

# **PATIENTS REFERENCE GROUP'S** **(PRG) PROFILE – 2013/14**

## **Ashburton Park Medical Practice**

### **1. Validate that the patient group is representative**

#### **1.1. A description of the population of the members of the PPG**

The profile of the Ashburton Park Medical Practice patient participation group is neither reflective nor representative of its practice population. The practice has found that the current membership reflects the types of patients who have a certain level of confidence, free time and have the flexibility to attend the meetings.

#### **Gender**

<b>Male</b>	<b>Female</b>
3	7

#### **Age Group**

<b>Age Group (years)</b>	<b>No of Participants</b>
10-19	
25-29	1
30-39	-
40-49	-
50-59	-
60-69	5
70+	4

In trying to recruit members for the PPG the practice found the biggest interest came from the female patients between the ages of 50 to 69 years and the were mainly female patients who seemed to have more time and courage to get involved in the practice life.

The practice has considered evening meetings to attract patients who are working, are in full time education or have children of school age. Unfortunately, such patients have not come forward or were able to offer their time.

#### **Ethnicity:**

<b>Ethnicity</b>	<b>No of Participants</b>
White British	3
Other white	3
African	2
Other Asian group	2

## **Access to internet**

All participants have access to internet

### **1.2 A description of what steps the Practice has taken to ensure that the PPG is representative of its registered patients and where a category of patients is not represented then what steps have been taken by the Practice in an attempt to engage with those patients:**

The following steps were undertaken with an aim of increasing the membership to the group and making it more diverse:

- Posters were put at all the prominent places to persuade the patients to joint the group (See Annex 1 & 2)
- New patients were also invited to joint when they were registering with the practice.
- PPG registration forms were distributed to existing and newly registered patients. (See annexe 3).
- **“Help us serve to you better”** campaign was launched using poster (see Image 1 for example of poster) and registration forms that encouraged patients who were waiting on appointments to join.
- The registration forms were available at the reception for all the patients to join.
- The reception team were tasked with promoting the group to patients.
- Our reception staff and team of clinicians have actively encouraged patients to join the PPG.

## **3. Survey**

### **3.1 A description to be entered in around how the Practice and the PPG determined and reached an agreement on the issues which had propriety within the Local Practice survey:**

The practice was very keen on engaging patients to help deliver and design services around the needs of its patients.

The PPG was given the opportunity to comment about any aspect of the service or facilities of the practice and suggest issues that they wanted the survey to address.

Based on that feedback as well as patients comments from the ‘comments and suggestion book’ that is available in the reception area, survey questions were formulated using the templates and guidelines of:

- The GP Patient Survey
- NHS In-Patient Questionnaire
- The National Survey of NHS Patients

Created survey was then presented to the PPG group for final review and approval. (See Annexe 4)

Annexe 1 Poster “Help us to serve you better”

## Help Us To Serve You Better

**Become part of our  
Patients’ Reference Group (PRG)**



**It’s simple to join**----Ask the receptionist and fill in a simple form to provide us with your contact details etc.

**It’s virtual** – mostly communication will be done via email, telephone or text.

**It has a voice**—Practice will listen and implements the suggestion of the PRG to improve services it offers for the patients’ e.g. appointments, access to premises etc.

Annexe 2 Help us to Serve you better (2<sup>nd</sup> Poster)



We would welcome you to share your experience of being a patient at Ashburton Park Medical Practice.

Some patients have been generous with their time and have identified the main problems that we might be able to go some way to solving.

If you would complete the attached questionnaire we shall be better able to address possible solutions to these issues. Your answers will be confidential. The statistics will be available after analysis and we will let you all know the outcome, by advertising it in the practice or other means.

**Annexe 3 - PPG registration form**

**Ashburton Park Medical Practice**  
**Practice Participation Group**

We are pleased to invite you to join our practice patient reference group.

**Aim and Objectives:** The aim of the Patient Reference Group (PRG) is to proactively engage our registered patients to seek their views on what matters to them most regarding the healthcare services provide by our practice

**What is Patient Reference Group (PRG):** It is sub group of selected patients which should represent the practice population as much as possible and help practice decide and prioritise changes and improvements in the services we offer through information we will gather from patients' surveys.

**How PRG will work:** A group of people will be selected by the practice as it should be representative of the practice population in regards to its demographics etc.

