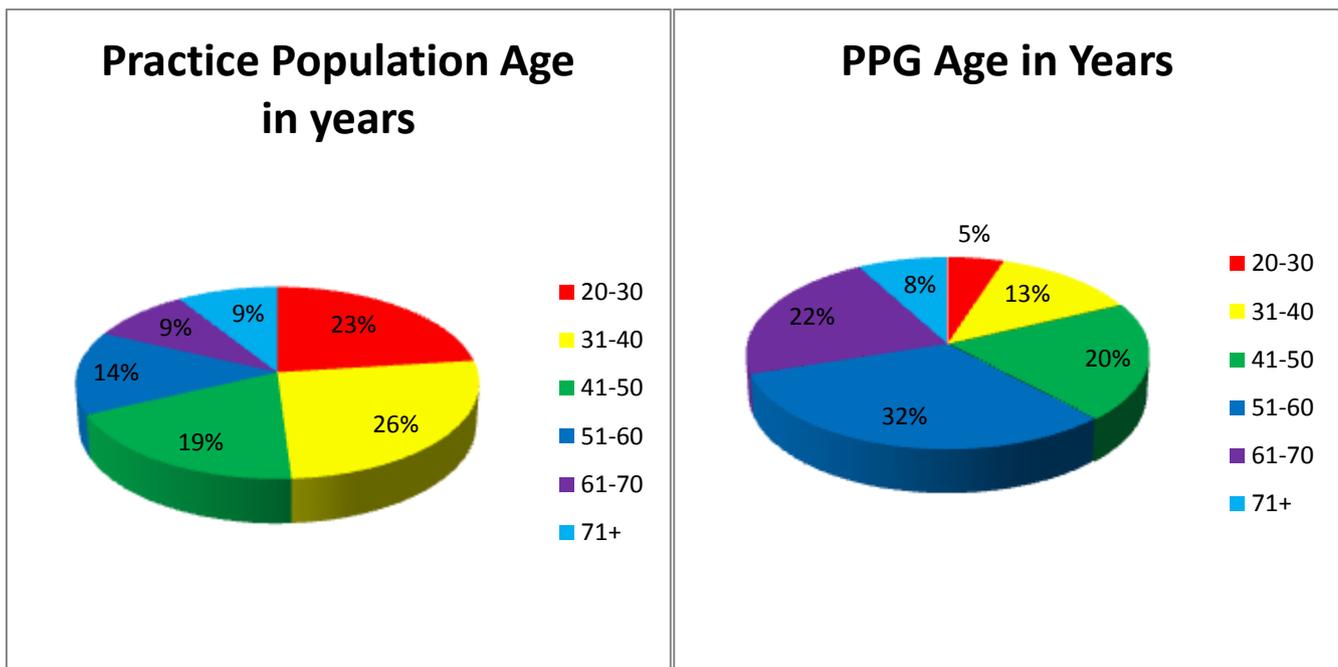
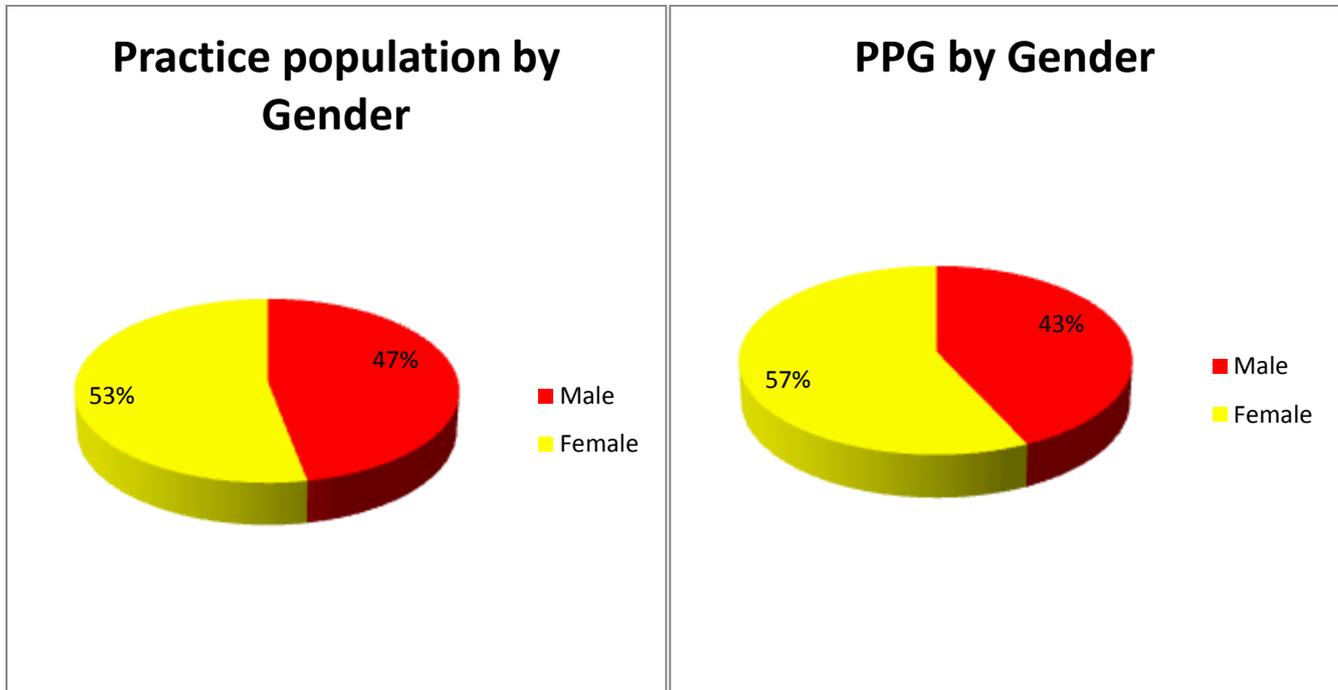
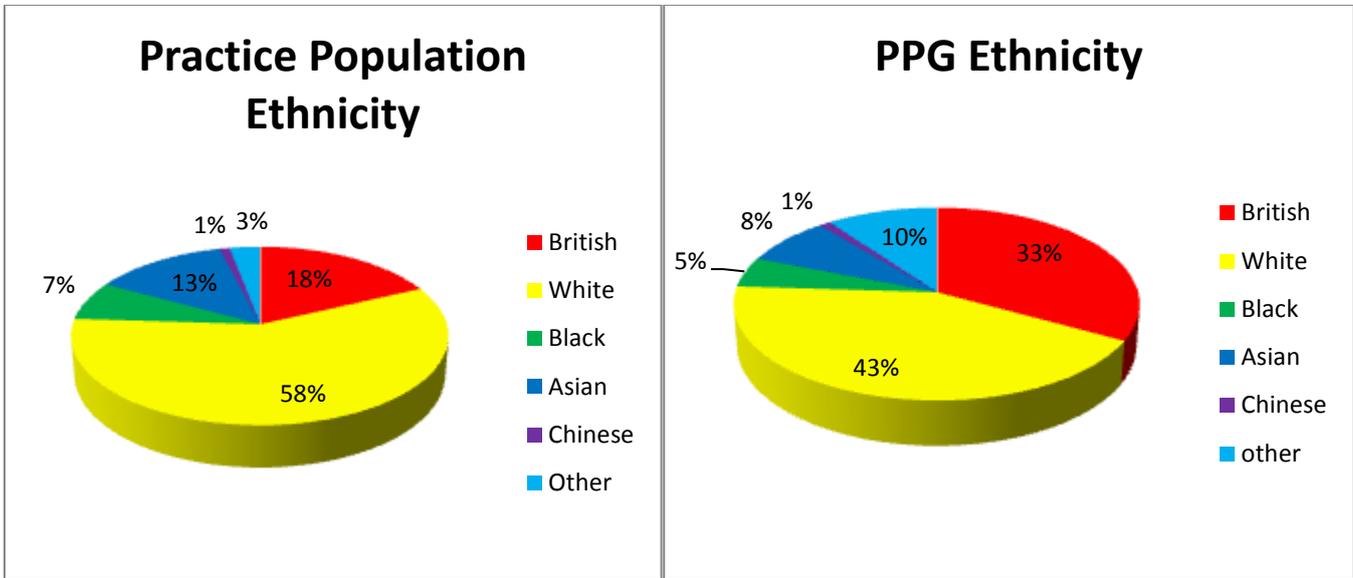


