

The Elmhurst Practice

LOCAL PATIENT PARTICIPATION REPORT 2014

How did we form our PRG?

We wanted to recruit as many patients as possible to the Patient Reference Group we did this by asking patients if they would be happy to be contacted by us periodically to gauge their opinions and to ask them to take part in the practice survey. We did this via posters around the surgery, on the Jayex board, poster on the PPG notice board, flyers at reception and a link to a sign up form on our website.

PRG Profile

Our PRG is a good representation of our practice population across the age range varying from 16yrs-84+yrs and a pretty equal representation of male (40.81%) and female (9.82%) patients. However the younger members are still few but we are hoping to recruit more in this age group now that we have a link on our website this may encourage some new members to sign up.

The ethnic groups of our members reflect our patient population which is represented by 2/3 being British/White British and 1/3 from other ethnic backgrounds.

How did we agree on what to include in our practice survey?

We met with our patient participation group (PPG) and discussed the areas they felt were important to them. They said that following on from last years survey the practice had changed the appointment system to reflect what the patients had asked. However patients didn't like the new system and had asked for it to "go back to the old way". The group wanted to look at possible ways of giving access at busy times but in a different way. It was decided to produce a survey to ascertain patient's views on the following;

- 1 Patient's experience in the surgery
- 2 The ease of booking an appointment
- 3 Satisfaction with GP involving them in decisions with their care
- 4 Satisfaction with last consultation with both the GP and Practice Nurse
- 5 Their overall experience of the surgery
- 6 Whether a telephone triage system during busy periods would benefit them
- 7 Whether a text message appointment reminder would benefit them.

