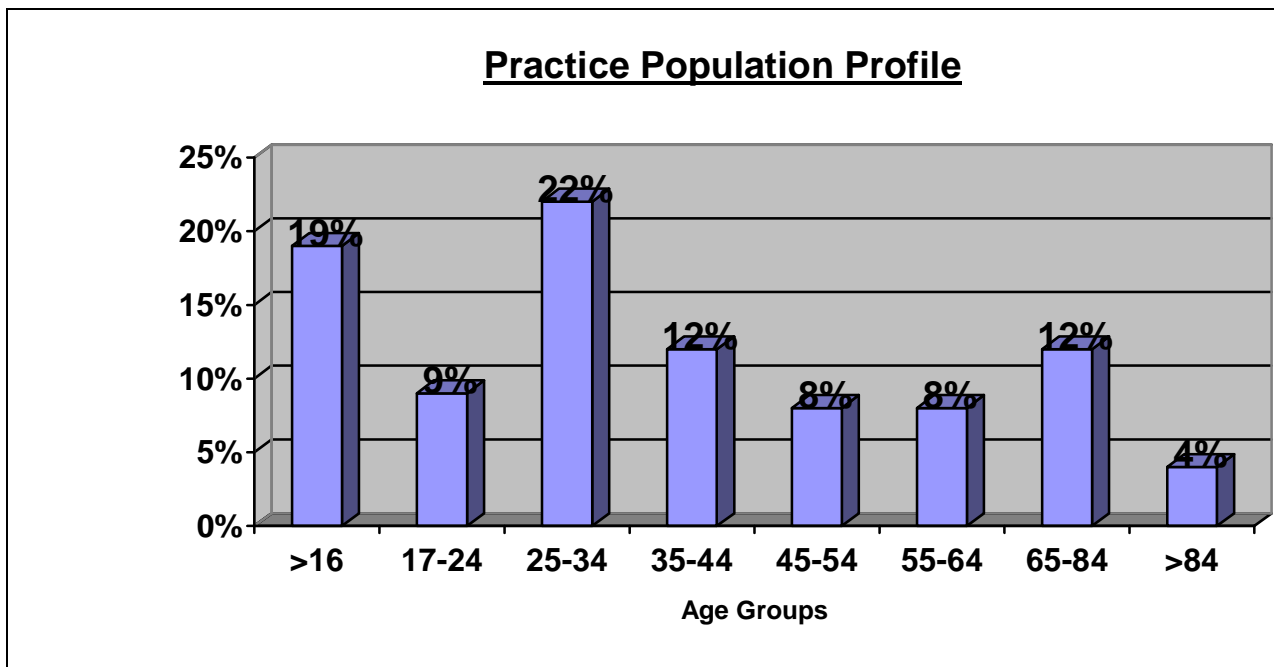


PATIENT REFERENCE
GROUP
INFORMATION TEMPLATE

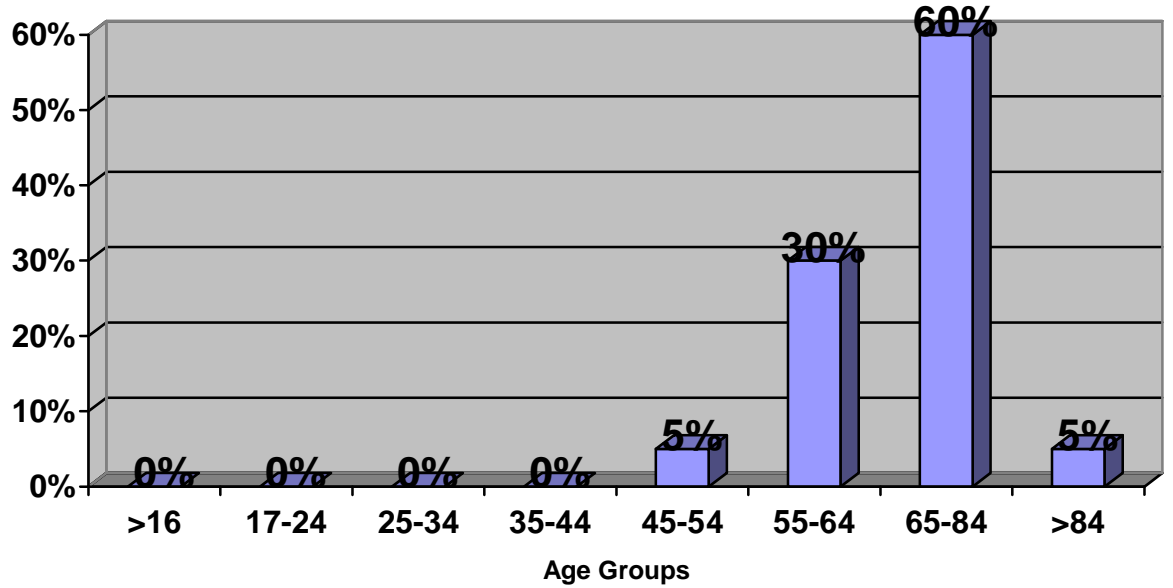
GANTS HILL MEDICAL CENTRE
63/65 ETHELBERT GARDENS
GANTS HILL ILFORD
ESSEX IG2 6UW