The group will be a virtual group and the communication will be done via emails.

**How can I participate:** If you are interested then please fill-in this form and return it to receptionist. You'll be informed by the practice as soon as the group is formed and if you are selected.

**The information you give on this form will remain Private and Confidential.**

**Patient Name:** \_\_\_\_\_

**Date of Birth:** \_\_\_\_\_

**Email address:** \_\_\_\_\_

**Mobile No:** \_\_\_\_\_

**Landline No:** \_\_\_\_\_

Would you prefer us to contact you via: (Please tick appropriate boxes)

Email

Post:

Phone and Text:

(Please note that you need to have access to internet and a valid email address to participate via email etc.)

**Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

## Annexe 4 – Patient survey

### Ashburton Park Medical Practice – Patient Survey

**Q1. Were you able to see a doctor (not necessarily the GP of your choice) on the same day or the next 2 days, Please tick as appropriate.**

- Yes                       No                       Not Sure

**Q2. Thinking of the times when you want to see a particular doctor, how quickly do you usually get to see her:**

- Same Day               Next working day               2-5 Days               More than 5 working days               Not Sure

**Q3. How do you rate the way you are treated by receptionists at our practice?**

- Excellent               Good                       Average                       Poor

**Q4. Ease of getting through to the surgery on the phone:**

- Haven't Tried                       Very Easy                       Fairly Easy  
 Not very Easy                       Not at all Easy                       Came in & booked

**Q5. How long do you usually have to wait at the practice for your consultation to begin?**

- 5 minutes               6-10 minutes               11-20 minutes               21-30 minutes               More than 30 minutes

**Q6. Do you have access to the internet at all?**

- Yes                       No

**Q7. Given the choice please mark which services you would like to be able to do online.**

- Appointment Booking               Repeat Prescription               Change of details  
 Emailing the practice for medical issues               Medical record viewer               None of the above

**Q8. What additional hours would you like the practice to be open?**

- Early Morning               Evenings                       Weekends                       None, I'm satisfied

**Q9. How do you rate the service that is provided by our Nurses?**

- Excellent               Good                       Average                       Poor

**Q10. Overall, when you contact the surgery for help or medical advice how would you rate our ability to help you with any urgent problems or ongoing conditions?**

- Excellent               Good                       Average                       Poor

