

**L.L. MEDICAL CARE LTD (AGARWAL &
AGRAWAL PRACTICE)**



**PATIENT PARTICIPATION
GROUP**

**PPG MEETING AGENDA
TUESDAY 4TH FEBRUARY 2020
1PM TO 2PM**

NO:	TOPIC	PRESENTER	TIME
1	Patient Participation Group – Welcome And Introductions	Asha Rahman	1pm
2	Recap November Meeting	Debra Garey	1.05pm
4	Patient Feedback Review	David Cook	1.25pm
5	Questions & Answer Session	Dr V Agrawal	1.50pm
	END		2pm

L.L. MEDICAL CARE LTD (AGARWAL & AGRAWAL PRACTICE)



PATIENT PARTICIPATION GROUP

FEBRUARY 2020 PPG PRELIMINARY MEETING

TUESDAY 4TH FEBRUARY 2020

PATIENT PARTICIPATION GROUP - BACKGROUND INFORMATION	4
WHAT IS THE ROLE OF THE PATIENT PARTICIPATION GROUP?.....	5
WHAT DOES A PATIENT PARTICIPATION GROUP DO?.....	5
WHY SET UP A PPG?.....	5
WHO ARE THE MEMBERS OF THE PATIENT PARTICIPATION GROUP?	6
WHAT THE PATIENT PARTICIPATION GROUP IS NOT ABOUT	6
WHAT CAN ALL PATIENTS DO TO HELP THE PATIENT PARTICIPATION GROUP?.....	6
ABOUT THE PRACTICE.....	7
ATTACHED STAFF AT THE HEALTH CENTRE	7
RECAP OF NOVEMBER MEETING	8
THE PRACTICE	8
DOCTOR AND NURSE AVAILABILITY.....	8
BOOKING APPOINTMENTS.....	8
PATIENT CALLBACKS	8
TEST RESULTS.....	9
FLU 2019/2020 IMMUNISATION PROGRAM	9
NEW COMPUTER SYSTEM.....	9

PPG MEETING FEBRUARY 2020

CCG PARTNERSHIP 9

GDPR POLICIES AND OTHER POLICIES 9

FEDNET OPENING HOURS FROM JANUARY 2020 – POSTERS ON ALL WALLS AND WEBSITE
UPDATED WITH THE FOLLOWING;..... 9

PATIENT FEEDBACK..... 10

WOULD YOU RECMOMMEND OUR PRACTICE TO A FRIEND OR FAMILY MEMBER? 10

PATIENT FEEDBACK – FRIENDS AND FAMILY TEST 11

FFT SPREADSHEET AND SUPPORTING CHART 18

PATIENT FEEDBACK - PPG SURVEY..... 20

PATIENT FEEDBACK SUMMARY 28

IMPORTANT LINKS 28

ATTACHED DOCUMENTS WITH THIS MEETING AGENDA 28

PATIENT PARTICIPATION GROUP - BACKGROUND INFORMATION

1. What makes a good Patient Participation Group?
 - Accessibility is open and a good communication between the GP and PPG.
 - Buddying up with other practices in terms of space management with regards to PPG meeting, workshops etc.
 - A good diversity in the PPG, in terms of race, age and sex.
 - A good sense of enthusiastic between the GP and the PPG members.
 - Understanding the patients view and building good communication between the PPG members and the GP.
 - A positive aim.

2. What information or support would be useful? E.g. guidance notes, template documents, development/training workshops/other?
 - Updated JX boards.
 - Fundraising
 - Posters organised around the practice and on the GP website.
 - Advertisement of the GP WIFI.

3. How would you measure the success of your Patient Participation Group?
 - Surveys (online and in-house).
 - Survey results (graphs and backup information).
 - CCI inspections.

4. What do you think this project should focus on over the next 6 months?
 - Keeping our GPs.
 - CCG communication – minutes and a publicised report available for patients.
 - To equalise the funding for all GPs.
 - Language translation (documents) for patients of all languages.
 - To build a network of PPGs.

WHAT IS THE ROLE OF THE PATIENT PARTICIPATION GROUP?

The patient participation group consists of patients who wish to be involved in the local practice whilst taking an active role in developing local health services.

The purpose of the group is to facilitate patients and the practice staff working together to share ideas to help improve the services offered at the practice in addition to sourcing out any local community services that would help enhance aspects of the patient's lives.

The group will also have the responsibility of helping patients to take more responsibility for their own health, the group also offers an avenue for patients to have a say in how services are planned, developed and evaluated to foster a good working relationship with the practice staff and GP's.

L.L. MEDICAL CARE LTD (AGARWAL & AGRAWAL PRACTICE)



PATIENT PARTICIPATION GROUP

WHAT DOES A PATIENT PARTICIPATION GROUP DO?

- Help improve on the experience of attending the surgery
- Help the practice decide on overall service priorities
- Helps bring the attention of practice staff, the practice perspective of the level and standard of the services provided
- Acts as a channel in communicating to patients
 - How changes in the NHS will affect service provision
 - Information on the help available, support groups and networks
- Helps patients understand more about the medical conditions/problems
- Helps improve patients overall experience of the practice

WHY SET UP A PPG?

Research tells us that effective engagement with patients;

- Improves quality of care and patient satisfaction
- Encourages patients as proactive partners rather than passive recipients of care
- Improves concordance with treatment
- Improves health outcomes
- Informs effective targeting of resources, saving time and money
- Is rewarding for professionals and improves relationships.

WHO ARE THE MEMBERS OF THE PATIENT PARTICIPATION GROUP?

The group will comprise of;

- Chair Person
- Secretary
- Treasurer (if fundraising is involved)
- Carer (s)
- Group members (patients from across the surgery representing the practice population)
- GP
- Practice Manager
- Nurse

WHAT THE PATIENT PARTICIPATION GROUP IS NOT ABOUT

The group will not deal with personal medical issues or individual patient complaints as there is already an existing procedure to handle such matters.

