



**2019-2020 PATIENT PARTICIPATION ENHANCED
REPORT – L.L. MEDICAL CARE LTD (AGARWAL &
AGRAWAL PRACTICE)**

PRACTICE CODE F86625

PUBLISHED ON Sunday, February 16, 2020

PUBLISHED BY: IT AND ADMINISTRATION TEAM

**WALTHAM FOREST AREA TEAM
2019/2020 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:	Sunday, 16 February 2020
Signed on behalf of the PPG: <u>Asha Rahman</u>		Date:	Sunday, 16 February 2020

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

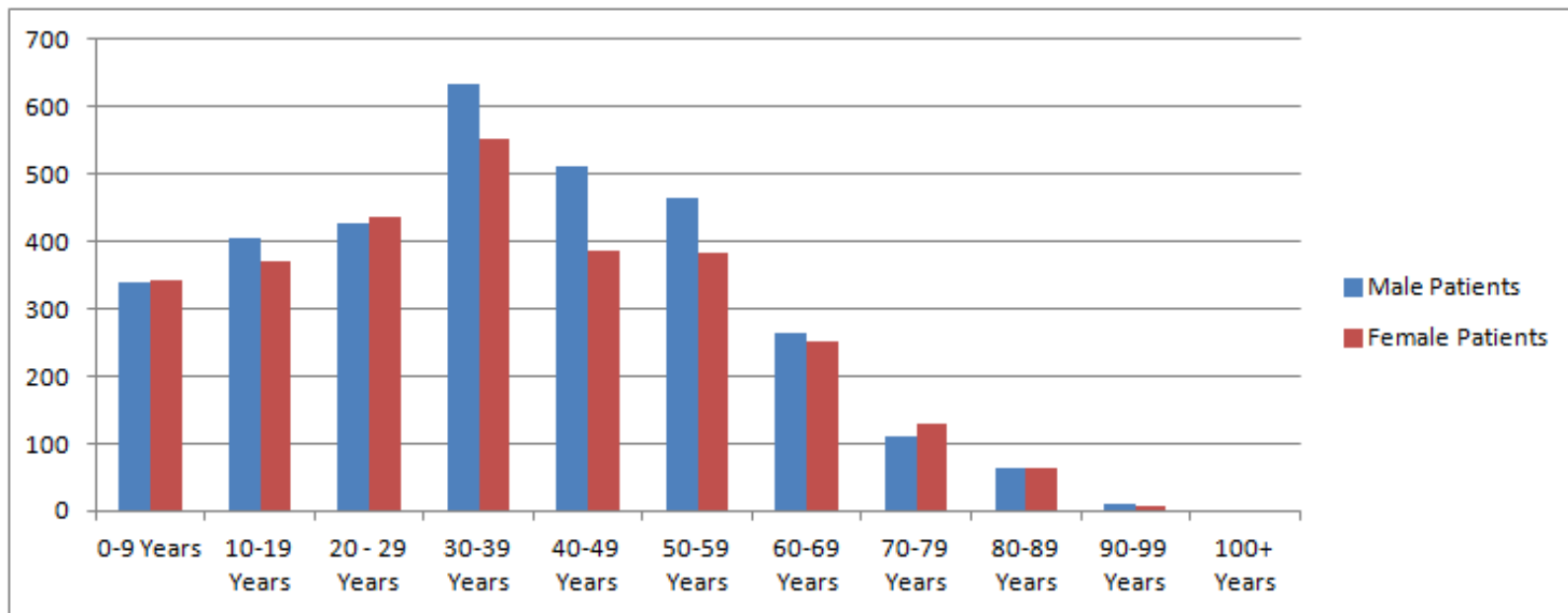
Does the practice have a PPG?	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>		
Method of engagement with PPG:	Face to face <input checked="" type="checkbox"/>	Email <input checked="" type="checkbox"/>	Other (please specify)	Link on Website <input checked="" type="checkbox"/>
Number of members of PPG:	14			

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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:

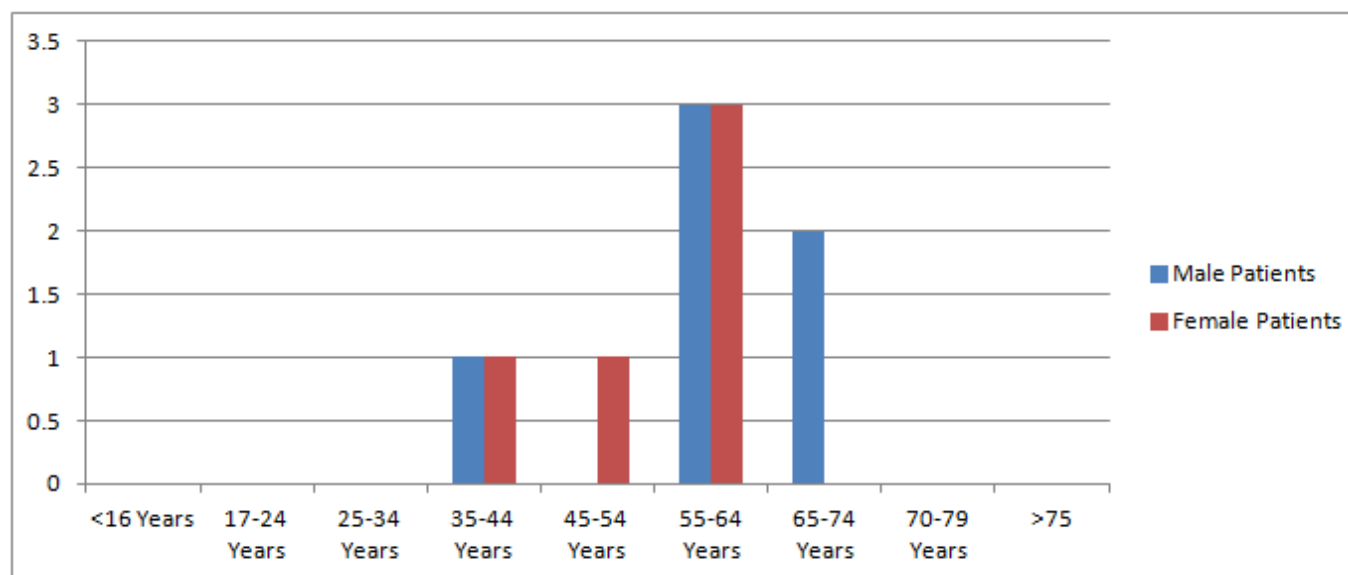
DETAIL THE GENDER MIX OF PRACTICE POPULATION

	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.

QUESTIONNAIRES;

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

100 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.

IPLATO;

All patients were asked to complete an iPlato survey which was text to all patients after they had had an appointment with one of our clinicians.

All iPlato responses were Comments from iPlato and submitted PPG questionnaires are also updated monthly in a PPG Comments word document and submitted in the first week of every month onto the CQRS system. Please note that FFT's can still be submitted online via a Survey Monkey questionnaire, much like the PPG questionnaires.

