

2012-13 PATIENT PARTICIPATION REPORT

**TULSE HILL PRACTICE  
G85133**

A description of the profile of the members of the PRG

**Patient Reference Group (PRG) profile**

**Practice Name:** TULSE HILL PRACTICE

**Practice Code:** G85133

					Optional questions	
Age	Gender	Ethnicity i.e.Black/British; Black/African etc	Relevant social factors i.e. employed, unemployed, hard to reach group etc.	Is the patient currently registered at your practice? Y/N (Please select from the drop down box)	Are any members of the group related to each other or to a member of practice staff? This question is optional, however it is good practice not to have relatives of staff members as part of the group. Y/N (Please select from the drop down box)	If yes, please provide more information
18	M	White British	Education	Yes	Yes	Son
69	M	African	employed	Yes	no	
45	F	White British	employed	Yes	Yes	Mother
65	M	White British	retired	Yes	Yes	husband
52	F	Caribbean	employed	yes	no	
61	F	African	retired	Yes	no	
52	F	Caribbean	employed	Yes	no	
69	M	Colombian	retired	Yes	no	
43	F	Colombian	employed	Yes	no	
41	F	Caribbean	hard to reach group	Yes	no	
50	F	African	hard to reach group	Yes	no	
61	M	Chinese	Employed	Yes	no	

<p>The steps taken to ensure that the PRG is representative of our registered patients and where a category of patients is not represented, the steps we took in an attempt to engage that category</p>	<p>The Tulse Hill Practice has had a PRG group since 2004. In 2012/13 the practice has been part of the Lambeth Link pilot. The group is representative of the practice population and every effort is made to engage everyone. We use text messages to inform patients of dates of meetings and in the last 2 meetings over 50 patients have attended the meetings. There is a message on the website where they can request to join the group. All upcoming meetings are advertised on the in the waiting room. The GPs ask patients opportunistically. Reception staff encourages patients to attend.</p>
<p>Details of the steps taken to determine and reach agreement on the issues which had priority and were included in the local practice survey</p>	<p>At the last meeting 53 patients attended the meeting and we discussed the main issue of concern to the patients which has been the appointment system. It was agreed that we would carry out a survey to ensure we obtained the views of as many patients as possible and we would discuss the results. The survey was carried out in January 2013 and the questionnaires were sent out with repeat prescription and were also put on the practice website. A text message was sent out to remind patients to complete the survey which was on line.</p>
<p>The manner in which we sought to obtain the views of our patients</p>	<p>The survey was put on the practice website and copies of the questionnaires were handed by the GPs, and given out at reception. 82 patients completed the survey on line</p>
<p>Details of the steps taken by the practice to provide an opportunity for the PRG to discuss the contents of the action plan</p>	<p>A meeting was held on the 20<sup>th</sup> March to discuss the results of the survey and agree an action plan.</p>
<p>Details of the action plan setting out how the finding or proposals arising out of the local practice survey can be implemented and, if appropriate, reason why any such findings or proposals should not be implemented.</p>	<p>The overall result was that 80% of all patients rating about the practice were good, very good or excellent. The finding from the survey were discussed and the areas that needed addressing were agreed by the group they were: The group felt that the overall rating was good and agreed the following action plan.  <b>Telephone access:</b> the practice has changed the appointment system to telephone consultations in the mornings so the telephone is very busy between the hours of 8:00a.m and 9:00 a.m. which is when the majority of the calls come through. Due to the cuts in funding we have had to reduce the number of staff.  <b>Action agreed</b>  The practice will ensure that another member of staff is available to answer the telephones in the morning between 8a.m. and 9:00am.  <b>Waiting times for doctor to call back:</b> The doctors will always aim to call the patients as soon as possible but the problem arises when patient have an answering machine or call barring they do tell the staff that they do not accept incoming calls.</p>

**Action agreed:** The reception staff will ask patients for a suitable time when the doctor can call them back.  
 Ensure that we have the correct number and that patients do not have call barring on their phones.  
 Give patient an approximate time when the doctor can call back. Make patients aware of how many calls the doctor has in front of them.

**Opening times**  
 58% of patients were satisfied with the opening times of the practice.

**Action Plan agreed:**  
 Put up posters in the waiting room advertising the practice opening times especially when we are open on the late evening and Saturday morning Immediate.

**Reception staff**  
 Satisfaction with reception staff was 60% It has been very disappointing that the results is lower than in previous years as satisfaction with the reception staff has always been 79% to 85%. The reason for this is that we have been short of staff due staff sickness and some members of staff have retired or left. The staff have been under pressure implementing the new telephone triage system. Patients do not like the receptionist to ask questions but the only reason that they do is to assess the urgency of the call and to put them through to the appropriate clinician,

**Action Plan:**  
 It was agreed that more training is necessary for the staff. Staff need accept that some patients do not want to discuss the problem they do not ask questions.  
 A notice to go up in reception and the website explaining to patient why the receptionist may as what the problem is and that they can say it is personal.  
 The reception staff already do this but further training will be scheduled in April 2013.

A summary of the evidence including any statistical evidence relating to the findings or basis of proposals arising out of the local practice survey

The overall Patient Experience result for 2012/2013  
 Telephone access scores 47%  
 Appointment satisfaction 53%  
 Speak to practitioner on the phone 27%  
 Waiting time 47%  
 Satisfaction with visit 73%  
 Warmth of greeting 77%  
 Ability of Clinician to listen and explain 77%  
 Reassurance 77%  
 Respect shown 78%  
 Recommendation of the practice 76%  
 Reception staff 60%

The result of the survey will be published on the website and a copy will be in reception.

### Action Plan

Changes we intend to take as a consequence of discussions with the Patient Representative Group in respect of the results, findings and proposals arising out of the local practice survey

The changes we intend to carry out as a result of the discussion with the PRG group on the 20<sup>th</sup> March 2013 are:

- Add another member of staff to answer the phone in the morning between 8 and 9am.
- Reception staff to ask patient when it is convenient for the doctor to call back within reason and check mobile numbers. Also ask patients not to put their answering message on.
- Put up poster in reception with information on the opening times and the late evening and Saturday morning clinics.
- More training for staff regarding questioning patient.

ii. where it has participated in the Scheme for the year, or any part thereof, ending 31 March 2012, has taken on issues and priorities as set out in the Local Patient Participation Report

The opening hours of the practice premises and the method of obtaining access to services throughout the core hours and extended hours arrangements (the times at which individual healthcare professionals are accessible to registered patients.

Monday to Friday 8:00am to 6:30 p.m  
 Extended hours Wednesday 6:30 to 8:00pm  
 Saturday morning 8:30 to 12:00 noon 1<sup>st</sup> Saturday of the month

#### Consulting times

**Monday 8:30 am to 12:00noon**

**3:00 pm to 6:30 pm**

**Tuesday 8:30 am to 12:00noon**

**3:00 pm to 6:30 pm**

**Wednesday 8:30 am to 12:00noon:**

**3:00 pm to 6:30 pm and 6:30 to 8:00pm**

**Thursday 8:30 am to 12:00noon**

**3:00 pm to 6:30 pm**

**Friday 8:30 am to 12:00noon**

**3:00 pm to 6:30 pm**

**Saturday 8:30 am to 12:00 noon**

