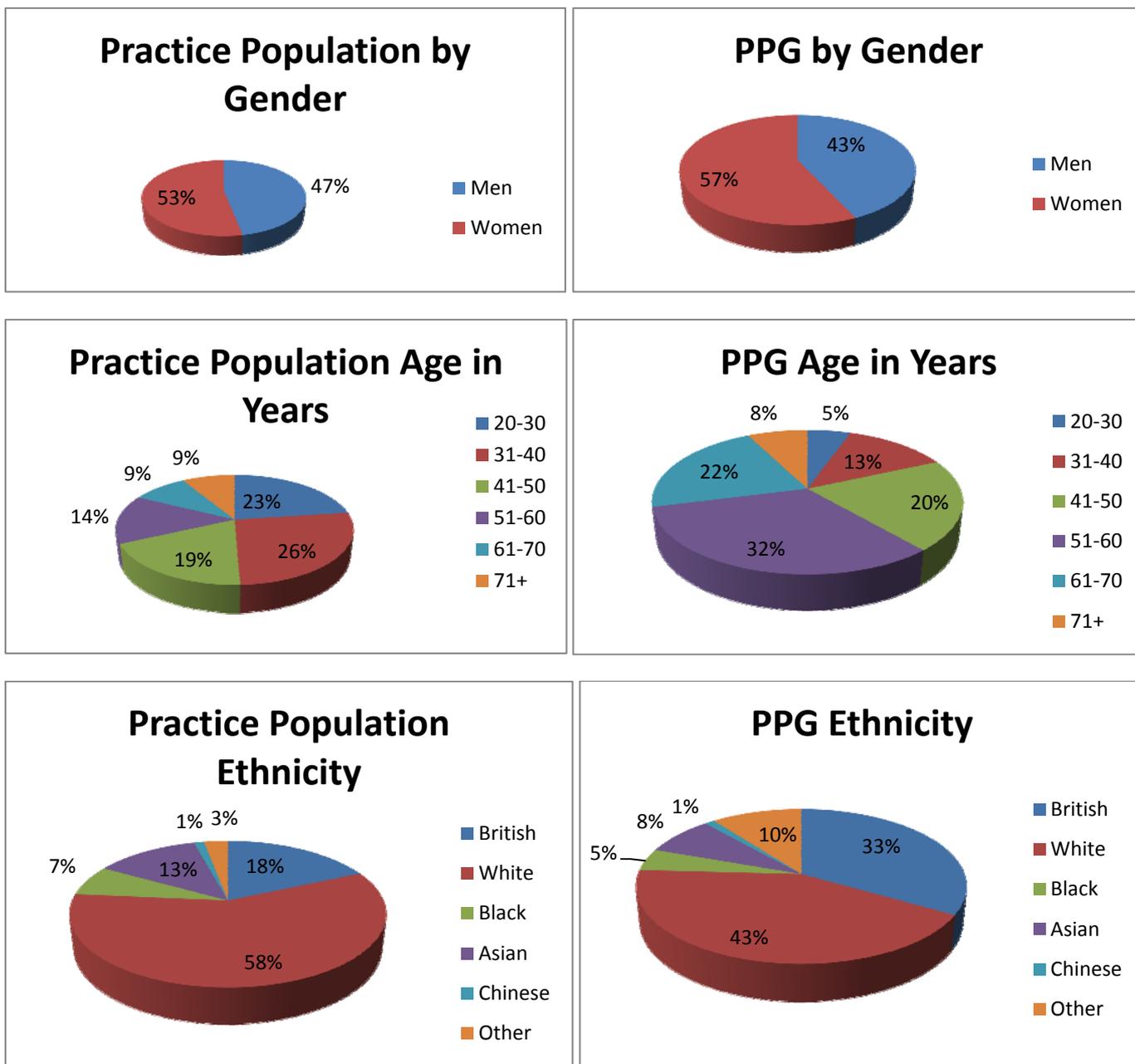


Patient Participation Group 2013 Phase 2 Report

We formed our Patient Participation Group (PPG) in 2011 from interested volunteers from our registered population. We wanted this group to be representative of our practice wide population and so by utilising our Newsletter, email and encouragement within the Surgery itself we have tried to reach all demographics of our patient base.

The current breakdown of our practice population compared to our PPG membership is as follows



The charts above reveal that our PPG is closely representative of our practice on gender but less on age. We have been advertising the group in our waiting room, emailing out invitations along with our newsletter and encouraging anyone who may be interested face to face. The difference between our PPG and registered patients is probably reflective of those who use our services most.

The breakdown of the Surgery by ethnicity is a very difficult task as it relies upon subjective categories by self selected groups. In order to generate a comparable view of the ethnicities of both the surgery as a whole and the PPG we have had to combine a number of nationalities into larger distinctions. By doing this we have been able to produce a picture that we can contrast however it cannot be a totally accurate portrayal.

The above graphs do show that our PPG is not dissimilar to the practice demographic as the proportions are representative.

