

ST PETERS STREET MEDICAL PRACTICE PATIENT PARTICIPATION GROUP REPORT AND SURVEY 2013/14

May 2013 marked the start of the third year of the Patient Participation Group (PPG) at St Peters Street Medical Practice. As like the previous two years the main aim of the PPG is to help improve patient experience at the practice. It gives patient's a voice and an opportunity to tell us what they like about St Peters and what they would also like to be improved. It also gives us the opportunity to explain certain decisions and policies as well as being able to tell the group about any changes or new schemes coming up in the future and to have their feedback.

Establishing the Patient Participation Group

St Peters Medical Practice is always looking for new members to join the PPG. Since the group started we have had around 8 patients who attend the majority of the meetings and we value their opinions and how much they care about how the practice is run.

We would like to encourage younger members of our practice population to attend our PPG meetings as it would be good hear your views regarding how you feel the surgery is run? Also members of the practice population who work during the majority of the opening hours at the surgery. We have had a few comments in the past saying that the surgery opening hours are not good enough for patients who have to work. We would like to hear your views and also be able to explain different ways that we can try to cater for your needs, for example having extended hours on a Thursday evening with appointments up until 8.30pm in the evening.

The PPG is constantly advertised on the website, notice board at the surgery and in newsletters. Any one from our practice population is welcome to join the group. You can do this by calling, letting a receptionist know at the front desk or by writing a letter to the practice. Your information will be passed on to the Practice Manager Jackie, who will invite you to the PPG meeting.

Summary of Patient Participation Group Meetings 2013/14

March 2013

One of the major changes that came in to effect in was that local Primary Care Trusts (PCT) had now been disbanded and replaced with Clinical Commissioning Groups (CCG). A commissioning group has been set up that consists of local GP's who will have more responsibility on local services and will be able to vote on which services that they feel will be right for the population in Islington. Dr Caroline Cattell is one of the commissioners, so is always informing the GP's and staff of any new changes.

From our last survey it was discussed that 24% of patients were unhappy with patient confidentiality in the reception area at the surgery. With the practice not being a purpose built surgery there are only a certain amount of changes that can be made. But since this meeting we have made more of an effort regarding patient confidentiality. The front reception desk is now separated from the back reception so that if any calls are being made by a member of the reception staff, patients who are sitting in the waiting room

will not be able to hear the telephone call and any details that are given. If you do need to speak to a member of staff about a confidential matter, we do have an interview room in reception, but sometimes this is being used by GP's that are seeing patients who are unable to get up and down the stairs or for baby clinics.

The group also discussed that the practice may need to advertise their opening hours a bit more effectively and especially make a mention regarding extended hours, so that patients are aware that they can see a nurse or a GP after 6.30pm one night a week.

One member of the group suggested having an e-mail query system. Unfortunately at this time we don't feel that we would be able to run this system to full effect. We have around 10,500 patients at the surgery and feel that we would not be able to keep up with the vast amounts of e-mails that would be received and feel that this can also be dealt with by calling the practice. We have not ruled this out in the future though.

June 2013

The CCG asked the patient group to have a look at a new poster that would be going up all over Islington encouraging members of the public to sign up to a GP surgery. The PPG had mostly negative comments about the poster, the feedback was given to the CCG.

A member of the group wanted to discuss how hard it is seeing the same GP, especially if it is a follow up. Richard one of the staff members from the Admin team who was at the meeting explained a new Local Enhanced Service that was set up by the CCG that St Peters were currently taking part in. The 'improved access' initiative has been set up so that the surgery over a one week period collect data regarding the amount of patients who asked for an appointment, the number of telephone calls taken and the length of time to complete a call. There was also a very intense questionnaire to see how we run the practice and all the details are processed by an outside company who then come in to a meeting to discuss recommendations. One of their recommendations was for the practice to offer appointments that are further in advance. So on this advice we have not gone from 2 weeks in advance to 4 weeks in advance and we hope that if a GP does ask a patient to come back for a review they can now book an appointment before leaving the surgery.