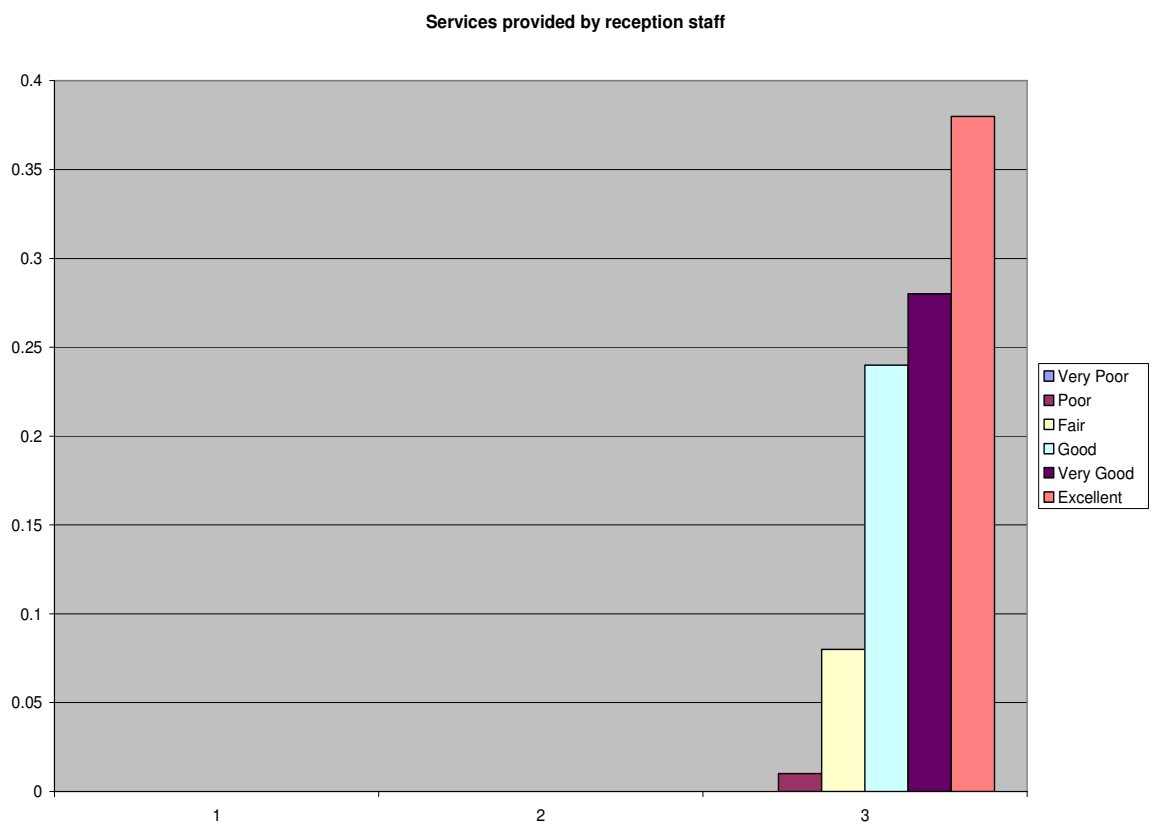
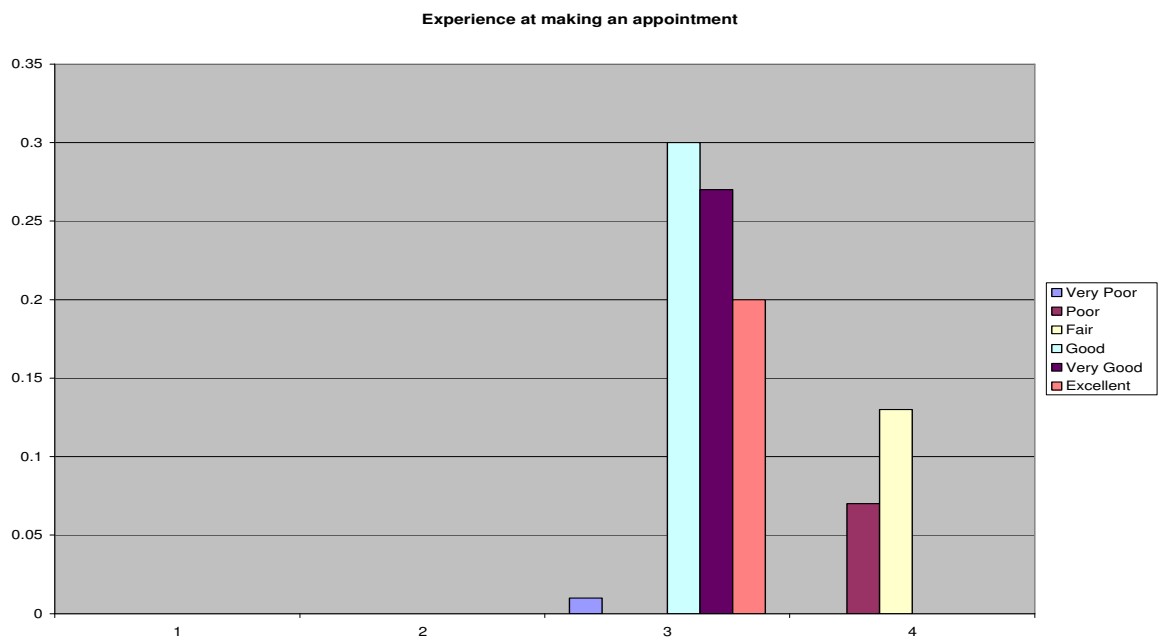
How did we seek the views of our patients?

A final set of questions were drawn up in the form of a survey which was published on our website, sent by email to our PRG, by post and handed out to patients who attended the surgery. The survey was conducted from 29th January until 26th February.