The results from all iPlato, FFT and PPG questionnaires are also filed and stored in-house, alongside an Excel spreadsheet that monitors the monthly FFT score for the practice (please see appendix 4).

There is also a main folder which is easily accessible to the David Cook, Debra Garey and Saba-Musondo Primo. 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. Comments from iPlato and submitted PPG questionnaires are also updated monthly in a PPG Comments word document. All PPG related documents are also available on the practice website, as well as shared on OneDrive between David Cook, Debra Garey and Saba-Musondo Primo. And Shobha Agrawal.

The total number of random patients that responded to the survey was 100 out of 100 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 24th January 2020, 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, throughout November 2019 January 2020.

How frequently were these reviewed with the PRG?

At our last meeting on Monday 4th November 2019

3. ACTION PLAN PRIORITY AREAS AND IMPLEMENTATION

PRIORITY AREA 1

Description of priority area:

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.

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. Patients should be advised to please keep their contact lines free as the doctor will try calling no more than twice. If the doctor cannot get through to any patient at the time in which the call is made, a note will be put on their personal patient file to record that the doctor tried to call them.

If a patient requires a telephone consultation, consultation is made when the patient contacts the practice. The receptionist agrees an end of morning session with the doctor and the patient is informed, the telephone consultation then takes place at the end of the morning session.

Video conferencing is a future aspect of the service. It is not in place yet, and will be available to patients' who use a smartphone. GDPR will play a part in deciding its use due to how patient video consultations are to be recorded and reference in the patient's EMIS record.

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.

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.

The best time to contact the practice regarding other medical queries via the telephone is between 2.30PM and 4.30PM. This has been referenced on the practice website and NHS Choices page.

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

Patients are still able to register for online services from 1 month in advance, 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:

Online Services – More patients are now registering and using online services, this evident from questionnaire responses, where this was discussed in our November 2019 PPG meeting.

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. Online Appointment hours are available from week to week, next day appointments are available for the next day from 6pm. 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.

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 3

Description of priority area:

Waltham Forest GP Enhanced Services – Patient's living in Waltham Forest are now able to make an appointment to see a GP in the evening and at weekends. Waltham Forest residents are now able to access more evening and weekend appointments with a GP and nurse at four primary care 'hubs' in the borough. These appointments are funded and delivered by the Waltham Forest CCG.

The hubs are located in the following 4 practices and appointments are available for anyone who is registered with any GP practice in Waltham Forest;

Monday to Friday, between 6.30PM and 10.00PM

- Allum Medical Centre, Fairlop Road, Leytonstone, London, E11 1BN
- Higham Hill Medical Centre, 258-260 Higham Hill Road, Walthamstow, London, E17 5RQ

Saturday, between 8AM and 8.00PM

- Triangle House Health Centre, 2-8 Harrow Road, Leytonstone, London, E11 3QF
- Handsworth Medical Centre, 5 Handsworth Avenue, Chingford, London, E4 9PD

Sunday, between 10AM and 4.20PM

- Triangle House Health Centre, 2-8 Harrow Road, Leytonstone, London, E11 3QF
- Handsworth Medical Centre, 5 Handsworth Avenue, Chingford, London, E4 9PD

Appointments can only be booked by calling 020 8519 3999;

- Monday to Friday between 12pm and 8pm
- Saturday and Sunday from 8am to 6pm

What actions were taken to address the priority?

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

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

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.

Impact on carers – Same as above

PRIORITY AREA 4

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 and from 1.15pm to 4pm 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
- Langthorne Health Centre, 13 Langthorne Rd, London, E11 4HX, from 8.15am to 5.30pm Monday to Friday mornings, with a morning clinic from 8.15am to 12.30pm on Thursday mornings
- Domiciliary phlebotomy will be provided to those who are confined to their homes due to illness, in care homes (with no nursing facilities) and or disability or learning disability with challenging behaviour and/non-urgent patient transport service to attend hospital appointments
- Referrals to the domiciliary phlebotomy service will be made via secure mail on the WF Adult SPA referral form to the WF Adult Single point of Access (SPA). Domiciliary referrals will be responded to within 2 days. Where the referral is urgent the phlebotomist shall attend to the patient within 4 days and for routine referrals within 2-3 weeks
- Blood tests for children for children aged 9 and under will be handled at Whipps Cross Hospital from 9.30am to 3.30pm Tuesdays and Thursdays.

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 be updated to reflect these changes

Impact on carers – Same as above

PRIORITY AREA 5

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 are 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?

There is also a main folder which is easily accessible to the David Cook, Debra Garey and Saba-Musondo Primo. 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. Comments from iPlato and submitted PPG questionnaires are also updated monthly in a PPG Comments word document. All PPG related documents are also available on the practice website, as well as shared on OneDrive between David Cook, Debra Garey and Saba-Musondo Primo. And Shobha Agrawal.

The total number of random patients that responded to the survey was 100 out of 100 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 4th November 2020, 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, throughout November 2019 January 2020.

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 6

Description of priority area:

iPlato – All patients with a mobile number are asked to complete the following question “Would you recommend our practice to a friend or family member?” and leave a comment or a suggestion. 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 All iPlato responses were Comments from iPlato and submitted PPG questionnaires are also updated monthly in a PPG Comments word document and submitted in the first week of every month onto the CQRS system. Please note that FFT’s can still be submitted online via a Survey Monkey questionnaire, much like the PPG questionnaires.

The results from all iPlato, FFT and PPG questionnaires are also filed and stored in-house, alongside an Excel spreadsheet that monitors the monthly FFT score for the practice (please see appendix 4).

There is also a main folder which is easily accessible to the David Cook, Debra Garey and Saba-Musondo Primo. 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. Comments from iPlato and submitted PPG questionnaires are also updated monthly in a PPG Comments word document. All PPG related documents are also available on the practice website, as well as shared on OneDrive between David Cook, Debra Garey and Saba-Musondo Primo. And Shobha Agrawal.

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. 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 7

Description of priority area:

Rapid NHS Response Teams - Expert rapid response teams will be on hand within two hours to help support older people to remain well at home and avoid hospital admissions, under new plans outlined by the NHS today.

What actions were taken to address the priority?

The was raised and discussed at the February meeting by Debra Garey

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

Impact on patients – The “Home Visits” tab on the website has been updated to include information on the service, posters will follow and will be available on all boards and in all clinician rooms.

Impact on carers – Same as above

PRIORITY AREA 8

Description of priority area:

Prescriptions on the NHS – Paracetamol, Codeine, Olive oil are just a few of the items of medication that are on a list of 80 medications that will no longer be prescribed by doctor's. A full list of items is available to the doctor's. This has also impacted the Minor Ailments Scheme, which is due to be end on the 31st March 2020, due to the costs involved in the running of the scheme and how the scheme has been mishandled by the user's of the scheme.