Local Patient Participation Report

<u>Practice Population Profile</u>	<u>Number</u>	<u>% of Total</u>	<u>PRG Profile</u>	<u>Number</u>	<u>% of Total</u>
>16	1458	19%	>16	0	0
17-24	652	9%	17-24	0	0
25-34	1691	22%	25-34	0	0
35-44	910	12%	35-44	0	0
45-54	617	8%	45-54	1	5%
55-64	589	8%	55-64	5	30%
65-84	908	12%	65-84	10	60%
>84	285	4%	>84	1	5%



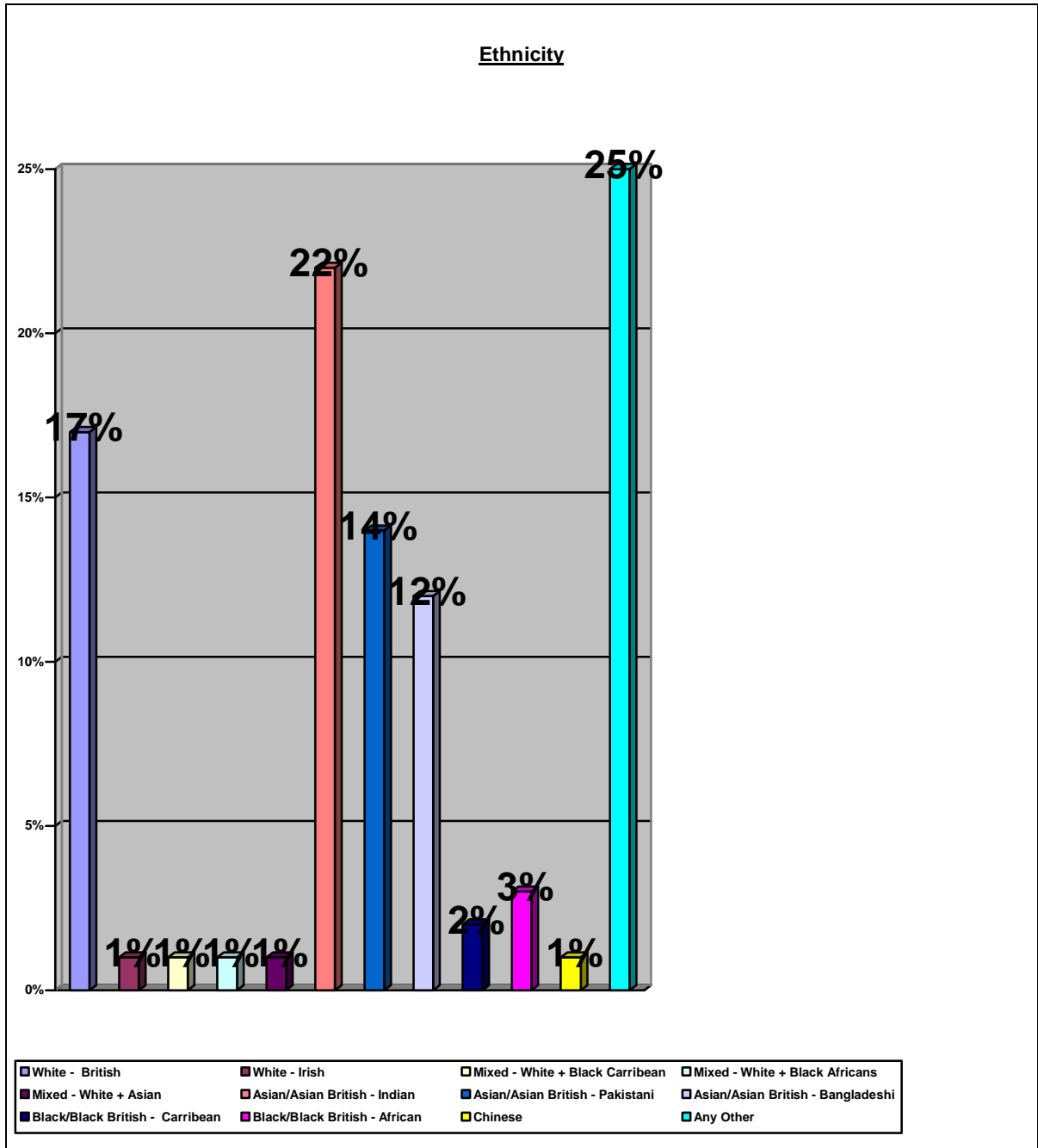
Practice Population Profile - PRG Profile



