

Local Patient Participation Report

Parkview Surgery

The patient participation group (PPG) consists of 7 members:

PPG Member Profile

Name	Age	Ethnicity	Gender
C E	59	Caribbean	Female
S L	51	Caribbean	Female
R S	50	Caribbean	Male
LT	48	White English	Female
O F	66	White British	Male
L P	71	Other Asian Background	Female
T N	53	Other Asian Background	Male
A S	69	White British	Male

Meetings between 1/4/17-31/3/18

Face to face meeting

4th May 2017

7th September 2017

26th January 2018

Establishing our PPG

Parkview Surgery established their PPG in 2011/12. Parkview Surgery has tried to form a group that was representative of our patient population by advertising in our surgery; details of the patient participation group are also available on our website. We also tried to recruit patients on an ad-hoc basis when they visited the surgery or trying to target specific groups. Several people are not keen to join the group as they are working full time or have other commitments (e.g family etc).

Obtaining PPG Views

We arranged meetings with our PPG to highlight issues and priorities. Unfortunately this year the attendance rates have been very low. The reason for poor attendance is no time or the members forgot on the day. Parkview decided to do a questioner via text and face to face to help recruit for new PPG members and make patients aware of this group.

Priorities identified by the PPG for inclusion into the patient survey

Members felt that the priorities for the survey should be similar to last year so we could see if any changes we implemented had made a positive difference to our survey results. It was felt that overall the feedback from the previous years was quite positive. We detailed our questionnaire for further information.

Priority Areas:

- Appointments

It was felt that it would be important to address appointment availability at short notice as this was one of our weaker areas taken from the comments on the NHS Choices Website last year. Since our last meeting we have implemented a new appointment system and this was a good opportunity to see if a difference has been made.

- **Phlebotomy**

In our last meeting one of our PPG members asked if we had a Phlebotomy Service. So we included a question about the service to see how patients felt about it and to establish whether other patients were aware of this service.

Patient Survey

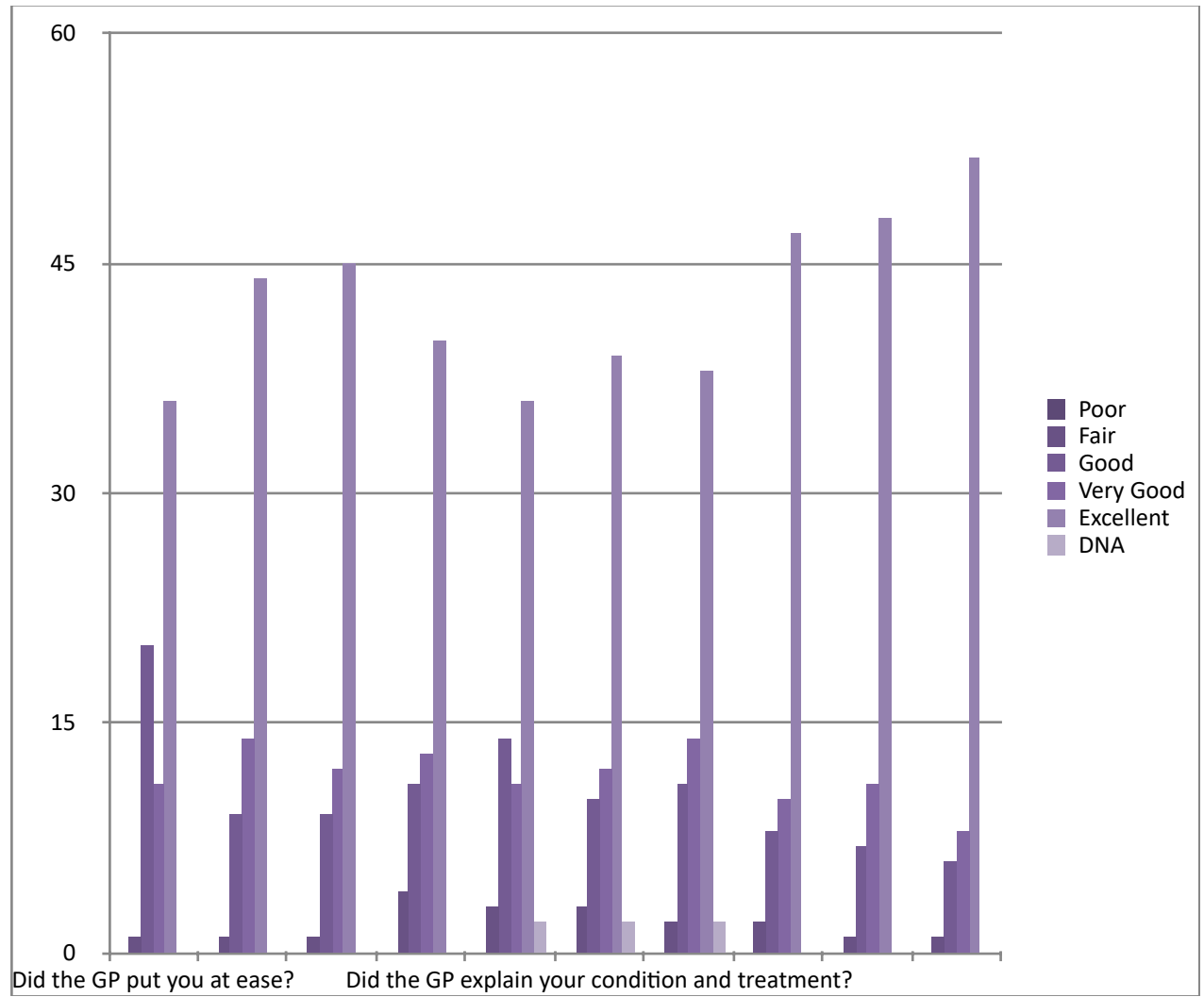
In order to obtain the views of our patient population we distributed the questionnaire during surgery hours to any patient that came into the surgery for an appointment, this was conducted during a 2 week period in December 2017. Questionnaires were given out at reception and patients who were willing to do the questionnaire filled it out anonymously and then placed it into our suggestion box. It was agreed this was the best way to give the questionnaires to patients as posting them to patients would generally yield a much lower response rate. We included questions regarding appointments and phlebotomy to address the priorities identified by the PPG.