What actions were taken to address the priority?

The was raised and discussed at the February meeting by Dr V Agrawal.

Patient's were advised to take their medication regularly. Please see a Dr or a nurse if you have any chronic conditions a minimum of 2 times a years, and it is advised to have blood and urine tests, if they are indicated by one of our clinicians.

The surgery will contact patient's if any investigation results are abnormal or needs to be actions by one of our doctor's. Please avoid seeing a doctor or nurse for investing.

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

Impact on patients – Posters advertising the end of the Minor Ailments Scheme have been up around the practice and has been removed on the website due to the poster's on all boards and clinician rooms.

Impact on carers – Same as above

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 all updated and translated in July, November 2019 and in February 2020, into a range of languages used by the growing number of EU and patients from other countries and ethnic backgrounds, and will continue to be updated when changes occur in the practice.
- 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 2020/2021 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 and all member's of the clinical team, and through David. They can be downloaded and printed from the practice website and practice NHS Choices page.

They are also accessible via website/pop up links on the "Friends And Family Test, PPG and General Practice Survey pages" from the practice website.

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's given out by David, the receptionists and all member's of the clinical team, and iPlato responses, which are received weekly with findings stored in a spreadsheet and any responses typed up into a Word document, pending patient's agreement.

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 highlighted in our "Problem Areas area" online and in our reception and waiting room areas.
- 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.

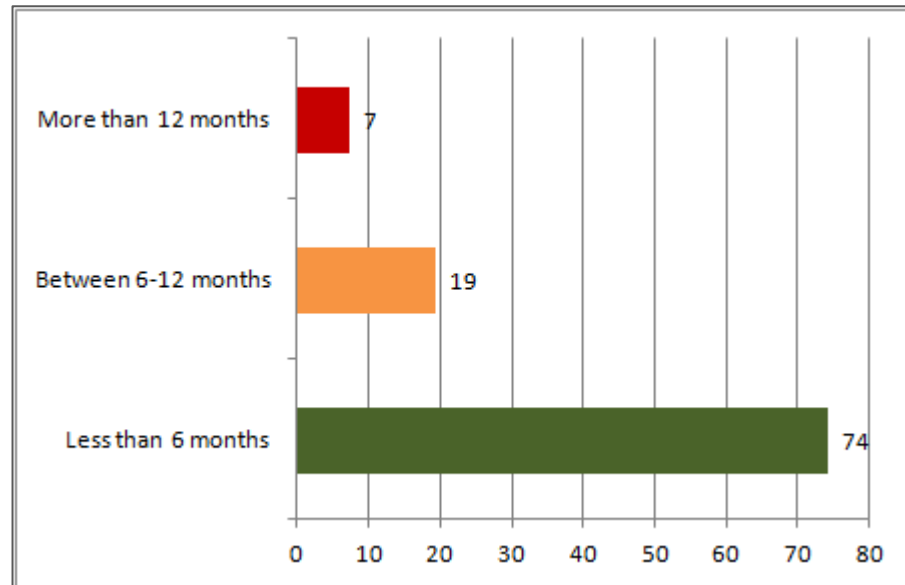
APPENDIX 1 – SURVEY QUESTIONS AND ANSWERS

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.

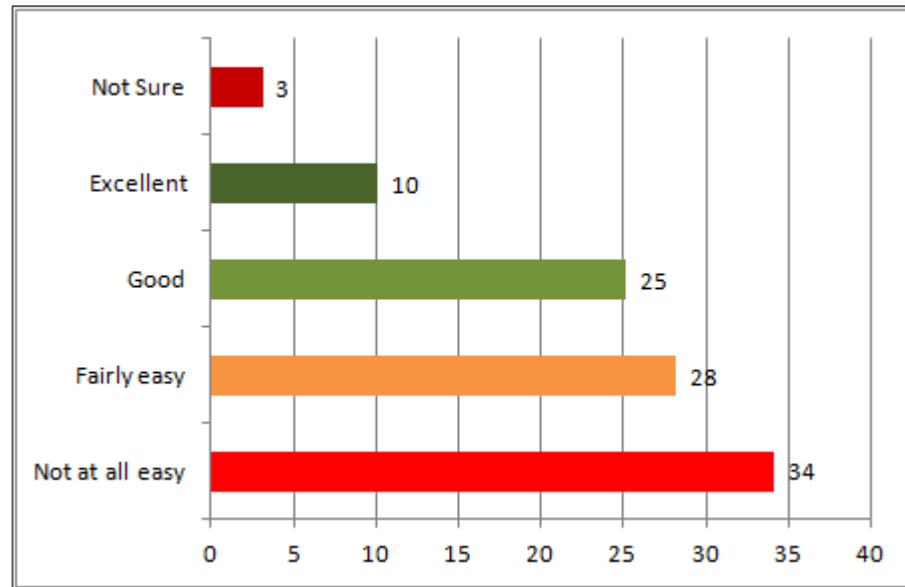
2. When did you last attend your GP surgery?

	Totals
Less than 6 months	74
Between 6-12 months	19
More than 12 months	7
Total	100



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

	Totals
Not at all easy	34
Fairly easy	28
Good	25
Excellent	10
Not Sure	3
Total	100



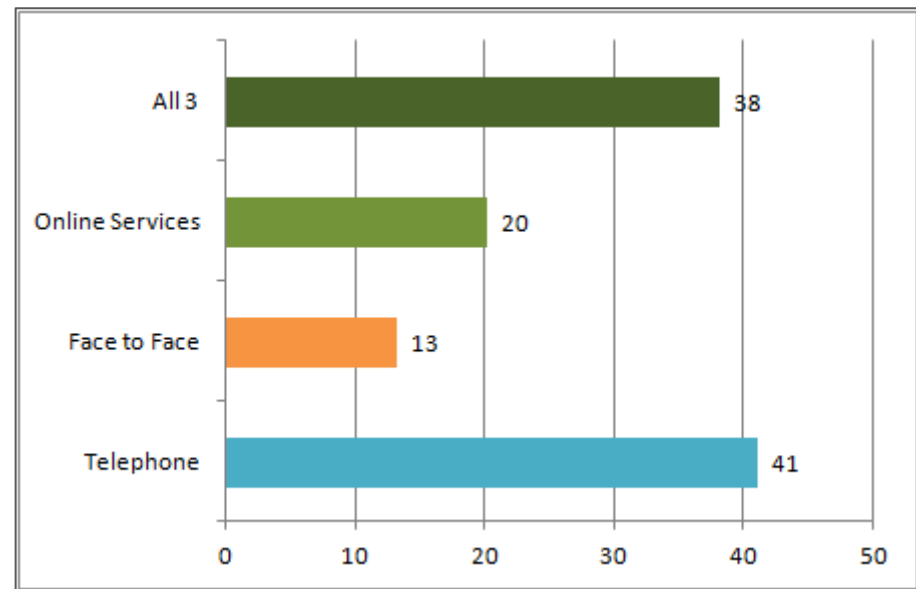
- When you get through, the appointments are not available on most days
- When you ring up for an appointment, you may be 3rd in the queue and that is ringing at 8am, then you can -not get an appointment
- It is very difficult, sometimes I wait ages on the phone
- The only is trying to book online appointments
- Haven't called too many times but even in the afternoon I have had a problem. Though once I got straight through.
- You have to wait an average of `5-20 minutes , it is very difficult to arrange an appointment when you at work
- I have an app for the GP
- Very difficult, it is much easier to come in and book an appointment
- Emergency appointments shouldn't take too long to wait
- They need an answer machine, it usually take 5 calls to get through
- You have to ring up dead on 8am to get in a queue or all the appointments have gone
- It would be great if there were some appointments that could be booked before the day you call up instead of 8am calling in
- Booking appointments in advance is difficult as schedules are only released 1 week in advance. Phoning on the day doesn't help either

