:** Includes fact sheets for Italian and Urdu.

APPENDIX 3 – MINUTES MEETING

A Meeting held on Friday 24th May between 6.00pm – 7.00pm at L.L. Medical Care Ltd (Agarwal & Agrawal Practice)

Hosts

- Dr V Agarwal (GP)
- David Cook (Website Administrator)

Attendees:

- David Pyall
(Chair)
- Asha Rahman
(Chair)
- Sara Mohammed
- Janet Miller
McIntyre
- Robert
Manaikan

Apologies:

- Leslie Timewell
- Yinka Ogun
- Roger Bisphan (Chair)
- Tanyel Oktar

Discussion and forward planning

1 PPG Patient Questionnaire 2017/2018

The PPG questionnaire was explained as well as the results. All members of the PPG group were satisfied with the results displayed on-screen and on the PPG information pack. The questionnaires were handed out, collected from the reception desk or were completed online from during April and May of 2019.

Feedback of the of the results have been published on the PPG notice board in the patient waiting area and will be included in a complete Yearly Patient Participation Group report, which will also this set of minutes as an appendix. This report will also available on our website and on our NHS Choices page, once authorised by Debra Garey and Asha Rahman.

From December/January, the survey from 2019/2020 will commence. PPG questionnaires will be given out by David Cook, as well as the reception team at the practice.

An ongoing spreadsheet will be recorded to save time in publishing the final results and report.

2 The Practice

The FFT's were handed out, collected from the reception desk and were completed online with the results being recorded on CQRS every month. Not all patients leave comments in the space provided for them, and to monitor the comments for feedback, the FFTs with comments are still recorded as a percentage and a chart has already been posted up on the PPG board to illustrate the outcome of all patient responses.

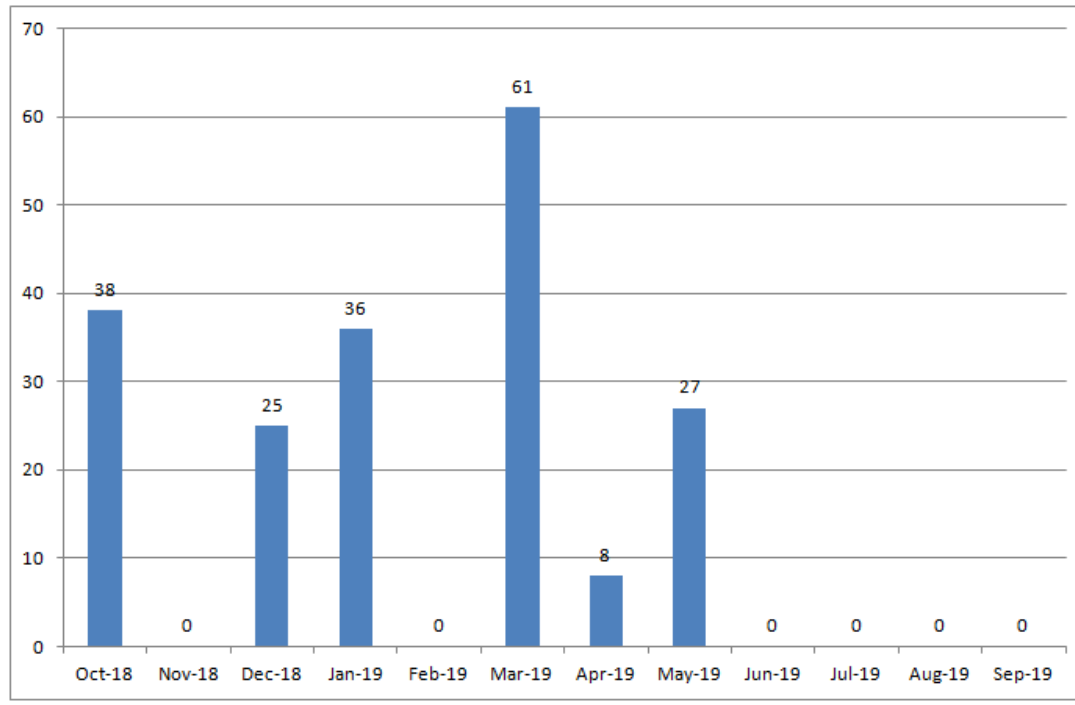
All comments are recorded in a word document over the next period to save time on analysing the results. A sample of the comments from all of the categories was discussed with the group.

