

**EASTBURY GP SURGERY
and
EASTBURY GP SURGERY PATIENT PARTICIPATION GROUP REPORT
2013-14**

PRACTICE POPULATION PROFILE

	<u>2012-13</u>		<u>2013-14</u>
Total registered patients:	7,383		7208
Gender:			
Male	48%		48%
Female.	52%		52%
Age profile:			
Children (0-14)	15%	under 19	22
Young adults (15-44)	35%	20-39	22
Middle aged adults (45-64)	28%	40-59	29
Elderly (65+)	22%	60-79	20
		80-99	7
		100+	1

PATIENT PARTICIPATION GROUP (PPG) PROFILE

The PPG now has 252 members, an increase of 55% during the year.

	<u>2012-13</u>	<u>2013-14</u>
Male	40%	44%
Female	60%	56%
White British	73%	72%
Asian	10%	17%
Other	10%	1%
White European	7%	10%

The PPG continued to develop its activities, its Executive Committee meeting every other month with the Surgery's Senior Partner Manager and the Practice Manager. Communication with Members is by means of a bi-monthly Newsletter distributed mainly by e-mail, and by hand or post to those not on e-mail (20 % of the membership).

The PPG's Executive Committee is glad to be able to record that the Partners have recently agreed to make a grant of £400 available towards the PPG's running costs and this is acknowledged with thanks. With postage costs being so high the distribution of the Newsletter to such a high proportion of Members not on e-mail hitherto has been dependent upon the generosity and goodwill of Executive Committee members. Consideration is being given to the publication of the Newsletter quarterly instead of bi-monthly in future in order to reduce costs.

ACTION PLAN 2013/14

Below is a summary of the Surgery's response to the proposals included in the Action Plan 2013/14.

RESPONSE

STAFFING AND SERVICE IMPROVEMENTS

The number of patients registered with the Surgery is currently 7300 and growing. The Surgery is looking at innovative ways of improving access for patients. This includes looking at on line prescription requests (already used by a number of our patients but capable of much greater usage), online appointments and the gradual introduction of online messaging to improve communication between patients and doctors.

ACTION

The Surgery to look at innovative ways of improving access for patients via on line prescriptions, on line appointments, on line messaging.

In addition the Surgery has agreed to look at introducing a triage system in order better to meet the needs of its patients by enabling initial consultations with a health professional by telephone where appropriate before a "face-to-face" consultation is arranged. It is planned to introduce this in the Spring. In addition the Surgery is looking at an improved staff mix to meet its needs and new members of staff will be introduced to the team over the coming months.

ACTION

The Surgery to introduce a triage system.

The Surgery to review staffing and staff mix

The PPG believes that there is a need for patients to be given better information about treatments and therapies already available at Mount Vernon and Hillingdon Hospitals. This matter will be researched in the year 2013/14 and information circulated to patients. The PPG will explore ways in which it might assist the Surgery to promote health awareness amongst its members.

- a) On-line prescription service has been significantly improved and in addition the Electronic Prescription Service was introduced on 5 February 2014. Electronic prescribing is being promoted by Surgery staff and by the local Pharmacies.
- b) The on-line appointments system is live and is being expanded gradually.
- c) Text messaging reminder of appointments has been introduced; however the Surgery is still suffering 15% of DNAs (Did not attend) – an average of 35 appointments a week that are not kept without prior cancellation.

On reflection triaging over the telephone is thought to be medically less desirable for this Practice so the system that has been adopted is : minor illness clinic held on Monday mornings with the Practice Nurse; messages taken for consideration by duty doctor for further action.

Staffing at all levels has been considered and where necessary the Partners have authorised additional staff.

The PPG will work with the Surgery to increase awareness of local initiatives being introduced at present, e.g. the 111 service and the Integrated Care Programme which looks at providing additional support to those over the age of 75, those with diabetes, those with COPD and heart failure. The Surgery is working closely with the London Borough of Hillingdon in increasing awareness of the Telecare Services available to local patients. So far 76 patients have already agreed to be entered into this programme with personalised care plans since October 2012 following detailed consultations with doctors and nurses.

ACTION

The Surgery to provide better information for patients about treatments and therapies at Mount Vernon and Hillingdon Hospitals.

This is still being reviewed, it being dependent on external agencies.

The PPG to help promote health awareness of various local initiatives.

Being progressed.

MEMBERSHIP OF PPG

The present membership of the PPG is 140; application forms continue to be available at the Surgery and it is expected and hoped that more patients will become members. The majority of members are retired persons in the 65-85 age range and approximately 65% are female. Opportunity has been open to members of the ethnic community to apply, but there are no non-white British members on the Executive Committee which numbers 9 elected and one co-opted persons, 5 men and 5 women.

