

ANNUAL REPORT – THE TULSE HILL PRACTICE



GENERAL INFORMATION

The practice runs from purpose built modern premises in Tulse Hill and has a diverse population of around 7717. Patient mobility is high as is the number of patients for whom English is a second language.

PRACTICE OPENING HOURS

Our core opening hours are Monday to Friday from 8am to 6.30pm and in addition to this we offer extended hours on a Wednesday until 7.30pm and on one Saturday per month for pre-booked appointments only. Access to the surgery is by telephone or in person. Repeat prescriptions can be ordered by fax or on-line and appointments can also be booked on-line.

DESCRIPTION OF PATIENT REFERENCE GROUP (PRG), PROFILE

The practice has a patient reference group that was well established in the past and has been active since 2004. During 2012/13 we participated in the Lambeth Link pilot. The group is broadly representative of our total practice population in terms of age and ethnicity.

We now run a virtual group that has a current membership of 81. Our current list size is 7714. We are aware that men are still slightly under-represented as 48% of the practice population is male and 52% female but we are actively encouraging men to join the group as they attend the surgery.

Practice Demographics

Patient Group

Age Range	Number	% of Total
Under 16	6	7.4
17-24	20	24.7
25-34	19	23.4
35-44	16	19.7
45-54	11	13.6
55-64	3	3.7
65+	6	7.4
TOTAL	81	
Gender		
Male	27	33.33
Female	54	66.66

Practice Population

Age Range	Number	% of Population
Under 16	1747	22.65
17-24	794	10.29
25-34	1557	20.18
35-44	1395	18.08
45-54	1150	14.9
55-64	590	7.65
65+	481	6.24

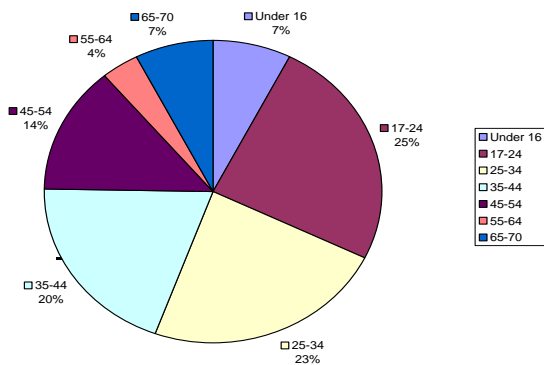
TOTAL	7714	
Gender		
Male	3702	48%
Female	4012	52%

STEPS TAKEN TO ENSURE PRG IS REPRESENTATIVE OF OUR PRACTICE POPULATION

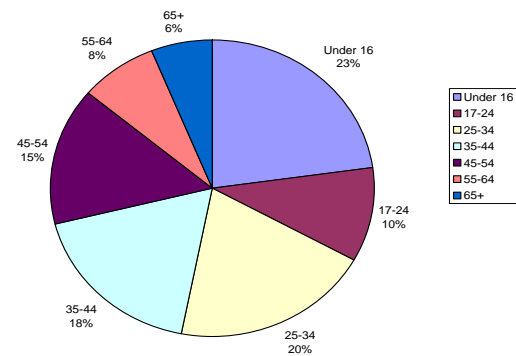
New patients are constantly being recruited and this is done by text, advertising on the practice noticeboard in English, Spanish and Portuguese, on the practice website and by invitation at the point of registration as well as on an ad-hoc basis by the reception team, (Appendices 6 & 7). We have recently been working on a scheme to build a partnership between us and Brixton Library to help those of our patients who speak only Spanish or Portuguese to improve their literacy skills.

We have posters in the surgery which give details of where classes are held and we are planning to make contact with patients who want to improve their English. Once we have gauged interest we hope to set up English classes within the practice that have an emphasis on how to access healthcare appropriately.

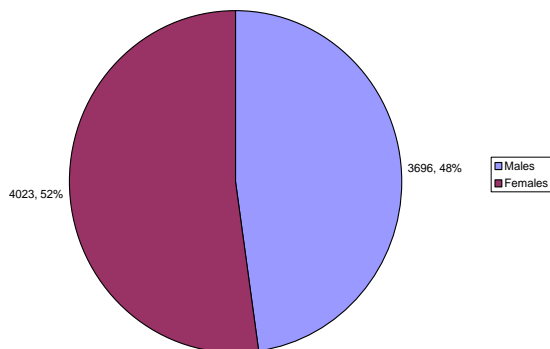
Pie chart to show the age representation of the Patient Reference Group



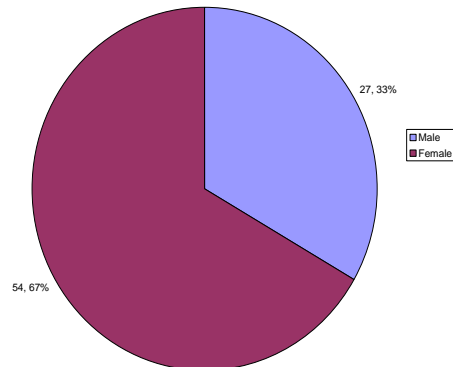
Pie Chart representing % of registered patients age range