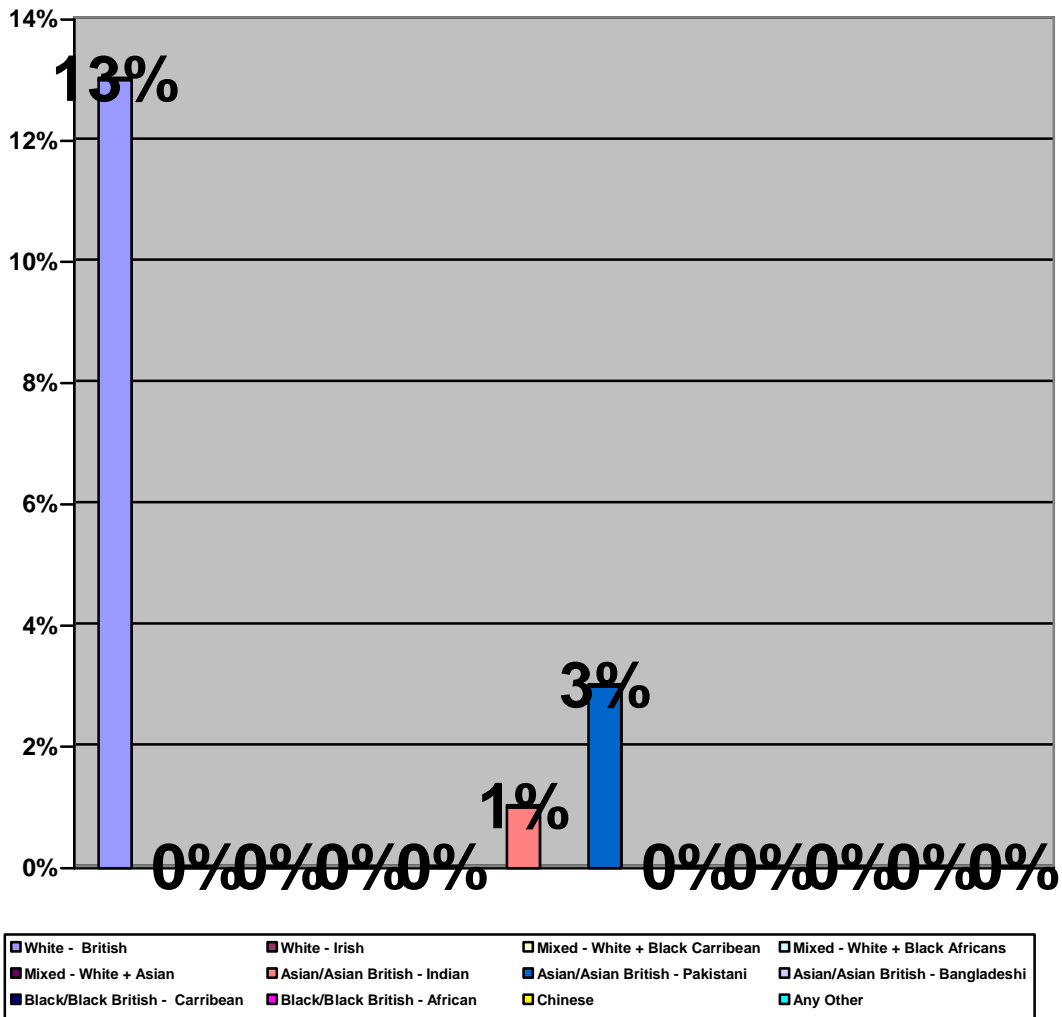
ETHNICITY

White			White		
% British Group	1216	17%	% British Group	13	
% Irish	31	1%	% Irish		
Mixed			Mixed		
% White & Black Carribean	36	1%	% White & Black Carribean		
% White & Black Africans	44	1%	% White & Black Africans		
% White & Asian	46	1%	% White & Asian		
Asian/Asian British			Asian/Asian British		
% Indian	1713	22%	% Indian	1	
% Pakistani	1101	14%	% Pakistani	3	
% Bangladeshi	885	12%	% Bangladeshi		
Black/Black British			Black/Black British		
% Carribean	163	2%	% Carribean		

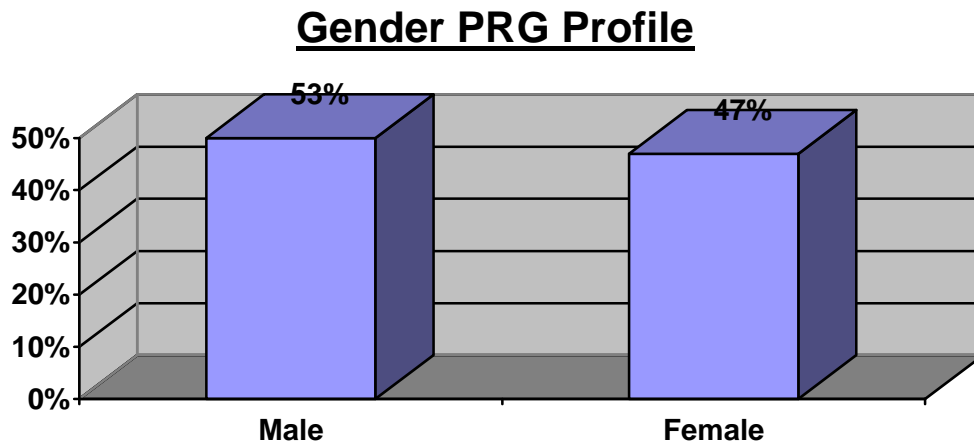
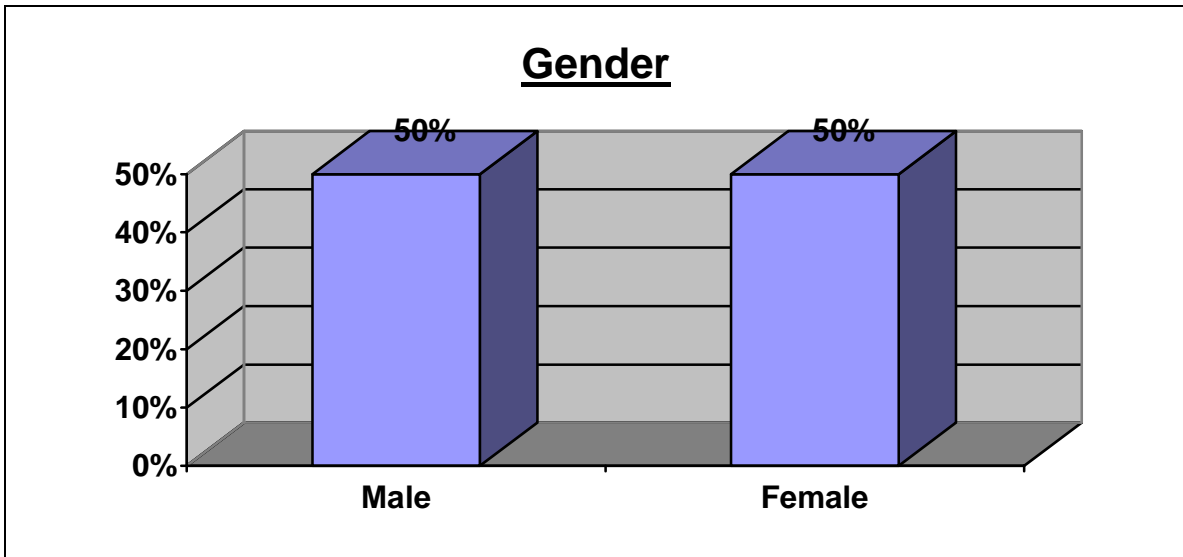
%African	211	3%	%African		
Chinese/other ethnic group			Chinese/other ethnic group		
%Chinese	84	1%	%Chinese		
%Any other	2020	25%	%Any other		