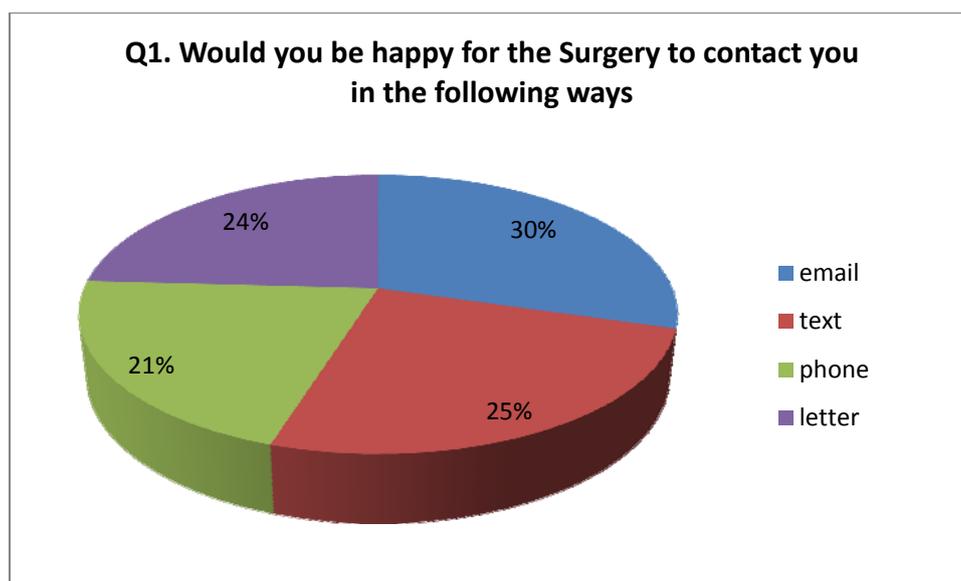
Methodology

This report is a breakdown of the results from our practice wide Patient Survey which has been available to all patients from January 2013. We have collated the results and proposed an action plan which we have shown to our PPG. They have reviewed this and their comments on our proposed changes are included at the end of this report.

We initially emailed out a pre survey to our PPG members in August 2012 so that we could discover views on methods of communication, our website, vulnerable groups and any improvements they felt the building may benefit from. We also asked for any comments or suggestions for good topics for our patient wide survey. We collated the results from this and expanded on these areas of questioning to produce the more detailed questionnaire we made available to all of our patients. We received 105 responses to our survey. We formulated the results of our patient wide survey into an action plan which was reviewed and agreed by our PPG.

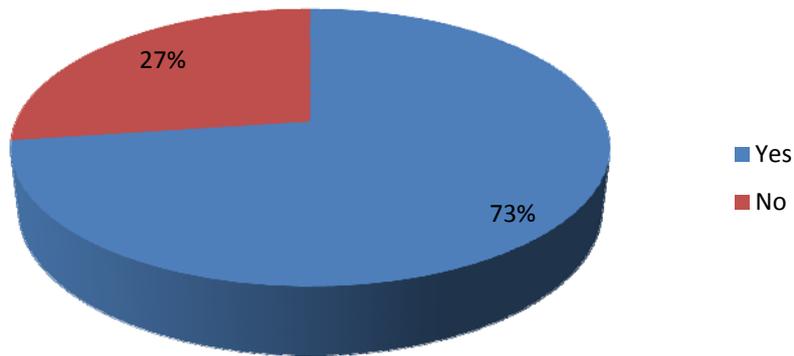
The Patient Survey

We were eager to explore the methods of communication that patients would feel comfortable with us using. As we are committed to protecting the confidentiality of our patients we have to take precautions to ensure that any personal information goes through safe channels. However we wanted to find out if it would be acceptable to utilise other forms of communication for generic information such as services changes or health promotions.

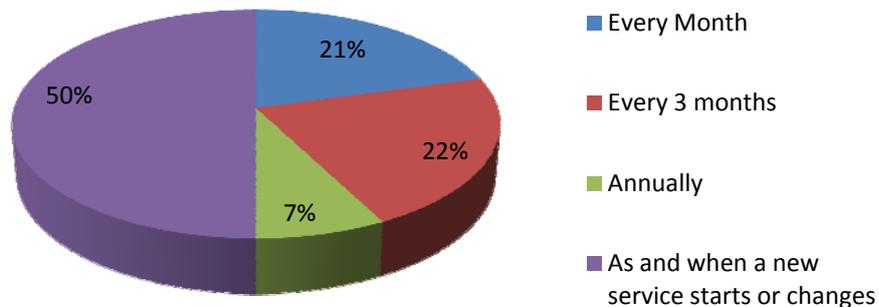


Traditionally we have contacted patients by using letter and telephone. These still seem to be very popular and we do not feel it necessary to change this. Patients seem very happy to contact us by email and we have been collecting signed consent to be able to contact them using this format too. We have found in many situations that patients are requesting we contact them via email as it is more convenient but we have yet to start using text messages fully. We have been asking patients to sign consent for us to be able to contact them by text message but had not decided on an appropriate use for it yet. The results of this question are very evenly split with email only slightly coming out on top.