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- The telephone lines are very busy in the morning so by the time you get through there are hardly any appointments
 - It is very hard to get appointments when I work full-time, Sometimes I wait 4 weeks
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**

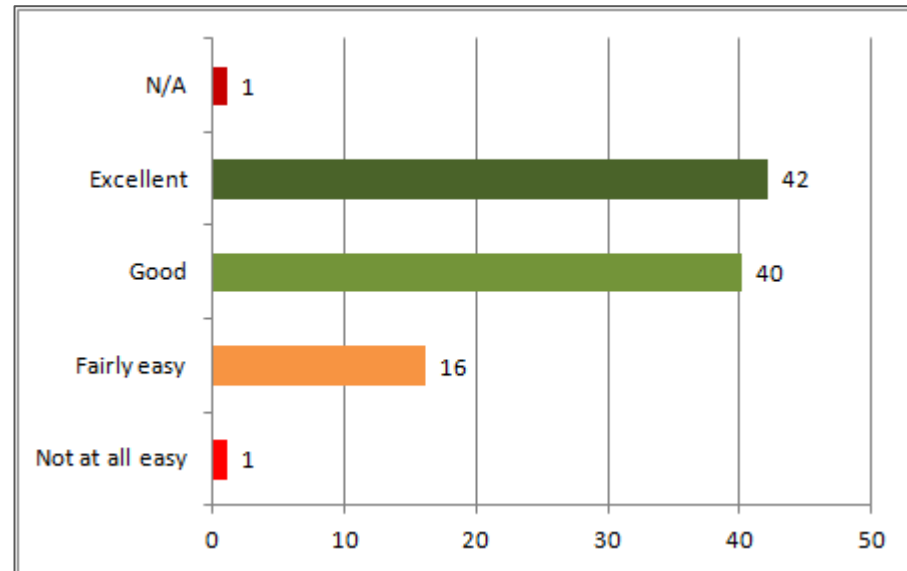
	Totals
Telephone	41
Face to Face	13
Online Services	20
All 3	38
Total	112

Some patients ticked this option also



5. How helpful do you find the receptionists?

	Totals
Not at all easy	1
Fairly easy	16
Good	40
Excellent	42
N/A	1
Total	100



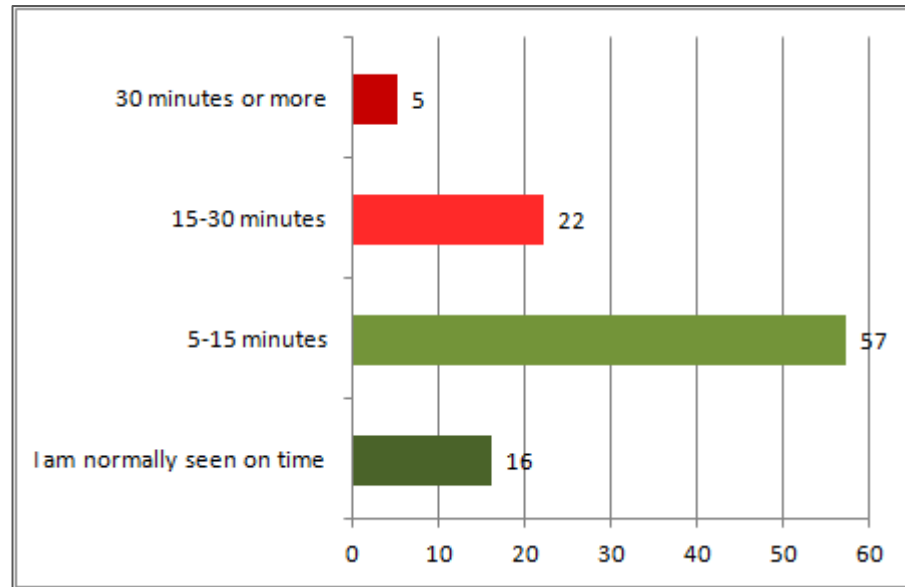
- All the receptionists at the practice are friendly and approachable
- Some are really good, and some don't bother to try
- The arrangement to see a doctor has improved over previous years
- Bless them, they are extremely busy and do their best, which is appreciated
- This surgery sets a very high standard
- No complaints, thanks for their support and care
- They help to solve all my problems
- I've never had an issues, they are very helpful
- They go beyond their job title
- All the staff are always kind and helpful
- Depends who is on the desk. Some go out of their way to help
- Very, caring and polite
- Friendly and helpful

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- It depends on the receptionist; some are very helpful and professional. Other's less so and I have been given an appointment on an appointment card, but when I arrived, I didn't have the appointment as the receptionist did not actually book it by mistake. This is ok as human errors can happen but she did little to resolve the situation. I did not ask for the GP to see me as an extra, even though I took the time off work and it was her mistake
- All the receptionists have always provided excellent customer service
- Very professional
- It is not easy to book appointments on the telephone

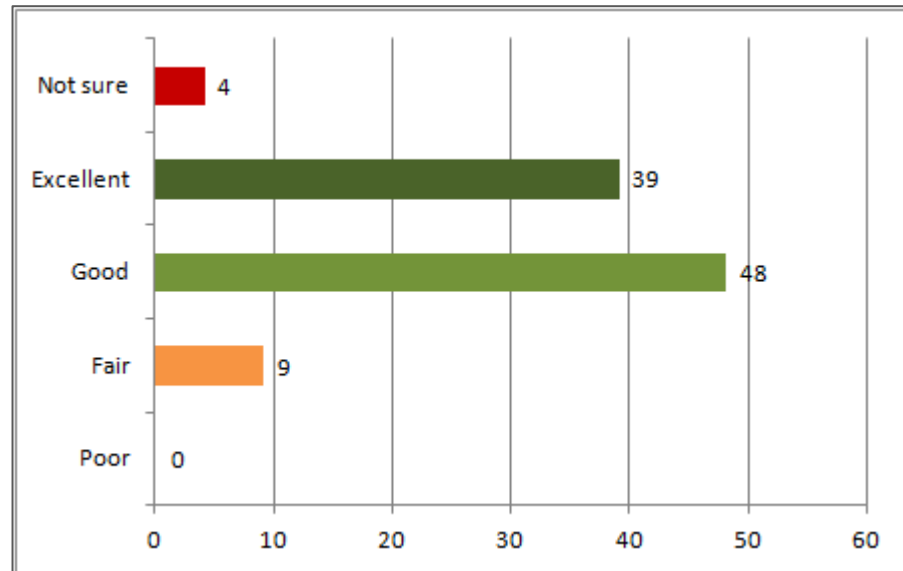
6. How long after your appointment time do you normally wait to be seen?

