

Tulse Hill Practice
Patient Reference Group
Action Plan Agreed
Date agreed Monday 20th February 2012

The profile of the members of the group for the Tulse Hill Practice is as Follows:

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)
18	M	White British	Education	Yes
69	M	African	employed	Yes
45	F	White British	employed	Yes
65	M	White British	retired	Yes
52	F	Caribbean	employed	yes
61	F	African	retired	Yes
52	F	Caribbean	employed	Yes
69	M	Colombian	retired	Yes
43	F	Colombian	employed	Yes
41	F	Caribbean	hard to reach group	Yes
50	F	African	hard to reach group	Yes

The Tulse Hill Practice has had a Patient Participation Group since 2004.

In 2011 all practice were asked to set up a Patient Reference Group, the purpose of this is to ensure that patients are involved in the decisions, about the range and quality of services provided and in future about the services that will be commissioned by their practice.

The Tulse Hill Practice patient group met in May 2011 to discuss how we could encourage more patients to join the group. We looked at age break down of the practice population. We have 8699 registered patients. 52% of our patients are age between 17 and 44, 22% are age between 45 and 64, 6% is between 65 and 100 and the remaining percentage is age 0-17. The group agreed that as we had a young population and we should try encourage more patients to become virtual members so it was decided to design a short questionnaire which would be given out to all new and existing patients informing them about the groups. We also asked for their email addresses so that they could be informed of future meetings and practice development. The questionnaire was given out to all patients who came into the practice for appointments, to pick up prescriptions, during registration and we also informed carers. We put up posters in the waiting room and on the website and JAYEX board. The GPs also asked patients during the consultations. The first questionnaire was designed by the youngest member of the group.

Following the results of the questionnaire which had been given out between June - November 2011 a meeting was held on the 6th of December 2011 to discuss the results. At this meeting the PRG reviewed the results of the survey and it was agreed that we needed to get more information with regards to the patient's satisfaction about the services provided by the practice and their knowledge of opening times, telephone access,

satisfaction with clinicians and reception staff. A copy of the GPAQ questionnaire was obtained from InTime Data Company and the group agreed that we should use it for the second survey as it had the questions we needed answers for. The questionnaire was put on the practice website to encourage infrequent attenders to the practice to complete the questionnaire. 225 questionnaires were handed out by the reception staff during December 2011 and January 2012. 222 were completed. There was no response for the questionnaire that was put on the website.

The result of the GPAQ survey was discussed at the PRG meeting on the 20th February 2012 enclosed is a list of the representative group who answered the survey.

Q39 What is your ethnic group?		
Answer	Count	Percentage
White	93	43.5%
Black or Black British	76	35.5%
Asian or Asian British	17	7.9%
Mixed	9	4.2%
Chinese	3	1.4%
Other ethnic group	16	7.5%
Did not answer	8	
Total	222	

Q40 Which of the following best describes you?		
Answer	Count	Percentage
Employed (full or part time, including self-employed)	122	56.0%
Unemployed / looking for work	24	11.0%
At school or in full time education	8	3.7%
Unable to work due to long term sickness	26	11.9%
Looking after your home/family	16	7.3%
Retired from paid work	17	7.8%
Other	5	2.3%
Did not answer	4	
Total	222	

Q37 How old are you?		
Answer	Count	Percentage
Under 15	4	1.8%
16 to 44	130	59.6%
45 to 64	64	29.4%
65 to 74	16	7.3%
75 and over	4	1.8%
Did not answer	4	
Total	222	

The group was satisfied with the overall result of the survey. Here is a sample of some of the answers:

1. Satisfaction with the reception staff was high at 79.6%.
2. Access getting through on the phone scored 70%
3. Opening times 87% were satisfied with the opening times.
4. 22% wanted the surgery to open after 6:30 pm
5. 25% wanted the surgery to open on Saturday morning
6. Waiting time for consultation to start 17.5% waited more than 20mins
7. Getting to see a doctor urgently on the same day we achieved 83%
8. Booking appointments ahead the practice achieved 34%
9. Satisfaction with the GP last seen was 63%.
10. Trust and confidence in the GP 78%
11. Trust and confidence in the Nurses 67%
12. Practice help in patient understanding their health problems 86%
13. Practice help in coping with their health problems 85%
14. Practice help in keeping healthy 86%
15. Satisfaction with their experience with the surgery 83%
16. Would they recommend the practice to others:
 - 75.6% definitely
 - 24% Yes probably.