Q2. Would you like to receive periodic information about our opening times and services?



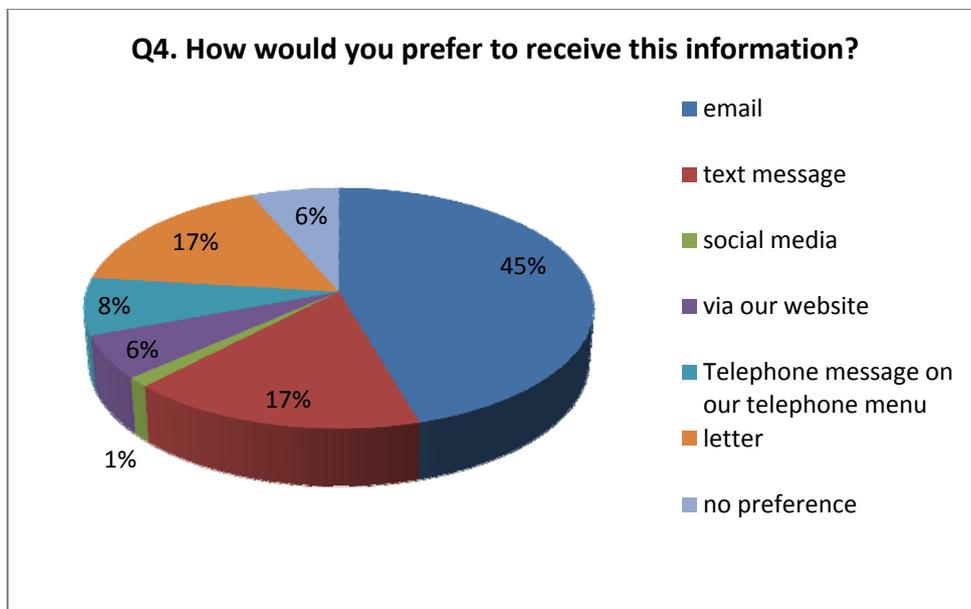
Q3. How often would you like to receive such notices?



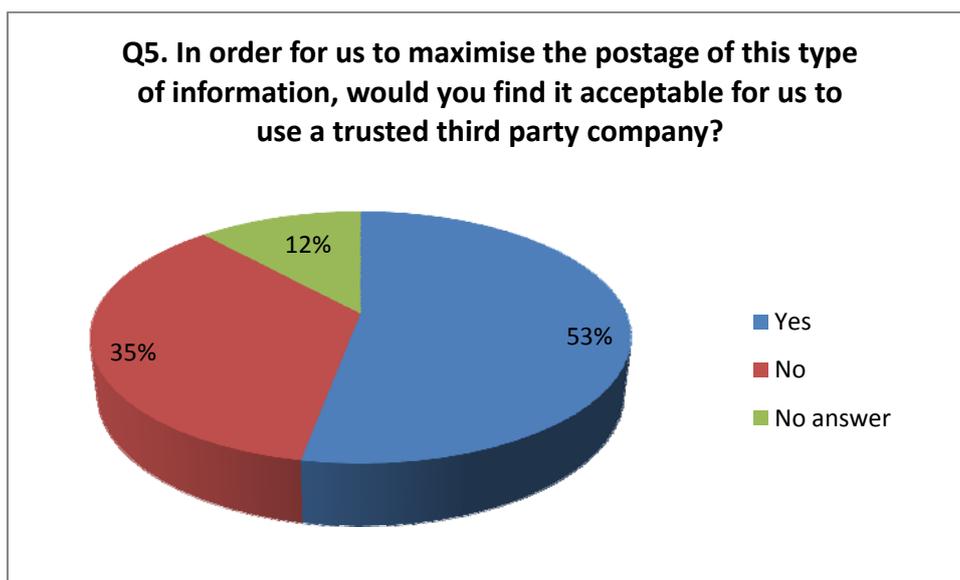
Question 2 reflected that a large majority of patients surveyed would like to have updates on our services and changes at the Surgery however this chart reflects that this does not need to be done regularly but as and when developments or changes come about. As the question 4 below demonstrates the most popular way to deliver this information would be by email.

Although there was a high interest in it being texted this may not be a possible way to convey any changes in detail. Emailing and letters seemed to be the most popular and effective method which would also reach the highest number of patients.

We had a very small fraction of patients vote for social media and so we have decided to refrain from using this format for the time being.