Patient Participation Group 2013/14 Report

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.

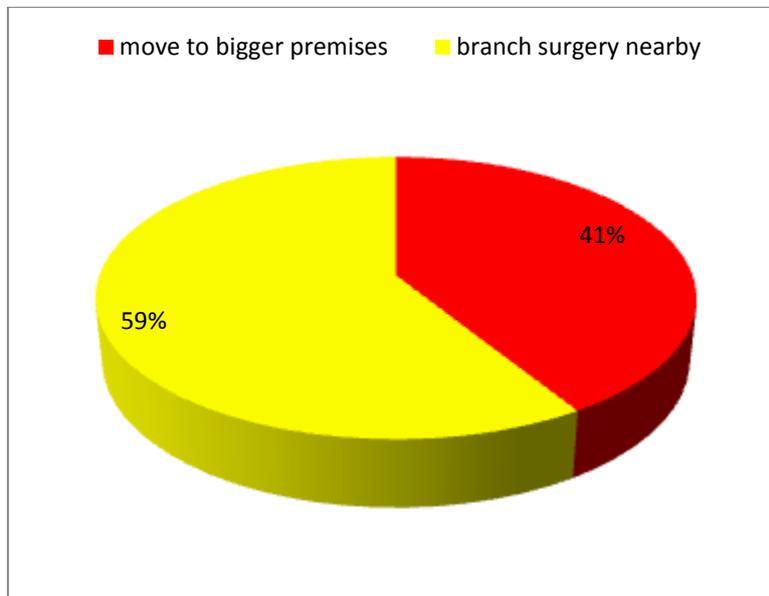
The above graphs do show that our PPG is not dissimilar to the practice demographic as the proportions are representative.

Initial PPG Survey

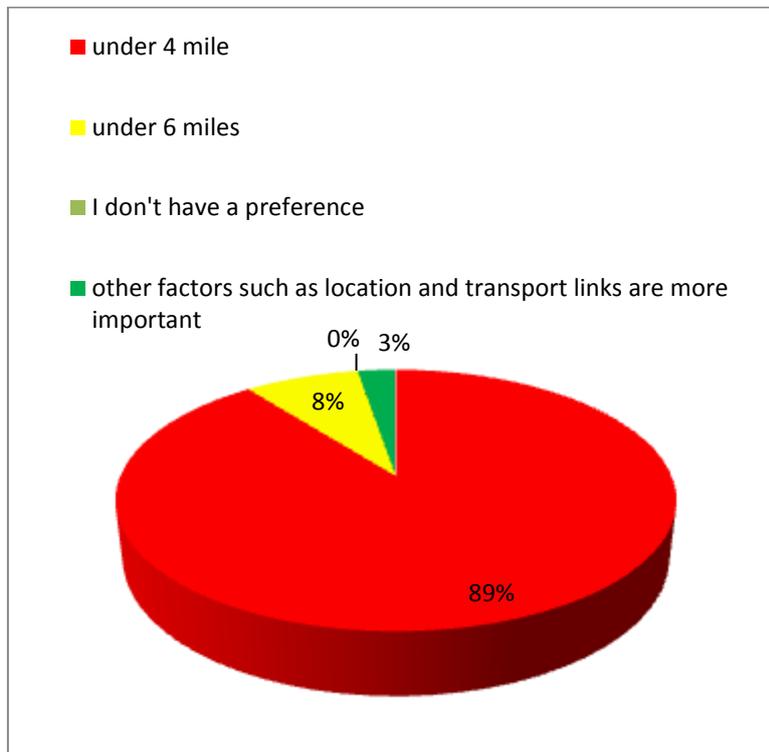
We sent an initial survey to our PPG to ascertain what should go into the larger survey and this was sent via survey monkey to the 142 patients on our PPG list, of these 51 responded. The aim of this round of questions was to ask for comments around our need to expand premises and to gain feedback as to whether our appointment availability was adequate. We also encourage our PPG to use this opportunity to raise any issues they may have with our service.

Results

Q1. As a surgery we have grown significantly over the past five years we currently have a patient population of approximately 8500. It is apparent that we are about to outgrow our premises and so we are looking at how we can expand. It is unfortunately not possible to extend the building any further and so we are exploring whether to acquire another branch or move to a bigger site. Which option do you feel is preferable?



Q2. What distance from our current premises would be acceptable for a branch or new site?



The majority of the PPG believe the new site should to be close to our existing site. We had a comments box for this question in order for them to expand on this idea and some of the responses were very interesting:

You have an excellent reputation. Is it possible that there is a limit to your numbers? The alternative is ever increasing demand and constant change which will not satisfy all and sundry.

Quality of new doctors who will come with a bigger practice - like being seen by familiar faces who know the family background.

Comfort and familiarity for patients who have been with you since the start. What extras will you be able to add in to make it worth the effort? Easy parking, access to transport in a well-lit area.