WHAT CAN ALL PATIENTS DO TO HELP THE PATIENT PARTICIPATION GROUP?

The patient participation group's effectiveness is engineering the mutual working together of both patients and the practice staff to achieve a common goal in the provision of the best possible service.

To achieve this end will require patients communicating with the group and practice staff as a whole.

ABOUT THE PRACTICE

The practice is family run with;

- Practice Manager (Debra Garey)
- Business Manager (Saba-Musondo Primo)
- Data Protection Officer (Radha Mutchuswamy)
- Website Developer/PPG Administrator (David Cook)
- Scanning Administrator (Saif Askari)
- 1 Administrations Assistant (Bethany Higgins)
- 5 GP's (Dr Vasu Agrawal, Dr Shobha Agarwal, Dr Bhavan Agrawal, Dr M Ali, Dr H Uddin – all GP's can prescribe medication)
- 3 Advanced Practice Nurses (Janet Achtar, Valerie John Charles, Emirica kangetsambo)
- 1 Nurse (Huda Mohammed)
- 1 Prescriber (Jiba Begum)
- 5 Receptionists (Tina Brazier, Sandra Cole, Bushra Khalid, Rabia Tariq, Wendy White)

ATTACHED STAFF AT THE HEALTH CENTRE

They work in conjunction with the surgery under the NHS umbrella. They are not employed by Langthorne Medical Centre;

- Midwife - The community midwife helps to run the ante-natal clinic every week and offers advice through pregnancy, during labour and the post-natal period.
- Health Visitors - They run the clinics at the health centre and assist with child health education, prevention of illness and childcare as an assessment of children's development.
- District Nurses - They provide nursing care in the home for the disabled, bedridden and sick that needs nursing care. They also hold clinics in the health centre where they deal with dressing, wounds, ear syringing etc.
- Chiropodists- This service is free to over 65's, children, the disabled and diabetic patients. There is also a home visiting service for the housebound.
- Phlebotomist – This service is now booked online by the patient or booked via a kiosk in the Phlebotomists clinic. The Phlebotomist clinics are now ran at Silverthorne, and ST James practices. For more information on the opening times and booking online options please visit - <https://www.nelft.nhs.uk/services-wf-community-phlebotomy>
- Physiotherapist - There is an on-site physiotherapy service to deal with acute and chronic muscular skeletal problems. The waiting time is shorter than the hospital physiotherapy service and is appreciated by patients.
- Dietician - This service is for everyone who is having problems with diet and weight.
- Diabetic Retinopathy - This is a new service for diabetic patients.
- Consultant Outreach Clinics - There are several clinics in the health centre for Gynaecology, Diabetes, Orthopaedic, Paediatric, Dermatology, and MRI Scanning.
- Dentist - This is only available to the elderly, disabled and children who meet the criteria.
- Ophthalmologist/Optomtrist - This is only available to children only.

RECAP OF NOVEMBER MEETING

THE PRACTICE

DOCTOR AND NURSE AVAILABILITY

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

- 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
- Our nurse and advanced nurse practitioners work Monday, Wednesday, Thursday and Friday

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 his work with the website and the patient feedback side, to provide a better service and an improved method of communicating with our patients.

BOOKING APPOINTMENTS

Appointments can be booked 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, Android, PC/Laptop or iPad)

Online Appointment hours are available from week to week and there is now an increased number of online appointments that are available.

Some pre-booked and follow-up appointments are difficult to manage. Patients are able to arrange call-back appointments, at the discretion of the doctor, after the doctor has seen all patients.

PATIENT CALLBACKS

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.

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 now contacting the practice via iPlato and phone lines to confirm with the practice if they can-not make an appointment, freeing up appointment slots for emergency and urgent cases.

TEST RESULTS

Patients can 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, chase up letter's are sent from the practice with a 1-2 week time frame for a response as previously all letters, and other medical information is sent via email.

FLU 2019/2020 IMMUNISATION PROGRAM

Flu immunisations are still available practice from the while stock is still available.

There was also some confusion over 2-3 year age groups, this was rectified with notices being put up in our waiting and reception areas, was also addressed on Clinics page on the website.

NEW COMPUTER SYSTEM

A new computer system was introduced and installed on the 19th November, the new system has reduced the number of issues and problems that were raised in our last PPG meeting.

CCG PARTNERSHIP

The practice is also part of a PCN hub working alongside High Road Surgery, the Green Man Medical Centre, Harrow Road GP practice, Kiyani Medical Practice and the Langthorne Sharma Practice – Led by Dr John Samuel, where 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.

Recently David attended a PPG meeting, with other PPG representatives, to discuss “WEL”, this is a 10 year plan that is being introduced to improve patient care in all PCN's. Their aim to see where problems lie in all PCN's and look at how those problems can be resolved for all medical issues (Mental Health, COPD for example).

Copies of the meeting agenda and discussion have been left with David, Debra, Asha and the practice Business Manager.

GDPR POLICIES AND OTHER POLICIES

PPG member's were advised on several of the new policies that were reviewed, particularly, our GDPR policy. It was explained in a much detail as possible as not to confuse anybody. The policy itself is set out to prevent all our patients and staff from any leakage of any information of any kind.

One each of our data collection forms (new patient, PPG, FFT etc) a clause is at the bottom, reminding patients of the GDPR policy and where they can find it, whether it be from one of our receptionists, or from the practice website.

FEDNET OPENING HOURS FROM JANUARY 2020 – POSTERS ON ALL WALLS AND WEBSITE UPDATED WITH THE FOLLOWING;

- Monday to Friday evening between 6.30PM and 10.00PM at the Allum Medical Centre and Higham Hill Medical Centre
- Saturday between 8.00AM and 8.00PM at Triangle House Health Centre and Handsworth Medical Centre
- Sunday between 10.00AM and 4.20PM at Triangle House Health Centre and Handsworth Medical Centre

PATIENT FEEDBACK

WOULD YOU RECOMMEND OUR PRACTICE TO A FRIEND OR FAMILY MEMBER?