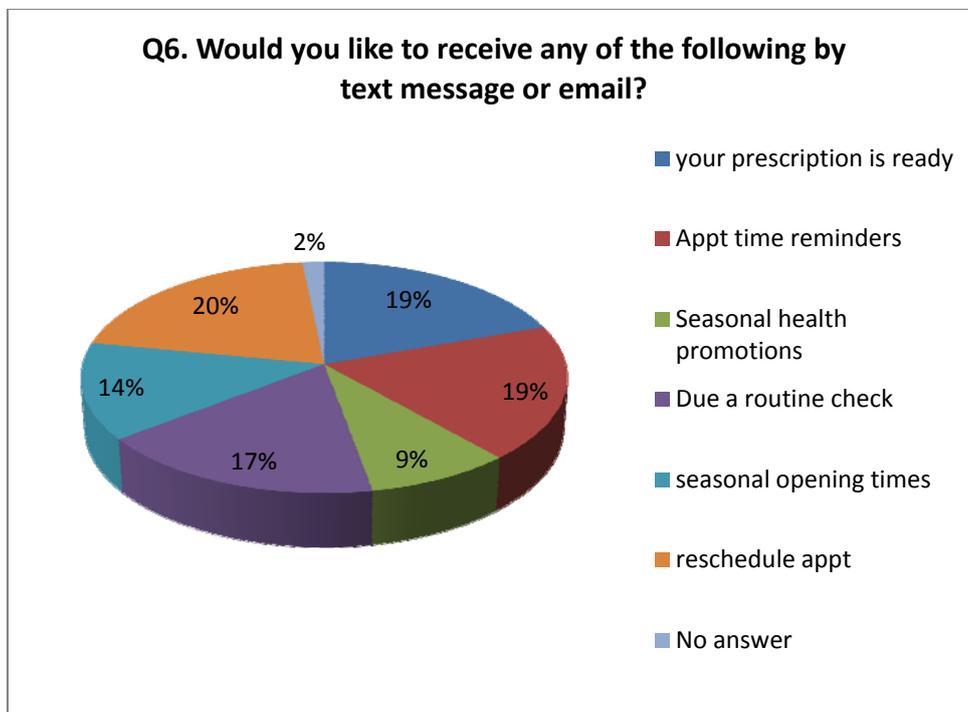
We have been exploring third party companies who specialise in printing and posting letters for NHS agencies in an effort to maximise on postage costs without jeopardising our standards. We did not want to make this change without polling the opinions of our population. We would not send any private or medical information this way but newsletters or generic information about the Surgery. Question 5 asked if patients were agreeable for us to utilise such a company and also offered an opportunity to comment.



The comments we received were:

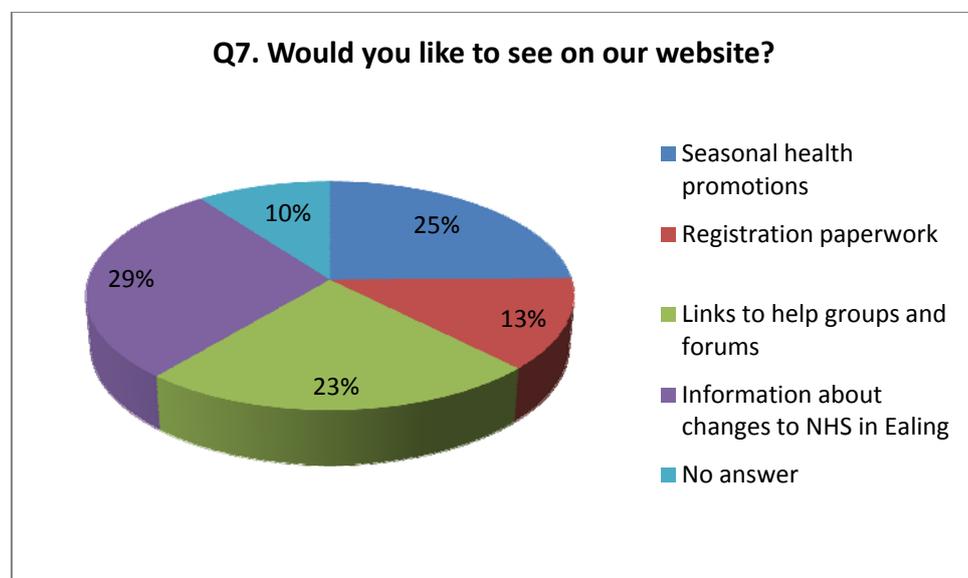
- *Using a third party is open to abuse and breaches of confidentiality*
- *I prefer to support Royal Mail*
- *I use email*

Over half of the patients who responded were happy for us to use such a company. One comment expressed a concern over a breach which is a concern we share. Companies we can use must have the same certification and guarantees of governance we have.



Question 6 concerned identifying what types of information patients may find useful and if they would like to receive this by email or text. We wanted to know how we could appropriately use text messages to benefit our patients. Patients were invited to tick as many categories as they agreed with and the majority did tick all boxes showing that they would be happy to receive all of this information. The least popular was seasonal health promotions and the most popular was being notified if for any reason their booked appointment needed to be rescheduled. Currently we do not have the technology to send messages to multiple numbers but as such an interest was shown we intend to explore this further.

Question 7 was aimed at asking for any suggestions as to how we could improve our website.



