

# **PATIENT PARTICIPATION GROUP**

## **REPORT FOR 2011/2012**

**177 Beaumont Drive Surgery  
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### **Introduction**

The Patient Participation Group (PPG) was started to allow the surgery to work with and involve our patients in making decisions about the range and quality of services provided.

It is a relatively new concept, which supersedes the old system whereby questionnaires completed by patients were looked at by the surgery staff and changes implemented that only they felt were appropriate.

The new system allows us to discuss the results of the questionnaires with members of our patient population to decide together how to constantly improve our services. Although we always welcome feedback from our patients, this new project allows us to share peoples concerns with everyone else and also to make it available to see on our new practice website.

### **Choosing the PPG**

Throughout the last 12 months, people have been asked if they would be interested in joining the PPG and if they would be able to attend meetings with the practice staff. We aimed to start a group which fairly reflected our diverse patient population. The steps taken by the GP's and reception staff were to ask patient's face to face, who attended both surgeries, in morning and evening clinics, whether they would be interested in participating. There were no strict criteria regarding who would be allowed as that would not comply with the equality act.

We eventually had a group which represented the different sexes, different ethnicities, and different ages. We aimed to have a group of 8 patients at any one time so that the group would be manageable, large enough to reflect a cross section of the patient population and also large enough to get lots of different ideas. We decided to meet face to face as it felt more personal and not everyone had access to e mail. Our aim was to meet 4 monthly. At each meeting, there would be a chairperson who does not have to be the same person each time or indeed a member of staff.

The following were present at our most recent meeting:

Dr T Singh (GP - chairperson)  
Mrs Manjit Helaith (Practice Manager)  
Mr Gurbaksh Sivia (Retired Asian male)  
Mr Michael Bradford (Retired Caucasian male)  
Mrs Rebecca Rasho (Working Caucasian female)  
Mr Tarlochan Bansil (Retired Asian male)  
Mrs Kulwinder Kaur (Working Asian female) – sent her apologies  
Mr Roger Mcleod (Retired Caucasian male) – sent his apologies  
Mrs Joanne Cave-Brown (Working Caucasian female) – sent her apologies

## **Questionnaire**

Many of you will have seen the questionnaires which we supplied to our patients recently which asked patients questions on a number of different topics. These ranged from opening hours, care received from the doctor or the nurse, difficulty in getting an appointment, waiting times, cleanliness of the surgeries, friendliness of the staff, telephone services.

The questionnaires were virtually identical to the questionnaire on our website (*please see link on website address*) and patients were invited to write comments on the back. All questionnaires were completely anonymous and patients were assured it would have no bearing on the care they received at the surgery.

The questionnaires were completed over a 3 week period across both surgery premises in both morning and evening clinics. 159 questionnaires were completed and returned to the surgeries.

As we could not focus on all the different subjects in the questionnaire, the topic that the PPG and staff felt was a priority was access to the surgery in terms of being able to make appointments when required and the surgery opening hours.

The reason for this was when reflecting on questionnaires from the previous year, most people were concerned with how long they had to wait for an appointment in the waiting room. This was due to no appointment system. The system was then changed to try to accommodate patient's needs and we now operate via an appointment system and also a walk in/emergency clinic. It was also because most of the comments left on the questionnaires were to do with this topic.

The following results are from the survey:

## **Results**

- 1. Think about the last time you tried to see a doctor fairly quickly. Were you able to see a doctor on the same day or in the next two weekdays that the GP or Health Centre was open?**

Yes: 132 (83%)  
No: 24 (15%)  
Don't Know/cannot remember: 3 (2%)

**2. If you weren't able to be seen during the next 2 weekdays that the GP or Health Centre was open, why was that?**

There weren't any appointments: 18 (75%)  
Times offered didn't suit: 6 (25%)  
Appointment was with a doctor who I did not want to see: 0  
Was offered an appointment at a difference branch of my surgery: 0

**3. In the past 6 months, have you tried to book ahead for an appointment with a doctor? (By booking ahead we mean booking more than 2 days I advance.**

Yes: 69 (43%)  
No: 75 (47%)  
Don't Know/cannot remember: 15 (10%)

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

I am normally seen on time: 66 (42%)  
Within 5 minutes: 3 (2%)  
5 to 15 minutes: 54 (34%)  
15 to 30 minutes: 9 (6%)  
More than 30 minutes: 18 (11%)  
9 said they don't normally get appointment times (6%)

**5. How satisfied are you with the opening hours?**

Very: 58 (36%)  
Fairly: 15 (9%)  
Neither satisfied nor dissatisfied: 9 (6%)  
Dissatisfied: 39 (25%)  
Do not know the opening hours: 39 (25%)

**PPG Meeting/minutes**

The last meeting of the PPG was on the 26/03/2012 at Beaumont Drive Surgery. Unfortunately not everyone could attend but those who could not were kind enough to send their apologies.

The results were discussed at the meeting and the general consensus was that overall people seemed happier with a system which combined both appointment and a walk in clinic.

Some of the concerns noted however from patient's comments on the questionnaires and from those attending the meeting were:

1. Can we start commuter clinics, so that 1 morning a week, we start a clinic at 7am and 1 evening a week we finish at 8pm?
2. What does the walk in/emergency system actually mean as the phrasing is ambiguous?
3. Longer surgery hours.
4. Online booking/cancelling of appointments and prescription requests

### **Action Plan**

Overall the PPG and staff felt that the meeting was a success and an action plan was formed so that we could address the points above and then at a later date we could repeat the whole process of questionnaires and PPG meetings. It was decided that the following should be actioned:

Dr T Singh will discuss the idea of the commuter clinics at the next practice meeting and would be prepared to do the early and late clinics for a short period of time to evaluate the success of them. He will of course have to discuss this with the PCT also to ensure we comply with the extended hour's scheme. He will aim to do this over the next 4 weeks

The wording of the walk in/emergency system was to be left as it is. Unfortunately people have different perceptions of what an emergency is and at the moment we have no telephone triage system so that a doctor could decide via telephone consultation whether a patient does indeed require a same day appointment. It is also difficult to eradicate the previous walk in system that we had as we have a large number of patients who have been used to that system for several years and who are not able to use a telephone to book an appointment in advance and so it would be rather unkind to turn those patients away who just turn up. Rather we will try to educate patients about the need to pre book appointments and what an emergency appointment should be reserved for. Ultimately the staff will use their discretion when offering same day appointments. However all agreed the telephone triage system would be excellent in the future.

The idea of longer hours again has already been discussed amongst the staff and so we may offer longer opening hours in the morning clinics on Monday, Tuesday and Friday. Dr T Singh will discuss this in more detail with the staff at the next practice meeting as well as the PCT. Again, he will aim to do this over the next 4 weeks.

A new website has been launched for the surgeries and on it will soon be an option to book and cancel appointments as well as a number of other attractive options. But until the staff have had the appropriate training in it, patient will not be able to use this feature.

We aim to have the staff trained over the next 6 weeks and then activate the option of online prescription requests and online booking/cancelling of appointments.

**Summary**

The PPG has been enjoyable and those wishing to be a part of the next group please do get in touch with the surgery.

We will aim to repeat the questionnaires and meeting from April 2012 to March 2013, but we always welcome feedback.

Dr T Singh