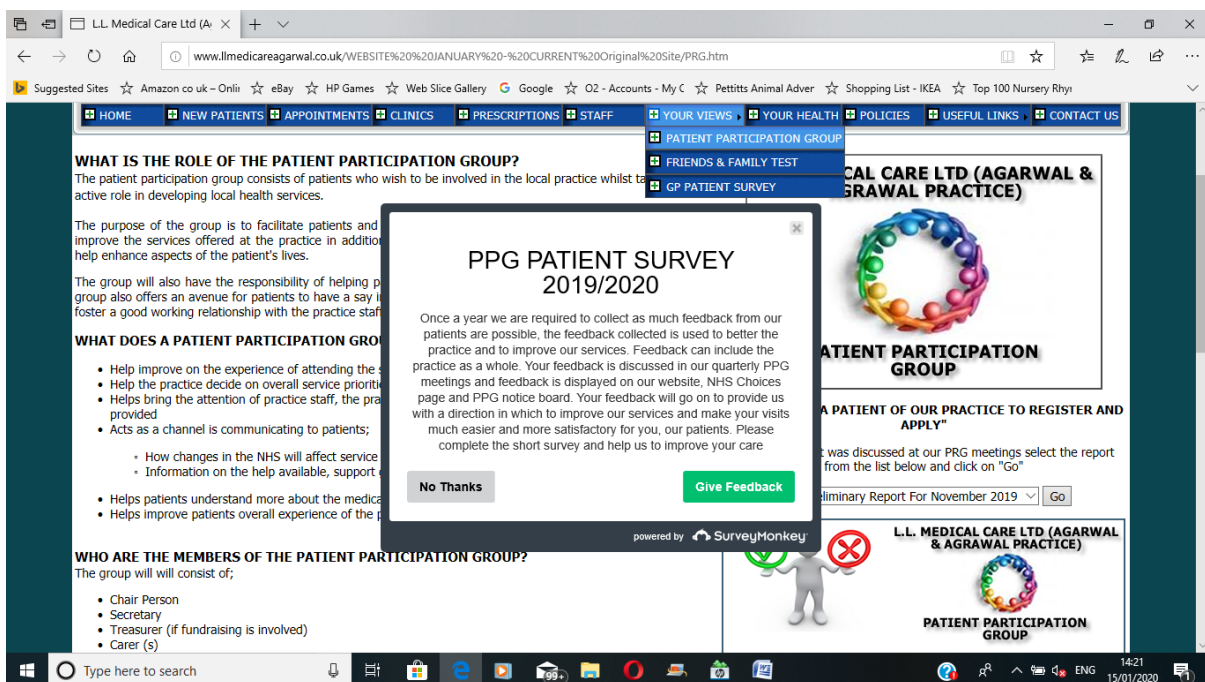
This question was asked to all patients after they had seen a member of the clinical team or a receptionist via an iPlato text message, providing that patient has supplied a mobile phone number on the patient file.

The question is split into several categories' with the patient given the option to elaborate on their response. This could be to offer advice on the good and the bad, or to simply say that staff are working well and are providing a good service, it is entirely up to the patient to comment if he or she wishes;

- Extremely likely to recommend
- Likely to recommend
- Extremely unlikely to recommend
- Unlikely to recommend
- Neither likely nor unlikely to recommend
- Don't Know

Patients were also asked by all staff at the practice from David Cook, to the reception team and all clinicians to complete a PPG Questionnaire, this questionnaire is more elaborative and allows us to look at the patient's experience in more depth and detail. The above question was asked at the end of the questionnaire and allows the patient to give an answer and the reasons behind, if the patient wishes.

The entire above are also available on the practice website, with direct online links to the Online and paper based versions.



All comments with the patient’s permission were included in our iPlato Comments Document and a Survey Monkey application, with the patient’s permission. The comments and suggestions were discussed with David Cook and Musonda Primo to determine the best from every category. The overall score and total number of responses are recorded in an ongoing spreadsheet.

PATIENT FEEDBACK – FRIENDS AND FAMILY TEST

Key

Extremely Likely to recommend

Likely to recommend

Extremely Unlikely to recommend

Unlikely to recommend

Neither Likely Nor Unlikely to recommend

Don’t Know



Date of response:	4/11/2019
FFT Response:	Extremely Likely to recommend
Comments:	
I am very happy with how the doctor tries his best to help me out all the time	

Date of response:	8/11/2019
FFT Response:	Extremely Likely to recommend
Comments:	
Efficient, caring and a friendly treatment. Always good care and treatment	

Date of response:	8/11/2019
FFT Response:	Extremely Likely to recommend
Comments:	
Very reliable knowledge, good advice and treatment, couldn't be better	

Date of response:	3/12/2019
FFT Response:	Extremely Likely to recommend
Comments:	
The GP was very understanding of my concerns and took decisions for more health checks	

Date of response:	3/12/2019
FFT Response:	Extremely Likely to recommend
Comments:	
A good service. A big thank you to Dr V Agrawal. He had the time to listen, ask and answer questions regarding my daughters health condition this morning who suffers from multiple allergies and eczema. Really appreciated, keep up the good work	

PPG MEETING FEBRUARY 2020

Date of response:	11/12/2019
FFT Response:	Extremely Likely to recommend
Comments:	
She helped a lot went out of her way to book a referral	

Date of response:	13/12/2019
FFT Response:	Extremely Likely to recommend
Comments:	
My GP, Dr S Agarwal, herself is always supportive. She accommodated me when the GP practice manager couldn't help. The online booking system should be active	