I'm sure that the proposal will be carefully analysed before any action is taken

the importance of maintaining current high standards of customer service at any branch

It is important that the staff at the surgery can work in comfort, that due consideration is given to the admin staff, that the staff has access to a rest room. Wider entrances for disabled and those with push chairs may be desirable. Privacy at the reception area

Availability of a good range of medical staff at both sites

How service will be affected during transfer.

If you open a branch surgery you will have to be very clear which one people should attend, especially to the elderly who may not understand the change.

Transport is an issue for those like me without a car. I think that having everything in one building is better than it being separate. I would not want the surgery, however, to move out of my zone as a patient.

Easy parking for patients as well as good transport links

Transport links and easy parking. I recently received a parking ticket when taking my mother to the surgery because new parking restrictions had been implemented for the first time in my 30 years of visiting the surgery. It is also not that easy to travel there by bus.

That the practice doesn't become too big and impersonal

No interruption of service if moving to bigger site. Easy access by public transport. Space outside to park bikes.

Perhaps keeping the present surgery open and more staff in new branch to allow local patients to be able to get to you on foot and not clogging up the roads with traffic, especially as we now have white lines every where

If patients are to be 'shared' between sites, then to give patients a choice about which site they are registered at.

I don't think I can comment usefully on whether you move to bigger premises or have another branch, but the distance either between branches or the move from your current position would need to be minimal Walking distance.

The comments highlight the fact that the PPG are worried about transport and parking restrictions and also the confusion that having a branch site might cause to other patients.

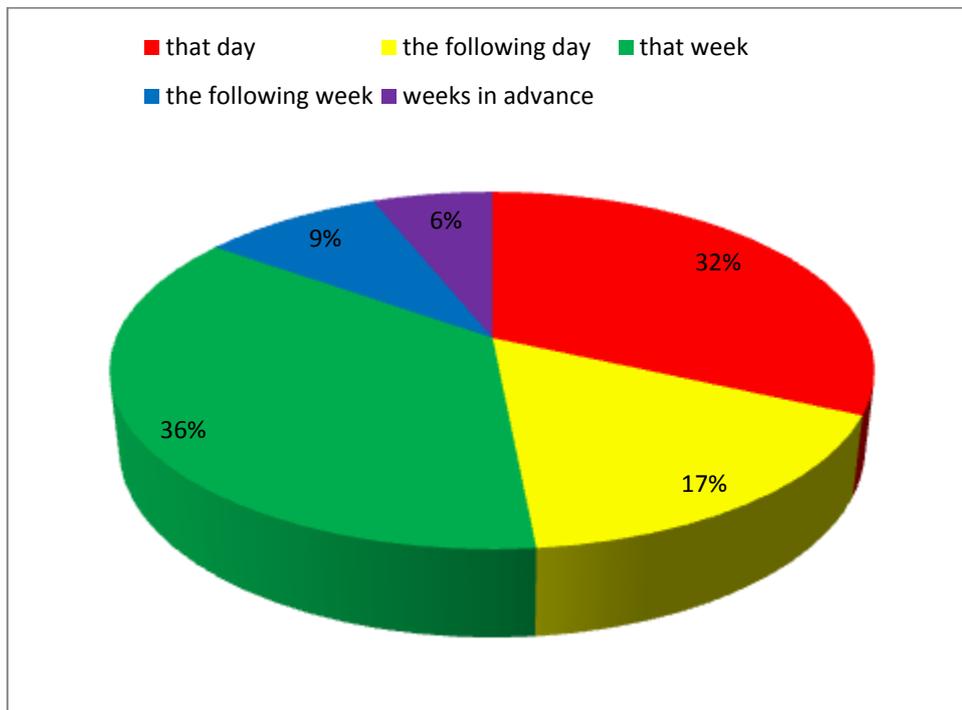
Our plan for expansion is something that is going to take careful thought and planning before making a decision. We intend to keep our PPG and patients informed and consult them again over the coming year in order to make this change an exciting opportunity to better our service.

We also asked questions about our appointment system as we were keen to find out how the PPG felt and if there were any ways we could improve on it.

Q3. Our appointments are released at different times in an effort to maintain availability throughout the week. We have emergency appointments which are bookable on the day, appointments available 24 hours in advance and 6 weeks in advance. We have had feedback from patients who are frustrated with having to call back the next day for an on the day appointment. We are examining our appointment system to see if we can improve it by using a

telephone triage technique. Triage is a method by which the reason for the appointment can be taken into consideration as well as patient convenience in an effort to make sure patients are able to book appropriately.

When you have called the surgery for an appointment in the past are you normally looking for an appointment that week the following week or weeks in advance?



The majority (74%) said that they were able to book on the day of their choice, which is very good as it is difficult to design an appointment system that suits everyone.

One of the things we are keen to consider as a practice is some form of triage, so we asked patients whether they would be willing to briefly explain the purpose of their appointment to the receptionist so the receptionist can book the appointment appropriately. 80% said that they would be happy to explain this to a receptionist which is a very positive number.

As a final question we asked the PPG whether they had any comments or suggestions on what to include in the larger patient survey, these are their responses:

Maybe trial telephone/ skype consultations if you don't do that already as a mainstream part of the service. Get patients to complete a short form on arrival about the primary reason for their visit before they see the doctor or nurse so the actual consultation is more efficiently focused? Thankfully I don't visit the surgery much so maybe some of these things already happen. Opening hours could be longer, staggered/ rolling services to make best use of staff and other resources?

More appointments available to book online. I have found the phone booking system frustrating to use in the past as you have to choose by person rather than by appointment. Once you have chosen a person and then find none of the appointments are suitable you have to start again choosing another person.

Designated time for 'walk in' / emergency appointments each day. More opportunities to see a nurse for minor problems / sexual health etc.

Weekend appointments? Saturday and Sunday morning. With the number of doctors now available this could be possible? And perhaps a late evening surgery once a week?

I am keen to be able to have an option when looking for an appointment to be able to book with a specific doctor (for long running or sensitive issues)

Older patients or those with chronic diseases are more in need of continuity with the same doctor than patients who need a quick fix and don't mind which doctor they see. You may need to consider this.

Am not surprised that Urgent Care centres and A&Es are being used by people who should be going to the GP.

You must bear in mind people who need a repeat prescription who need to see the doctor to issue it as a check up is needed . These people must be given a chance to see the doctor and not constantly pushed to the back of the queue until it is too late. Please bear in mind that these patients are not always able to book weeks in advance for various reasons such as caring commitments and shift work changes. Please do not put people with apparently minor ailments to the back of the queue without offering an appointment for as soon as possible or you will end up with more serious and urgent cases that could have been seen early and resolved.

E mail or internet consultations for non-urgent treatment.

Home visits in certain circumstances

I don't like the automated voice answering service personally, I can never get the appointment I want through that and prefer to talk to someone. There was an online service, which has never worked for me, which would be much easier for those in offices who can't make confidential calls without being overheard.

