

ABBNEY WOOD SURGERY PRG REPORT 2014-2015



We would firstly like to thank all the PRG members, formal and informal for their time and valuable feedback over the past year, and also a huge thanks to those members that took the time to talk to the CQC inspectors and also attend the PRG meeting

As always your contributions have been very much appreciated, and we hope that you all feel that your views have been taken on board

COMPONENT 1

Develop a PPG and a description of the PRG

The PRG has now in its 3rd year of operation and continues to grow

Description of the profile of the PRG members

18 members

12 female

6 male

6 members are from Black Minority Ethnic Groups

The remaining members are White British

We have been successful in recruiting members from a broad age range
Age range of group 25 -105

1 member in the age 25-34 age range

2 members in the age 34-44 age range

3 members in the age 45-54 age range

5 members in the age 55-64 age range

3 members in the age 65-74 age range

3 members in the age 75-84 age range

1 member in the age 85-105 age range

Steps taken to ensure that the group is representative

Practice Profile

Patient count 8036

Male 3,894 (48%)

Female 4,142 (52%)

Age range

0 -16 2112 (26%)

17-24 712 (9%)

25-34 1181 (15%)

35-44 1089 (14%)

45-54 1112 (14%)

55-64 828 (10%)

65-74 512 (6%)

85-84 332 (4%)

85-105 158 (2%)

The practice has a recorded ethnicity for 97% of registered patients 53% of our registered population are coded as White British, and 29% are coded as belonging to a Black Minority Ethnic Group. 4% are coded as belonging to an Asian Minority Ethnic Group

6 members are employed, 2 members are full time mothers, and the remainder are retired. The high number of retirees, likely reflects the group of patients that have the spare time to commit to the PPG One of our members is housebound and registered disabled, another member is a mental health patient, and another is a carer for a chronically sick relative

One of our new members is housebound and views were obtained through a home visit. The second new member is a managerial staff member at the Residential home the surgery has provided medical care for since April 2014, and this person represents the opinions/ feedback from the residents and their relatives. The home is a dementia Specialist Home

We have 2 informal members who are part of the Travelling Community. One lives on the Thistlebrook Travellers site and the other although does not live on the site, the member is a respected Community elder with many family members living on the site Their views were sought in the form of ad-hoc discussions at the surgery

In addition to the members detailed above

Mrs Janice Hunt – a receptionist at the Surgery is the PRG Lead/ administrator, assisted by Mrs Tara Bolton, the Practice Manager and Dr Hannah (Dr Hannah Muotune) who is a GP Partner and lead GP for the PRG

This year the group was run with a mix of emails, (routine quarterly and also ad-hoc contribution / dialogue from members) a face to face group

meeting, informal interviews at the surgery and a home visit. This ensured we obtained the views of a broad spectrum of the practice population, and included those who may not necessarily have access to the Internet

Process used to recruit to our PRG

This year we continued to advertise the PRG as widely as possible. The local Health Visitors included details of the PRG to new mum packs, and a local Pharmacy also continued to distribute details of the PRG to registered patients that had medication dispensed from the Pharmacy

Notice boards in the surgery advertised the PRG and also posters were put up at various points throughout the surgery.

Minutes from previous meetings were available in the waiting area and included details re how to join. This was highly commended by the CQC during our recent visit

Membership forms were also left at the reception desk.

We have a dedicated PRG section on the practice website, and the Practice leaflet – available at reception and given to all newly registered patients - also has details for the PRG

The staff, both clinical and administrative continue to try and recruit new members and this has had a small degree of success, with both the new members being invitees from staff

In the waiting room, and clearly labelled is a 'suggestions box', where all people that attend the surgery can make suggestions

The PRG operated with emails every 4 months, but some members contributed ongoing email dialogue throughout the year. As explained above, in order to capture the views of as wide a representative group as possible, a series of informal interviews/discussions were undertaken as well as a home visit, and the opinions of the residential home managers (representing the patients and their relatives) was also sought

COMPONENT 2

Steps taken to reach agreement on priority issues

Emails were sent to PRG members on a quarterly basis, updating them with any new developments

In October 2014 PPG members were sent emails, and letters to those with no email address, inviting them to come to a meeting to discuss priority issues and also review the progress of plans for action from the previous year