Date of response:	18/12/2019
FFT Response:	Extremely Likely to recommend
Comments:	
Dr B Agarwal was extremely helpful to me	

Date of response:	19/12/2019
FFT Response:	Extremely Likely to recommend
Comments:	
Seen on the same day, a polite receptionist, and I was treated quickly	

Date of response:	20/12/2019
FFT Response:	Extremely Likely to recommend
Comments:	
The nurse practitioner was very polite, helpful and informative. She was very caring and took the time to hear about all my concerns as well as making my daughter feel very relaxed and positive with regards to her illness	

Date of response:	20/12/2019
FFT Response:	Extremely Likely to recommend
Comments:	
The surgery is very friendly and efficient. My Dr B agarwal, is very caring and explains at every step, my problems and treatment are carried out	

Date of response:	23/12/2019
FFT Response:	Extremely Likely to recommend
Comments:	
They have good doctors who listen and have the time to take care of you like the doctor I saw today	

PPG MEETING FEBRUARY 2020

Date of response:	24/12/2019
FFT Response:	Extremely Likely to recommend
Comments:	
The online appointment system was available and the GP listened to me, did a proper check-up, didn't hurry and responded to my concerns properly in a professional manner	

Date of response:	17/1/2020
FFT Response:	Extremely Likely to recommend
Comments:	
The new doctors are very supportive and helpful. The offer multiple options of treatment	

Date of response:	30/12/2019
FFT Response:	Extremely Likely to recommend
Comments:	
The appointment was on-time and my blood report was briefly explained by the doctor. Even the nurse was very helpful	

Date of response:	3/1/2020
FFT Response:	Extremely Likely to recommend
Comments:	
The surgery is very friendly and efficient, my doctor, Dr B Agrawal is very caring and explains at every step, my problems and treatment to be carried out	

Date of response:	6/1/2020
FFT Response:	Extremely Likely to recommend
Comments:	
The long standing receptionists know me and are always polite and attentive to my needs. As m children I have been patients for over 24 years, my GP has always treated us as individuals and shown empathy where needed	

Date of response:	8/1/2020
FFT Response:	Extremely Likely to recommend
Comments:	
A very fast appointment booking system, excellent knowledgeable doctors and nurses, a great service	

Date of response:	10/1/2020
FFT Response:	Extremely Likely to recommend
Comments:	
My GP's showed understanding, empathy and support when I need it	

PPG MEETING FEBRUARY 2020

Date of response:	13/1/2020
FFT Response:	Extremely Likely to recommend
Comments:	
MY GP always explains things to me in a way that I can understand my medical condition and treatment	

Date of response:	15/1/2020
FFT Response:	Extremely Likely to recommend
Comments:	
The service was swift with no delays. Dr M Khan was very kind and supportive. I also had to book a blood test, which was done immediately after my appointment, this was very efficient and I only had to wait 10 minutes. The doctor who took my blood was very welcoming and friendly and made the experience comfortable. The lady with the laptop who sat outside to ensure that everyone who was booked in was also very friendly and reassured me that even though my name didn't come up when called, I'd still be called in. I am very pleased with my overall experience.	

Date of response:	1/11/2019
FFT Response:	Likely to recommend
Comments:	
I have seen improvements in the surgery. I hope there will be more like getting an appointment when you need it and you don't have to wait for 2 weeks to get 1	

Date of response:	6/11/2019
FFT Response:	Likely to recommend
Comments:	
I've received amazing care and support. I was listened to and I felt that my doctor was very understanding, therefore, I felt able to express my wished without judgement, thank you	

Date of response:	11/11/2019
FFT Response:	Likely to recommend
Comments:	
Done all checks and was helpful with advice	

Date of response:	12/12/2019
FFT Response:	Likely to recommend
Comments:	
My favourite doctor was back, so happy	

Date of response:	13/12/2019
FFT Response:	Likely to recommend
Comments:	
No improvement. She was very good and tried her best, including calling my consultant. She understood but, as I am helpless to speak to my consultant, she doesn't know me very well and she took it seriously.	

PPG MEETING FEBRUARY 2020

Date of response:	14/12/2019
FFT Response:	Likely to recommend
Comments:	
I was seen on time, checked in and was prescribed	

Date of response:	16/12/2019
FFT Response:	Likely to recommend
Comments:	
Kind nurse, clean surgery, kind receptionist	

Date of response:	20/12/2019
FFT Response:	Likely to recommend
Comments:	
My doctor and receptionist were very helpful and professional	

Date of response:	24/12/2019
FFT Response:	Likely to recommend
Comments:	
My grand daughter thought she was having an injection for her immunisations but when she discovered that it was a simple nasal spray, she left happy and content	

Date of response:	27/12/2019
FFT Response:	Likely to recommend
Comments:	
Good doctors and good receptionists	

Date of response:	2/1/2020
FFT Response:	Likely to recommend
Comments:	
A friendly and timely appointment with a clear explanation	

Date of response:	14/1/2020
FFT Response:	Likely to recommend
Comments:	
I was seen as soon as I arrived	

Date of response:	17/1/2020
FFT Response:	Likely to recommend
Comments:	
I booked the appointments on the same day and was seen on time	

PPG MEETING FEBRUARY 2020

Date of response:	11/11/2019
FFT Response:	Extremely Unlikely to recommend
Comments:	I waited an extra 25 minutes to be seen by the GP, who was rude, talked over me and went completely against what the last GP had prescribed

Date of response:	11/11/2019
FFT Response:	Extremely Unlikely to recommend
Comments:	No permanent doctors are available, only locum doctors, you need permanent GP's.