I know you already offer telephone appointments. What about online for minor ailments?

Telephone booking could be improved with some queuing system, as currently, caller is being disconnected instantly most of the time (probably, when staff is talking to someone else). Some way of introducing an order and structure would be nice. Even if that means hearing "you're 10th in the queue", that gives some information or perspective. Re-dialling for 45 minutes is highly frustrating.

One late evening per week

For appointment bookings - it should be easier to get through to a person. The phone system can be very unfriendly to navigate and make bookings on. I have given up on it before. Only a person can book you for the right kind of

appointment. There is no automated system that can replace a person satisfactorily.

As the surgery is growing at such a rate and with such a diverse population it would be interesting to know how much time and money is spent on translation services and do you ask which countries patients come from in case they need further treatments, so that relevant monies can be reimbursed to the NHS?

I personally like the on-line system and I am very pleased to say the new system is a vast improvement. But when you ask for appointments the choices offered up are limited, there should be more options. Also I am sorry for the all the Staff, but longer opening hours and Saturdays are needed at some point.

Keep up the good work

I believe you should have a on day appointment system that if you are truly ill or concerned you should be able to sit and wait to be seen by a competent experienced GP not a registrar or a nurse

If you employed more nurse practitioners that are able to prescribe for basic illnesses that need a same day appointment, like throat infections, urinary tract infections, children's illnesses, this may free up more doctor appointments for more complex problems

quality of online & phone booking systems for appointments

Appointment availability seems quite good to me but I have learned to use the telephone auto system and don't mind the doctor I see...perhaps complaints originate from those who want a specific doctor?I think asking people why they want a quick appointment already happens? And can't see any problem with it. Overall you provide an excellent service so do leave room for positive feedback in your survey.

Lovely surgery would be a shame if we lost you

This survey revealed that we needed to look closer at what might be an acceptable distance for a branch site or relocation as well as discover if there were any other concerns as well as parking and access. Although this survey showed that the experience of the PPG was to be able to book an appointment when they wanted one their comments highlight that we still need to educate our population further as to what different types are available and look at improving our telephone booking system.

The next step was to expand on these issues and involve our wider patient population for their thoughts and feedback.

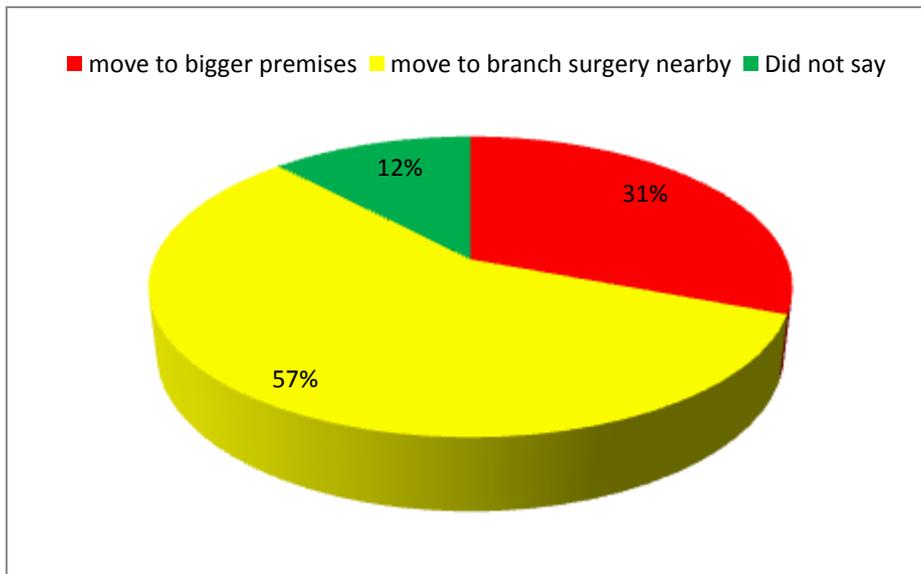
Methodology

We collated the results from the PPG consultation and expanded on these areas of questioning to produce the more detailed questionnaire we made available to all of our patients by email and a paper copy offered to all patients visiting the surgery over a four week period. We received 102 responses to our survey.

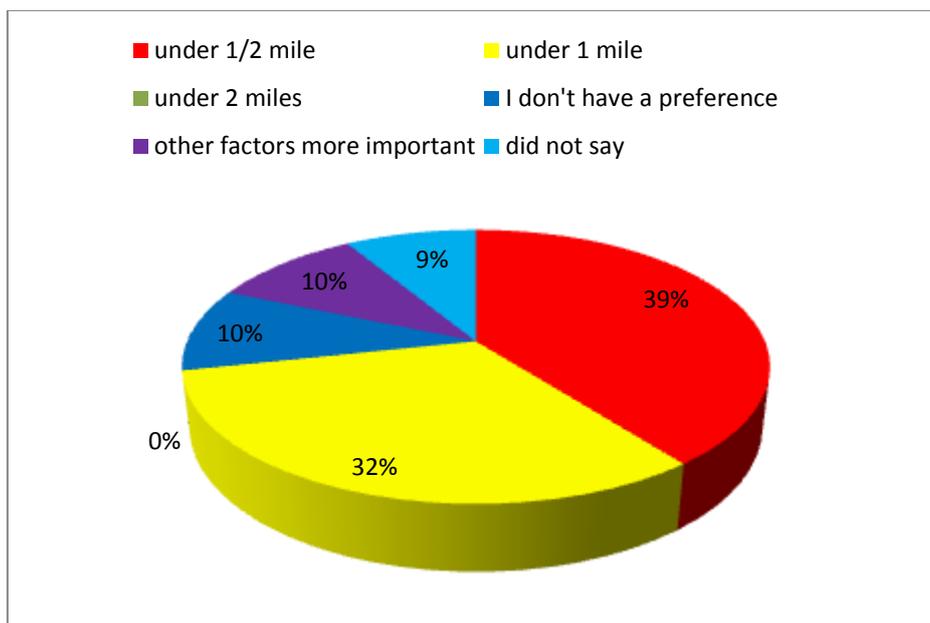
The Patient Survey

The practice has grown considerably this year, and we do not have enough space at our premises for all of the services we would like to offer. We are considering moving to a larger premises or perhaps trying to find a branch site locally. We were eager to find out our patients' views on any proposed move and what factors would be most important to them regarding premises.

Q1. It is unfortunately not possible to extend the building any further and so we are exploring whether to acquire another branch or move to a bigger site. Which option do you feel is preferable?



Q2. What distance from our current premises would be acceptable for a branch or a new site?