The group agreed that a full copy of the survey results will be put on the website.

From the results of the survey the PRG discussed how the practice could improve the patient satisfaction with regards to:

- Satisfaction with the reception team
- telephone access
- advance booking
- reduce the waiting time for consultation to start
- Opening times
- Saturday morning surgery

An Action plan was agreed:

Key Issues	Actions to be taken	By when
Satisfaction with Reception staff	77% of patients were very satisfied with the level of service received from the reception staff. Reception staff have a very difficult job to do, but their aim is to help patients access the service. The role of the receptionist is changing and the practice will be reviewing the training need of the team.	June 2012

Telephone Access	Getting through on the phone only scored 70% satisfaction. This is an area we have been having difficulty with especially when staff are on holiday or off sick. The practice manager agreed to increase the number of staff who will answer the telephone in the mornings between 8:00am and 9:00 am. All admin Staff will be manning the phones for the first hour	With immediate effect
Advance booking	The practice already provides 30% of the appointments as bookable up to 4 weeks in advance. One of the concerns about increasing the number of advance booked appointment is that there is a high DNA rate for appointments that have been booked in advance. Patients are given an advance appointment then they phone for an on-the-day appointment and do not cancel their pre-booked appointment. We agreed that we will continue providing 30% of the appointments as bookable in advance but will remind the reception staff to be more vigilant when booking appointment and ask the patient if they still needed their advance booked appointment. We need to have a meeting with the reception staff to remind them of this.	At next meeting
Reduction of waiting times for consultation to start:	The length of the waiting time was discussed and the group felt that sometimes this is unavoidable as patients may have to discuss problems that may take longer than the 10 minutes allocated and therefore the next patient has to wait. The group felt that if we implemented the following actions patient's satisfaction will increase. So it was decided to do the following:	Discuss at the Monthly meeting 31 st March

	<p>Ensure that the receptionist informs the patients when the GP is running late.</p> <p>When booking appointments for patients whose English is not their first language, ensure they make a double appointment.</p> <p>If the clinician feels the patients follow up appointment requires a double appointment, they will ask the patients to book this at reception.</p> <p>The practice will ensure that there is a notice in the waiting area informing patients that the appointment are only 10 minutes and if they need longer to book double appointment then they should inform reception at the time of making their appointment.</p> <p>Keeping patients informed when doctors are running late is important.</p>	
<p>Opening times</p>	<p>From the results of the survey it seems as though some patients are unaware that the practice offers late evening appointments until 8:00 pm every Monday evening and on alternate Saturday mornings from 8.30am – 12 noon.</p> <p>Opening times are already published in the Practice website, NHS choices website and the practice leaflet which is given out to all new patients. The PRG agreed that to increase awareness the information should be published again in a newsletter, handed out at Reception and also sent out with the repeat prescriptions. The newsletter can also be given to the local pharmacist who will give out this to patients who collect their script from the chemist.</p>	

Attendance to A&E was also discussed at the meeting. The group felt that more information about Seldoc out of hour's service and Gracefield Gardens urgent care needed to be made available to patients, so that they did not attend A&E for non emergencies.

Further actions that will be implemented in 2012 as a result of the PGR meetings are as follows:

One of the members of the group wants to give a talk to our patients to increase awareness about the importance of having:

Cervical Smear screening

Mammograms

Bowel Cancer screening

Dates for the above will be decided at the meeting on Monday 16th April 2012 @ 6:30pm.

Core opening hours

The practice opens at 8:00 am and closes at 6:30 pm Monday to Friday.

Phone lines

Patients have telephone access throughout the day from 8:00am to 6:30pm every weekday from Monday to Friday

After 6:30pm Seldoc our out of hour's provider deals with any patients concerns that cannot wait until the following morning.

Extended Opening

We offer late evening appointments to see a GP every Monday evening from 6:30pm until 8:00pm

We also offer late evening appointments with a practice nurse on Mondays 6:30pm to 8:00pm

We offer alternate Saturday morning appointments with a GP between 8:30am to 11:30 am. Doors are open at 8:30am and close at 12:00pm.