We handed out 100 questionnaires and received 69 questionnaires back at the end of our review period. Unfortunately some patients said they would take them home and bring them back another time and this probably accounts for the questionnaires that were not returned.

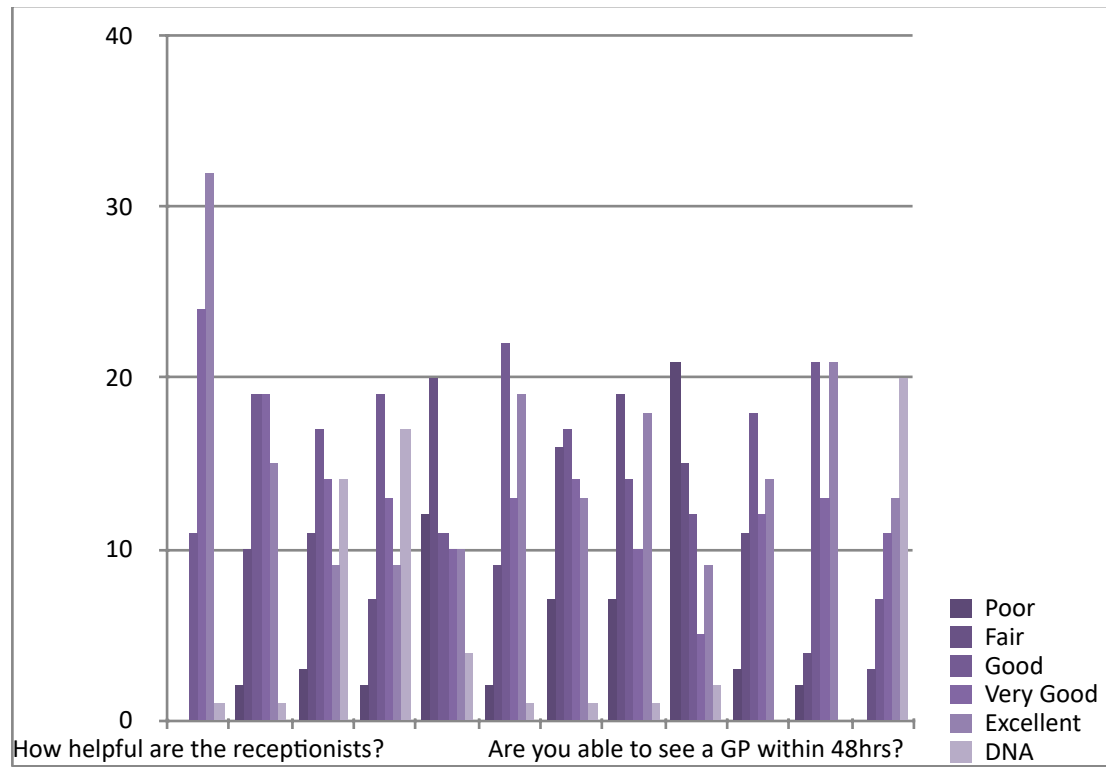
It was felt that using the anonymous suggestion box on the wall in the reception waiting room was the most secure way for patients to be able to provide us with their feedback. As it was anonymous patients could write freely and we would have credible answers. On the odd occasion when patients tried to hand the patient surveys to the GPs during their consultations, the GPs stated that they did not want to see them and they must be put in the suggestion box by the patient.