The majority of patients were interested to see more information regarding the current changes to the NHS in Ealing and we intend to include information to help and direct those with concerns or questions over the changing face of the NHS and what this means for patients in Ealing and specifically at The Argyle Surgery. The comments we received were:

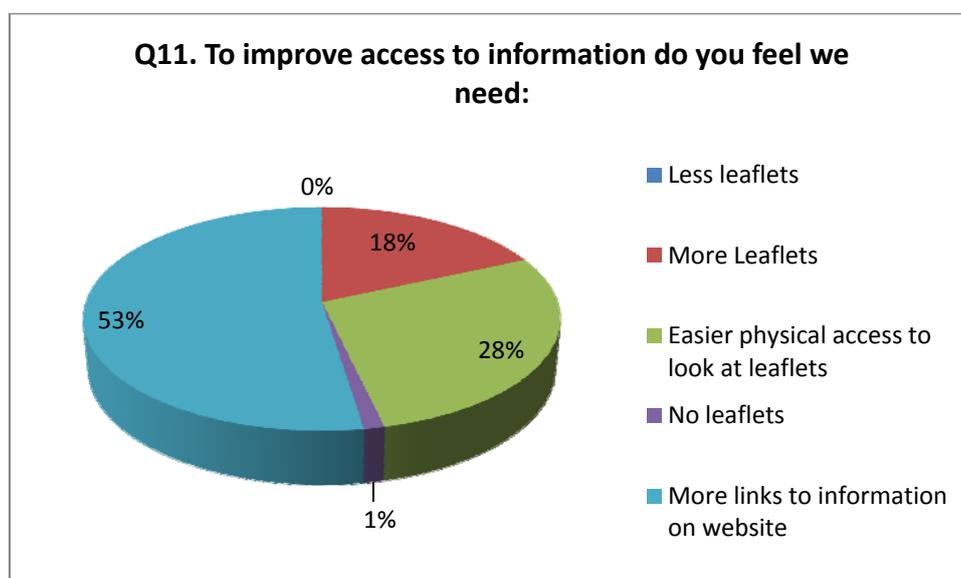
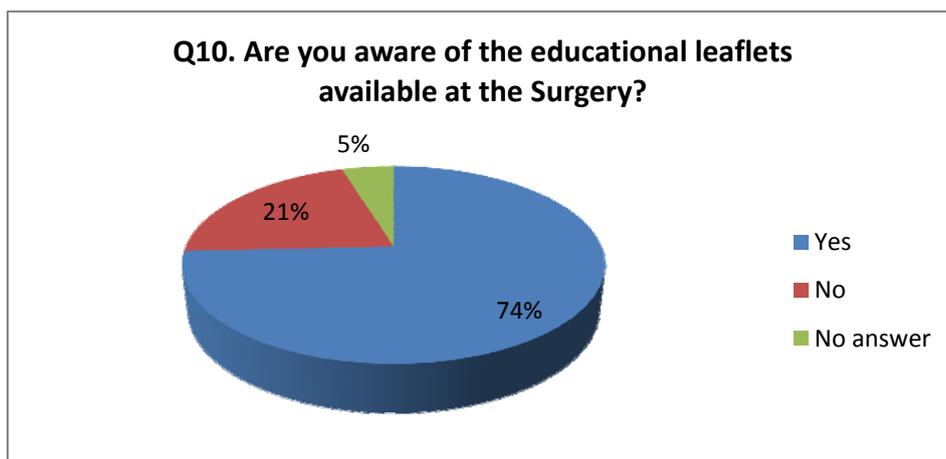
- relationships to care quality commission, how it affects us
- Epidemic health warning advice
- Explanation about best use of appointment system

In an effort to explore how we can further help vulnerable groups within our practice we wanted to invite patients and those who may be vulnerable to make suggestion or comments. Unfortunately we did not get a lot of feedback but we did receive:

- Wheelchair lift to first floor
- Home visits
- Help with back up medical letters i.e. letters to council, housework find hardest to maintain would be appreciated and thank you for all you have done to date to help us
- Carers need support at home e.g. physio, chiropodist as can't get to Surgeries. Also need regular checks/visits themselves from nurses as they can easily neglect their own health
- Automatic doors, push button

Due to the restrictions of the building we are unable at the moment to install a wheelchair lift but we do ask if anyone has difficulty with the stairs to let reception know at the time of appointment booking and they will make sure that you are seen in a convenient consultation room. We do offer home visits to our housebound patients and we try to ensure that Carers are getting the respite and care that they need so as not to neglect their own health. We are in the process of replacing some of the doors in the surgery and shall investigate if we can use automatic ones.

We are in the process of making plans to reorganise our waiting room and to this end we wanted to know what patients felt about our leaflets and television.