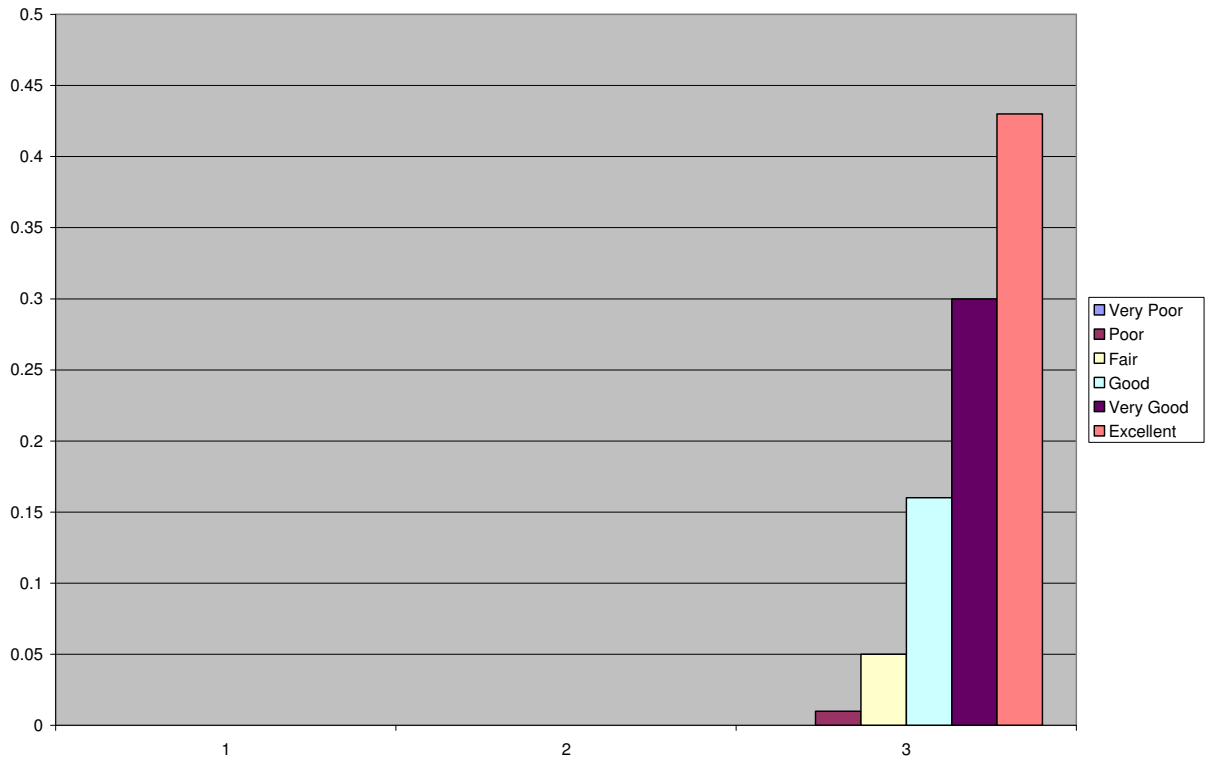
What happened next?

The survey results were analysed and brought to a PPG meeting and discussed.