All FFT's are collated and filed in a FFT folder which David and Debra only have access to. The contents of the PPG folder are readily available for viewing by a member of the CCG when it our turn to be visited by them.

Below is a summary of the FFT comments since our last meeting.

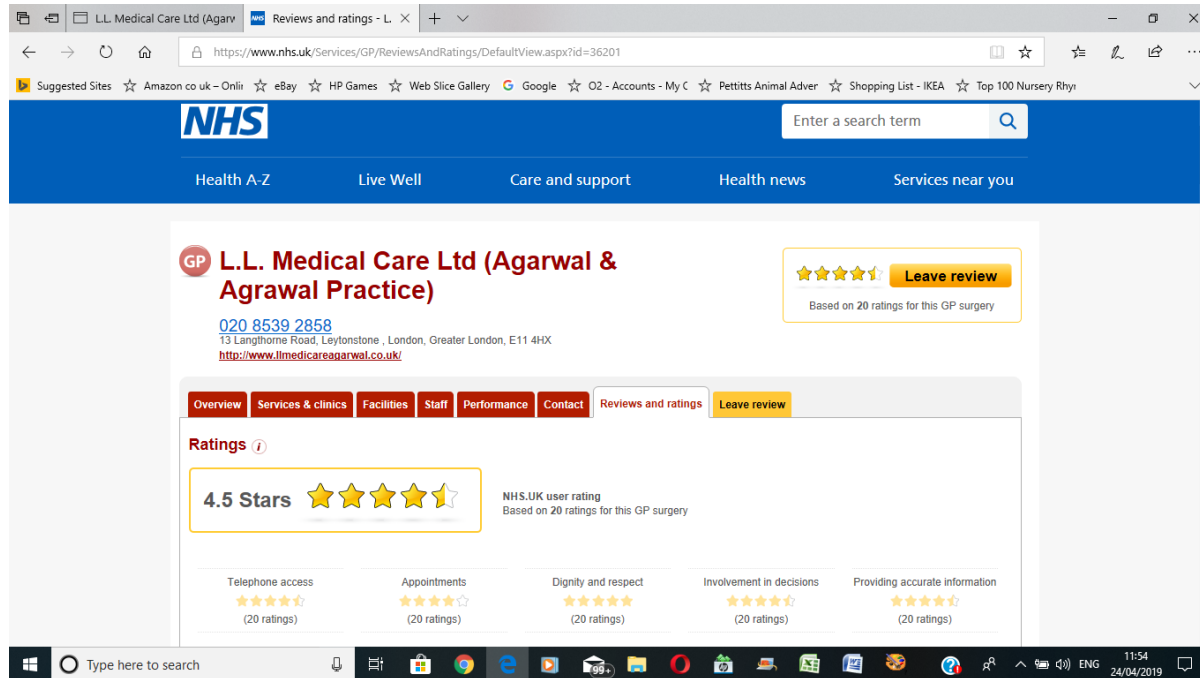
	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Totals
Extremely Likely	11	0	10	10	0	20	10	28	0	0	0	0	89
Likely	14	0	5	10	0	20	8	38	0	0	0	0	95
Neither/Nor	1	0	5	2	0	1	8	4	0	0	0	0	21
Unlikely	0	0	0	0	0	0	0	3	0	0	0	0	3
Extremely Unlikely	0	0	0	0	0	0	0	1	0	0	0	0	1
Total	<u>26</u>	<u>0</u>	<u>20</u>	<u>22</u>	<u>0</u>	<u>41</u>	<u>26</u>	<u>74</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	209
FFT SCORE	<u>38</u>	<u>0</u>	<u>25</u>	<u>36</u>	<u>0</u>	<u>61</u>	<u>8</u>	<u>27</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	195
No of comments	0	0	0	15	0	12	17	18	0	0	0	0	62
% of Comments	0	0	0	58	0	39	65	24	0	0	0	0	

L.L. MEDICAL CARE LTD (AGARWAL & AGRAWAL PRACTICE) PRACTICE CODE: F86625



3 NHS Choices

Based on the screenshot below, taken on Wednesday 19th September 2018, the practice has gone from 4 to 5 stars, this is based on 19 responses.



