

# THE SHRUBBERIES MEDICAL CENTRE

## Local Patient Participation Report March 2014

We have had a very effective and helpful Patient Participation Group at this surgery for many years and rely on their support and input.

### How did we form our PRG ?

We met with our Patient Participation Group, the Friends of The Shrubberies, to discuss the most effective way of gathering the views, concerns and suggestions on how we can improve our service to patients. We agreed to prepare a short but concise questionnaire to garner patient's views and experiences on key areas of our service.

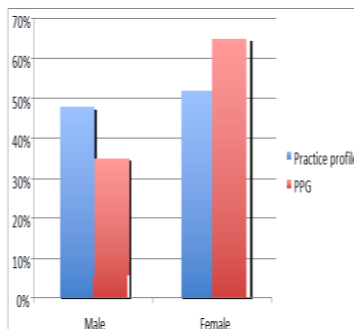
We asked our patient population via posters around the surgery and flyers as to whether patients would be prepared for us to contact them, via email or post, to form part of a wider consultative group known as the Patient Reference Group.

### Profile of our PRG

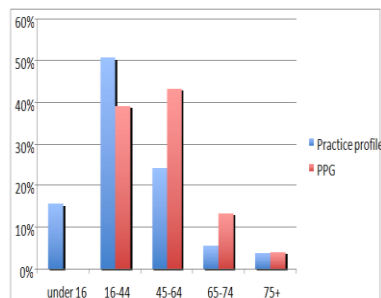
Whilst we feel that The Friends of The Shrubberies are fairly representative of our registered patients in terms of age, gender and ethnicity we decided that contacting a wider group of patients (PRG) would enrich the quality of the patient feedback we required. We found that the hardest group to reach are young males 18–40 who rarely visit the surgery. This was endorsed by the 23 year old and 41 year old members of The Friends who confirmed that they rarely attend the Practice. After much discussion it was agreed that the PRG are representative of the main users of our service and as such are more knowledgeable of the service we currently provide to patients and therefore better equipped to evaluate and comment.

The charts below highlight the comparison between the PRG and the Practice profile.

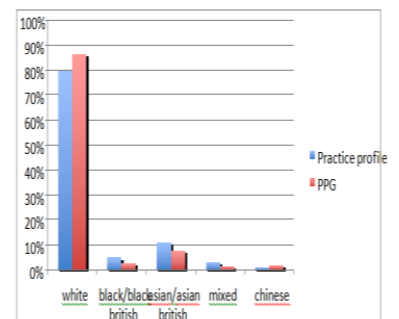
#### Gender



#### Age



#### Ethnicity



Practice Population Profile		PRG Profile
<b>Under 16</b>	16%	0%
<b>17 -24</b>	8%	5%
<b>25 – 34</b>	24%	14%
<b>35-44</b>	18%	18%
<b>45-54</b>	13%	25%
<b>55-64</b>	10%	21%
<b>65-84</b>	9%	16%
<b>Over 84</b>	1%	0%

### **How did we prioritise and reach agreement on what to include in the local practice survey ?**

The group were surprised that a previous years' MORI poll indicated that the surgery had not fared as well with respect to the nurses in comparison with the GP's and reception services. It was decided by the group to seek the views of patients to try and ascertain where any problems may lie. The group decided to repeat this questionnaire in 2014, in light of the nursing staff changes at the Practice, together with the more general questionnaire we compiled the previous year to monitor other aspects of the service.

