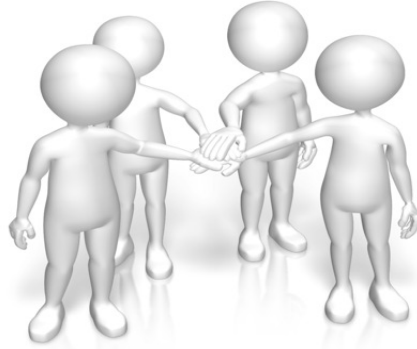


ABBEY WOOD SURGERY PRG REPORT 2015 - 2016



We would firstly once again like to thank all the PRG members / contributors, for their time and valuable feedback over the past year and, we hope that you all feel that your views have been taken on board

COMPONENT 1

Establish a PRG comprising only of registered patients and use best endeavours to ensure PRG is representative

The PRG is now in its 4rth year of operation

Description of the profile of the PRG members

18 members - 12 female and 6 male

6 members are from Black Minority Ethnic Groups

The remaining members are White British

The members are from a broad age range: age 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	7998	
Male	3876	(48%)
Female	4112	(52%)

Age range

0-16	2057	(26%)
17-24	708	(9%)
25-34	1174	(15%)
35-44	1073	(13%)
45-54	1127	(14%)
55-64	853	(11%)
65-74	543	(7%)
75-84	296	(4%)
85-105	157	(2%)

The practice has a recorded ethnicity for 96.84% of registered patients 50% of our registered population are coded as White British, and 34% 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

Our housebound members views were obtained through telephone conversations and a home visit. One of the members 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.

We have 2 informal members who are part of the Travelling Community. 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. Dr Hubert (Dr Hubert Onyekwelu) is the Senior Partner who also assists

This year the group was run with a mix of emails, (routine quarterly and also adhoc contribution / dialogue from members) a face to face group meeting, informal interviews at the surgery and telephone interviews 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

In order to try and reach a wide demographic of potential members, the local Health Visitors included details of the PPG 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

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, with an application form

The staff, both clinical and administrative also promote the PPG
Additionally, Practice Nurses that undertake the chronic disease clinics for Asthma, COPD and Diabetes also advertise the PPG

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 telephone interview /home visit with our housebound member, and the opinions of the residential home managers (representing the patients and their relatives) was also sought

COMPONENT 2

Agree with PRG which issues are a priority and include these in a local survey

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

During the year, the usual informal interviews with the members of the travelling community members took place as well as a telephone interview with our housebound member. No pertinent issues were ascertained and overall a high level of satisfaction with the services offered by the surgery was expressed

The nursing home managerial staff were able to give +ve feedback on the surgery. Relatives are happy that the Dr's at the surgery can be approached either during the weekly ward rounds/ ad hoc acute visits, but that they can also request a call back by contacting the surgery reception. This system seems to work well

In February 2016 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 meeting took place in the surgery on 27th February 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

From the PPG meeting we were able to establish areas for priority action as suggested by the attendees

- The practice would look into an automated email system could be set up, to acknowledge receipt of emails from patients
- Practice to check with iplato if the cost of a missed appointment can be added to appointment text reminders and also if the cost of missed appointments could be added to the 'missed appointments' monthly total poster

- A link for the Greenwich Community Directory which details community resources available in Greenwich to be added to the practice website

Through the PRG meeting at the surgery and also from member's emails/ feedback we were able to devise a short survey focusing on the proposed Saturday opening that NHS England have mandated for GP surgeries, and also a direct question relating to patient's knowledge on how to cancel booked appointments, and try and reduce the missed appointments which were over **1000 missed (DNA - did not attend) booked appointments for 2015**

The survey was posted / emailed to members, for their agreement, and once obtained as per last years action plan the survey was undertaken for one week - the 7th - 11th March

The survey was available at the reception desk and waiting room, online, and was also given out by Dr's for the week to every 4th patient in morning surgery

COMPONENT 3

Carry out the local practice survey and collate and inform the PRG of the findings

As previously stated, the survey was devised based on the priority areas identified by the PRG members, and from last years action plan. It also took into account feedback from the 'suggestions box' in the surgery waiting area and comments on NHS choices. No recurrent themes were revealed from the 4 complaints the surgery had received in the year 2015 - 2016. The complaints were discussed at the PPG meeting in February 2016. The survey was emailed to members prior to distribution.