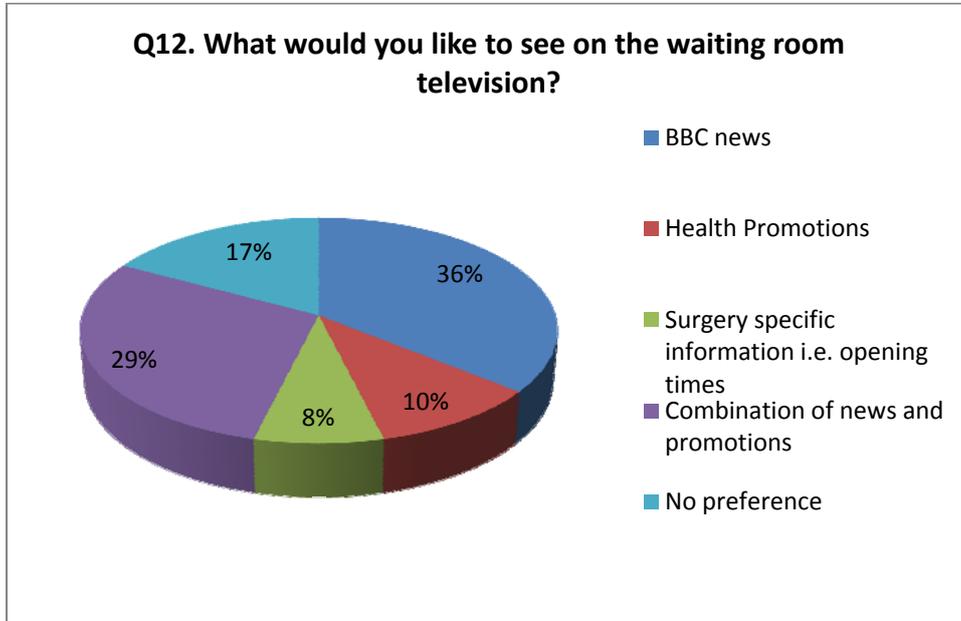


Most patients had seen and used our leaflets before but felt it would be beneficial to move them to a more accessible area. We invited patients to make comments:

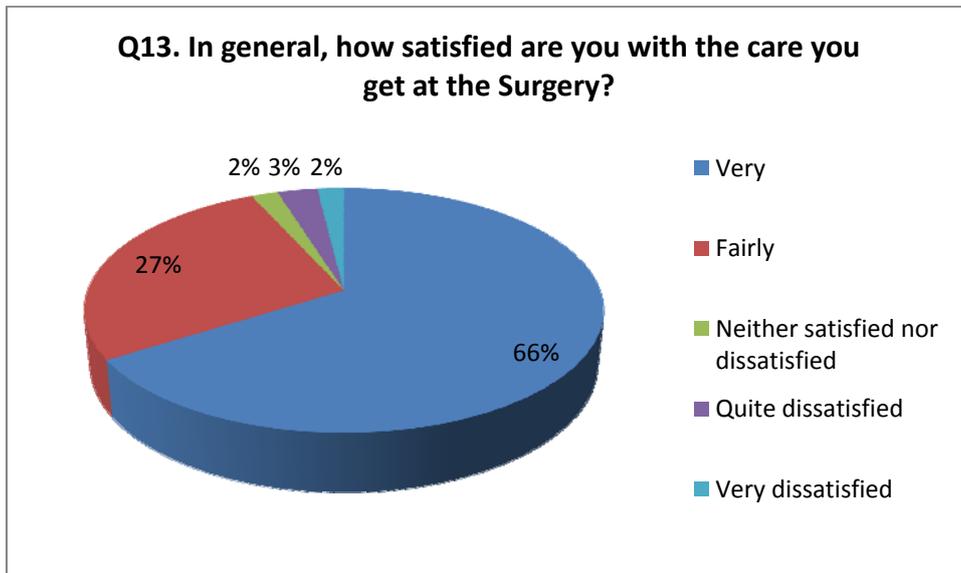
- chairs in way make it harder for some people
- all in one place - waiting room

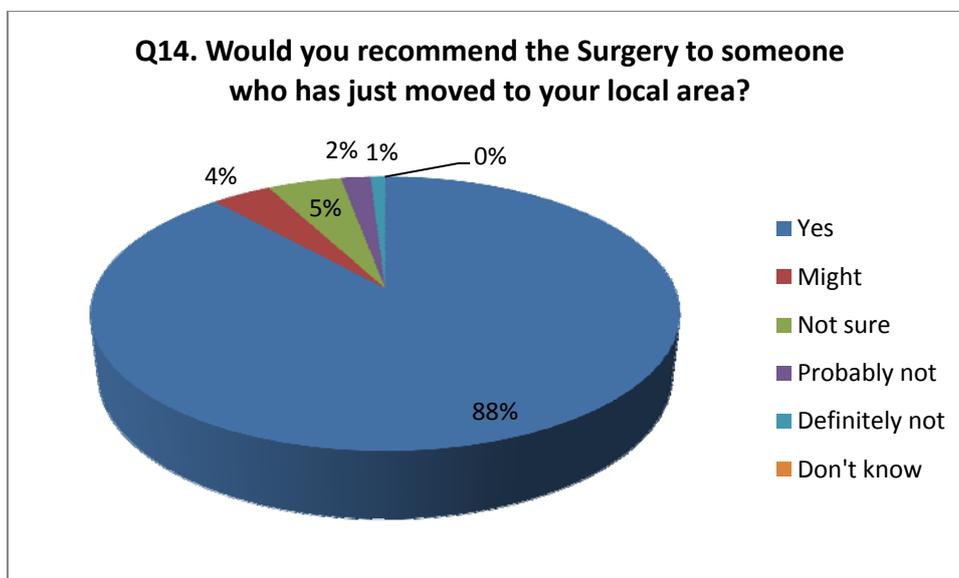
They would also like to see more of this type of information present on our website. As we develop our website further this is something we intend to do.