Ethnicity PRG Profile



		GENDER			
%Male	3775	50%	%Male	9	53%
%Female	3837	50%	%Female	8	47%



Background – Patient Reference Group

In compliance with the guidance offered by Direct Enhanced Services (DES) England (2011) for GMS Practices, our practice set up a Patient Reference Group.

Aims and Objectives

The aims and objectives of the PRG is to widely reflect patient involvement in the following areas:-

- Patient involvement in decisions about the range and quality of services provided.
- To act on the view of patients
- To publish the outcome of engagement and views of patients on the internet.

We have a very active Patient Participation Group (PPG) which has been established since 2007 and has a strong membership. We have in the past raised money for charities such as, MacMillan Nurse, British Heart Foundation and Marie Curie. Our Chairman has been with us since the start and is now involved in newer developments of the CCG representing the patients. He has been a very enthusiastic member and has visited other practices in the area to encourage their practices to engage with their patients.

They represent a mix of multi ethnic and different age and gender groups. They are all very enthusiastic and regularly meet on a two monthly basis. They have recently started a Newsletter and Who's Who of staff, which have been distributed to the other patients.

We are also members of the National Association for Patient Participation (NAPP.)

In the meeting on the 16th October 2012 discussion took place regarding the PRG.

Present were Dr Mughal, Dr Bhatti and Shirley Suker.

It was decided in the PPG meeting to invite the Eastern Europeans and Carers to take part in the survey. The reason for that was because they represented groups with challenging health needs which were hard to engage in other PPG platforms. Nevertheless the health needs of carers cannot be undermined as they were contributing heavily to look after house bound and learning disability groups.

From our initial research we identified 140 Eastern Europeans and 48 carers. A letter was given to these groups of patients. (see Appendices A.)

Posters were put up in reception to encourage patients:- (see Appendices B.)

These questionnaires were opportunistically given to the target groups for a period of 3 months. Unfortunately, the uptake of the questions was poor as we only received one questionnaire from the group of 50 patients.

We then reported the lack of success to the PPG and with their input we decided to run in house survey opening to all patients who attended surgery. The PPG members attended surgery to engage patients in the waiting room from the 5/2/13 for 4 weeks. They facilitated patients to complete the questionnaires. This proved to be successful with 168. The format of which was kept to a simple 6 questions. The areas to comment were the same as last year as PPG discussions reflected that the patients' needs would be appropriately covered with these questions. (see Appendices C)

POSITIVE RESULTS OF SURVEY

Age	Up to 18	18 - 24	25-39	40 – 64	65+	Total	Percentage
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1 Are you happy with the appointment system Yes	1	4	24	38	53	119	70.8%
2. Do you feel you can get an appointment in a reasonable time ? Yes	1	3	19	41	53	117	69.6%
3. Would you like to be able to book appointments online Yes	0	6	28	17	9	60	35.7%
4. Are you happy with the services provided ie ECG/Diagnostics/wart clinic Yes	2	4	14	33	37	90	53.57%
5. Do you know that the Practice has a Patient Participation Group? Yes	2	3	11	24	20	59	35.1%
6. On your last visit to the practice how long did you wait between booking in and seeing the doctor							
10mins	1	3	12	13	21	50	29.7%
20mins		1	9	21	20	51	30%
30 mins		3	14	5	16	38	22.6%
>30mins	1	1	5	17	7	31	18%