Patient Survey Results

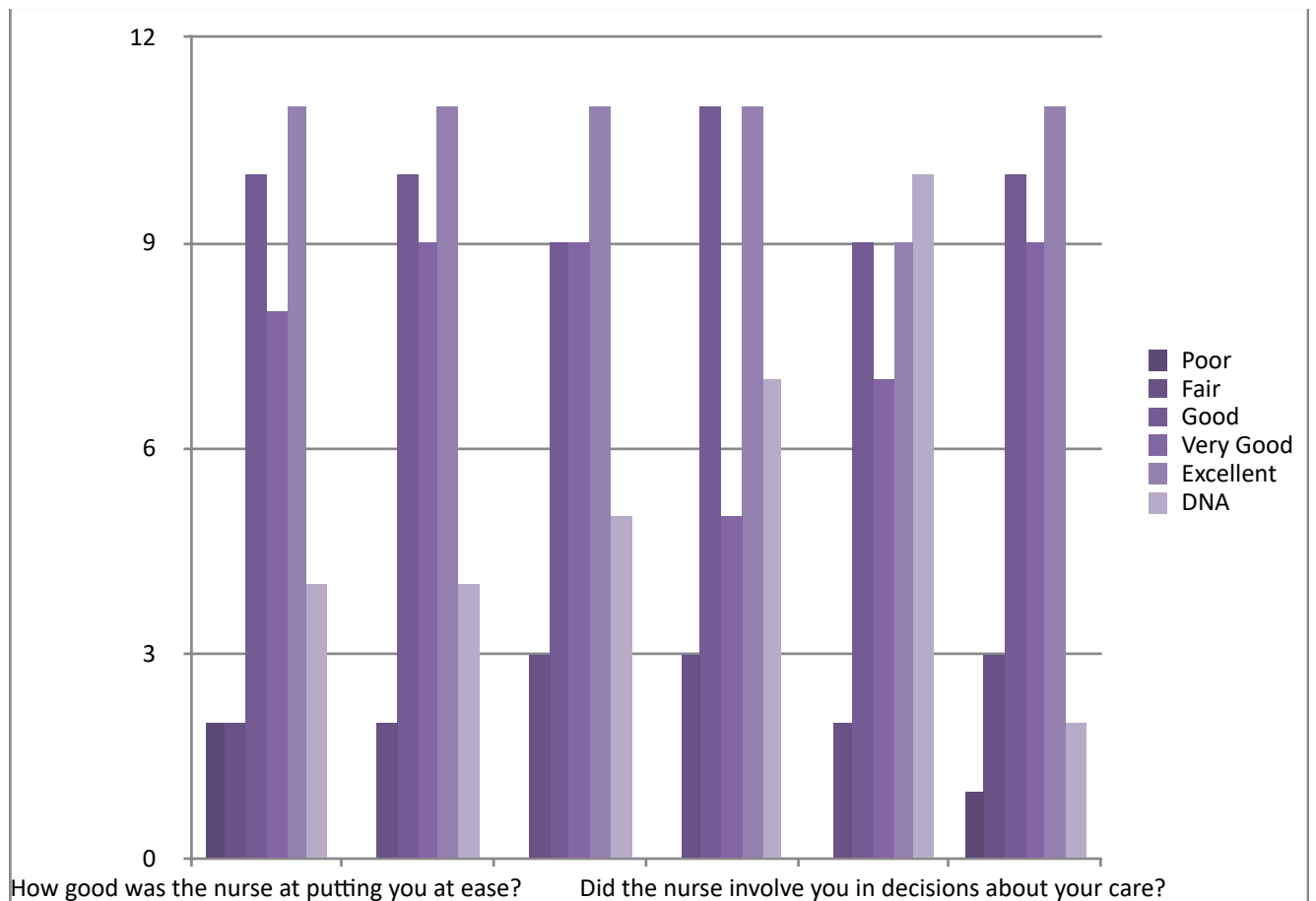
About the GP visit



Reception and Appointments



Visit to the Nurse

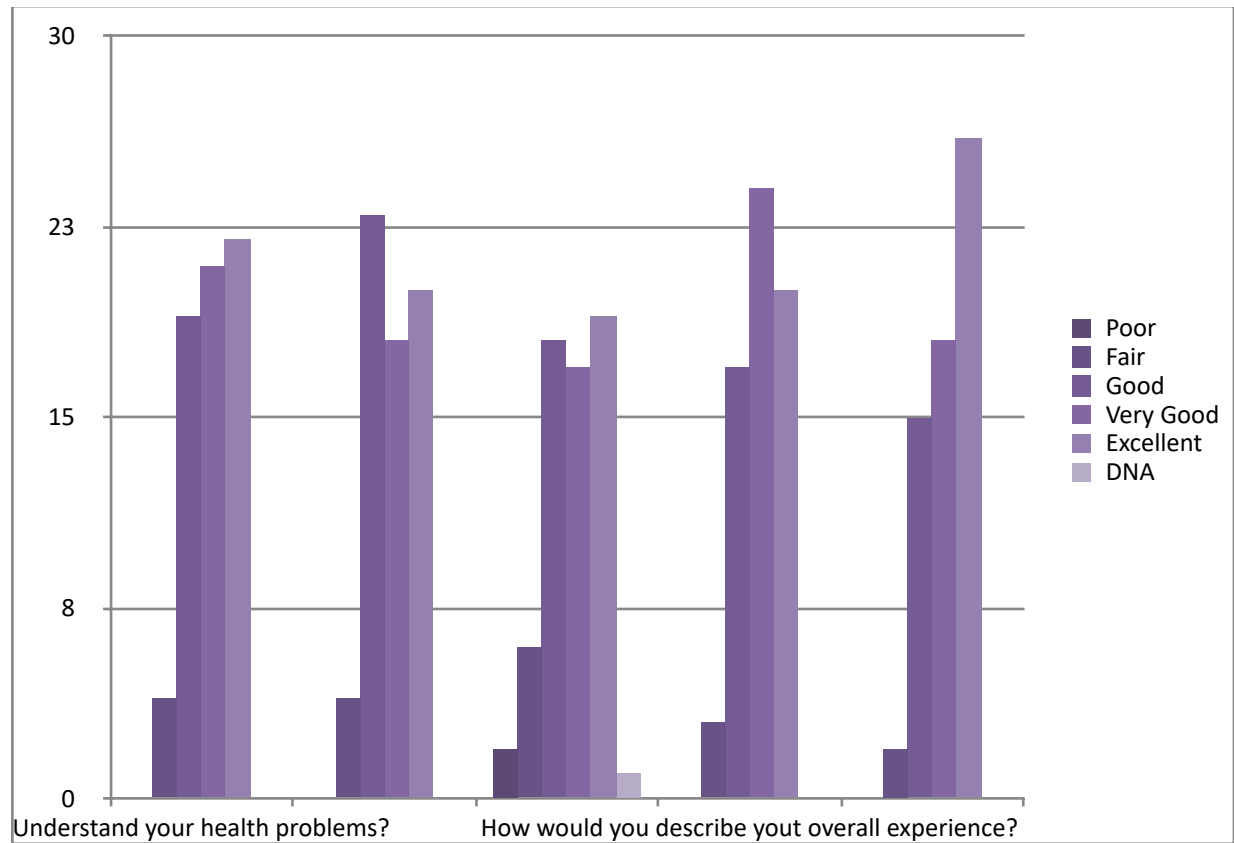


How do you prefer to book your appointments?

In answer to this question, patients often ticked more than one option; therefore the results are displayed as a percentage to show the relative preference of each booking method:

18% In person
79% By phone
12% On-line

Overall care from the practice



Discussion of survey results

Survey results were discussed with the two members in attendance on 26th January 2018 and we asked them for their views and feedback after seeing the results of the patient survey so that we

could consolidate our findings. Unfortunately other group members did not attend and generally this year the attendance rate has been very low.

Due to poor attendance and in order to discuss the findings and agree an action plan the members suggested that we need to re-establish a PPG group and restore relationship with our existing members. In the meantime to go ahead with changing the telephone system as this is an improvement for all.

GP Visit/Nurse Visit

Most patients were happy with their visit to the GP and similar is true if they had an appointment with the nurse.

Appointments

We generally scored reasonably in this area although some patients rated the surgery as 'poor' for being able to see a doctor within 48 hours or same day. The participation group felt this is an anomaly as in an emergency we will always see a patient. We have an appointment system which consists of both appointments that you