

ABBAY WOOD SURGERY PRG REPORT 2016 - 2017



Once again we would 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 we at the surgery have listened to and acted on your views

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 5th year of operation and we welcomed one new member this year

Description of the profile of the PRG members

19 members - 13 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
4 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	7951	
Male	3893	(49%)
Female	4058	(51%)

Age range		
0-16	2006	(26%)
17-24	731	(9%)
25-34	1183	(15%)
35-44	1023	(13%)
45-54	1163	(14%)
55-64	856	(11%)
65-74	545	(7%)
75-84	293	(4%)
85-105	151	(2%)

The practice has a recorded ethnicity for 95.75% of registered patients 50% of our registered population are coded as White British / mixed British, and 35% are coded as belonging to a Black Minority Ethnic Group. 6% are coded as belonging to an Asian Minority Ethnic Group

7 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 member's views were obtained opportunistically through telephone contacts and home visits. 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, although relative also contact the surgery if required

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

As usual 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 home visits. 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 continued to include 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 are also always available 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 with on-going 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 and home visits with our housebound member. Overall a high level of satisfaction with the services offered by the surgery was expressed

The nursing home managerial staff were also 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 continues to work well

In January 2017 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 January with the members that attended. 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 an area for priority action as suggested by the attendees

- The practice would undertake a patient survey ascertaining patient knowledge of the online facility to book appointments/request repeat medications/view limited data from their computerised notes. At the suggestion of one of the members, the survey should be kept the same as in a previous year (2015) when the same issue was surveyed
- An update on the previous years action plan was explained:
- 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 use of online services

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 as previously suggested by PPG members ,from 27th February to 3rd of 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. This ensured wide sampling of patients and eliminate significant bias

Through our informal discussions with our member from the travelling community, it was suggested that the practice should reply comments posted on the practice site on NHS choices. This will be included in this years action plan

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, after a discussion at the PPG meeting that explained Greenwich had one of the lowest percentages of users of online services. Feedback from the 'suggestions box' in the surgery waiting area and comments on NHS choices did not reveal any significant issues that could be surveyed. No recurrent themes were revealed from the complaints the surgery had received in the year 2016 - 2017. The complaints were discussed at the PPG meeting in February 2017. The survey was emailed to members prior to distribution.

The members agreed it was user friendly, and it was suitably short, and had identical questions relating to online services echoing the survey in 2015

The survey was distributed on the week starting Monday 27th February

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. This methodology was previously agreed with PPG members and used for past surveys.

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 200 questionnaires were distributed and 82 were returned. This gave a response rate of 41% 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 82 (100%) No 0

Q2 How helpful do you find the receptionists at the practice

Very helpful 76 (93%) Fairly helpful 6 (7%)

Q3 Were you aware that repeat prescriptions and appointments can be requested online

Yes 28 (34%) No 54 (66%)

Q4 How did you book your appointment today?

In person 28 (34%) By telephone 53 (65%) online 1 (1%)

Q5 Would you like to use our facility to request repeat medications and book appointments online

Yes 51 (62%) No 31 (38%)

Q6 How likely are you to recommend the surgery to friends and family

Extremely likely 47 (57%) likely 30 (37%) Neither likely or unlikely 5 (6%)

Q7 Are you male or female

Male 30 (37%) Female 52 (63%)

Q8 How old are you

Under 16 25(30%) 16 - 44 35 (43%) 45 - 64 12 (15%)
65 - 74 7(8%) 75 and over 3(4%)

Q9 What is your ethnic group

White 50 (62%)

Black or black British 25 (31%)

Asian or Asian British 2(3%)

Mixed 0

Chinese 0

Other ethnic group 3 (4%)

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 13.3.2017

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.

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

The respondents were from wide ranging age groups with many from the young age group (perhaps reflecting that baby clinic ran on one day of the survey), and 37% male and 63% female

The results revealed that relative to 2015, there had been little change in patient awareness of online services

However just over 60% of respondents expressed an interest in using the service

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
Increasing awareness of online services	More prominent posters and all staff to actively promote online service registration	Mrs Janice Hunt PPG Lead	6 months
Comments on NHS choices	Practice to reply to recent comments on NHS choices	Mrs Tara Bolton Practice Manager	Within 3 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:

A link to the Greenwich Community Directory link was added to the Practice website

The missed appointments poster has been updated with the cost

Saturday appointments are now available for patients through 'The Greenwich Hub'

It was decided not to specifically send an automated email receipt to patients as it would require configuration to send a receipt to all emails which would then use up memory space in the 'sent email' file, taking up more time to administrate this

This year taking into account the survey findings the proposed action plan is for all staff to actively promote the use of online services, with posters to be displayed prominently in the surgery

In addition taking into account feedback from the members of the travelling community, the surgery should aim to reply to recent feedback on NHS choices

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