NEGATIVE SURVEY RESULTS

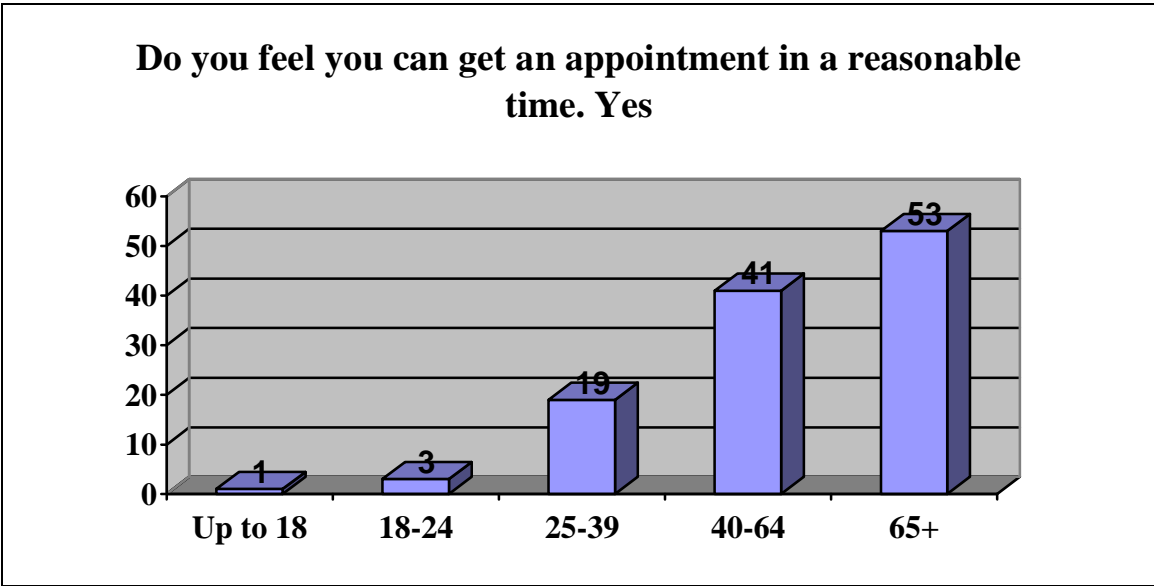
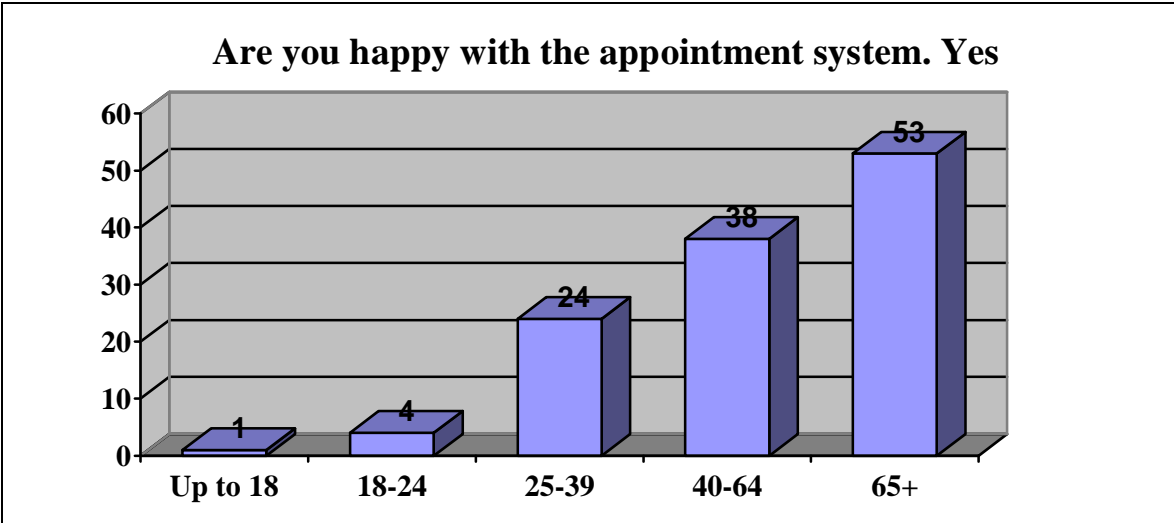
Age	Up to 18	18 - 24	25-39	40 – 64	65+	Total Percentage
1. Are you happy with the appointment system No	1	3	15	18	11	47 27.97%
2. Do you feel you can get an appointment in a reasonable time ? No	1	4	20	15	11	48 28.5%
3. Would you like to be able to book appointments online No	2	2	10	39	55	108 64.2%
4. Are you happy with						

the services provided ie ECG/Diagnostics/wart clinic No	0	2	5	3	5	15	8.9%
5. Do you know that the Practice has a Patient Participation Group? No	0	5	30	32	44	109	64.85%
Total Survey 168	Don't Knows	Percentage					
1.	2	1.2%					
2.	3	1.78%					
3.	1	0.59%					
4.	63	37.5%					
5.	1	0.59%					