book in advance (routine appointments) and that you can book on the day (emergency appointments). We also have '24 hour in advance' and '48 hour in advance' appointments that can only be booked the day before for urgent problems that are not emergencies.

Telephone access

This is an area that we are tried to improve as it was highlighted in previous surveys. We seem to be doing somewhat better in this area. We are promoting our on-line services since last year and we hope more and more people will use this, and inadvertently improve telephone access by upgrading the telephone system to babble in the coming year.

Overall Care

With regards to overall patient care, the patient survey highlighted this as one of our strengths. The PPG agreed that we should continue as we are with respect to this.

New Services

We have a pharmacist working for Parkview Surgery to improve access.

Action Plan discussed with the Patient Participation Group

Action plan update from last year:

1. We introduced '24 hour in advance' appointments last year and all members and GPs are happy that this is an improvement as it gives patients more flexibility with their bookings.

We have also kept our emergency ('on the day') appointments as this is essential. The increased flexibility may not be fully reflected in our survey results as we were short of doctors and reliant on locums since April 2017 where only 2 GPs were working at the surgery. We have been and are actively looking for salaried GP. We have recruited a pharmacist since January 2018, hopefully this will have improved our access. We also have a dedicated time for patients to call us for test results and queries daily, we hope this can reduce some of the demand for face to face appointments. Unfortunately there are DNAs each week and this is a waste of a much needed appointment, we do have the mJog system in place to alert patients of their appointments but we feel now that we should put a poster in the waiting room to alert patients to the importance of attending or cancelling their appointments.

2. We tried to improve telephone access by promoting the on-line services (for routine appointments and repeat prescriptions). Currently approximately 20% of patients use on-line services and we would hope to encourage this further with posters and on an ad-hoc basis. In order to improve the telephone access we will be moving to a new telephone system with Babble.

New Action Plans after discussion with PPG Members and in response to survey

Action	Why	How	Over seen by	Completed by
Improve Telephone access	79% Patients prefer to make appointments via telephone	Change the telephone system	PM	31 st March 2019
To re establish a PPG	Poor attendance this year. We require members to help us improve outcomes and experience for the patients, give the patients a platform to manage their own health and make informed decisions about their care and treatment; we want to support them to improve their health and give them the best opportunity to lead the life that they want.	Questionnaires, MJog, website campaigning and GP to ask patients.	All GPs, staff and the Practice Manager	As this action plan is dependent on factors outside our control, it is difficult to put a time frame on it.