The Executive Committee intends to seek ways of increasing representation of particular groups of patients, e.g. those in the nursing homes covered by the Surgery, carers and younger patients. It will also consider ways of raising funds for the Surgery.

ACTION

The PPG to encourage more patients to join the PPG, especially those from the ethnic community, nursing homes, carers and younger patients.

Promotion of the PPG remains ongoing with membership promoted wherever possible, often by existing members attending the surgery.

PATIENT CONFIDENTIALITY

Consideration has been given to the matter of patients' confidentiality in the waiting area on the ground floor. After consultation with the Surgery Manager, the reception facilities are soon to be reorganised to enable patients to have greater privacy when talking with the Receptionist.

ACTION

The Surgery to implement plans to re-organise the Reception area.

A room has been made available for patients wishing to discuss confidential matters.

RESULTS OF SURVEY

(Carried out February 2013)

There is overall satisfaction with the Professional Staff with the contribution of the two nurses being particularly praised. This is to be greatly commended. The primary problems that should be addressed are:

1. Appointments
2. Contacting the Surgery by telephone
3. Surgery opening hours

The results of the 2014 survey demonstrate an improvement in the making of both urgent and non-urgent appointments.

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APPOINTMENTS

Although the non-availability of GP appointments was a major concern when the Action Plan for 2012/13 was agreed this matter continues to rank as a primary concern in the recent Patient Survey.

Planned steps:- the Surgery has agreed to look at introducing a triage system in order better to meet the needs of its patients by enabling initial consultations with a health professional by telephone where appropriate before a "face-to-face" consultation is arranged. It is planned to introduce this in the Spring 2013. In addition the Surgery is looking at an improved staff mix to meet its needs and new members of staff will be introduced to the team over the coming months.

ACTION

The Surgery and the PPG together will continue to monitor the situation.

The Surgery will explore soft and hardware solutions to help alleviate problems encountered.

The Surgery has introduced a text appointment reminder service and gradual introduction of an on-line appointments service.

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CONTACTING THE SURGERY BY TELEPHONE

Over half of the respondents expressed a preference for telephone booking, but a large majority (76%) said it took too long a time for their calls to be answered. The engagement of a second receptionist or an alternative improved automated telephone system should be investigated.

ACTION

The Surgery to consider the engagement of a second receptionist and to provide training in dealing with calls expeditiously.

The Surgery and PPG together to investigate improved automated telephone system.

SURGERY OPENING HOURS

Although there seems to be general satisfaction with Surgery opening hours, several respondents registered a need for alternative hours, particularly preferring Saturday and during the lunch break. It is intended that arrangements will be made to assist the 30% of patients who find the present times inadequate. The Surgery is currently open two Saturdays a month which are primarily for commuters.

ACTION

The Surgery to consider arrangements for accommodating other patients who find present opening times inadequate.

OTHER ISSUES

Patients' non-attendance for appointments ("DNAs")

Some steps have already been taken to address the "did not attend" problem. The PPG is determined to do all it can to encourage greater patient responsibility in this regard and believes that increased use of technology could help by reminding patients of their appointment.

An additional member of staff was engaged and all administrative staff were provided with training to answer telephone calls quickly. This will be constantly monitored.

The Practice Manager keeps herself abreast of developments in communication innovations and ensures their introduction when appropriate.

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The continued opening of the Surgery on two Saturdays in the month has been more widely publicised to assist patients who cannot attend during normal hours.

Although the Surgery has introduced a text reminder service and an automated cancellation service there has been no marked improvement on the number of DNAs and the PPG will continue to remind its Members of the need to cancel unwanted appointments in a timely way. However, it must be recognised that the PPG's membership comprises only 260 out of 7000+ patients registered at the Surgery.

Any reduction in DNAs would make more times available to patients needing an emergency or last minute appointment. In the month of February 2013 a review of DNAs indicated that around 30 doctor appointments a week were not kept. That is equivalent to one doctor being available for 2 full days with no patients to see. Clearly, whilst we may be requesting more doctor time, we do need to ensure that when they are here their time is used appropriately.

ACTION

The Surgery and PPG together to investigate greater use of technology to overcome the DNA problem.

The PPG to publicise the problem and to remind patients to advise the Surgery when they are unable to keep an appointment.

PATIENT ARRIVAL SCREEN

The recently installed Patient Arrival Screen has been warmly welcomed and comments have included that the patients find the “prompts”, such as check your blood pressure, smoking data, reminder for reviews, very helpful. At present the Surgery figures indicate that around 75% of patients check in using the arrival screen. Only a very few patients find the system complicated or would prefer to wait to see a Receptionist.

ACTION

The Surgery continues to monitor the staffing at the reception desk.