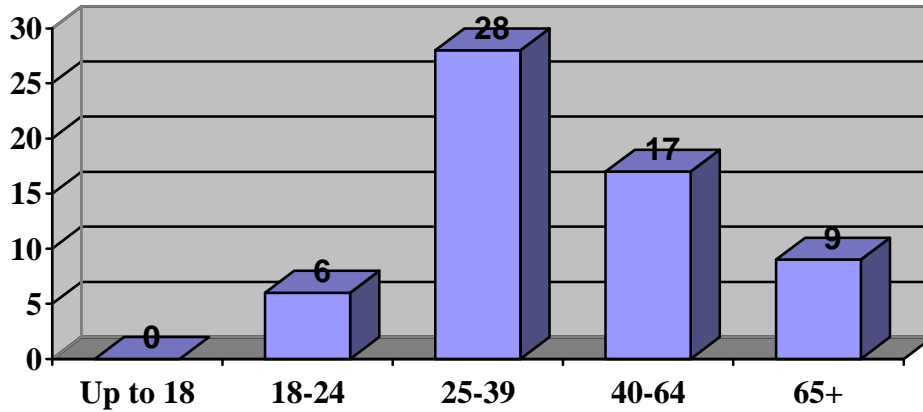
Questions	Positive	Negative	Do not know
1. Are you happy with the appointment system	70.8%	27.9%	1.2%
2. Do you feel you can get an appointment in a reasonable time?	69.6%	28.5%	1.78%
3. Would you like to be able to book appointments online?	35.7%	64.2%	0.59%
4. Are you happy with the services provided ie ECG/Diagnostics/wart clinic?	53.5%	8.9%	37.5%
5. Do you know that the Practice has a Patient Participation Group?	35.1%	64.8%	0.5%
6. On your last visit to the practice how long did you wait between booking in and seeing the doctor			
10mins	29.7%		
20mins	30.0%		
30 mins	22.6%		

>30mins	18.%		
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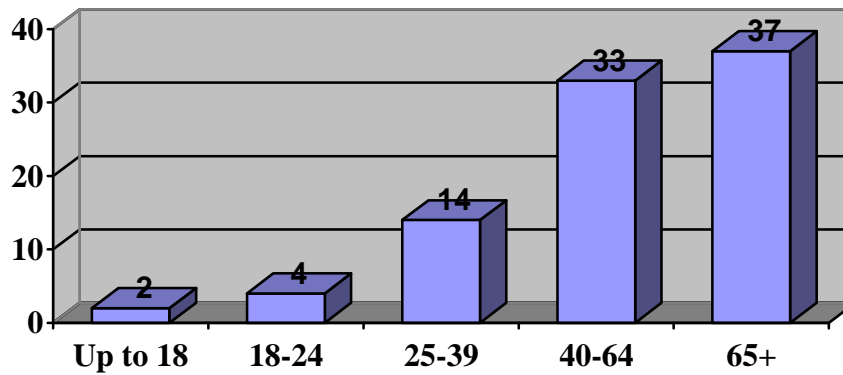
Positive Results



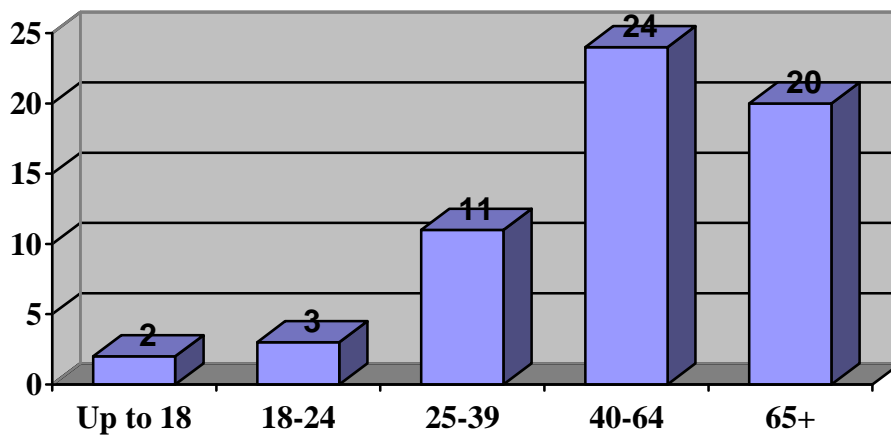
**Would you like to be able to book appointments online.
Yes**



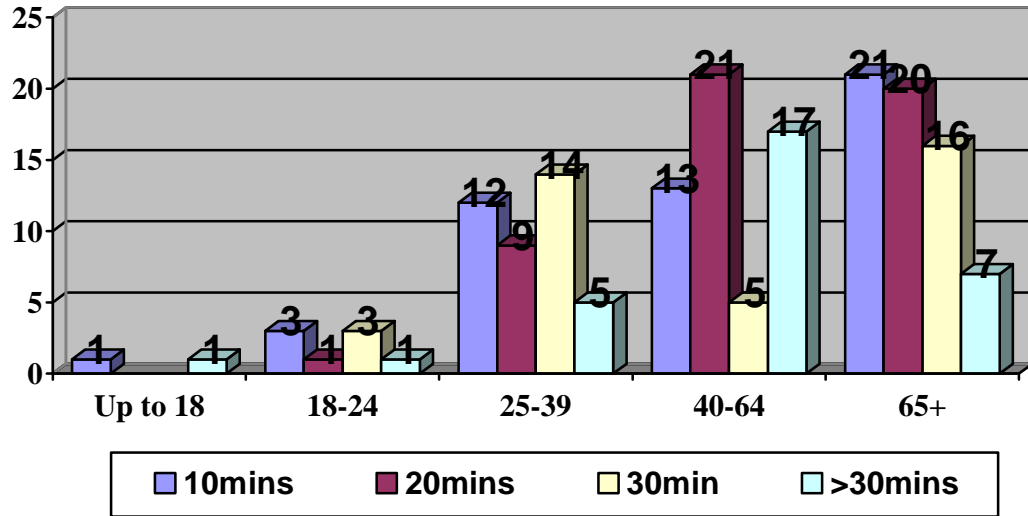
**Are you happy with the service provided. ie
ECG/diagnostics/Wart clinic. Yes**



