

ST PETERS STREET MEDICAL PRACTICE PATIENT PARTICIPATION GROUP 2012/13 REPORT AND SURVEY

This is the second year of the Patient Participation Group that was set up in 2011/12 by the Government. The main aim of this scheme was to improve services and access to the Practice. By setting up a patient group it would give an opportunity for patients and members of Practice staff to discuss any issues regarding the Practice.

Establishing the Patient Participation Group/Description of the profile of the group

The Practice has been able to keep the majority of the group that we first established in 2011 to attend our meetings every three months. The Practice has also kept trying to gain new members by advertising on our website and newsletters. There have been patients that have only been able to make it along to one or two meetings but their input has been very helpful as it's good to hear what other members of the Practice population views are. The Practice population is currently at 10,300 patients.

Since May 2011 the Practice has had 10 members that make up the patient participation group. The age range of the group this year was between 45-90 years of age. Two of our members are also part of the Link group which covers the whole of Islington and always pass back useful information to the group.

One of our aims this year was to try and encourage younger members of the practice population to the group, but after putting up messages on the website and the newsletter unfortunately no one showed any interest. We also have a large section of Turkish speaking patients that we were keen on getting views from, but again we had no interest.

The gender of the group this year was 30% male and 70% females, which was around the same figure as last year.

The Practice will explore other ways of trying to get new members to join the PPG for 2013/14. This will be discussed in a Practice meeting but an idea would be to let newly registered patients know about the group by either informing them at reception or creating a leaflet to advertise the group and give a brief introduction as to why the group has been established.

Patient Survey results and what the Practice can learn from the results of the survey

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Patient Access

The results from the Patient survey demonstrate that patients are satisfied with access to the Practice. 72% of the patients that took part in the survey said that they were able to book a future appointment and 34% said that they were able to be seen on the same day. We feel that with the Walk-in clinic that the Practice launched 3 years ago the Practice offers a good service for patients that need to be seen on the same day. If a patient needs to see a GP on the same day they can come to the Walk-in clinic, patients need to present at the surgery and put their name down before 11am. The GP's

guarantee to see patient's on the Walk-in list on the same day, but there may be a wait depending on the volume of patients on the list. We feel that this is a good service as no patients are turned away and if the 11am deadline is missed, if urgent patients can go on the telephone triage list for a call back from a GP in the afternoon.

51% of patients that took the survey said that their waiting time for an appointment once at the surgery was between 5-15 minutes, 30% said that it was over 15 minutes. The GP's try their best to run to 10 minute appointments but until a patient walks in to the room a GP does not know what sort of consultation that they will be dealing with and we hope that patients understand that a 10 minute consultation in some cases may need to be extended. On arrival if a GP is running late one of the Reception team will let the patients know.

As for satisfaction for the length of the GP consultation 55% of patients said 'Very Good', the surgery received 0% for 'Poor' or 'Very Poor'

72% also said 'Yes definitely' to having confidence and trust with the GP. 64% Said 'Yes definitely' to having confidence and trust with the Practice Nurses.

Patient Confidentiality

59% of patients said that they were 'Overheard in reception, but didn't mind' and 24% said that they were 'overheard in reception and did mind'.

The Practice and the Local Health Authority are very aware of patient confidentiality and have come up with an option that we hope will help within the reception area of the surgery.

The Local Health Authority will be providing funding for Practice's to have TV's installed in to waiting rooms. This will include important information regarding health and also provide the Practice with some space to add on important information regarding St Peters Street. Although we know patients are not interested in other patient's personal matters it is sometimes hard not to overhear what is being said. We hope that the TV's will help to improve patient confidentiality.

Practice Staff

One of the questions in the survey was regarding the helpfulness of staff. In the survey 60% said that the staff are 'Very helpful', 8% Said 'Not very helpful'. The practice is very keen on training staff and we have sent members of the Reception team on courses on how to deal with patients within at GP surgery environment. We also within our Practice meetings have role-play where different situations that might have occurred recently are put to members of staff to see how they would react. This is then discussed and between the staff we work out what the best response would be as well as try to understand the patient's view.