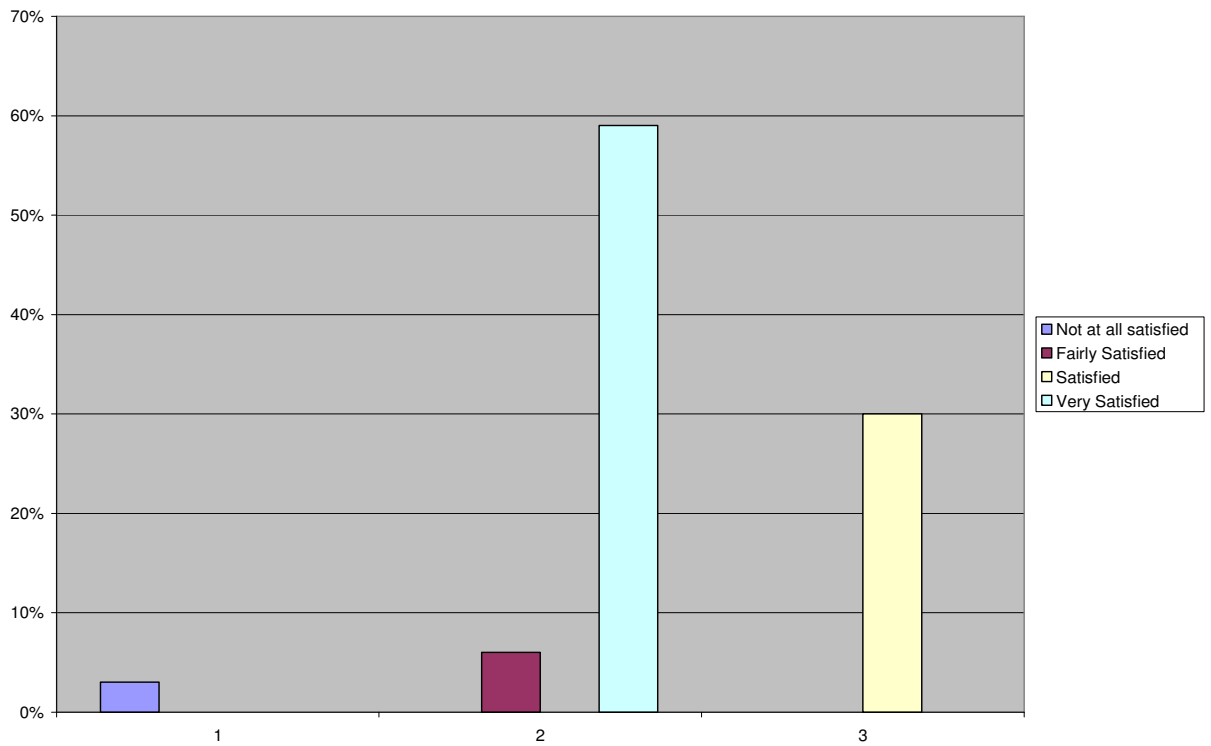
Practice Feedback Survey January 2014



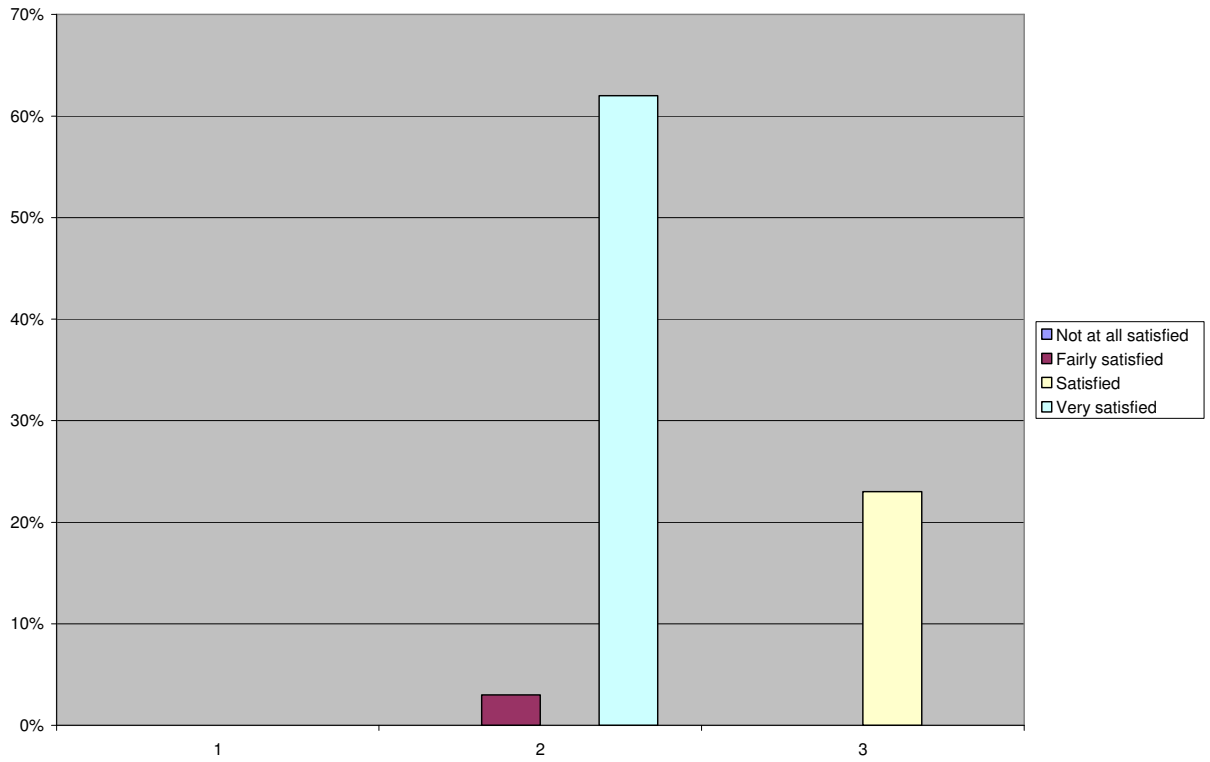
How good is the GP in involving you in decisions about your care