Q3. In regard to this proposal do you have any concerns you feel we should be considering? (comment box)

- Ensure it has parking nearby
- I hope the surgery doesn't move far (argyle area)
- Yes, Parking facilities
- Parking
- don't overload yourself with new patient registrations
- If 2 branches are used, to ensure communication between the 2 is clear and consistent
- parking at new premises or good on road parking
- making sure people are located at their nearest branch
- Will you give patients choice of venue?
- car parking- consulting rooms downstairs
- sufficient ground floor rooms for doctors use
- not to compromise on surgery opening hours and make sure parking is available
- no parking restrictions
- parking facilities
- I would like parking facilities either on road or on premises
- only that new premises should not be too far from the current parking restrictions walking distance has to be reasonable
- transportation bus accessible
- please don't leave the home-y feel of the building
- disabled access

It is clear from these comments that parking is a big issue; this is partly because we are situated in a controlled parking zone and it can be difficult to find parking close to the surgery at certain times during the day. This is a problem throughout central Ealing and many practices struggle to provide adequate parking for their patients. Should we have two sites there are some concerns about making sure that patients know which site to go to and that there are clear and consistent messages between them. If we do move to two sites we will need to carefully consider how we communicate with patients about which site to go to and to make sure that both sites operate to the same high standards. There was a comment about retaining the character of the existing premises which is an important point as many patients are very appreciative of the personal touch given by the clinicians and administrators and it is important that this be continued whether we move to a larger premises or have a branch site. We feel that a number of patients may be concerned that we may move to a purpose built space which can seem cold and clinical unlike our surgery at the moment which is comfortable and homely. This factor would be a high priority on our search for more space as we feel it is very important for patients to feel welcome and comfortable when visiting our surgery and a 'hospital' like atmosphere can increase anxiety.

We were also very interested to learn what new facilities patients would be interested in having available at a new site.

Q4. Below is a list of priorities that we would look for in a new site, please could you rate them in order of importance to you

Transport links

Appearance of building and facilities

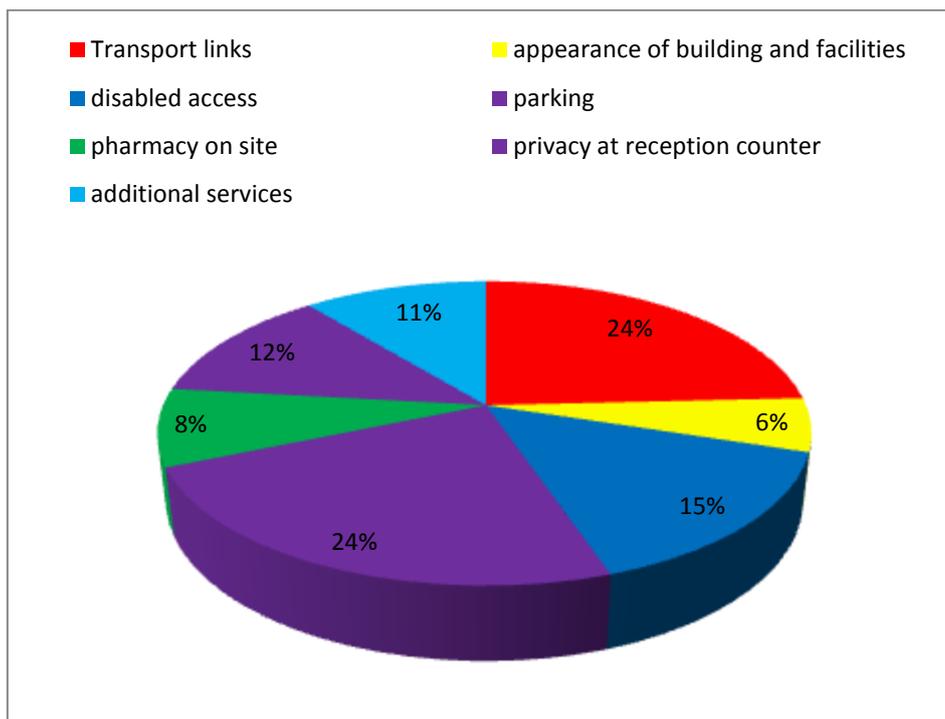
Disabled access

Parking

Pharmacy on site

Privacy at reception counter

Additional services on site (e.g. physio, counsellor etc.)



As demonstrated in Q3, parking and transport links are of paramount importance to patients with 48% choosing these as important.

15% felt that disabled access was an important consideration for a new site. Although we have disabled access, a disabled bathroom and consultation rooms on the ground floor it can be difficult for disabled patients to navigate around the building and were we to invest in new premises it would be a priority to ensure that this was improved upon.

Only 6% of patients put appearance of building and facilities as a priority at a new or existing site and 15% put privacy at reception counter as important. In our existing premises privacy at the reception counter is problematic due to restrictions on space. We have kept the waiting room separate from reception in an effort to protect our patients as much as possible but the lack of space to ensure privacy at reception is clearly something we would look to avoid in new premises.

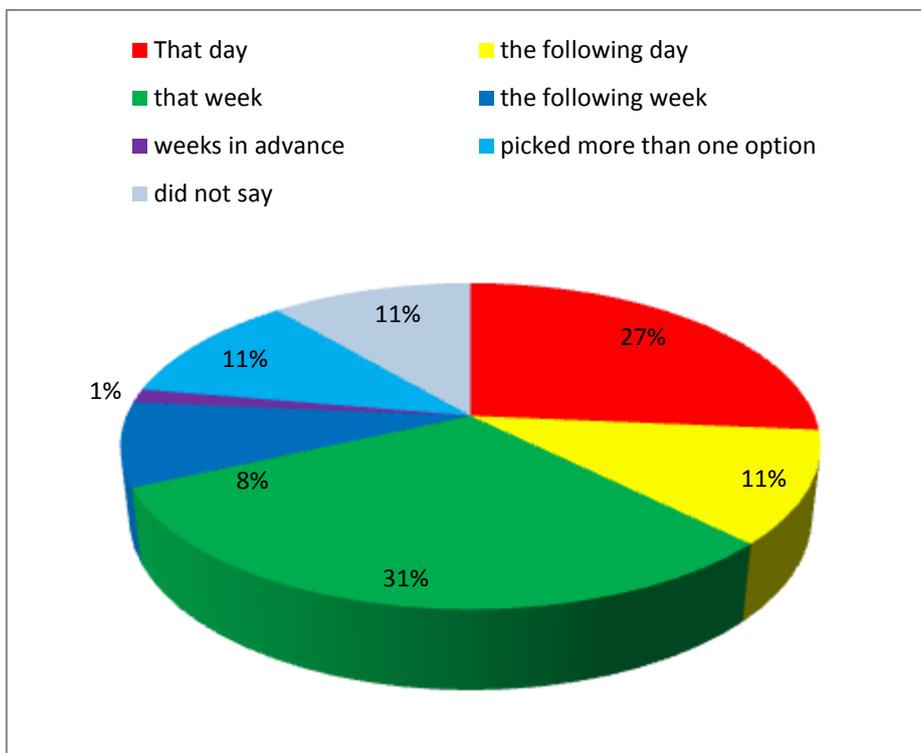
8% of patients would like a pharmacy on site, which is not a very high proportion and reflects the fact that Ealing is well served by pharmacies and patients may already have existing relationships with their current pharmacist. 11% would like to see additional services on site and the practice would be keen to expand the range of services it provides dependent on additional space being available.