**Do you know that the Practice has a Patient Participation
Group. Yes**

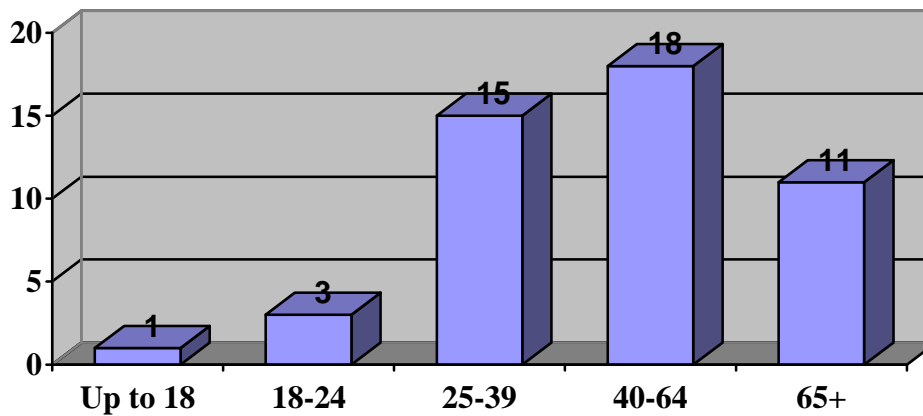


On your last visit to the practice how long did you wait between booking in and seeing the doctor?

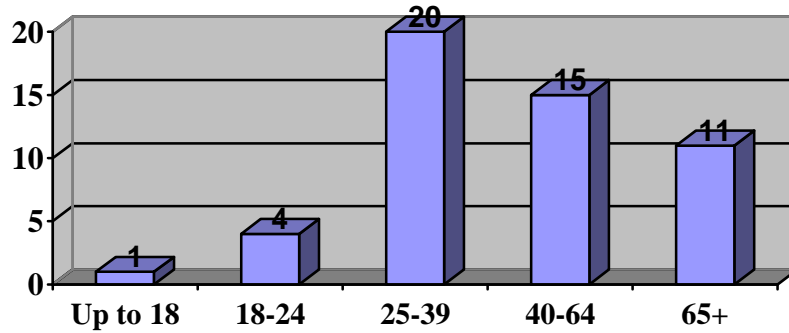


Negative Results

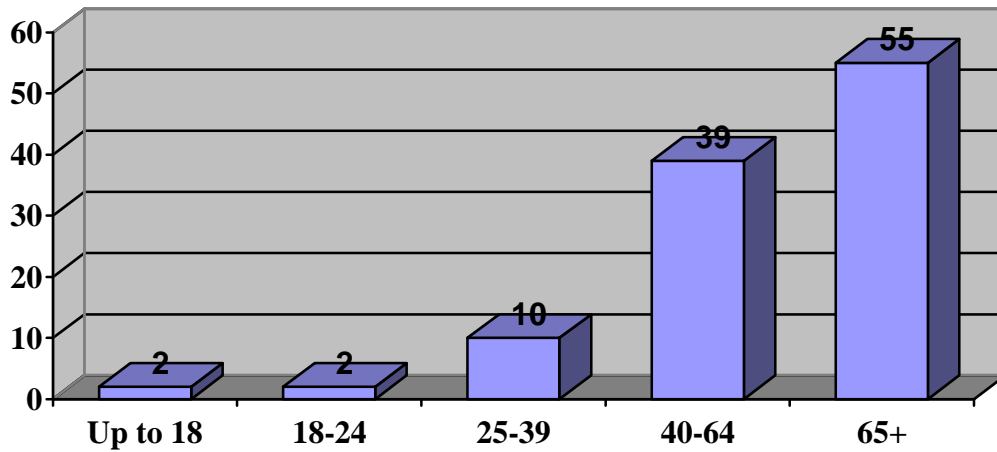
Are you happy with the appointment system. No



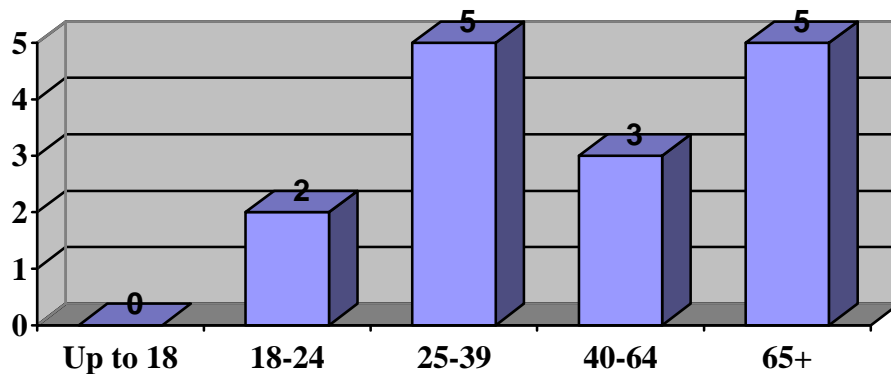
Do you feel you can get an appointment in a reasonable time. No