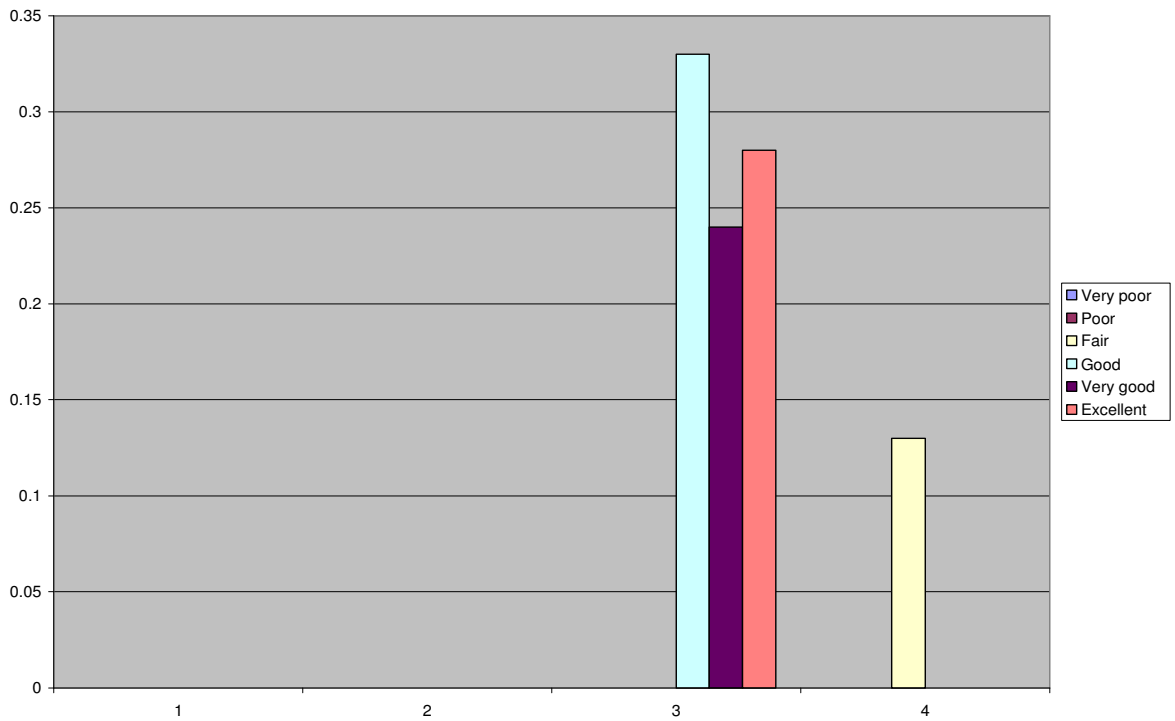
How satisfied were you with your most recent consultation with the doctor