REPEAT PRESCRIPTIONS

Following concentrated efforts by a sub-committee of the PPG, the problems encountered by patients requesting repeat prescriptions have been soundly tackled and hopefully are now resolved. This matter will continue to be closely monitored by the Executive Committee.

ACTION

The Surgery and the PPG together to continue to monitor the recently improved repeat prescription procedure.

Staffing of Reception is continually reviewed and a second member of staff is readily available to attend any patient requesting a confidential discussion.

Recent monitoring shows a significant reduction in the number of complaints about the repeat prescription procedure following the changes introduced over the last year.

PATIENT SURVEY – FEBRUARY 2014

A comprehensive survey amongst patients was carried out during February 2014. The survey was the same as that carried out the previous year with two additional questions.

Copies of the survey form, whose printing costs were met by the Surgery, were made available in the Surgery's Reception and distributed to Members either by e-mail or post.

It was also made available on the Surgery's website. When possible members of the PPG Executive Committee attended during the busier times to encourage patients to complete the form (and to join the PPG if not already a Member!).

SUMMARY OF PATIENTS' RESPONSES

This year there was an increase in respondents of 51 %.

THINKING ABOUT YOUR ARRIVAL AT THE SURGERY ON THE OCCASION OF YOUR LAST VISIT

We are pleased to report that respondents found an overall improvement in their experiences of the Front Desk Team. Specifically it was found that the staff's politeness, knowledge and efficiency had improved. Respective percentage improvements noted 13%; 14% and 13%.

More patients appear to appreciate the simplicity of the computerised checking-in system. It does make it more important that this system should work all the time.

Some Respondents felt that it is important for the Surgery to ensure that Notice Boards "are kept up-to-date and free from "clutter".

Equally Respondents felt that NHS and similar informative booklets must be kept tidy and preferably kept in some sort of chronological order.

THINKING ABOUT TELEPHONE ACCESS TO THE SURGERY

It was felt that telephone answering showed some improvement; from the Surgeries' point of view though, it is imperative that patients ringing in keep their messages to the Surgery short and to the point.

Please remember that it is not always possible to be put through to a Doctor or Nurse; they may well be engaged with another patient. Give the Receptionist your message and they will ensure it gets to the right person!

If you have had laboratory tests, **YOU** must phone the Surgery after about 5 working days to find out about the results; by that time the Doctor is likely to have reviewed the results and will have made relevant notes on your file, which the Receptionist will tell you about. She will also tell you what action the Doctor wants you to take.

THINKING ABOUT THE APPOINTMENT SYSTEM

There was felt to be a general improvement in the appointments system. More people are phoning in rather than coming in to the Surgery, expecting instant access to a Doctor or Nurse.

Because more people are making appointments, there is also an improvement in genuine emergency appointments.

Doctors are however concerned that, increasingly, patients come for a consultation and present quite a number of ailments at the same time. They ask that when making an appointment, patients tell the receptionist that they need to discuss more than one ailment so that appropriate time slots can be made available if necessary, or more than one appointment can be made.

Another issue which is worrying is that Patients make appointments and then **DO NOT ATTEND (DNA)**.

This currently amounts to some 40 appointments missed each week! This is clearly not an acceptable trend; the Surgery has a text messaging system whereby Patients are reminded that they have an appointment due. All you need to do is to give the Surgery your mobile phone number: they will do the rest.

THINKING ABOUT YOUR MOST RECENT CONSULTATION WITH THE DOCTOR OR NURSE, AND ASSUMING YOU WERE ON TIME

Consultations with ANY Doctor were more readily available compared with last year and consultations with a NAMED Doctor were also more easily available.

Waiting times to see the Doctor or Nurse, once you booked in for your appointment were still felt to be longer than one would hope for:- we have already identified some of the reasons for this above, and of course it may well happen that your Doctor as to deal with an emergency.

THINKING ABOUT THE CARE YOU RECEIVE FROM THE DOCTORS AND NURSES

Clinically speaking, it was felt by Respondents, that we get excellent service and attention from our Doctors and Nurses. Respondents felt that they give us enough time in a consultation; clinicians listen to us and give good explanations of treatments we need; they involve us in decisions about our health and care needs.

As a result, 71% of Respondents have confidence and trust in the clinician they saw.

THINKING ABOUT THE CARE YOU RECEIVE FROM THE DOCTORS AND NURSES

Overall, how would you describe your experience of your GP Surgery?

	2014	2013	Variance
Excellent	25%	13%	12%
Good	53%	49%	4%
Fair	19%	29%	-10%
Poor	4%	8%	-5%

Would you recommend the Practice to someone else?

	2014	2013	Variance
"Yes, definitely"	37%	24%	13%
"Yes, probably"	40%	42%	-2%
"No, probably not"	19%	27%	-7%
"No, definitely not"	3%	8%	-5%