SAMPLE COMMENTS

GP Patient Well Being / Reception Customer Care

The doctor I saw is a breath of Fresh Air! As soon as I entered her surgery, she made me feel extremely comfortable, due to her bubbly and efficient manner. She took her time to read the information and pictures of my ailment, that I had prepared for her update. She commended me on this.

She made the consultation feel so stress-less. I didn't feel rushed and she was attentive enough to recommend basic screening and follow-ups. I would definitely recommend this pleasant GP. The receptionists, particularly one is always so pleasant and efficient. This is whether she is speaking on the phone, or when I visit the surgery in person.

Thank you from a very satisfied patient

Visited in July 2018. Posted on 19 July 2018

The best GP

The staff are very helpful and polite ,doctors really caring took the time to listen,
And show kindness and concern for patients and make referral quickly if needed.
I would recommend this GP

Visited in July 2018. Posted on 18 July 2018

4 The Practice

- Booking Appointments – There are now 2 receptionists present from 8am, handling the booking of patient appointments, prescriptions and other requests. We have lost 2 receptionist, however the 2 that have left have been replaced with Sandra and Wendy.

Appointments can still be booked at the reception and online, with 25% of appointments able to being booked by all patients who have signed up and use online services.

The best time to contact the practice regarding other medical queries via the telephone is between 2.30PM and 4.30PM. This was referenced on the practice website and NHS Choices page shortly after our meeting in September of 2018.

The practice will not be implementing a patient touch screen service, due to financial constraints.

- The removal of the fax system – All correspondence between the patient, practice and medical facilities/services (Doctors, hospitals, x-ray departments and so on) are now sent out via email to and from the practice.

All reference to the pre-existing fax service have been removed from the website and our NHS Choices page, and all patient related documents (practice leaflets, registrations forms, feedback collection forms and so on).

- Sicknotes – All locums and GP's can issue sicknotes. An SCT2 can be downloaded from the practice website and our NHS Choices page for patients to complete and brought into the practice to make an appointment with their GP to discuss.

Nurse practitioners can alter sicknotes and prescriptions, but they need to be signed by a GP.

- Pharmacy Services – There have been issues with onsite pharmacy, sometimes prescriptions care lost or need to be chased up by the pharmacy, the practice and the patients. This will be raised and handled with, in the next practice meeting.

- GDPR – Since the replacement of the Data Protection Act, all patient information (personal and health related) from May 2018, all personal and health information remains a key area with the practice.

The practice now has a Data Protection Officer (Radja Mutchuswamy) who ensures that all patient information is private and well managed in accordance with GDPR.

- Introduction of new services within the practice
- Telephone lines/Online Access – A message was put on the NHS Choices page to reference the best time to contact the practice via the telephone, is between 2.30PM and 4.30PM.

The practice operating times were changed towards the last quarter of 2018, and are as follows;

RECEPTION OPENING HOURS

- **Monday, Tuesday, Wednesday And Friday: 8.00am – 7.30pm**
- **Thursday: 8.00am – 6.30pm, from 1.00pm -6.30pm, the reception is still open, but only for patient queries and prescriptions, as all medical appointments at this time are managed by GP extended services.**

SURGERY OPENING HOURS

- **Monday and Tuesday: 9.00am – 12.30pm, 2.30pm – 7.00pm**
- **Wednesday and Friday: 9.00am – 12.30pm, 2.30pm – 7.00pm**
- **Thursday: 9.00am – 12.30pm**

When contacting the practice over there phone, the patient is given several options via the selection of a button of their choice.

All media material has been placed on the notice boards and on the website.

All animations, media material and practice leaflets have been prepared, printed and laminated, and published online, on both the practice website and on the NHS Choices page.