Date of response:	27/12/2019
FFT Response:	Extremely Unlikely to recommend
Comments:	The nurse was 30 minutes late for my appointment. The lady next to me had been waiting for her for 45 minutes. I had to leave without being seen as I had to return to work

Date of response:	27/12/2019
FFT Response:	Extremely Unlikely to recommend
Comments:	No notice of an appointment, then a text explaining that we had missed our appointment

Date of response:	29/10/2019
FFT Response:	Unlikely to recommend
Comments:	It is very hard to get an appointment, the reception are not helpful. In the last 3 years I have never got an appointment with the same doctor, even though I have requested it.

Date of response:	11/11/2019
FFT Response:	Unlikely to recommend
Comments:	It is not a bad practice In terms of professionals, but the management of booking appointments is poor.

Date of response:	2/12/2019
FFT Response:	Unlikely to recommend
Comments:	My medical documents are wrong after the transfer of documentation from my previous GP. There was a lack of urgency with my referral to my social workers and no proper documentation was sent by my previous GP to municipal authorities. The practice has not returned numerous phone calls.

PPG MEETING FEBRUARY 2020

Date of response:	2/12/2019
FFT Response:	Unlikely to recommend
Comments:	
They don't listen to your problems. You only hear them say that you have a 10 minute appointment and they won't go through the problems which are wrong with you	

Date of response:	10/1/2020
FFT Response:	Unlikely to recommend
Comments:	
It's hard to get an appointment. The early close on Thursdays is really inconvenient. It is very hard to get through on the phone.	
I've tried to get a copy of my medical records twice but they don't know how give them to me. I like the locums and the younger doctors, but they senior doctors have no people skills, especially when it comes to children, and mental health. They are rude, grumpy and make me feel that I am an inconvenience to them, so I try to visit as little as possible.	

Date of response:	1/11/2019
FFT Response:	Neither Likely Nor Unlikely to recommend
Comments:	
The waiting time it took to get an appointment	

Date of response:	2/12/2019
FFT Response:	Neither Likely Nor Unlikely to recommend
Comments:	
The only way to get an appointment is to go in at 8am. Even there is is not a lot of choice. My appointment this morning was then changed from 9.10am to 12,10pm.	

Date of response:	5/12/2019
FFT Response:	Neither Likely Nor Unlikely to recommend
Comments:	
It took a week to get an appointment for my 5 year old son who has a throat and ear infection. I find it difficult to get an appointment.	

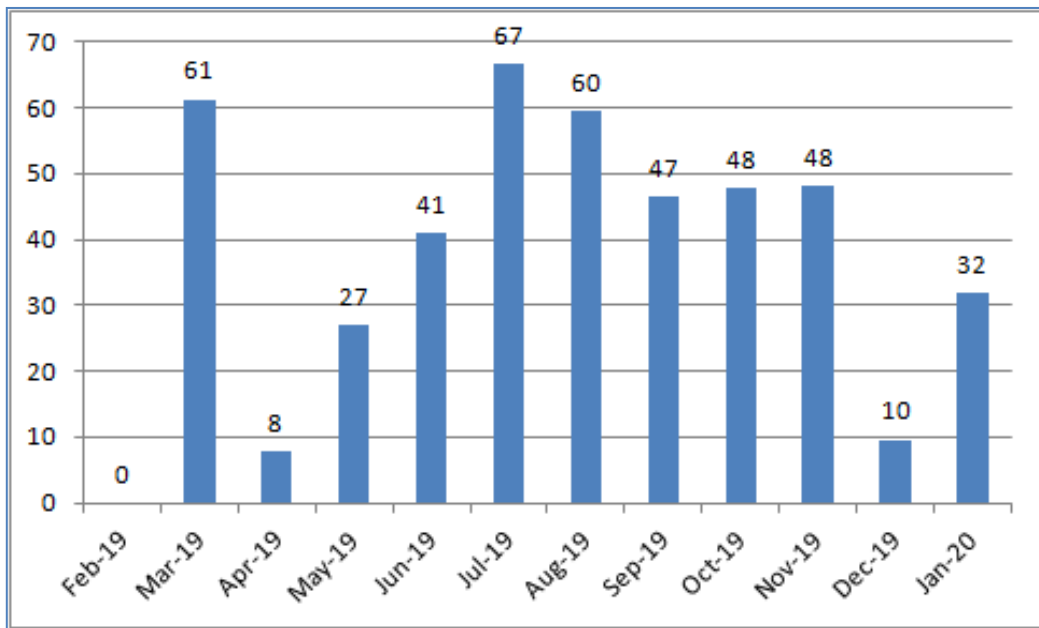
Date of response:	16/12/2019
FFT Response:	Neither Likely Nor Unlikely to recommend
Comments:	
I had my daughter's first vaccinations today at 10.30am and we arrived at 10.37am and waited an 1hour 20 minutes to be seen. We were advised that the nurse was running late, which was fine, but then found out that patient's were being seen within 10 minutes of their arrival while we were sitting there still waiting, not happy at all.	

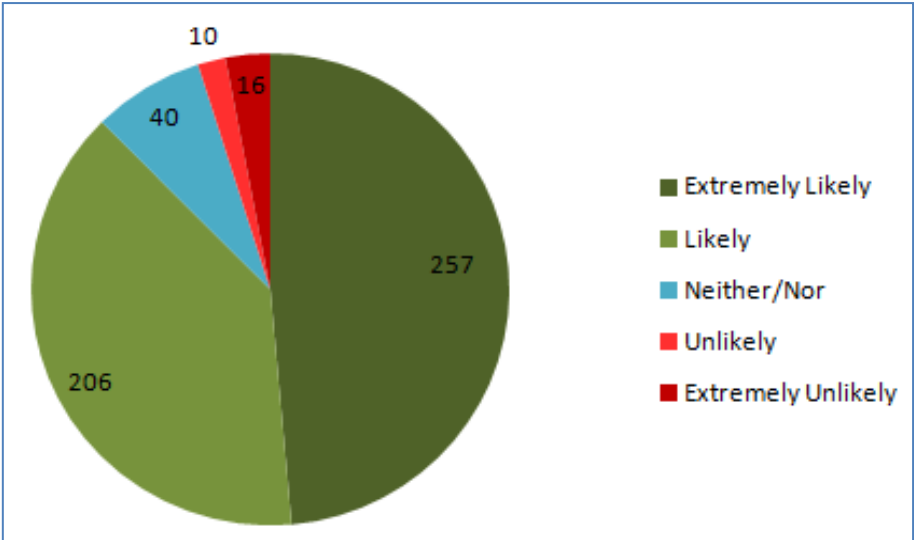
Date of response:	5/12/2019
FFT Response:	Neither Likely Nor Unlikely to recommend
Comments:	The interest and concern shown by the nurse was very refreshing, an improvement on the normal doctors whom show no interest in the patients.