A valuable brainstorming meeting took place in the surgery on Sat 8th November 2014 with the members that attended, but some members that could not attend sent emails outlining their areas for priority. The minutes of the meeting were printed and left in the waiting room for patients to read/ offer feedback on, and also the minutes were emailed/posted to PRG members. The minutes are also available on the practice website

One of the priority issues highlighted last year was to promote awareness of extended hour's sessions among registered patients

These sessions have proved to be very popular and are always fully booked

The reception staff as requested do let patients know about the sessions, and in addition clinical staff, also continue to opportunistically inform patients of this

As per the action plan 2013/2014- the extended hour's sessions have been included in the Practice Leaflet more clearly

Through the PRG meeting at the surgery and also from member's emails/ feedback we were able to devise a short satisfaction survey (the members stressed the importance that any survey should be brief). This also took into account suggestions in the suggestion box and feedback on NHS Choices

The survey was posted / emailed to members, and after some slight wording modification an 11 question survey was devised

The main priority areas identified were: to include a question about awareness of extended hours to see if the information campaign throughout the year had been successful, to ascertain interest in online services, satisfaction with reception staff and clinical staff, and likelihood of attending a proposed Health Promotion Class to be run by a PRG member

The PRG members agreed for the survey to be distributed on a Monday – traditionally the busiest day at the practice when a full variety of clinical staff conduct surgeries

COMPONENT 3

Collate the patient views through the use of a survey

As previously stated, the survey was devised based on the priority areas identified by the PRG members. It also took into account feedback from the 'suggestions box' in the surgery waiting area and comments on NHS choices. The survey was emailed to members prior to distribution.

The members agreed it was user friendly with mainly simple yes or no answers. The Friends and Family test was also included in the survey

Following some minor adjustments to the text, after PRG feedback the survey was distributed on Monday 9th March.

It was distributed to all patients attending Morning surgery by staff conducting the surgeries, but also to avoid any bias, copies were also available at the reception desk and reception staff enquired if patients had/ wished to complete a questionnaire

The surveys were returned to reception in a sealed envelope. The envelope was opened at the end of the week, when the data was collated

A total of 90 questionnaires were distributed and 43 were returned. This gave a response rate of 47% for the survey. This is considered to be above the normal 30 – 40% response rate in many surveys

The results were analysed by Dr Hannah GP PRG Lead, after being collated into a excel spreadsheet by Mrs Janice Hunt the PRG Lead, and very kindly verified by a member of the PRG to confirm the responses were accurately charted.

The PRG members had been consulted about the proposed method of collation /analysis prior to this analysis of the data and no objections were made

The Survey Results

Q1

If you saw a GP or Practice Nurse or Nurse Practitioner today, would you be happy to see them again

43 responses

YES 43 100%

NO 0 0%

Q2

How helpful do you find the receptionists at the practice

43 responses

1. Very helpful 39 90.7%

2. Fairly helpful 4 9.3%

3. Not very helpful 0

4. Not at all helpful 0

5. Don't know 0

Q3

Were you aware that appointments and repeat prescriptions can be requested online?

YES 26 60.47%

NO 17 39.53%

Q4

How did you book your appointment today?

In person	15	34.88%
By telephone	27	62.79%
Online	1	2.33%

Q5

Would you like to use our facility to request repeat prescriptions and book appointments online?

YES	25	58.14%	(6 respondents stated they however did not have readily available internet access)
NO	18	41.86%	

Q6

Are you aware that the practice offers late evening appointments on Wednesday and Thursday evenings, and early morning appointments on Wednesdays?

YES	22	51.16%
NO	21	48.84%

Q7

Would you be interested in attending Health Promotion/ Preventative Health seminars at the local community centre run by one of our patient participation group members?

YES I WOULD LIKE TO ATTEND	14	33.3%	(one maybe response)
NO	28	66.7%	

Q8

How likely are you to recommend the surgery to friends and family?

Extremely likely	22	51.16%
Likely	19	44.19%
Neither likely or unlikely	1	2.33%
Unlikely	0	
Extremely unlikely	1	2.33%
Don't know	0	

Q9

It will help us to understand your answers if you can tell us a little about yourself. Are you?

MALE	18	41.86%
FEMALE	25	58.14%

Q10

How old are you

Under 16		0
16 - 44	11	25.58%
45 - 64	19	44.19%
65 - 74	8	18.60%
75 or over	5	11.63%

Q11

What is your ethnic group?