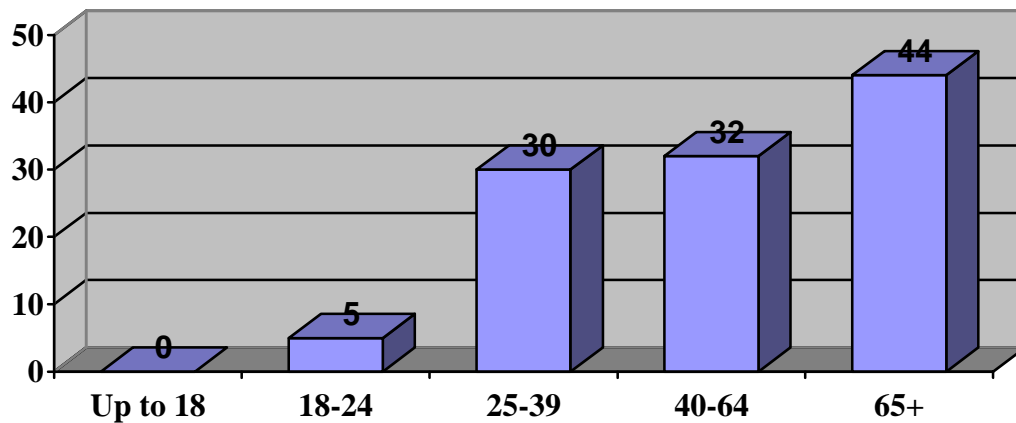
Would you like to be able to book appointments online. No



Are you happy with the service provided. ie ECG/diagnostics.Wart clinic. No



Do you know that the Practice has a Patient Participation Group. No



Survey Findings:-

- It was concluded that 70% of the patients are happy with the current appointments system and the same number reports to get an appointment in a reasonable time.
- 64% of the patients do not wish to book appointments online. These were mainly patients in the age group of 65+, however, this option was more appealing to the younger age group especially between 25 and 29.
- Half of the patient group seemed to be satisfied with the diagnostics and other provisions like ECG and Wart clinics, but a third reported of not knowing such facilities were available or had never had to use these services.
- It was a surprise to find out that 64% of the patients did not know about the Patient Participation Group having had posters displayed in the main waiting room and all information available on the Web Site.
- 82% of the patients were seen within 30 minutes of the appointment of which one third was seen in 10 minutes and one third seen in 20 minutes. 18% of the patients waited more than 30 minutes, but this could reflect emergencies or multiple co-morbidities needing to be addressed on the day.

Meeting held Tuesday 19th March with the Patient Participation Group.

The survey was presented to the PPG which led to a stimulating discussion on various aspects of the survey. All members were provided with an opportunity to

contribute towards changes required for implementation of the outstanding needs identified from the survey.

Important areas of discussion:

Improving Appointment Availability and Access.

From the result of the survey and the feed back received from the PPG, we have reflected further on the access problem. Discussions took place to make every effort to increase capacity by offering a wider selection of appointment times. We discussed the addition of more doctors to the team and increase in nurses and health care assistant appointments.

Telephone Access

Furthermore there were discussions regarding telephone access and various ways of dealing with the volume of calls during recognized peak times.

PPG Awareness

PPG came up with various ideas of improving awareness of their role which were

- Include a brief message about the PPG on prescriptions;
- Produce a small leaflet to explain the work of the PPG and its value to patients. Circulate to all patients say over a 2 month period;
- Re-programme the surgery monitor to cover information about the PPG;
- The PPG to hold a series of informal receptions (tea and cakes) to inform patients of the work of the PPG;
- Redesign the PPG poster; and
- Hold periodic surveys to evaluate the above actions.

Online Booking

Our PPG members seem motivated and interested in online booking and despite the survey results they suggested to pilot the outline booking scheme.

Action Plan

The results of this survey was encouraging, however, we as a practice appreciate and recognize patient's dissatisfaction of the access.

- We are continually reviewing the appointment system and have regular meetings with the practice team to address this issue. As discussed with

the PPG we have made wider availability of appointment provision to match patient demand.

- Telephone access has been increased from 2 incoming lines to 4 incoming lines and is manned by 4 receptionists at peak times.
- We have regular opportunities of staff training and triage in reception and we aim to promote greater understanding amongst the non medical team regarding patient perspective and requirements.
- We believe to work in partnership with our patients and we encourage them to use the services appropriately. This is addressed by better understanding of their health needs and timely use of the appointments. We have a policy for patients that do not attend (DNA) on a regular basis.
- As we are aware not all patient contact with the practice is exclusively dealt with by the Doctor, we have made wider availability of Nurses' appointment and extended Health Care Assistant role.
- We also offer telephone consultations for patients and family members, to discuss various issues which can be dealt without attending the surgery, which seems to be quite popular.
- We have started with implementation of ideas for PPG awareness:-

PPG members aim to book an open afternoon/evening for tea and coffee in an informal setting. They are also looking to start focus groups with the help of speakers from various health organizations ie British Heart Foundation and Diabetes UK, Marie Curie and MacMillan Nurses.
- From the 1st April we will carry out a demand and capacity audit of the appointments for one month. The receptionists have been trained to collect this data on a daily basis. We will then analyze the results and take the appropriate action accordingly.

The opening hours of the practice is as follows:-

Monday – Friday 07:00 to 18:30
Closed Saturday and Sunday

Telephone availability:-

Monday to Friday 08:00 – 6:30

Appointment availability:

Monday to Friday 07:00 to 12:00 and 16:00 to 18:30

Extended hours access scheme availability:-

Monday to Friday 07:00 – 08:00