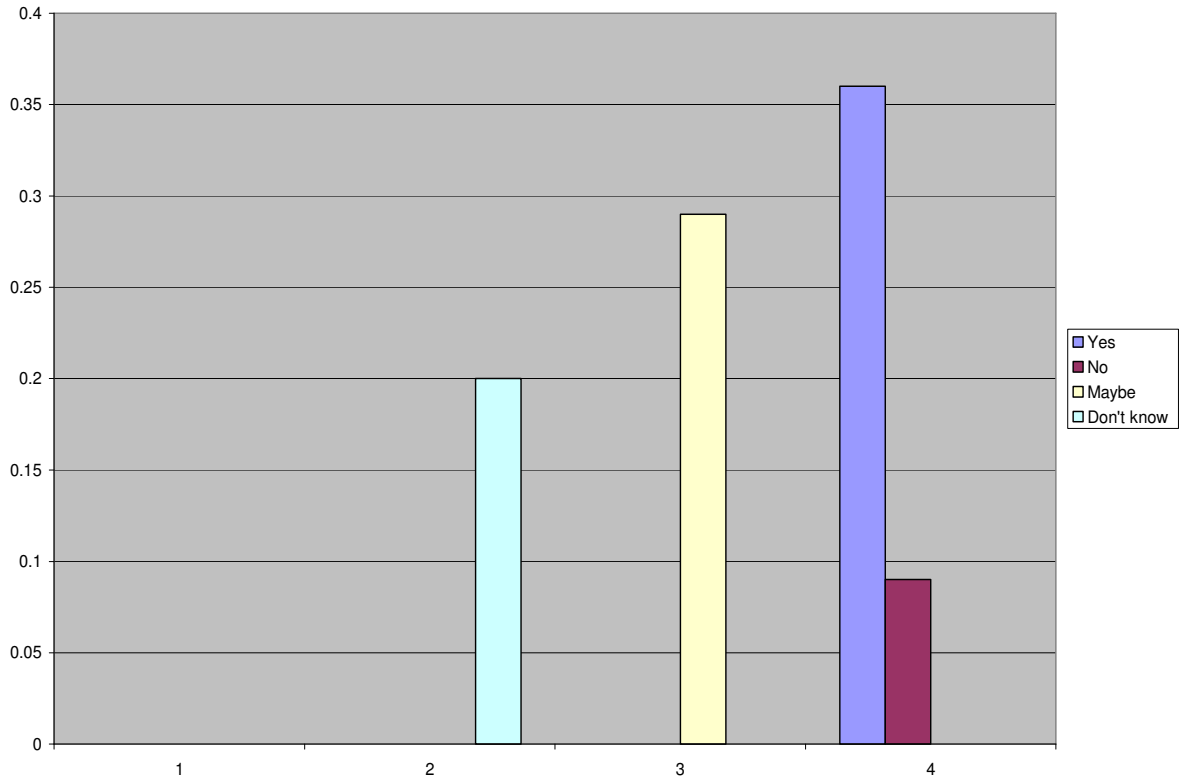
How satisfied were you with your most recent consultation with the nurse