	Totals
I am normally seen on time	16
5-15 minutes	57
15-30 minutes	22
30 minutes or more	5
Total	100



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

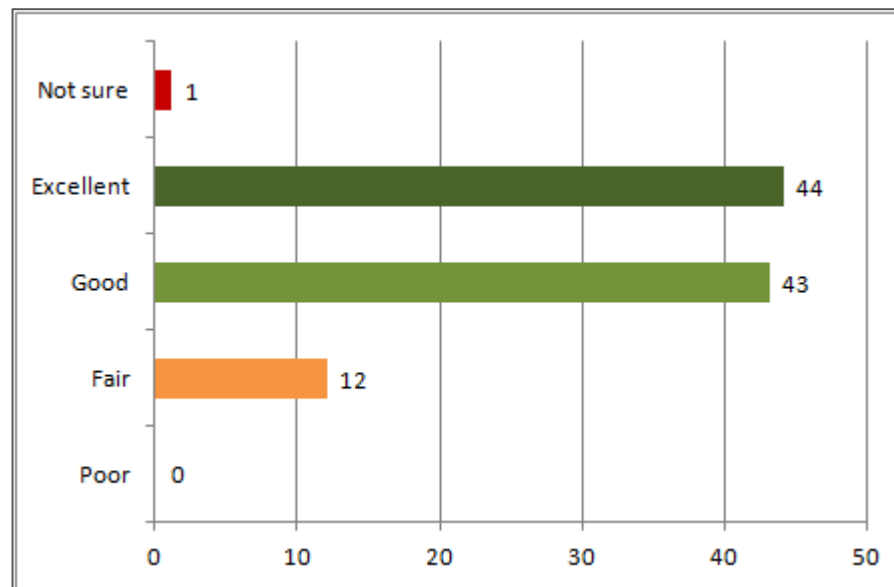
	Totals
Poor	0
Fair	9
Good	48
Excellent	39
Not sure	4
Total	100



- All the nurses are very good
- Very Helpful
- Need to improve the time they see me and take the time to make sure that patients needs are met
- It really depends on the individual nurse. It would be great if you had a proper bed/chair for smear tests
- Dr Agarwal seems to pay attention to my concerns and is helpful
- The nurses at the practice are very good and provide an excellent service

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

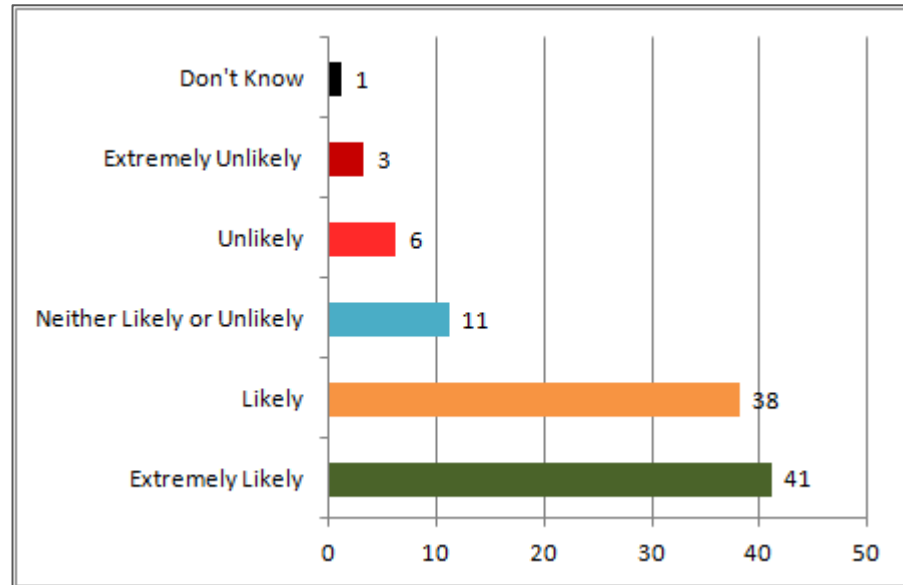
	Totals
Poor	0
Fair	12
Good	43
Excellent	44
Not sure	1
Total	100



- Dr B Agarwal and Dr Uddin are excellent and follow through to see how you are getting on
- Bit more investigation questions would be good. I was phone today by the doctor before my appointment and asked if I wanted repeat prescriptions - Now I am worried, that's why I made the appointment
- I was diagnosed a very simple thing
- I can't tell you when I've last seen my GP. The locums have been very good in the interim
- In some cases, I feel not enough investigation and has caused late diagnosis. It feels as though my concerns have been dismissed
- Pav is great, however all 3 doctors are good and supportive
- Appointment availability could be improved as it very difficult to for a working person to get an appointment. You almost have to book on the day which means taking time off work that day before I even could book an appointment. There is very little availability for advance appointments
- Miss Agarwal and Dr Uddin have been excellent, they always follow up and check and have been very helpful

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)

	Totals
Extremely Likely	41
Likely	38
Neither Likely or Unlikely	11
Unlikely	6
Extremely Unlikely	3
Don't Know	1
Total	100