Date of response:	20/12/2019
FFT Response:	Neither Likely Nor Unlikely to recommend
Comments:	Took too long to answer my calls and can-not get an appointment on the same day or book in advance. I have to keep calling morning and evenings.

FFT SPREADSHEET AND SUPPORTING CHART

	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





PATIENT FEEDBACK - PPG SURVEY

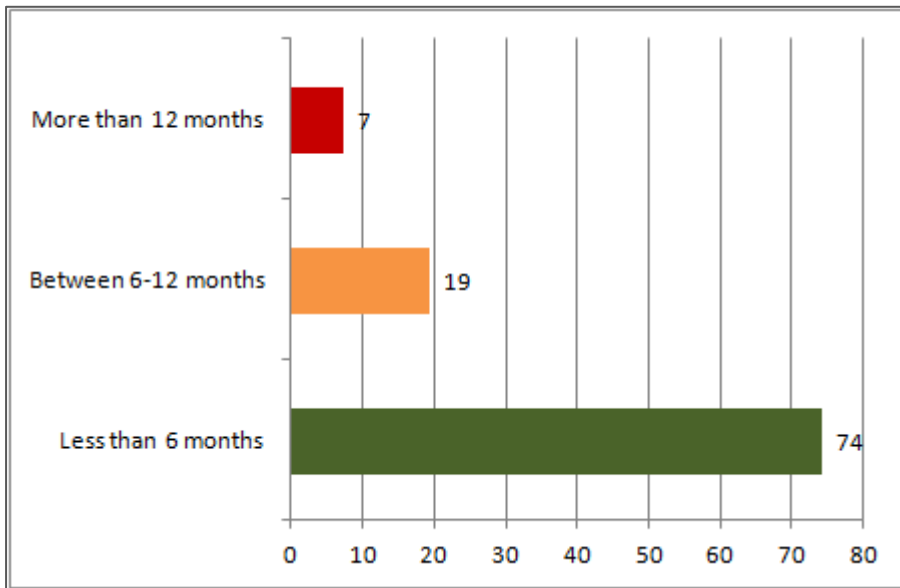
Between November 2019 and January 2020, 100 out of 100 PPG Questionnaires were given out by David, receptionists and the clinical team were returned and added to our Survey Monkey and FFT spreadsheet and Comments documents. Below are a few sample answers for the period of November 2019 and January 2020.

QUESTIONS ASKED AND SAMPLE COMMENTS/SUGGESTIONS

1. Please enter your e-mail address (this information will be kept confidential)
Patients that answered this question were made aware of the GDPR clause at the bottom of the questionnaire.

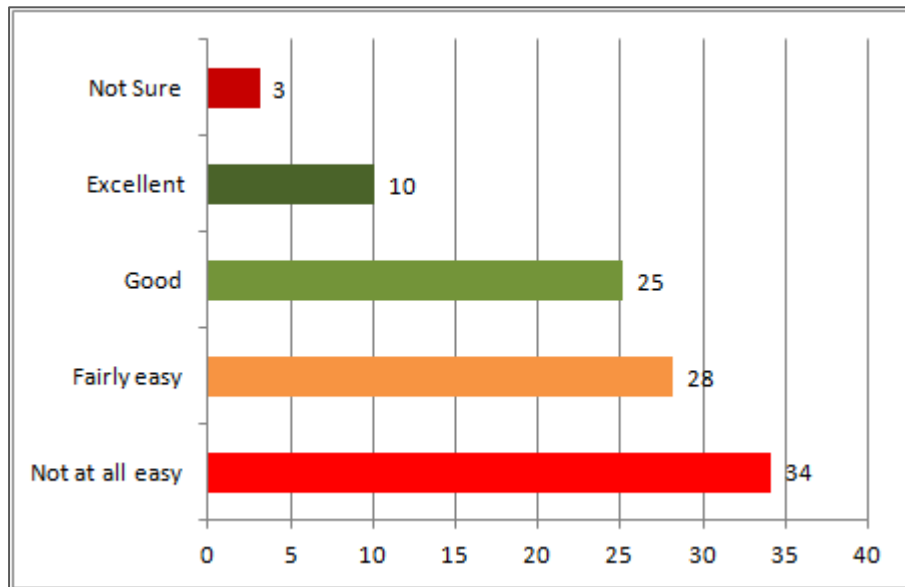
2. When did you last attend your GP surgery?