- Blood Test Appointments – As mentioned above all blood tests are now booked online or booked via the kiosk, blood tests can be booked at the following locations (please see the website or media material around the practice for a booking link)
 1. Silverthorne Medical Centre, 2 Friars Close, E4 6UN, from 8.15am to 12.30pm Monday to Friday
 2. St James Health Practice, 47 St James St, Walthamstow, London E17 7NH, from 8.15am to 12.30pm Monday to Friday, with an afternoon clinic from 1.15pm to 5.30pm Monday to Friday also
 3. Langthorne Health Centre, 13 Langthorne Rd, London, E11 4HX, from 8.15 to 12.30 Monday to Friday mornings

Blood test appointments can now be booked from the Langthorne Health Centre until 5.00pm Monday to Friday.

- Travel Immunisations - Patients, who wish to travel abroad will need to book an appointment with the practice nurse. This should be within 4-6 weeks before travelling.

The practice has a duty to provide nursing care to all patient's and has to create a balance of appointment types. For this reason, a maximum of 3 patient's can be booked into any one nursing session for travel vaccinations. Some families may have to be booked over more than one session.

Please book your immunisations 4-6 weeks before you plan to travel, as you will need to book 2 appointments;

1. Please make sure that you have completed a **travel risk assessment form** before you attend this appointment, as you may not be seen without the completed form.
2. The 2nd appointment for being given the immunisation (s).

NHS nurse's are not able to administer travel vaccinations within 10 days of travel. In this case, patient's will have to go to a travel clinic.

- Prescription Charges from May 1st 2019 - These charges apply in England only. In Northern Ireland, Scotland and Wales, prescriptions are free of charge, this information is true as of April 1st 2019.
 - **Prescription charge (per item): £9.00**
 - 3 month PPC: £29.10. This saves you money if you need 4 or more items in 3 months.
 - 12 month (PPC): £104.00. This saves you money if you need 14 or more items in 12 months.
 - If you will have to pay for four or more prescription items in three months, or more than 14 items in 12 months, you may find it cheaper to buy a PPC. PPCs are available by 10 monthly direct debit instalment payments. The PPC's allow anyone to obtain all the prescriptions they need from £2.00 per week.

There is sufficient material on the practice notice boards as well as the practice website. The information and advice regarding the flu vaccine has been updated on the website with a link to supported information to the patient.

- Practice Care Networks (PCN) – A PCN is a collection of practices and other services in a particular area.

Our area includes Harrow Road, Triangle House, Dr Sharma's, Dr Kiyani's and our practice L.L Medical Care Ltd (Agarwal & Agrawal Practice).

Medical and other reception staff can be borrowed and work between the above 5 practices on an allocated scheme, allowing patients to be seen quicker and to improve patient care. This is still a work in progress.

- Waltham Forest GP Enhanced Services - People living in Waltham Forest are now able to make an appointment to see a GP in the evening and at weekends. These appointments are funded by Waltham Forest CCG and are delivered by Waltham Forest FEDNET.

The Hubs are located in the following five practices and appointments are available for anyone who is registered with any GP practice in Waltham Forest;

- Triangle House Health Centre
- Higham Hill Medical Centre
- Handsworth Medical Centre
- Allum Medical Centre
- The Grove Medical Centre

To support more people who need to be seen urgently by a local doctor, same day appointments in the hubs are available every weekday evening between 6.30pm - 9.30pm, and between 8.00am - 8.00pm on weekends.

HOW TO BOOK

Appointments can only be booked by calling 020 8519 3999.