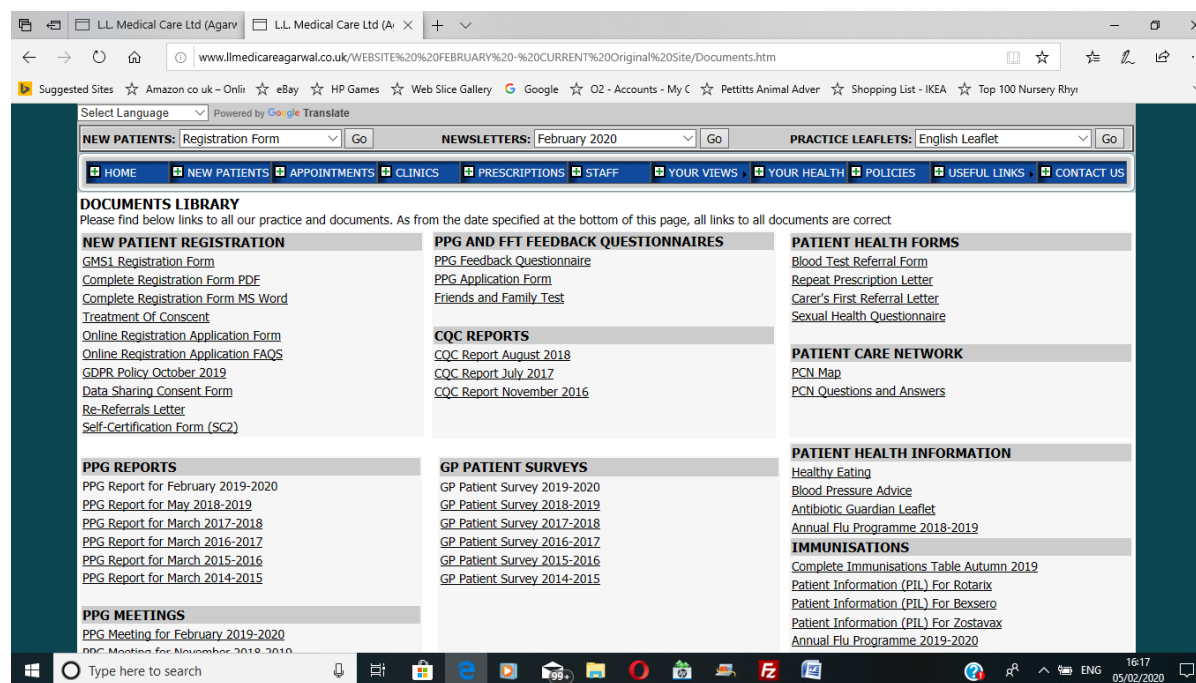


- I think a few bookable appointments should be available, as well as appointment on the same day appointments policy
- The new doctors are very supportive and helpful and give multiple options of treatment
- The care at the practice is excellent
- You can get an appointment earlier in other surgeries
- I feel like there should be a system, where we can sign in, rather than having to line up to do so
- Overall, a good GP surgery your service good and attend to your patient's, thanks
- I have been in this surgery for so many years and I love the service that I receive for me and my children
- Please make more appointments available online
- I've been with this surgery for over 30 years, the doctors have always been great
- It's not a bad practice in terms of professionals but the management of appointments is very poor
- All services at the practice are excellent, once you manage to get an appointment
- No permanent doctors are available, only locum doctors, you need permanent GP's

APPENDIX 2 – WEBSITE DOCUMENTS LIBRARY

All our documents are available from our online documents library: <http://www.lmedicareagarwal.co.uk/WEBSITE%20%20FEBRUARY%20-%20CURRENT%20Original%20Site/Documents.htm>

and from our NHS Choices page, <https://www.nhs.uk/Services/GP/Overview/DefaultView.aspx?id=36201#>



APPENDIX 3 – MINUTES MEETING

MEETING HELD ON TUESDAY 4TH FEBRUARY 2020 BETWEEN 1PM – 2PM AT L.L. MEDICAL CARE LTD (AGARWAL & AGRAWAL PRACTICE)

HOSTS

- Debra Garey (Practice Manager)
- David Cook (Website Administrator)

ATTENDEES:

- Asha Rahman
- Roger.Bisphan
- Janet Miller McIntyre
- Denise Halton
- Yinka Ogun
- David Pyall
- Dr V Agarwal

Apologies:

- Robert Manaikan
- Lisa Halton
- Leslie Timewell

DISCUSSION AND FORWARD PLANNING

1 APPOINTMENTS AND BOOKING APPOINTMENTS

Appointments can be book from;

- Phoning the practice from 8am Monday to Friday
- Coming into the practice from 8am Monday to Friday
- Booking online, anytime from any device (iPhone, Androind, PC/Laptop or iPad)

Online Appointment hours are available from week to week, next day appointments are available for the next day from 6pm.

Emergency and urgent appointments are available from 6.30pm until 7.00pm Monday, Tuesday, Wednesday and Friday evenings, however there is a limited of appointments so it is important that if patients are able to make an appointment but cannot attend, patients need to let us know as another patient may need that slot and an alternative appointment will need to be booked. This helps to reduce the number of patient DNA's (Do Not Attends).

If all the emergency and urgent appointments are not available, and the problem cannot wait, it is up to the doctor to decide if the patient can be seen or not, it is not up to the receptionist (s).

Private appointments are available for our private patient's.

If patients are required any follow-ups (appointments medication, notes and alerts are put on their EMIS record and raised in reception tasks to complete, for example, if a follow-up appointment is required, the patient is contacted by the receptionist and an appointment is made.

If you are waiting for a call from one our doctors, could all patients please keep their contact lines free as the doctor will try calling no more than twice. If the doctor cannot get through to any patient at the time in which the call is made, a note will be put on their personal patient file to record that the doctor tried to call them.

Patient's are still able to ring up for test results from 2.30pm until 4.30pm, this is also referenced on the practice website and on the practice NHS Choices page.

For any hospital appointments, a chase up letter can be sent from the practice with a 1-2 week time frame for a response as previously all letters, and other medical information could be sent via fax, now the fax system is no longer used.

DNA testing is also delivered by Dr S Agarwal.

A new computer system was introduced and installed on the 19th November 2019 and has fixed a lot of previous difficulties that the patient and the practice shared respectively.

2 RAPID NHS RESPONSE TEAMS

Expert rapid response teams will be on hand within two hours to help support older people to remain well at home and avoid hospital admissions, under new plans outlined by the NHS.

The teams will give those who need it fast access to a range of qualified professionals who can address both their health and social care needs, including physiotherapy and occupational therapy, medication prescribing and reviews, and help with staying well-fed and -hydrated.

The urgent response standards are part of a range of commitments – including enhanced NHS support to care homes – which local health and care leaders will be rolling out over the next few years to help keep older people well at home and reduce pressure on hospital services.

3 PRESCRIPTIONS NOT AVAILABLE ON THE NHS

Paracetamol, Codeine, Olive oil are just a few of the items of medication that are on a list of 80 medications that will no longer be prescribed by doctor's. A full list of items is available to the doctor's, unless medically needed by the hospital.

4 DOCTOR AND NURSE WORKING HOURS

The practice now employs 5 doctors and when available to cover hours from our other doctors, locum doctors. We also have 3 advanced nurse practitioners.

We also have a business manager and DPO (Data Protection Officer) in our employ, who work closely with the practice and are involved with David and the website, providing a better service and an improved method of communicating with our patients.

- Our locums work 3 days per week
- Mr V Agarwal and Mrs S Agrawal work 3 days per week
- Mrs B Agrawal works 5 days per week
- Dr Uddin works 2 days per week
- Dr Ali works 1 day per week
- Huda Mohammed works 3 days a week
- Our advanced nurse practitioners work Monday, Wednesday, Thursday and Friday

5 MINOR AILMENTS SCHEME

The scheme is due to end in March 2020, due to the costs involved in the running of the scheme and how the scheme has been mishandled by the user's of the scheme.