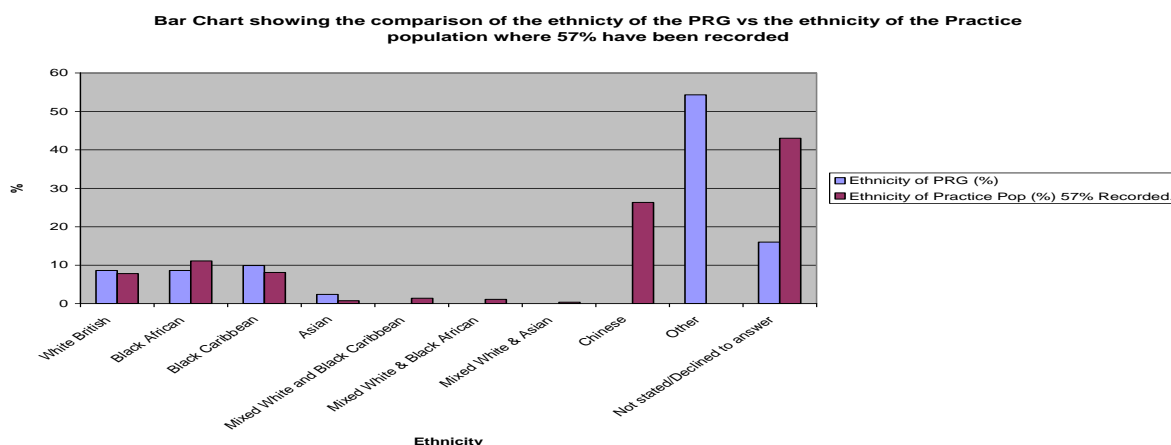
Pie Chart showing % of males:females that are currently registered at the surgery



Pie chart showing % male:female ratio in the Patient Reference Group (PRG)



Ethnicity of Practice Population/PRG



STEPS TAKEN TO AGREE ISSUES TO COVER WITHIN PATIENT SURVEY

METHODOLOGY – ANNUAL PATIENT SURVEY

All patients in the PRG were contacted either by letter or text in order to agree the priority areas to cover in the survey. See appendix 1 for letter. Practice and patient priorities were similar and so the survey questions were quickly, jointly agreed.

The practice and patient's priorities were incorporated into the survey which was then compiled jointly and sent out to the group for approval. (Appendix 2) Suggestions were made by the group and the survey was amended accordingly, (Appendix 3). The areas agreed were patient care, appointments, reception issues, extended hours times and confidentiality.

THE MANNER IN WHICH WE SOUGHT THE VIEWS OF OUR PATIENTS

Once the final format was agreed, the survey was distributed to patients in the following ways:

- By e-mail giving the option of completing it on-line on SurveyGizmo, or by completing the attachment.
- MJOG texts were sent to patients for whom we hold a mobile phone number advising them the survey was being carried out and how they could access it.
- By a link on the practice website.
- By letter.
- By attending the surgery over a 10 day period. Each patient attending was given the option of completing a questionnaire which was available in English, Spanish and Portuguese. Questionnaires were available in English, Spanish and Portuguese which are the main languages spoken by our patients. (Appendices 4 & 5).

The methodology for selection was agreed by the PRG and was assessed as being a credible process. The use of SurveyGizmo meant that the results were accurately recorded and presented.

The survey results were positive with most patients being very satisfied with the care they received from the doctors and nurses.

56% of patients were very happy with the knowledge of the reception team and 35% fairly happy. The practice is currently investing in improved and increased levels of training across the whole practice team and we hope these figures will therefore continue to improve. We strongly believe in lifelong learning and encourage everyone to participate.

Over 84% of patients said they were made to feel welcome when visiting the practice.

48% of patients feel confident that information about them is kept secure and that confidentiality is a priority for us. It was agreed with the PRG to take steps to improve this. See Action Plan, appendix 8.

Overall the satisfaction with the ability to make an appointment in advance was good, however, as 54% of patients felt it was either very or fairly easy to make an appointment on the day there is a need to ensure that patients are made aware that it is always possible to make an appointment on the day for urgent matters. We have now made a Patient Information Leaflet which explains how to use the appointment system as well as giving other sources of obtaining medical information and advice.

69% of patients were aware that the appointment system had been changed and 80% were aware that they could book a telephone consultation.

48.5% of patients said they would prefer increased opening on a Saturday to continuing to open late on a Wednesday, 27% would not prefer this and 25% were unsure. This will be discussed at a future PRG meeting.

STEPS TAKEN TO DISCUSS THE RESULTS WITH THE PRG AND TO AGREE THE CONTENTS OF THE ACTION PLAN

Once the survey results had been collated, PRG members were contacted by e-mail and by post and asked to comment on a draft action plan and the attached plan (Appendix 8), was agreed. The information was shared with the group on the 7th March (Appendix 9). The Action Plan was agreed by the 15th March.

PROGRESS ON ACTIONS POINTS FROM LAST SURVEY

In 2012/13 our patient survey and meetings showed that 80% of patients rated the practice as being good, very good or excellent. The telephone access was identified as one area requiring action and as a result of this, an increased number of staff now man the phones at peak times. Patients were also concerned about the wait for a doctor to call back and about the appointment system. In November 2013, we changed from a total telephone triage system to a new appointment system. We now have a mix of pre-bookable and urgent on the day appointments in addition to the option of booking telephone consultations.

FOR 2014 ACTION PLAN SEE APPENDIX 8

109 responses were received which is 1.4% of the total practice population.

Progress on the Action Plan points has been posted on the practice website and in leaflets available in the practice.