For the past year we have been showing BBC News on the television in our waiting room and were interested to know if patients felt that this was appropriate or if they would like to see something else. The majority were happy with BBC News and so we shall continue to show this.



We wanted to take the opportunity to ask how satisfied patients were with the care they are receiving at the Surgery and were very pleased to discover that over 90% were satisfied and the majority would recommend us to others.





Question 15 invited patients to make any suggestions for additional services or facilities we could offer at the Surgery.

- easier contact of surgery by telephone i.e. changing appointments
- The services appear to have expanded over the years I have been coming here. There must be a limit due to resources/space/financial
- Water cooler/filter. Waiting time procedure is inaccurate
- Lifts
- Counselling
- yearly check-ups by GP for children 4 and older, yearly check-ups by GP for adults, yearly pap smears and breast check-ups for women
- Water
- Perhaps not enough time with doctor, but all staff are helpful as time permits
- On site physio
- Walk in clinic
- During the week most people work more, flexibility at weekend appointments
- Eye tests
- No it is an excellent service offered by kind and courteous staff and doctors
- A more private reception, perhaps move the check in machine
- Blood tests for children as it is so difficult to have this done now
- Weekend service - 7 day service in NHS as standard
- I have everything I need from the Surgery
- Alternative therapies e.g. acupuncture, homeopathy, osteopathy
- Phones to work, online booking to work, waiting time poor

We will be looking in to the best way to provide a water cooler for patients to access as we feel that this is a good idea. We are very limited with space and so it is currently not possible to provide alternative therapies on site. However we are developing our staff so that they can provide more services such as we are now offering smoking cessation counselling with our Healthcare assistants. We are very happy to do annual check-ups for patients and we do offer smear tests according to the national screening program on-site. If patients feel that they would like more time with the doctor they are able to book a double appointment with reception.

Our telephone service has suffered from a technical fault over the last few months which we appreciate has caused difficulty for patients to get through on the phone at various times during the day. We have taken this issue very seriously and British Telecom is working very hard to remedy this as soon as possible. We do have a Saturday

morning clinic which is available to book in advance. Blood tests for children are available in the community as well as at Ealing hospital. Although we do not do them at the Surgery they are performed at two local GP surgeries and a doctor can arrange this for you when appropriate.

The last section of the questionnaire was an open opportunity for patients to comment generally and on what was particularly good and what needed to be improved on. The majority of comments about what was particularly good were about our staff;

- helpfulness of staff
- Ordering prescriptions online and collecting at Pharmacy works well. Booking a doctor of choice online frees valuable office time for staff
- Everyone is very polite, short waiting times
- Staff are friendly and helpful - Doctors are good too
- Reception staff very helpful
- Quick follow up and good communication
- Always organise appointment at earliest convenience and reception is always helpful!
- The staff!
- reception staff, easy appointment booking
- Lovely practice with lovely staff
- Always a professional and courteous experience
- Receptionists are so helpful always
- Good surgery for me
- Don't wait too long
- Quick appointments, same day no problem asking for telephone consultation. Very polite efficient staff
- The whole experience is superb
- Access to appointments on the day
- We have 2 small children and when they have been unwell and needed a dr/nurse they have always been fitted in - luckily not that often
- Reception - welcoming and very helpful
- Approachable doctors
- Reception staff
- Treatment when enough time from doctors
- Reception staff very knowledgeable and helpful. Doctors/nurses all very good people skills
- reception staff very welcoming and helpful
- The staff is always welcoming
- Friendly and helpful staff at front desk, short waiting time, my kids love the doc
- Staff attitude
- Ability to communicate via email
- helpful staff
- Yes, my doctor has been amazing, Dr Krishna
- Dyson airblade
- telephone booking system (out of hours)
- very good service from all members of staff
- Excellent staff, courteous and helpful
- Dr Griffin and all nurses are fabulous
- reception, doctors and general areas all good
- I have found all staff to be helpful, no problem getting appointments
- very efficient reception service
- We think the doctors and reception staff are wonderful

- Getting on the day appointments
- Doctors and staff very capable
- Very helpful reception and medical staff
- Doctors usually listen to you, very approachable and nurses are competent and friendly
- Very happy with the service, always a pleasure
- The automated service is excellent
- Excellent prompt and friendly approach by all staff
- Doctors
- The overall service from reception to the doctors
- Staff
- doctors services are very good

What could be improved:

- Service emergency
- Waiting time for blood tests
- Some doctors seem disinterested
- Speed of providing repeat prescriptions
- Better follow ups, what's happening with a patient
- Phone access is not so easy for me but I do live near
- Prefer to choose doctor
- More time
- Ordering repeat prescriptions
- More phlebotomy clinic times, more availability
- Telephone service difficult to get through; give more notice if appointments are cancelled/change of doctor. Eliminate incorrect bookings i.e. wrong day/time or doctor
- Problem with appointments by phone
- Email response time
- Yeah, service at reception
- Automated telephone appointment system
- appointment system
- the registration process should be online
- 7 day a week opening
- check that toys, chairs etc. in waiting room are clean and disinfected regularly
- Very difficult to gain access through phone
- Telephones to be picked up within 5 minutes, sometimes on the phone waiting for 20-30 minutes
- Phone system!!
- Sometimes, or most times I find it very difficult to get through in the morning at 8am

And lastly any other comments:

- I have been coming here for 30 years and there have always been a culture to improve and do better. I hope the culture will continue with new staff and doctors
- Sometimes it is very difficult to get through on the phone and the automated system doesn't work
- Too many doctors I have been seen by. GP should be aware of my medical history
- There is a very good system in place which would be difficult to improve on!
- Very good booking service (especially when compared to other surgeries)
- No contact from doctor when I asked for repeat prescription. Which was different from normal
- Thanks to admin staff for help when so busy

- Administrative/Reception and medical services are of the highest standard
- A capacity to carry out basic tests more quickly to save having to wait sometimes for hours in Ealing Hospital
- We don't really come to GP that often, but if I feel anything is missing I will be the one to tell
- Usually more than 20mins waiting
- Good service, fantastic
- If you want to make an appointment with a specific dr sometimes a week in the future. It is difficult to get through in the morning to try to get on the day appt.
- very good all round
- Attitude for the patient when they running late for their appointment due to public transport etc.
- all good
- the ladies on the appointment desk are excellent and accommodating
- I think the surgery is run very well
- Difficult classification of appointments e.g. only booked at 8am etc.
- telephone appointment service don't select first available appointment
- There should be a few more early appts available for people with jobs in the city
- We feel very happy and confident with our GP service
- Thank you for your care
- Out of hours cover is only just ok, difficulty to get to Northwick Park Hospital late on Sunday. Impossible to get prescription made up locally on a Sunday (nearest is Earl's Court)
- Computer checks to remind elderly and vulnerable people to come for blood tests etc.
- I visit infrequently and am impressed with progress and constant improvements even if they don't affect me personally.

Action Plan

Below are listed the possible actions that have been inspired from this process of consultation with our Patient Participation Group as well as the input from the wider patient survey. Through this exercise we have had some good feedback to show that patients are receiving good care and a comprehensive service. What has been revealed is that there is a growing demand for greater amounts of information and some improvements to our facilities.

As a result of this survey we are proposing the following changes and developments and would value the feedback of our PPG on these plans

1. We shall start to utilise emails as a way to communicate changes in service, developments and health promotions.
2. We will employ an accredited third party company to post out seasonal or national health promotions.
3. We shall investigate a system capable of allowing us to send text messages to patients relating to appointment reminders and rescheduling.
4. We shall include in our development plans for our website additional information relating to changes in the NHS and links to help groups and forums.
5. We shall move our leaflets to a more accessible location
6. Invest in a water cooler for patients.
7. We have been discussing solutions internally for the problem of congestion in our waiting room and we would like to put a buggy park on our front drive.

PPG Comments to our Action Plan

We emailed this report and the above action plan out to our PPG and invited them to comment. The Patient Participation Group was happy with our suggested action plan and has agreed with our proposed changes. One or two concerns were raised and we would like to take this opportunity to clarify those points.

We will not employ any third party company who would sell on any contact details or use these for any other purpose than to deliver our required letters. These companies are not allowed to keep any personal data for longer than is necessary. They will destroy any record of personal details once the mail job has been completed and so we can assure patients that they will not be receiving any unwanted junk mail due to this change. We will only be using this service to mail out generic post and nothing personal or medical would be delivered in this manner.

In reference to a water cooler being made available to patients we would provide disposable cups for patients to use and so this would minimise any risk of infection transfer.

Our suggestion to provide a buggy park outside of the surgery was received very well by the PPG however there was a question raised over security. We will investigate what we can do to help with this as part of the planning.

We would like to thank all the members of our PPG and all those who completed our questionnaire for their help and input. We value the opinions of our patients greatly and hope to be able to continue to improve on our service.

Our opening times are should you wish to contact us

Monday: 8.00am - 1.00pm // 2:00pm - 6:30pm

Tuesday: 8.00am - 1.00pm // 2:00pm - 6:30pm

Wednesday: 8.00am - 1.00pm // 2:00pm - 6:30pm

Thursday: 8.30am - 1.00pm // 2:00pm - 6:30pm

Friday: 8.30am - 1.00pm // 2:00pm - 6:30pm

Saturday: 8.15am - 12.00pm (noon) (Booked appointments only, no emergencies)

If you need medical attention that cannot wait until the Surgery is open please call 111 or visit NHS Direct at www.nhsdirect.co.uk