Out of Hours services

46% of the patients that took the survey knew how to contact out of hours services. The Practice would like to educate patients more about what to do if the Practice is closed. In

the next newsletter there will be information regarding the new '111 Service'. 111 has taken over from NHS direct and is to be used for non-emergencies. A&E has been experience high volumes of patients who could have been seen somewhere else. By calling 111 you will be directed to an operator who will be able to direct you to the right service that you need. In most cases you will be given a booked appointment at one of the local walk-in centres mostly located at a local hospital. There is also a phone message to inform patients of this service whether they call during surgery opening hours or when we are closed.

More details can be found on the following

website <http://www.nhs.uk/NHSEngland/AboutNHSservices/Emergencyandurgentcareservices/Pages/NHS-111.aspx>

Gender of surveyed patients that responded

Male	49%
Female	51%

Age range of surveyed patients that responded

18-24	0%
25-34	29%
35-44	30%
45-54	16%
55-64	12%
65-74	13%
75 and over	0%

Summary of the 2012/13 PPG meetings and changes made

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One of the main objectives for the members of the group this year was regarding the Walk-in clinic and how it works. The group feel that it is a good idea that we promise to see patients on the same day if they came to the surgery before 10am – 11am, but thought that the system needed to be tweaked slightly and made clearer.

As a result the Practice has now changed the rules on when you need to present for the Walk-in clinic. Patients are now able to put their names down from when the surgery opens at 8.30am until 11am. This will help to stop the big surge of patients at 10am and issues of who was where in the queue when patients are asked to approach the desk. We would like to emphasise that the time given to a patient on what time they will be seen or when to come back to the surgery is still a rough estimate but patients will still be seen by a GP.

One of the new Local Enhanced Services being provided by the Local Health Authority is patient services. The Practice will work with the Health authority that will go through the Practice appointment system and gives us ideas or if they feel that we run the Practice appointment system in the right way. The Practice will be giving feedback to the PPG during this process.

After discussion with the PPG we also decided to try a couple of methods on where patients can queue for the Walk-in clinic when we used to open the list at 10am. After a couple of trials we now feel that because we have opened the list at 8.30am there is now less of a queue at 10am making it easier to manage patients once they are invited to put their name on the list.

Dr Kerman has recently qualified to become a trainer GP so the Practice this year will become a 'Training Practice' giving us an extra GP. This will help to provide more appointments for patients.

One of the targets also was to have a better website which during 2012/13 the Practice has now launched. We feel that this is now more patient friendly and gives out more up to date information. A member of the staff checks the website regular and gives ideas for certain information or updates that may be needed.

A text messaging service has also been discussed in the past to try and cut down on patient DNA's (Did Not Attend). In September last year Islington practices have now been given funding for the next 3 years to use a text messaging service. The Practice has found this really useful as it has cut down on our DNA rates and has been a very useful tool to try and get patients in for health check appointments and finding out information such as smoking status. Patients can opt out of this service at any time by letting one of the Reception team know or by calling or writing to the Practice.

Targets for the 2013/14 PPG

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No specific targets have been set by the group but the main target is to make sure that changes made help to improve patient access to the Practice.
Feedback will be given on the Local Enhanced Services Patient access and members will be told what the health authority thinks of our appointment system and how we might be able to improve.

There is also a big change from the 31st March 2013 local PCT's now no longer exist. This has now been taken over by the CCG which gives GP's more of a decision on what is best for the local area and which services will be more beneficial. This will be also discussed in next year's meetings.

Opening Hours and how to access services at the practice

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Surgery opening hours

Monday, Thursday, Friday – 8.30am – 6.30pm

Wednesday – 8.30am – 2.45pm

Tuesday (Extended hours) – 8.30am – 8.30pm. Surgery doors close at 6.30pm but you can book an appointment up until 8.30pm in the evening.

Repeat Prescriptions

You can order your repeat prescriptions in the following ways

- Filling out a 'Repeat prescription form' located on the reception desk and putting the request in the box attached to the wall.
- You can e-mail the request to stpetersprescribe@nhs.net Please include your name, date of birth and items that you are requesting.
- Repeat prescriptions are only taken over the phone for housebound patients or in urgent circumstances.

Please remember that it takes 2 working days for a repeat prescription to be processed.

Test results

Test results are giving out by the Practice nurse. Please call the Practice and your name will be added to the list for the nurse to call you back with your test results.