	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

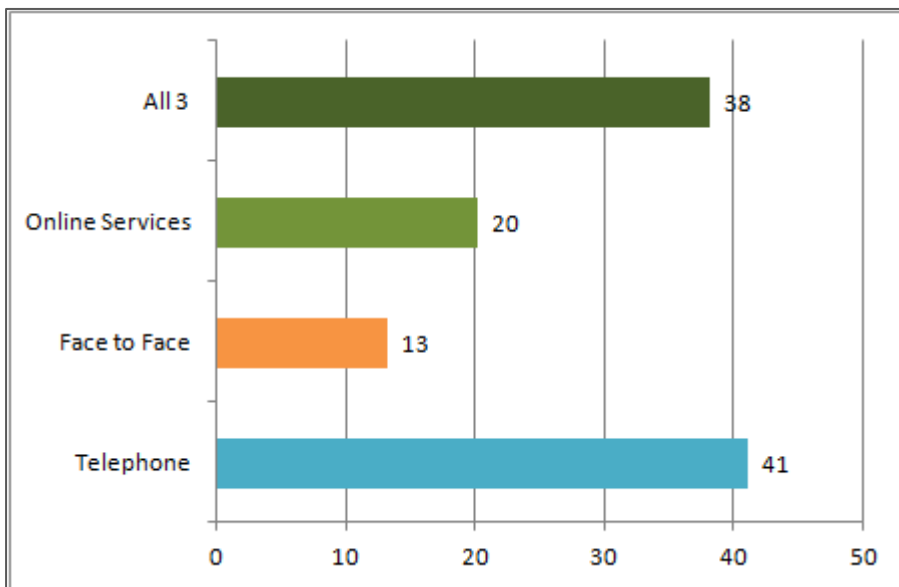


- When you get through, the appointments are not available on most days
- When you ring up for an appointment, you may be 3rd in the queue and that is ringing at 8am, then you can -not get an appointment
- It is very difficult, sometimes I wait ages on the phone
- The only is trying to book online appointments
- 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
 - 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**

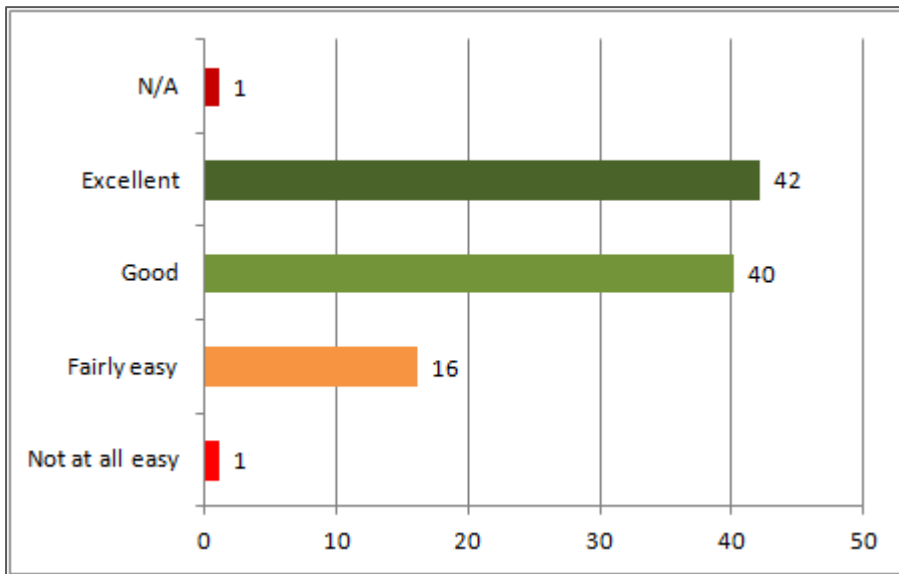
	Totals
Telephone	41
Face to Face	13
Online Services	20
All 3	38
Total	112

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

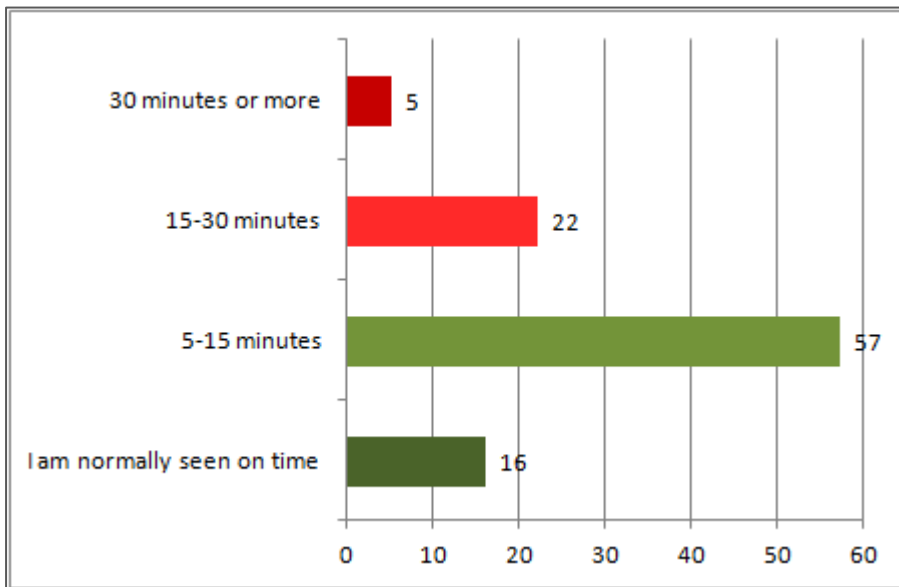


- All the receptionists at the practice are friendly and approachable
- Some are really good, and some don't bother to try
- The arrangement to see a doctor has improved over previous years
- Bless them, they are extremely busy and do their best, which is appreciated
- This surgery sets a very high standard
- 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
- 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