After premises, the next topic we were most keen to hear patients views on is our appointment system. We aim to provide excellent access and would hope that all of our patients can get an appointment when they need one and with the clinician and time and date of their choosing. It is not possible to provide this to all patients all the time but we aim to provide the best service we can so we are always looking at how we can improve, so we asked patients the time frame within which they usually call for an appointment and whether we have been able to satisfy this, we also asked about the possibility of introducing receptionist triage as this is something we are considering to try as it may streamline the appointment system.

We have an automated telephone booking system and offer the ability to book appointments online so we were keen to find out what the patient experience of these was. We also asked whether patients would be interested in

email consultations or receiving test results electronically and finally we asked if we were to extend our opening hours which hours would be the most popular. The responses are below.

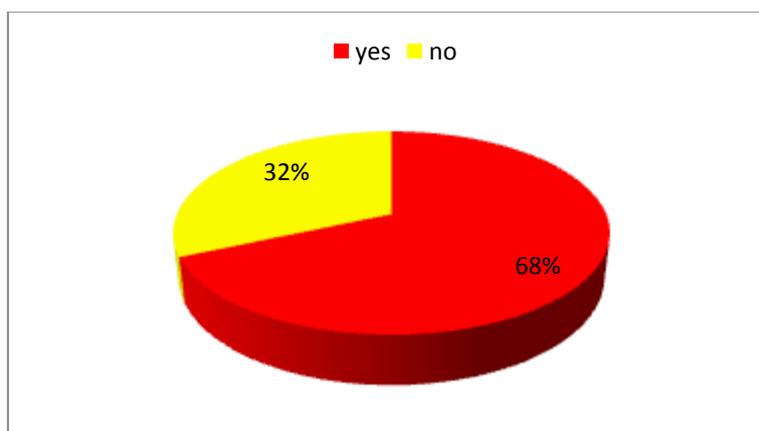
Q5. When you have called the surgery for an appointment in the past are you normally looking for an appointment that day, the following day, that week, the following week or weeks in advance?



The majority of patients are looking for an appointment 'that week' and 'that day'. Half of all of our appointments are released in the current week. We have 30% which are bookable on the day and a further 20% which are released 48hrs in advance. The remaining 50% are made available six weeks in advance. This means that in any given week half of our appointments are open to be booked.

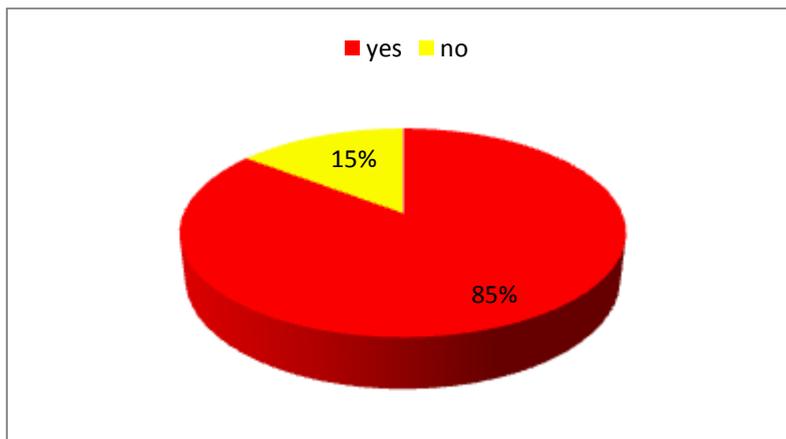
We try to offer a balance of appointments as we recognise that all patients have different needs with regards to appointments and that they will usually require same day or same week appointments for more urgent problems but are happy to wait for the time and clinician of their choice for non urgent or follow up appointments.

Q6. In the past have you been able to book an appointment for the day you wanted?



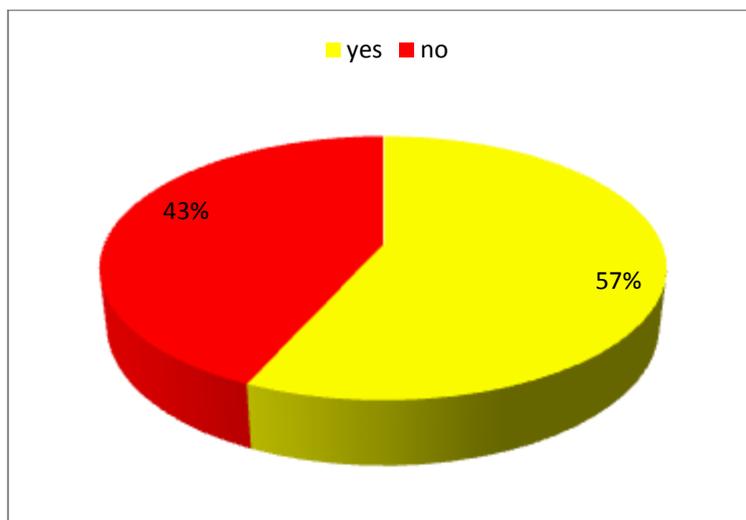
68% responded in the affirmative which is a very positive result as patient access is one of the most frequent complaints about GP practices across the country so it is good that the majority of our patients are satisfied. There is always room for improvement and we hope that the introduction of the automated telephone system and online access to appointments will help patients to book an appointment at a time most suitable for them. This is also why we are keen to look at receptionist triage as a way of streamlining our appointment booking processes.

Q7. All of our staff, both administrative and clinical, are committed to protecting your confidentiality at all times. With this in mind would you be willing to briefly explain the purpose of your appointment when making an appointment to ensure it is booked appropriately?