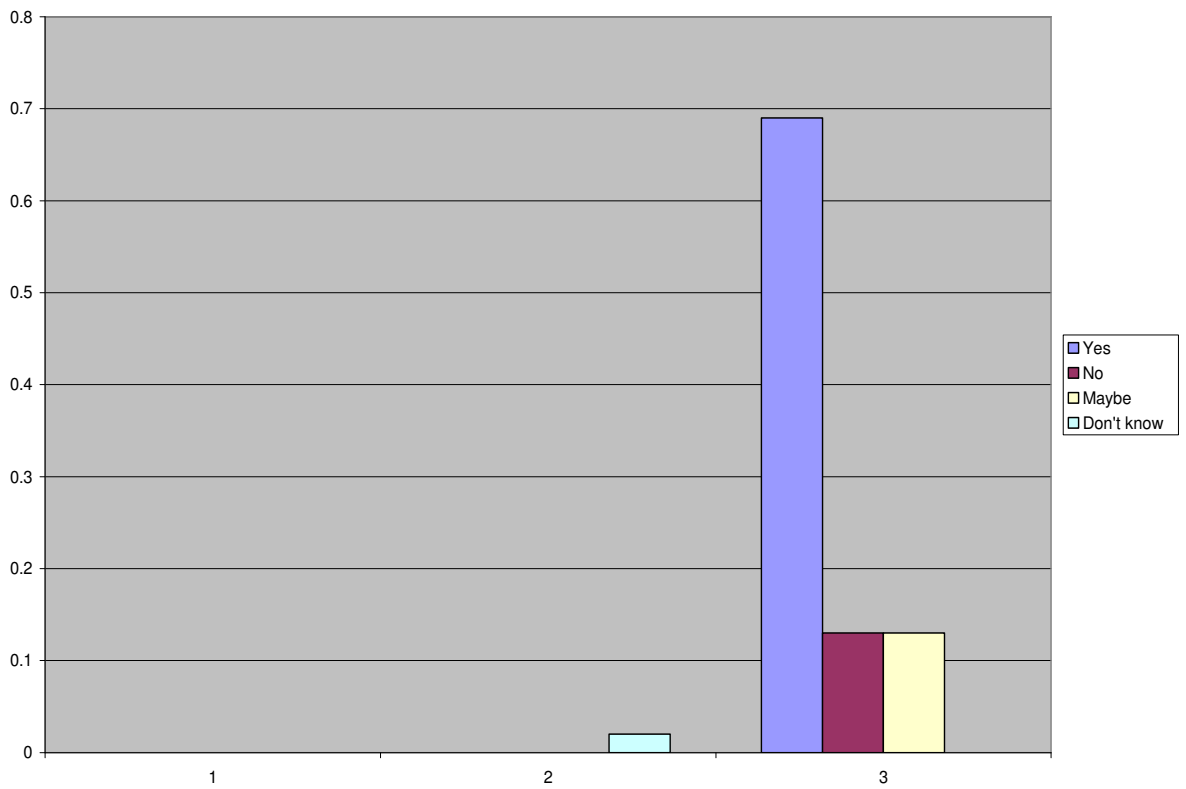
Overall experience of the surgery



During busy times would a telephone triage system be of benefit to you



Would a text message appointment reminder be of benefit to you



The results showed that the majority of patients are satisfied with their overall experience of the surgery which included satisfaction with their consultation with their GP/nurse, services provided by the reception staff and the doctor involving them with decisions about their care.

The PPG felt that as we are trying to give alternative methods of access to the GP and reduce A&E attendances we should concentrate on the introduction of a telephone triage service during our busy times to see if this improves the way in which patients can consult with the GP. They realise that not all conditions will be able to be dealt with over the phone but the practice would have to draw up guidelines so that it was clear to staff & patients what it could be used for. They also felt that a text message reminder service would be of great benefit both to the patients and the practice and 69% of patients surveyed said they would like this to be available. They felt that if patients receive a reminder this will give them the opportunity to keep or cancel the appointment if it was no longer needed which will help to improve the rate of non attendance thus making more appointments available. They understand that this is not something we can do quickly as there would be governance issues around patient's mobile numbers being used. We would have to obtain their consent to receive this type of reminder and ensure that we hold correct up to date mobile telephone numbers. So, if we go ahead with this we will be putting notices on the website and in the surgery to let you know what you need to do to receive these reminders.

Last year our PPG agreed a development plan with the practice and we wanted to give you some feedback on what we have been working on over the past year. Below is an explanation of changes we have made and issues we have looked at but not been able to take forward.

- **Opening hours**
Our opening times remain the same but one GP now starts surgery at 08:30 4 days per week.
- **Pre booking appointments ahead**
We changed our appointment system to allow more appointments to be made available thus enabling patients to book ahead. However this meant a reduction of on the day appointments. We also had one GP seeing emergencies during in the morning. After just 8 weeks of this system the patients were asking us to "go back to the old system" as they much preferred it and liked the idea of being able to book an "on the day appointment". So we changed back to the way it was previously.
- **Waiting times for consultations to start**
With regards to waiting times – this is on-going and we continue to look at ways we can improve on this but the GPs feel at times a patient will need extra time during a consultation which they feel they have to give to ensure they give the best possible care and service to their patients.

We will continue to seek the opinions of both the PPG and PRG for any ongoing or future developments we may implement based on patient feedback. We welcome our patient's views and comments when we succeed in implementing changes and when we don't.

The opening times of the surgery are listed below and to contact us telephone 020 8491 3310.

Core practice opening times

Monday	08:30 to 18:30
Tuesday	08:30 to 18:30
Wednesday	08:30 to 18:30
Thursday	08:30 to 13:00
Friday	08:30 to 13:00

Appointments

Appointments are available throughout the day these are every morning 09:00 to 11:30am and on some mornings from 08:30. A range of afternoon and evening appointments are available from 14:30 to 18:30.

Our phone lines are open from 08:30 to 18:30 every day except Thursday when we close at 13:00

We are closed at weekends

When the surgery is closed please call **111** if you require medical attention that cannot wait until the surgery re-opens.

Where have we made this report available to you?

We have made this report available by emailing a copy to our PPG and PRG members, there is a copy available on the PPG notice board in reception and has been published on our website www.elmhurstpractice.co.uk

The Elmhurst Team

18th March 2014