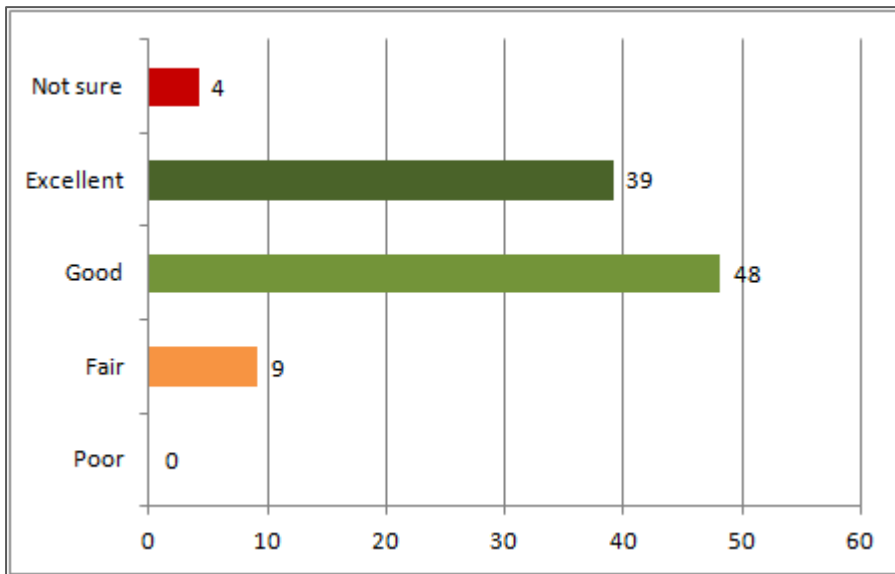
6. How long after your appointment time do you normally wait to be seen?

	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 have received from the nurse's?

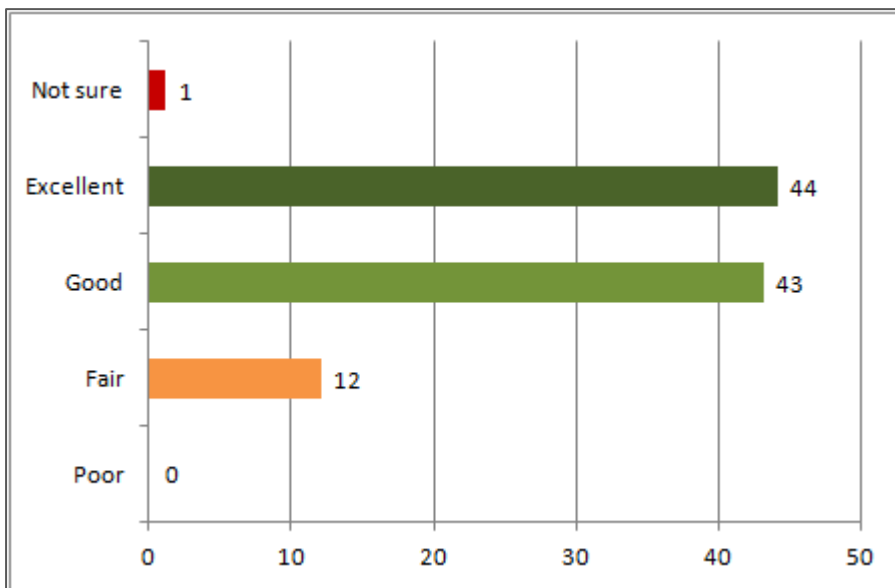
	Totals
Poor	0
Fair	9
Good	48
Excellent	39
Not sure	4
Total	100



- 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?

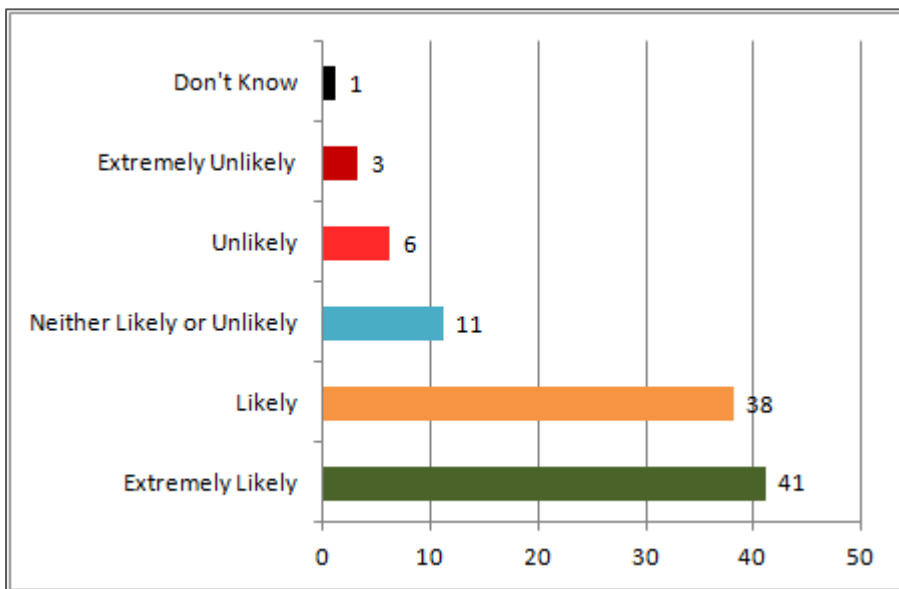
	Totals
Poor	0
Fair	12
Good	43
Excellent	44
Not sure	1
Total	100



- 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 say 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?

	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
- Keep 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

PATIENT FEEDBACK SUMMARY

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.

IMPORTANT LINKS

- Our practice website - <http://www.llmedicareagarwal.co.uk/>
- Our NHS Choices profile page
<http://www.nhs.uk/Services/GP/Overview/DefaultView.aspx?id=36201>
- eConsult - <https://llmedicareagarwal.webgp.com/treatmentCategory/showAll>
- eReferrals - <https://www.ebs.ncrs.nhs.uk/login>
- FedNet - <https://www.walthamforestccg.nhs.uk/ourwork/evening-and-weekend-gp-appointments-now-available-to-waltham-forest-residents.htm>

ATTACHED DOCUMENTS WITH THIS MEETING AGENDA

- February 2020 Newsletter
- PPG Questionnaire draft 2020 -2021