BOOKING LINE HOURS

Monday to Friday: 12PM to 8PM

Saturday and Sunday: 8AM to 6PM

Forward Action Plan

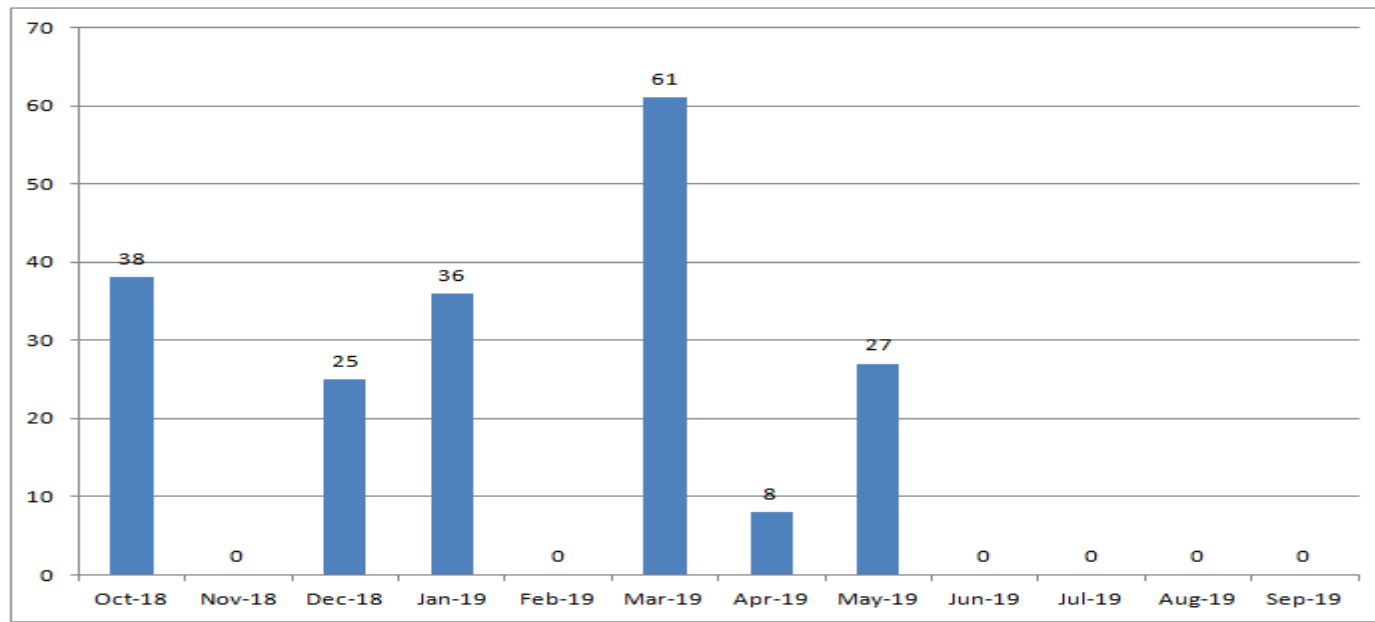
The opinions, suggestions and feedback highlighted in the PPG meeting of 2018/2019 on Friday 24th May 2019 will be reviewed and considered by the practice's primary care team in a practice meeting and will be brought into action as soon as possible.

Our next PPG meeting will take place on Wednesday 4th September 2019 from 4.30pm – 6.00pm, with the next meeting to be held 4 months after to discuss the results of the upcoming PPG survey. PPG members would be notified and invited via telephone, emails, post and website and poster advert.