White	30	69.77%
Black or Black British	12	27.91%
Asian or Asian British	0	
Mixed	0	
Chinese	0	
Other ethnic group	1	2.33%

COMPONENT 4

Provide the PRG with an opportunity to comment and discuss the survey findings

The survey results were posted / emailed to the PRG members on 20.3.15 and feedback from the survey was requested

The feedback was mainly through email dialogue

The majority of members felt the results were well deserved and some members offered constructive feedback

One third of those surveyed expressed an interest in attending Health Promotion seminars run by a PRG member. This member is still keen to proceed with the seminars

The majority of patients seem to book appointment by telephone or in person, despite being aware of online services. Access to Internet services seemed to be the obvious determinant for online booking

Some of the PRG members had mentioned in the email dialogues, difficulty with booking appointments /repeat medications through the online services

It was explained that the issues were with the computer operating system that the CCG had commissioned, and teething problems with the Practice IT software supplier INPS vision

It was also explained that this year Greenwich CCG plan to update the computer operating system from Windows XP to Windows 7, and that this would hopefully resolve some of the issues

It was also explained that the issues were outwith the surgeries control, but that we were working hard with the GGC IT Department to help resolve the issues

At the surgery reception we have more than 100 uncollected online services 'tokens' despite repeated email/ telephone reminders to collect. Patients have completed the application forms, but not returned to collect the tokens to activate the online services

It was agreed that the surgery staff will continue to publicise online services, especially with the new record summary being available online

To date none of the PRG members wished to participate in the records online. The practice will however continue to promote this to all patients as part of the online services 'bundle'

COMPONENT 5

Agree with the PRG an action plan and seek PRG agreement to implementing changes

Issues and priorities to be addressed	Planned action	Who will undertake action	Timescale
Health Promotion education	Health promotion/disease prevention seminar	Led by PRG member with support from the practice PRG leads	6 months
DNA's	Poster giving monthly total for missed booked appointments in the surgery	Practice Medical Secretary Mrs Norma Brown who collates DNA (Did not attend) data	Within 2 months
Patient survey	Survey to be available online and for a one week period	PRG lead Mrs Janice Hunt, in consultation with PRG members to develop survey	November 2015

The action plan detailed above was agreed with PRG members 26.3.15

COMPONENT 6

Progress from last years action plan:

Following the 2014/2015 survey results, in addition to the action plan detailed above, we intend to continue to promote awareness of extended hours sessions, as this was the main action plan point in 2013/2014

The reception and clinical staff have already been briefed about promoting extended hours, and this was also discussed at the surgery practice meeting held on 24th March 2015

Additional posters advertising online services have been placed throughout the surgery to promote the use of this service

This was highlighted in the CQC report, which commended the surgery and its PRG members.

We do however accept that some patients still prefer to come in person / telephone to book appointments and this wish will be respected

The surgery check in system is finally operational again and this should free up reception staff to answer the phones more promptly at peak times for booking appointments – 8.00am and 3.30pm

Also following feedback from PRG members about earlier opening hours, one of the extended hours sessions is now from 7.30 – 8.30 each week. This has been piloted for several months and has proved to be popular with our working patients. Given the success, we plan for this session to continue for the foreseeable future

The surgery was rated as 'GOOD' in all domains of the CQC inspection and once again we are grateful to the members who took the time to come in to the surgery on the inspection day and speak to the inspectors

The patient feedback from the CQC inspection was noted to be overwhelmingly positive

Core opening hours when you can call the surgery

Monday to Friday 8am – 6.30pm

Surgery times

Monday 9.00am – 12pm 16.00 – 18.30pm

Tuesday 9.00am – 12pm 16.00 – 18.30pm

Wednesday 9.00am – 12pm 16.00 – 18.30pm

Thursday 9.00am – 12pm 16.00 – 18.30pm

Friday 9.00am – 12pm 16.00 - 18.30pm

Extended hours sessions are

Wednesday 7.30am – 8.30am Dr Adewakun

Wednesday 6.30pm – 7.45pm Dr Hubert

Thursday 6.30pm - 7.30pm Dr Ilobi & Dr Hannah

The extended hours appointments are by booked appointment only and can be booked up to one month in advance

Doctors and Nurses appointments can be booked up to one month in advance. These are 10 minute appointment slot

Our Advanced Nurse Practitioner appointments are bookable on the day 10 minute slots

Same day emergency 5 minute appointments are available with all Dr's in surgery each day

There is also a daily 'Duty Dr' on call