6 IMPORTANT MESSAGE TO OUR PATIENT'S

Patient's are advised to take their medication regularly. Please see a Dr or a nurse if you have any chronic conditions a minimum of 2 times a years, and it is advised to have blood and urine tests, if they are indicated by one of our clinicians.

The surgery will contact patient's if any investigation results are abnormal or needs to be actions by one of our doctor's. Please avoid seeing a doctor or nurse for investing.

Please also, if you can, can all patient's please contact the surgery, for their own piece of mind.

7 CONTRACEPTIVE AND OTHER SERVICES

The practice is hoping to start delivering contraceptive services in the future, such as sub-dermal implants, coils etc, as well as private Joint injections.

8 TELEPHONE CONSULTATIONS

If a patient requires a telephone consultation, consultation is made when the patient contacts the practice. The receptionist agrees an end of morning session with the doctor and the patient is informed, the telephone consultation then takes place at the end of the morning session.

9 VIDEO CONSULTATIONS

Video conferencing is a future aspect of the service. It is not in place yet, and will be available to patients' who use a smartphone. GDPR will play a part in deciding its use due to how patient video consultations are to be recorded and reference in the patient's EMIS record.

10 PATIENT DIAGNOSTIC MACHINE

The practice is currently trying out a patient dialysis machine through February 2020 for a one month trial. The machine is able to access a patient's height, weight, BP and BMI. All readings from the machine are entered onto a print-out which the patient will give to the receptionist. Patient's wishing to use the machine will have to get a token from the receptionist.

11 PATIENT YEARLY MEDICAL REVIEWS

Medical reviews are to be carried out yearly, if the patient is healthy. The patient will receive regular updates if there are concerns to their health.

12 EXTERNAL PPG MEETINGS (WFCCG)

All PPG chairs, David, and Debra receive invitations to attend PPG meetings outside of the practice, it is outside of the practice, that all mentioned, receive updated information on NHS services that are currently in existence and maybe in the pipeline, in order to deliver the best care to all patients on the NHS.

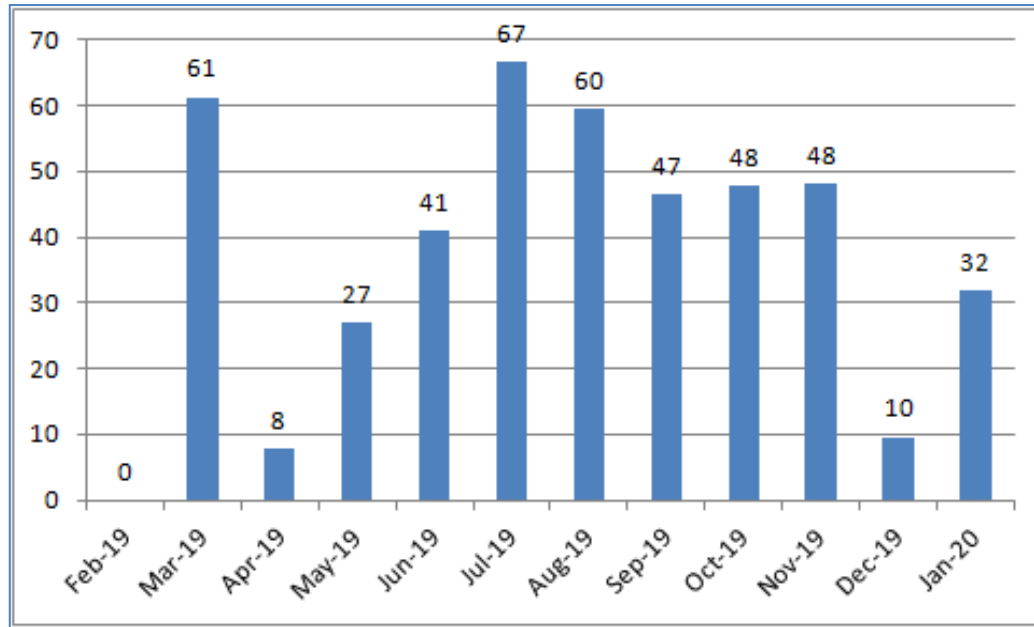
The next meeting is on Wednesday 12th February between 6pm and 8pm.

13 IPLATO SURVEY RESPONSES (JANUARY 2019 TO JANUARY 2020)

After an appointment, patients who have provided a mobile number are prompted via text, to complete a short question from the FFT – *Would you recommend our practice to a friend or family member?*, and if they wish to supply a reason for their answer.

	Feb-19	Mar-19	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Totals
Extremely Likely	0	20	10	28	10	25	26	20	14	28	36	40	257
Likely	0	10	8	38	11	10	15	23	6	18	31	36	206
Neither/Nor	0	1	8	4	1	1	1	0	3	2	14	5	40
Unlikely	0	0	0	3	0	0	0	0	0	0	5	2	10
Extremely Unlikely	0	0	0	1	0	0	0	0	0	2	8	5	16
Total	0	31	26	74	22	36	42	43	23	50	94	88	529
FFT SCORE	0	61	8	27	41	67	60	47	48	48	10	32	447
Number of comments	0	12	17	18	0	0	0	0	21	22	53	36	179
% of Comments	0	39	65	24	0	0	0	0	91	44	56	41	361

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



The patient's seem to have a mixed view about the practice, spanning from good and bad comments about doctor's and nurse's with the majority swinging to positivity.

Appointments and booking appointments, seems to be ongoing, however both the reception and waiting areas advertise all the ways in which patients can book appointments;

- Calling or coming to the practice from 8am in the morning.
- Booking appointments online using Online Services (from an iPhone, Android Phone, PC/Laptop or other device).
- Booking appointments online using the NHS App (from an iPhone, Android Phone, PC/Laptop or other device).

The practice also provides Home Visits and private examinations

The use of a self-check in was also raised, but this has been confirmed previously with the high tier of management at the practice that the use of a check-in service will not be used with the practice.

PPG questionnaires for the 2019/2020 period were given out by David, when he came in to collect and process iPlato and PPG questionnaire submissions. Results from both methods were recorded in the ongoing spreadsheet and Word documents and sample documents, with permission given by patients.