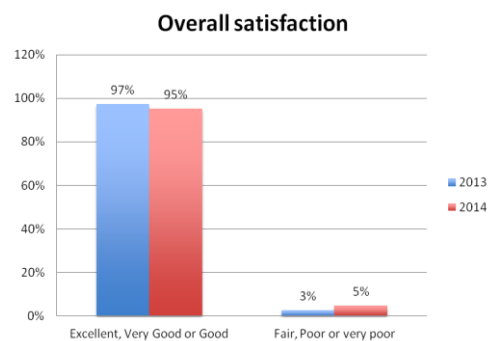
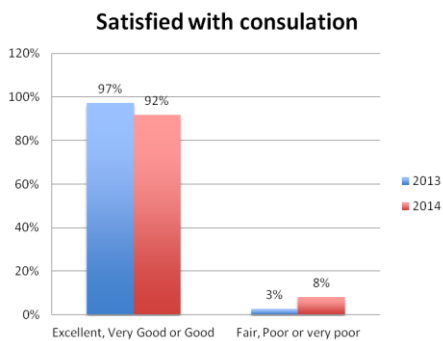
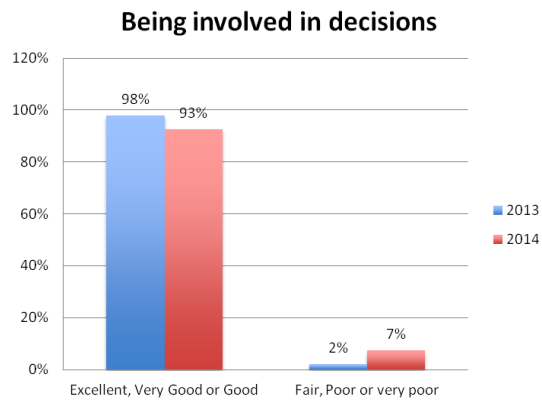
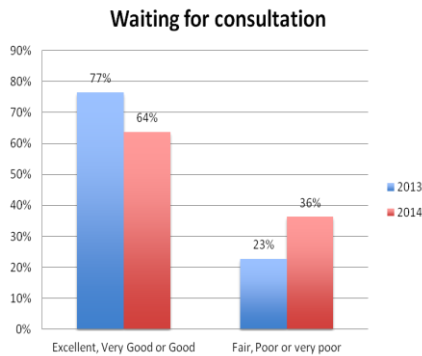
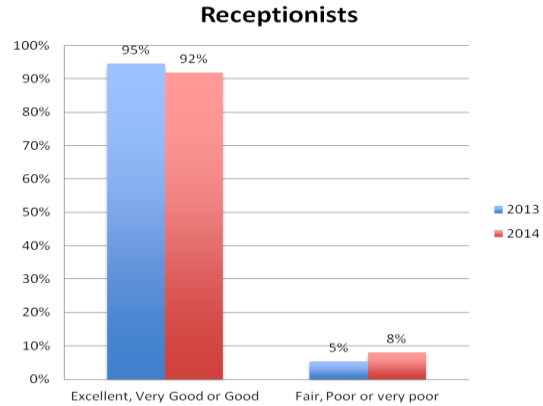
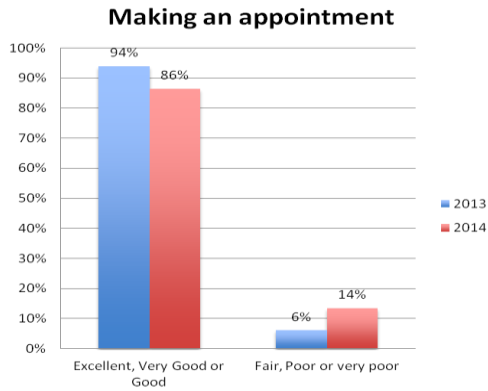
We decided to use the same questions used by MORI for the nurse questionnaire

### **How did we seek the views of our registered patients ?**

Based on what had been agreed with our PPG we drew up the final set of questions in the form of a survey, to ascertain whether recent staff changes we have implemented had improved the patient's journey. We distributed it by post and email to the wider group and in paper form to patients attending the Practice immediately after seeing one of the nurses. These were posted into a box on reception to retain patient anonymity.

### **What happened next ?**

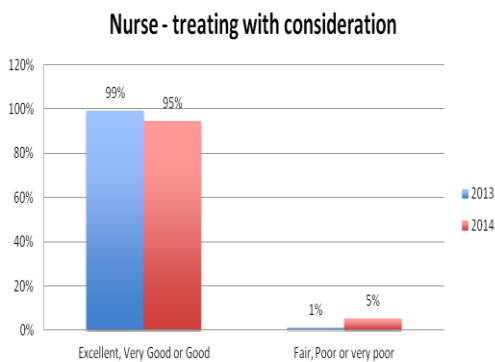
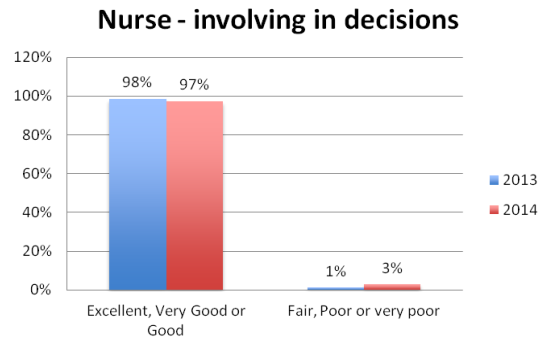
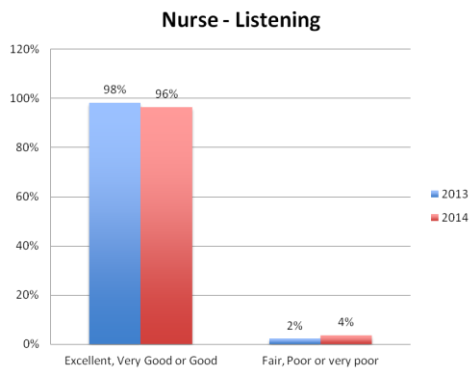
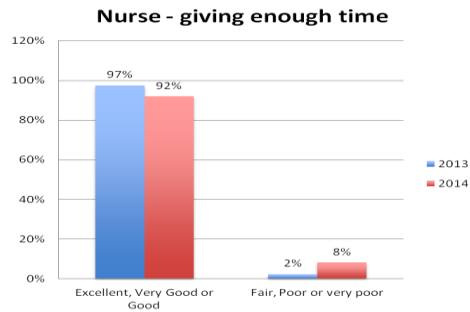
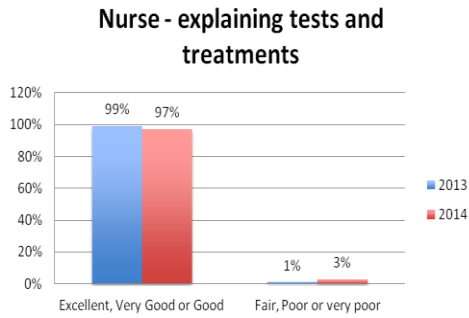
The questionnaire responses were analysed by a member of the PPG and the initial results of the survey together with comments were circulated to the group for discussion. In March 2014.