APPENDIX 4 – FRIENDS AND FAMILY TEST BREAKDOWN SINCE OUR LAST MEETING IN SEPTEMBER 2018

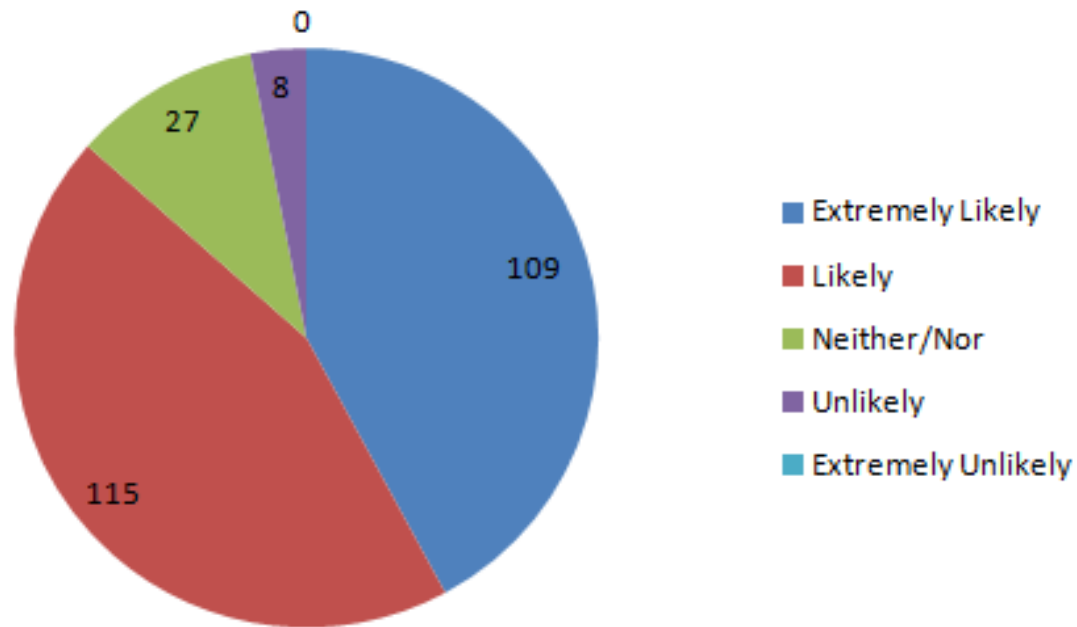
	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Totals
Extremely Likely	11	0	10	10	0	20	10	28	0	0	0	0	89
Likely	14	0	5	10	0	20	8	38	0	0	0	0	95
Neither/Nor	1	0	5	2	0	1	8	4	0	0	0	0	21
Unlikely	0	0	0	0	0	0	0	3	0	0	0	0	3
Extremely Unlikely	0	0	0	0	0	0	0	1	0	0	0	0	1
Total	<u>26</u>	<u>0</u>	<u>20</u>	<u>22</u>	<u>0</u>	<u>41</u>	<u>26</u>	<u>74</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	209

FFT SCORE	<u>38</u>	<u>0</u>	<u>25</u>	<u>36</u>	<u>0</u>	<u>61</u>	<u>8</u>	<u>27</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	195
No of comments	<u>0</u>	<u>0</u>	<u>0</u>	<u>15</u>	<u>0</u>	<u>12</u>	<u>17</u>	<u>18</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	62
% of Comments	<u>0</u>	<u>0</u>	<u>0</u>	<u>58</u>	<u>0</u>	<u>39</u>	<u>65</u>	<u>24</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	



APPENDIX 5 – FRIENDS AND FAMILY TEST BREAKDOWN JANUARY 2018 TO JANUARY 2019

	Feb-18	Mar-18	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Totals
Extremely Likely	5	11	15	15	9	9	7	7	11	0	10	10	109
Likely	14	10	7	7	12	15	6	15	14	0	5	10	115
Neither/Nor	1	2	3	3	2	2	3	3	1	0	5	2	27
Unlikely	0	3	1	1	1	1	0	1	0	0	0	0	8
Extremely Unlikely	0	0	0	0	0	0	0	0	0	0	0	0	0
Total	20	26	26	26	24	27	16	26	26	0	20	22	259
FFT SCORE	20	23	42	42	25	22	25	12	38	0	25	36	311
Number of comments	11	12	17	15	18	8	20	0	0	0	0	0	101
% of Comments	55	46	65	58	75	30	125	0	0	0	0	0	454



The majority of the patient feedback circulated around booking and getting an appointment with the practice, the practice has now in place, an online appointment booking system, whereby the patient collects a letter from the practice that allows them to register and book appointments online.

There are still issues with patients queuing up at the reception and trying to book appointments via the phone line, which is where all the negative responses have arose from, therefore we are continuing to push and will be pushing more the use of online services.

There were additional comments;

- That praised the doctors and the receptionists on the professional service that was given
- That praised the doctors on the medical advice that was given
- The late opening hours

APPENDIX 4 – NHS CHOICES

Each practice has their own unique online website profile. The online profile informs the patients about the practice, from opening hours, emergency hours, staff, online documents that the patient can view and download, but more importantly, patient comments.

Patients are free to leave comments to the practice manage, (which are visible to all who view the profile page) and the practice manager has the ability to read and respond to the comments.

Over the course of the year, David came into the practice and viewed some of the comments. Both David and Debra responded to some of the comments, whether it was a complaint or a positive aspect.