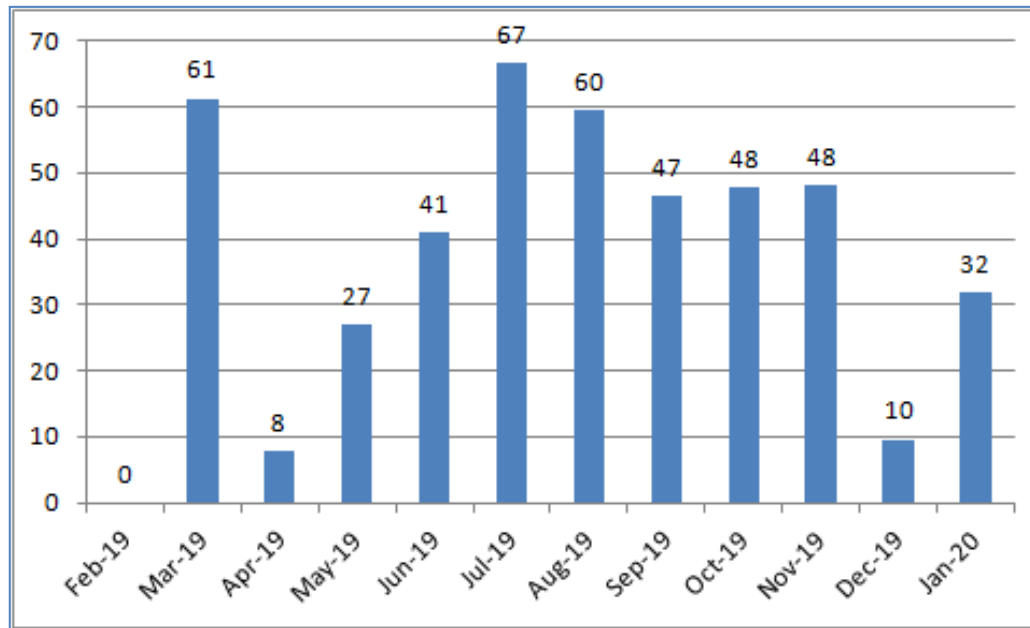
FORWARD ACTION PLAN

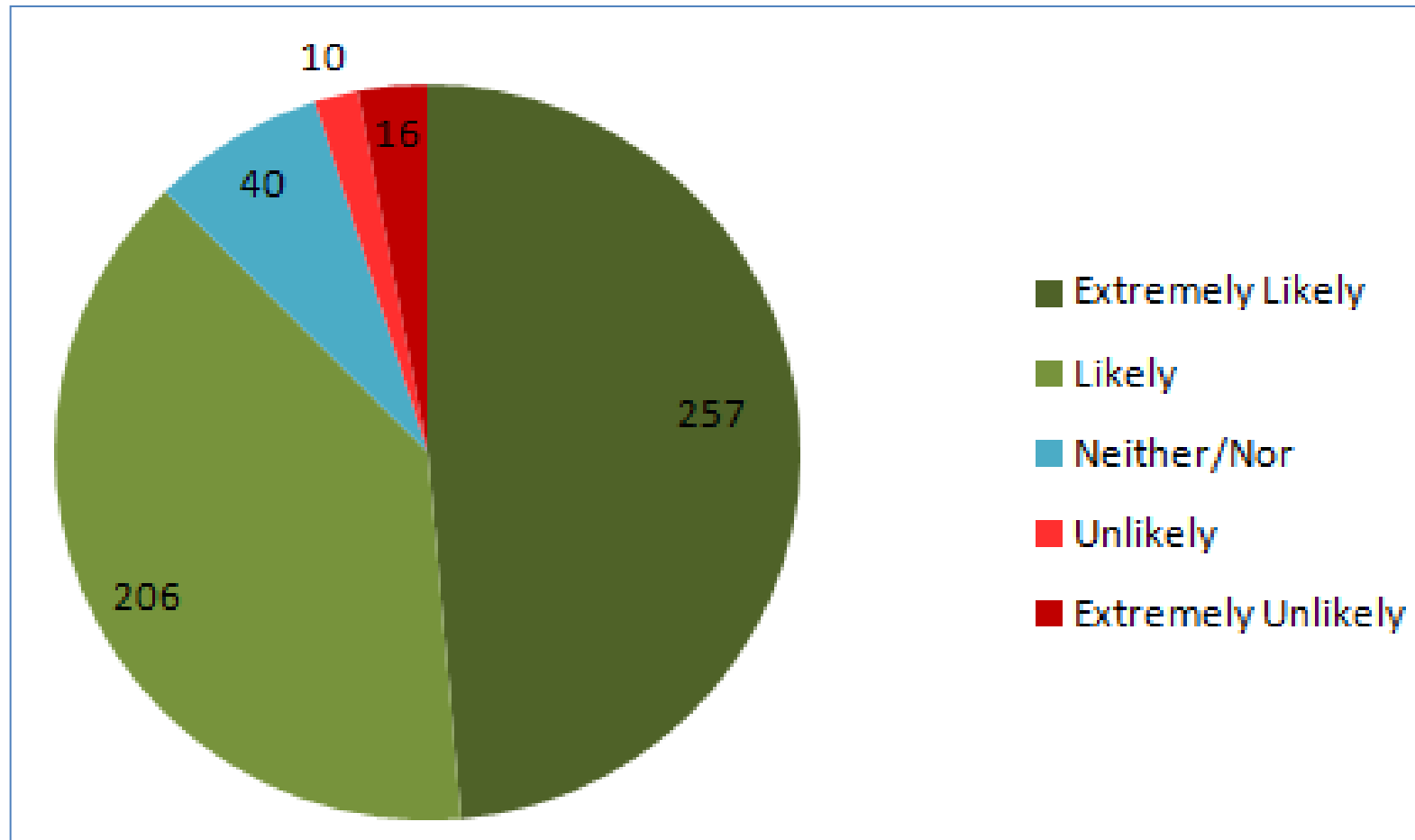
The opinions, suggestions and feedback highlighted in the PPG meeting of 2019/2020 on Tuesday 4th February 2020 will be reviewed and considered by the practice's primary care team in a practice meeting and will be brought into action as soon as possible.

Our next PPG meeting was not arranged at the meeting. PPG members will be notified and invited via telephone, emails, post and website and poster advert when a date has been decided.

APPENDIX 4 – FRIENDS AND FAMILY TEST BREAKDOWN SINCE OUR LAST MEETING IN NOVEMBER 2019

	Feb-19	Mar-19	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Totals
Extremely Likely	0	20	10	28	10	25	26	20	14	28	36	40	257
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Number of comments	0	12	17	18	0	0	0	0	21	22	53	36	179
% of Comments	0	39	65	24	0	0	0	0	91	44	56	41	361





APPENDIX 5 – FRIENDS AND FAMILY TEST BREAKDOWN JANUARY 2019 TO JANUARY 2020

The patient's seem to have a mixed view about the practice, spanning from good and bad comments about Dr's and nurse's with the majority swinging to positivity. Appointments and booking appointments, seems to be ongoing, however both the reception and waiting areas advertise all the ways in which patients can book appointments;

- Calling or coming to the practice from 8am in the morning.
- Booking appointments online using Online Services (from an iPhone, Android Phone, PC/Laptop or other device).
- Booking appointments online using the NHS App (from an iPhone, Android Phone, PC/Laptop or other device).
- The use of a self-check in was also raised, but this has been confirmed previously with the high tier of management at the practice that the use of a check-in service will not be used with the practice.
- Appointment waiting times are good, with patients showing a clear appreciation of services they have received from the clinical team, for example, treatments are explained with the treatment followed through and Flu injections being explained and given complete with explanation and due care to the patient's.

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.