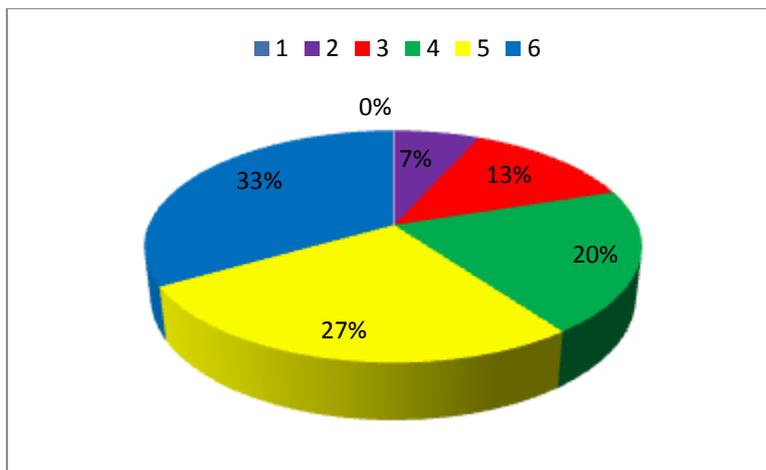


85% of the respondents said that they would be willing to briefly explain the purpose when calling to make an appointment. This is a reassuringly positive number and so we will look into how we can do this most effectively being mindful of the fact that we need to ensure patient confidentiality and patient safety as paramount and the necessity for giving patients a choice.

Q8. Have you used the telephone automated system to book appointment?



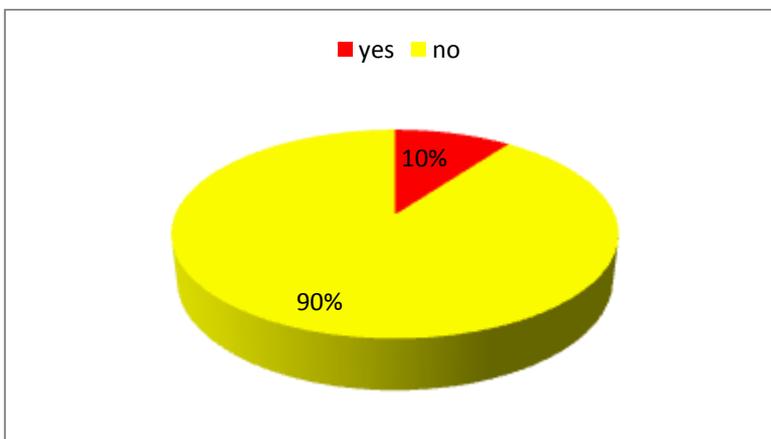
If yes, how easy it is to use on a scale of 1 to 5? (with 1 being very easy, 2 being easy, 3 being neutral, 4 being difficult and 5 being very difficult)



The practice has introduced an automated telephone system to try to improve patient access and make it easier for the patients to book an appointment. 57% of those surveyed have tried the system, so we still have some way to go to get all patients using it.

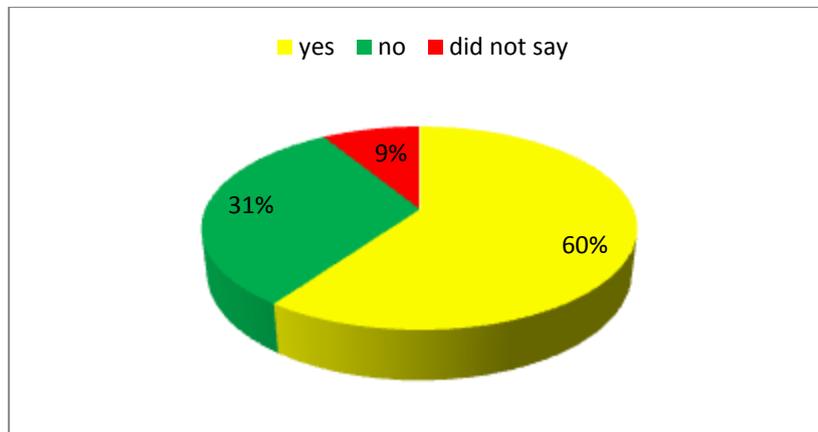
More than half surveyed have tried it which is good however the fact that 33% of patients found it very difficult to use is a cause of concern and some of the free text comments express dissatisfaction with how difficult it is to book an appointment with the clinician of their choice. This is something that the practice needs to look at closely to see if there are ways of making it easier for patients to use this system.

Q9. Have you used 'systmonline' to book an appointment at the surgery via the internet?



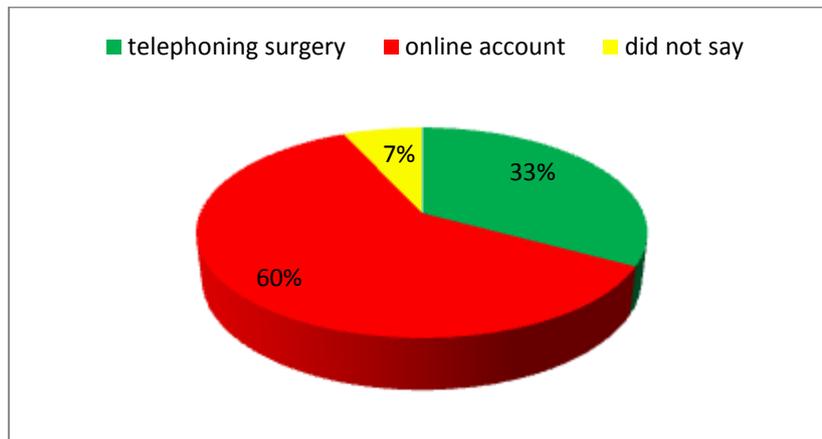
Of those surveyed 90% have **not used** the online system to book an appointment. We are keen to encourage as many patients as wish to do so to book online and intend to increase the information available to patients on how they can register for this service.

Q10. It has been suggested that we should offer email consultations, is this something you would like us to do?



There is a national drive to use technology more in healthcare and so we asked patients if they would be interested in email consultations and 60% said that they would be interested. There are still several issues to resolve around email consultations, around confidentiality and risk management but for simple non urgent problems email could be a very useful tool for both patient and clinician.

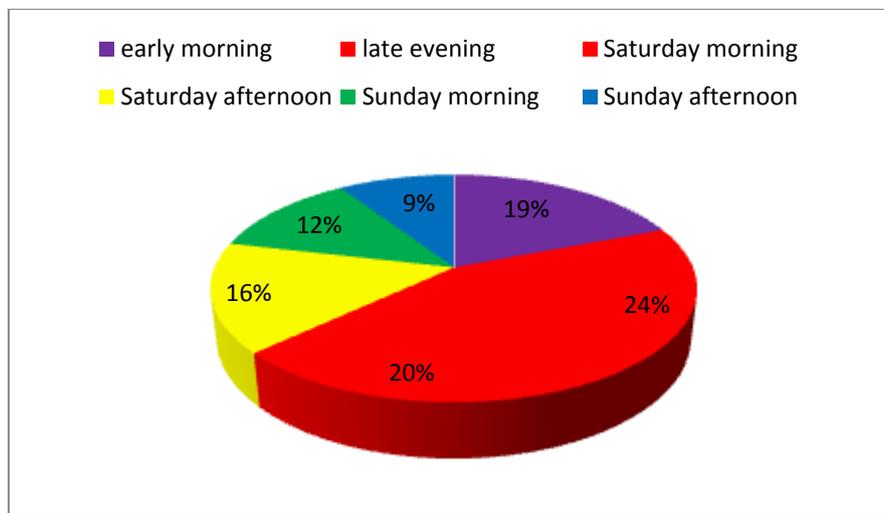
Q11. How would you prefer to request test results?