The overall satisfaction with the main aspects of our service are still very high at 95% of patients surveyed rating the Practice as excellent to good.

Appointment times i.e. waiting to see the GP in the surgery has shown a larger differential than other aspects. We suspect this is partly due to the adjustment for all staff to the new computer system which slowed us down considerably this year, but mainly due to the fact that we do not employ a one problem, one appointment rule.

## Nurse Feedback Survey March 2014 vs March 2013



**A high percentage of patients found the nurse service good to excellent with little variation year on year.**

The majority of patients were more than satisfied with the level of service we currently offer, providing a mainly good to excellent score for all questions

## **Action Plan**

In 2012 the PPG and PRG wanted the Practice to investigate the feasibility of providing the following enhancements.

- In house blood testing
- Provide online repeat prescription requests
- Provide online appointments

In summary, we had to change computer systems in April 2013 as our previous supplier was no longer supporting primary care. We went live with a new clinical computer system in April 2013 which has allowed us to offer patients the ability to book appointments online and repeat prescription requests online. Two members of staff have expressed a desire to do the necessary training to enable them to take patient's blood at the surgery and we plan to embark on this next year, funds allowing.

The group were happy with the current services and survey results given the disruption of the new clinical computer system.

At the last meeting in March 2014, the Group discussed the way forward for the PPG. It is very clear that patient involvement is key to providing and shaping healthcare within both primary and secondary care. An existing member is a representative for Wanstead & Woodford CCG which ensures that information is fed to and from Healthwatch, the CCG and other PPGS in the locality. It was felt that to meet these challenges we should invite more members to join and become involved. The group decided to hold an open meeting for current and prospective new members on Wednesday April 2<sup>nd</sup> 2014. This invitation was emailed to our PRG and posted on our website and Choices website as well as flyers and posters in the surgery.

The proposed action plan does not pose any contractual considerations. A summary of this has been emailed and posted to the PPG and PRG.

We will at all times seek input and approval of both the PPG and PRG for any ongoing improvements and changes we may implement based on patient feedback. We wholeheartedly welcome our patient's involvement in monitoring the success (or not) of any of these changes.

In the meantime we welcome any views you may have on the service we offer and will take any reasonable suggestions of improvement on board.

As a result of the survey we have not changed our opening times. You can call the surgery on 020 8530 4108.

**The surgery reception is open:**

<b>Monday</b>	<b>08.00 – 19.00</b>
<b>Tuesday</b>	<b>08.00 – 19.00</b>
<b>Wednesday</b>	<b>08.00 – 19.00</b>
<b>Thursday</b>	<b>07.00 – 19.30</b>
<b>Friday</b>	<b>07.00 – 18.30</b>

**Surgery times are as follows**

<b>Monday</b>	<b>08.00 – 11.45</b>	<b>13.00 – 18.00</b>
<b>Tuesday</b>	<b>08.00 – 12.30</b>	<b>15.00 – 17.30</b>
<b>Wednesday</b>	<b>08.00 – 11.45</b>	<b>15.00 – 18.00</b>
<b>Thursday</b>	<b>07.00 – 13.00</b>	<b>16.30 – 19.30</b>
<b>Friday</b>	<b>07.00 – 12.05</b>	<b>15.00 – 18.00</b>

**Telephone access to a clinician is often available outside of these hours.**

The surgery is closed at weekends and bank holidays. If the surgery is closed and you require medical help fast, but it isn't a 999 emergency, please call NHS 111. They will assess you, provide advice and direct you to the local service that can help you best. All calls to 111 are free, including from mobiles.

This report will be emailed to PPG and PRG members, published on our website – [www.theshrubberiesmedicalcentre.co.uk](http://www.theshrubberiesmedicalcentre.co.uk) and can be viewed on the patient noticeboard in the waiting room. It will also be included in our next patient newsletter which will also focus on new developments.

Elaine Edwards – Managing Partner

27<sup>th</sup> March 2014