The members agreed it was user friendly with mainly simple yes or no answers, and it was suitably short, and as requested, included satisfaction enquiries

The survey was distributed on the week starting Monday 7th March.

It was distributed to every 4th patient 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 of patients had/ wished to complete a questionnaire. The survey was also available online and in the waiting room area.

The surveys were returned to reception in a sealed envelope. There was also a drop box in the waiting area for survey responses. The envelope was opened at the end of the week, when the data was collated

A total of 250 questionnaires were distributed and 120 were returned. This gave a response rate of 48% 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

Yes 120 (100%) No 0

Q2 How helpful do you find the receptionists at the practice

Very helpful 112 (93%) Fairly helpful 8 (7%)

Q3 Would you like to see routine bookable appointments on Saturday mornings?

No opinion 2 (2%)

Yes 88 (73%) No 30 (25%)

Q4 Are you aware of how to cancel booked appointments at the surgery?

No 20 (17%) Yes 100 (83%)

Q5 Are you male or female

Male 66 (55%) Female 54 (45%)

Q6 How old are you

Under 16 2 (2%) 16 - 44 40 (33%) 45 - 64 36 (30%)

65 - 74 20 (17%) 75 and over 22 (18%)

Q7	What is your ethnic group	
White		74 (62%)
Black or black British		30 (25%)
Asian or Asian British		9 (7%)
Mixed		6 (5%)
Chinese		1 (1%)

COMPONENT 4

Provide the PRG with an opportunity to comment and discuss findings of the local practice survey. Reach agreement with the PRG of changes in provision and manner of delivery and services

The survey results were posted / emailed to the PRG members and feedback from the survey was requested on 13.3.2016

The feedback was mainly through email dialogue, although results were posted to our housebound and another member that does not use email
Comments on the survey were invited

Members felt the survey represented the surgery accurately and congratulated staff members. One PPG member voiced concern about Saturday opening hours, stating that it would represent a 6-day working week, with little time off for staff

The survey revealed that 100% of respondents would be happy to re-consult with the healthcare professional that they had seen that day

All respondents found the reception staff either very or fairly helpful. Our reception staff undertake a difficult and demanding job, and the survey results confirm their professional attitude

Nearly $\frac{3}{4}$ of respondents answered positively to the possibility of Saturday bookable appointments and the overwhelming majority of patients were aware of how to cancel booked appointments

The respondents were from wide ranging age groups and ethnicities, and 55% male and 45% female

COMPONENT 5

Agree with the PRG an action plan setting out the priorities and proposals arising out of the local practice survey

The action plan detailed above was agreed with PRG members by 15.3.2016

Issues and priorities to be addressed	Planned action	Who will undertake action	Timescale
Educating patients re cost of missed appointments	The missed appointments poster to be amended with cost of each missed booked appointment	Mrs Janice Hunt PPG Lead	6 months
Automated emailed receipt	To ascertain from NHS net if an automated email acknowledging receipt of patient emails could be set up	Mrs Tara Bolton Practice Manager	Within 3 months
Health Promotion Local resources	Greenwich Community Directory link to be added to the Practice website	Mrs Janice Hunt PPG Lead	Within 3 months
Saturday bookable appointments	await guidance for Saturday surgeries from CCG	Dr Hubert Onyekwelu, Senior Partner	Within 6 months

COMPONENT 6

Publicise the Local Patient Participation Report on the practice website and update the report on subsequent achievement

Progress from last years action plan:

Health Promotion and Education seminar:

The member that had requested to hold the health seminar has, to date been unable to hold the seminar. The member also unfortunately was also unable to attend the recent PPG meeting this year. This years action plan includes adding a link to the Greenwich Community Directory, which details many locally available health promotion resources that are available locally

A monthly DNA figure is published on 2 posters in the surgery waiting room / reception areas. Another poster with the annual total is also on display

This years survey was available for one week as proposed and was also available online

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