Following on from Q10 and asking patients if they would be interested in email consultations, we were also keen to find out if patients would be interested in requesting test results either by calling the surgery or by logging into an online account. 60% are interested in receiving these via an online account so this is something we will look into.

Q12. If we extended our opening hours which of the following time slots would be most appealing:

- Early morning in the week
- Late evening in the week
- Saturday mornings
- Saturday afternoons
- Sunday mornings
- Sunday afternoons



Late evenings are the most popular (24%), followed by Saturday morning (20%), early mornings (19%) and Saturday afternoons (16%). The practice already opens on Saturday mornings from 8:15am to 12:15pm and we will look at the possibility of extending our opening hours.

The final two questions focussed on patient suggestions for improvement:

Q13. With regard to appointment availability do you feel we should be offering anything else?

- okay for me
- I'm retired so able to fit into most appointments
- Not unless patient knows he/she has a very pressing problem
- The system in place for booking appointments is very difficult and time consuming. It should provide more appointments on Saturday mornings for it with possibility to also take blood tests on Saturday or open until later in the evenings
- Definitely need priority late and early appointments for working people
- You are Great!
- It would be convenient to have reception bookings on Saturdays or if Sunday becomes available
- Late Saturday and Sunday
- Wider selection outside work hours
- not exactly just feel It should be more flexible although that could depend on doctors availability
- being able to see the same doctor if there is an on-going illness or problems or receiving test results with regard to further treatment
- Perhaps would have to think about issues liaising with pharmacy overall fairly good. Sometimes dealing with gp unfamiliar with personal case some gps more responsive others academia/patient contact - ? Social confidence important in this kind of work.
- it's hard to make appointment when I work from 7.30 to 5.30
- choice of preferred doctor
- it would be good if you have some continuity of treatment from a doctor that knows your case where possible
- water dispensers and window ventilation too hot in summer in waiting room
- Some kind of support with lifestyle changes e.g. a fellow patient to see if I'm doing what I should in terms of diet and exercise. Could an online mutual support group work?

Q14. Do you have any ideas or suggestions that you would like the practice to consider?

- easier access to specialists in a specific area
- Coffee machine
- Consider changing the booking system for same day appointments or next day and for emergency appointments as well
- Online app for everyone
- I have been generally happy with all aspects of care I have received at this practice. Thank you
- SMS appointment reminders
- I have noticed over the years I have coming to this surgery that doctors run late almost all the time and I don't blame them I just feel that they are overbooked which delays your appointment almost 30 mins later and this rather is inconvenient
- When telephoning the surgery on the day especially if it is urgent, the chances to getting through are limited it would be to leave a message and for the surgery to get back within the next two hours. Currently you have to walk in the surgery to see whether you can get an emergency appointment on the day.
- An easier/clearer or more prominent display of online booking system. Maybe a you tube video explaining the entire process of online booking.
- If possible consider opening til late on week days thanks
- The surgery is doing great, but there's always room for improvement - early appointments and all
- parking e.g. breathing problems water access
- Advance bookings for Saturdays
- Physio
- taxi service for the elderly, automatic door open and close. Air conditioning or window open and close
- please don't turn into a 'patient factory' like the mattock lane health centre!
- No. Overall it is a great practice.
- Everything sounds great in the above lists, I shall try the online system next time

It is clear from these responses that there is an appetite to look at extended hours and provide more appointments outside of working hours and so we shall explore this further.

There are also some concerns about seeing being able to see clinician of choice. All of our clinicians have appointments available on the day, 48hrs in advance and six weeks in advance. However some of our clinicians do not work every day and so we shall make it easier for patients to see when certain doctors are seeing patients in an effort to help when planning appointments in the future.

We don't currently have space to take on a physio but may be able to do this if we have new premises.

There are some comments about increasing the number of online appointments and also making the system for booking online easier to understand so we will look at this to see how we can make improvements. One of the comments asks for SMS reminders, this has been mentioned in previous surveys and is something we can now offer. They are automatically generated as appointment reminders for patients who have consented to this.

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 have asked our PPG for feedback on these plans. This report was emailed to all of the patients in our PPG group. The feedback that we received on this plan was positive and there were no material changes to the action plan.

- To write a proposal for new premises to include patient feedback from this survey
- To look at improving the automated telephone system, with a focus on making it easier for patients to book with clinician of choice.
- To improve the uptake of patients using the online system to book and review the numbers of appointments offered online
- To investigate receptionist triage and to see if this is something that we could safely introduce
- To look at the possibility of electronic consultations in line with the recent RCGP roadmap for online access.
- To look at how to provide test results and see if we can provide these electronically to those who want it.
- To look at our opening hours and see if we have any capacity to extend our hours for working people.

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.

Follow up on action plan from Local patient participation report 2012-2013

Actions from last year's PPG report	Actions taken
We shall start to utilise emails as a way to communicate changes in service, developments and health promotions.	This has been done, we use our generic email address argyle.surgery@nhs.net to send emails to all patients who have registered for service updates.
We will employ an accredited third party company to post out seasonal or national health promotions.	Completed, we have cautiously started to use Docmail for large mailings only e.g. the flu campaign. This company has been carefully screened and accredited to all relevant NHS data handling standards.
We shall investigate a system capable of allowing us to send text messages to patients relating to appointment reminders and rescheduling.	This has been done, we have a new clinical system Systmone which automatically sends a text message to all patients who have consented to this service when they book an appointment and which sends them a reminder the day before their appointment.
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.	This is in progress and will be part of a refresh of our website.
We shall move our leaflets to a more accessible location	This has been done all leaflets have been moved to the lobby near the health pod.
Invest in a water cooler for patients.	This was piloted in reception however the disruption it caused meant we withdrew it, however water for patients is available from the staff room on request.
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.	This plan was put on hold due the introduction of CPZ which meant that we needed to use the front drive as a driveway for clinical staff cars and emergency vehicles.

Practice Opening Hours:

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

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

Thursday: 8.00am - 1.00pm // 2:00pm - 6:00pm

Friday: 8.00am - 1.00pm // 2:00pm - 6:00pm

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