One of the members praised the practice for how quick and effectively we deal with patients under the age of 5. Whether if it's in the walk-in clinic or on telephone triage.

September 2013

As the majority of patients know, since Nurse Carol moved home to Ireland and Nurse Lisa works part time, we have struggled to find suitable replacements. At the time of writing this report we are happy to announce that we have taken on Nurse Judith who has joined us from the Village Practice as well as taking on Nurse Breda who has been a hospital nurse now looking to become a practice nurse.

The practice has applied for funding to improve the entrance to the surgery, especially for disabled patients and parents with a pushchair.

A couple of complaints about patients having to queue outside the surgery before we open. We understand that patients are eager to get their name down on the walk-in clinic list, but we do not encourage our patients to queue up outside, especially during the winter months. One of the reasons we stopped the same day appointments was to prevent patients queuing up outside as the appointments were all gone within 30 minutes. As a reminder if you put your name down on the walk-in clinic list before 11am you are guaranteed to be seen on the same day by a GP.

We would like to praise Islington council for how quick they deal with any graffiti on the surgery walls. On one occasion they were at the surgery within 45 minutes of us reporting graffiti to them.

A new TV has now been put up in the waiting room. This is mostly to give out information to patients regarding health issues.

Future plans

We are happy to announce after requests from patients over the past few years that we are now starting an online appointments booking system. As from March 2014 patients will be able to book or cancel appointments with a GP or Nurse using an online system. Information will be appearing on the website, in the surgery and in the newsletter regarding the website you need to use and how to register. As we are just starting we will only be releasing a certain amount of appointments at first in case there are any problems. The practice in the last few years have now added online booking, online prescriptions and a text messaging service to remind patients about their appointments. We hope that these new services are making your patient experience better at St Peters.

Survey

Patients have been asked to complete a survey recently. The surveys were sent to a certain amount of patients by post as well as being available at the reception front desk.

1. Last time you tried to get through to the practice by phone, how many times did you have to ring before you got through?

Only once, i got through on first attempt	38
Twice, i got through on second attempt	12
Three or four times	10
Five to ten times	2
I have never tried to ring the practice	0
Booked face to face at reception	1

2. Once you got through, how long do you think you waited for the call to be answered/how long were you on hold for?

Less than 30 seconds	22
Less than 30 seconds to 1 minute	25
1 to 2 minutes	12
2.5 to 3 minutes	4
5 to 10 minutes	0
Over 10 minutes	0

3. Waiting time at surgery:

Don't normally have appointments at a particular time	12
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Less than 5 minutes	7
5-15 minutes	37
More than 15 minutes	5
Can't remember	5

4. Last time you wanted an appointment at the practice with either a GP or a nurse, what type of appointment did you want?

Appointment to be seen on the same day	25
Appointment to be seen within one week	29
A telephone consultation on the same day	9
A telephone consultation same week	1
Appointment for someone to visit at home on same day	0
Appointment for someone to visit same week	0
Can't remember	0

5. What type of appointment did you get?

Appointment to be seen same day	23
Appointment to be seen with one week	21
A telephone consultation same day	5
A telephone consultation same week	3
Appointment for someone to visit at home on the day	0
Appointment for someone to visit same week	0
Other	8

6. Regardless of the appointment that you wanted and received, were you satisfied with the outcome?

Yes	46
No	9
Not applicable	11

7. If you were not satisfied with the outcomes, what did you do?

Accepted the appointment anyway	27
Went to A&E/Walk-in centre	1
See a pharmacist	2
Decided to contact surgery another time	6
Didn't see or speak to a nurse or GP	0

8. Overall how would you describe your experience of making an appointment?

Very good	33
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Good	18
Average	11
Poor	1
Very poor	0

9. Overall how would you describe the reception staff at the surgery

Very good	20
Good	34
Average	18
Poor	2
Very poor	0