**Any Additional Comments:**

# PATIENTS PARTICIPATION GROUP

## SURVEY RESULTS – 2013/14

### ASHBURTON PARK MEDICAL PRACTICE

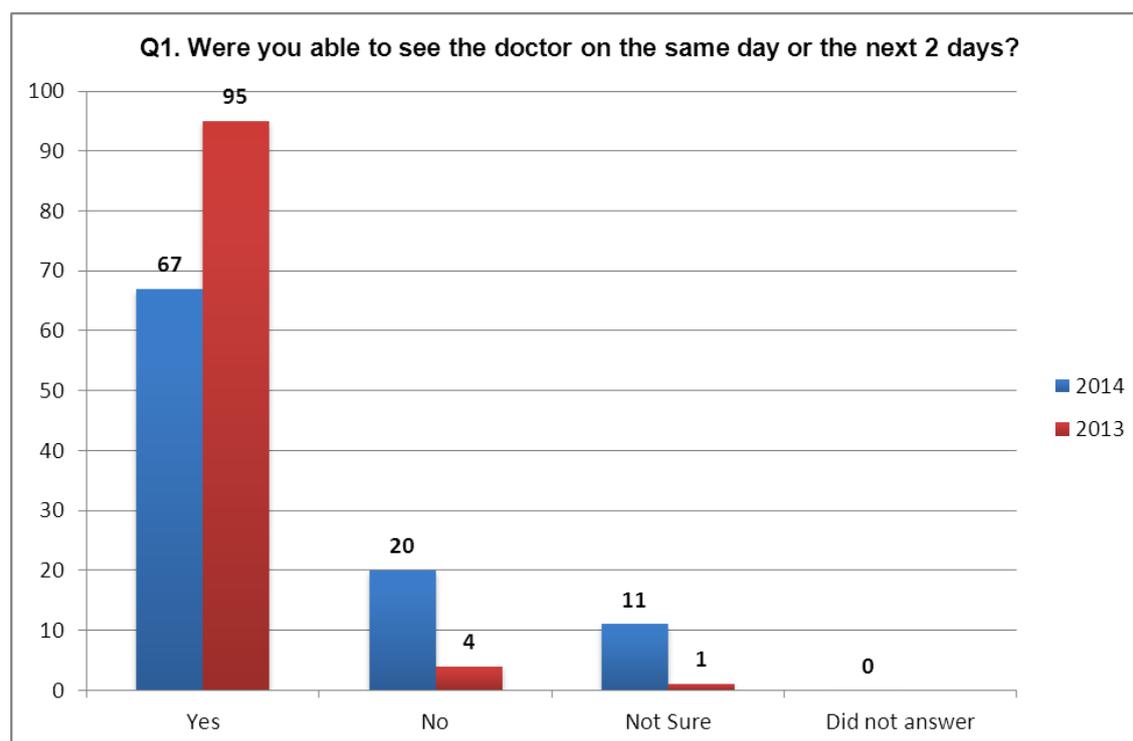
#### Survey Participants Details

- Total no of patients participated in the survey: 100
- Survey forms were available for: all who visited the practice
- Survey was anonymised
- This year the results includes a comparison with last year's survey results

#### The Survey Results

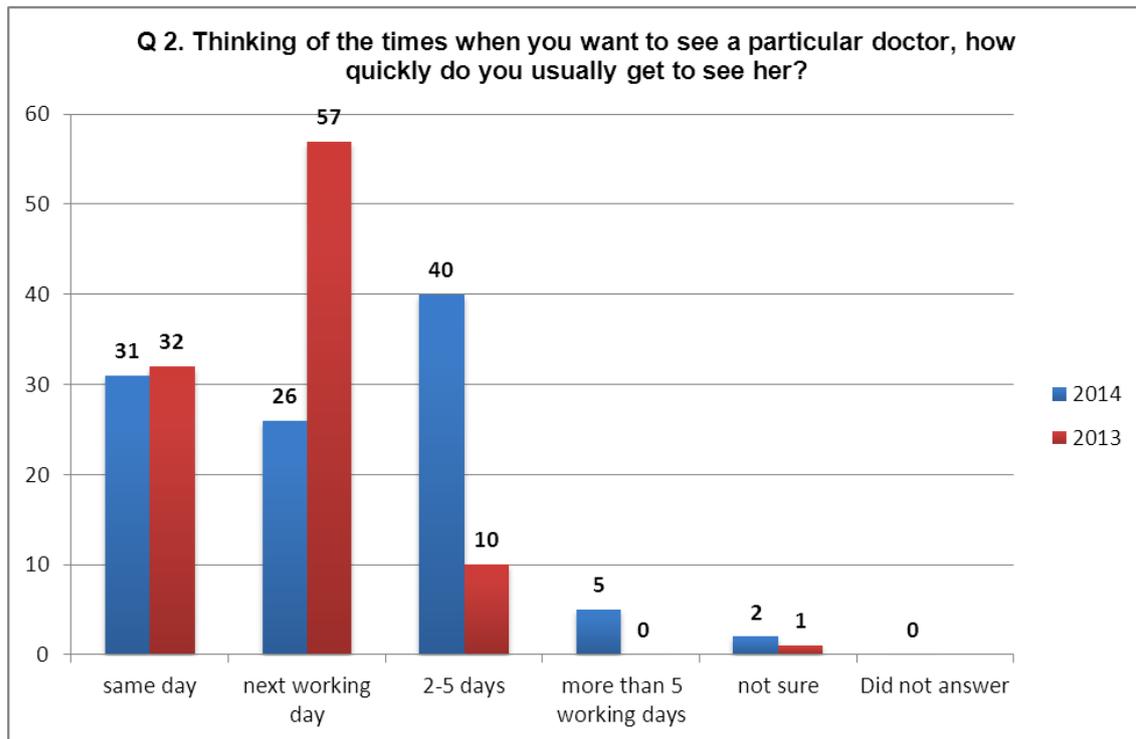
Patients were asked to rate how satisfied they are with surgery by using a 1 to 10 scale. Where 1 means you are very dissatisfied and 10 means you are very satisfied.

**Q1. Were you able to see a doctor (not necessarily the GP of your choice) on the same day or the next 2 days, Please tick as appropriate.**



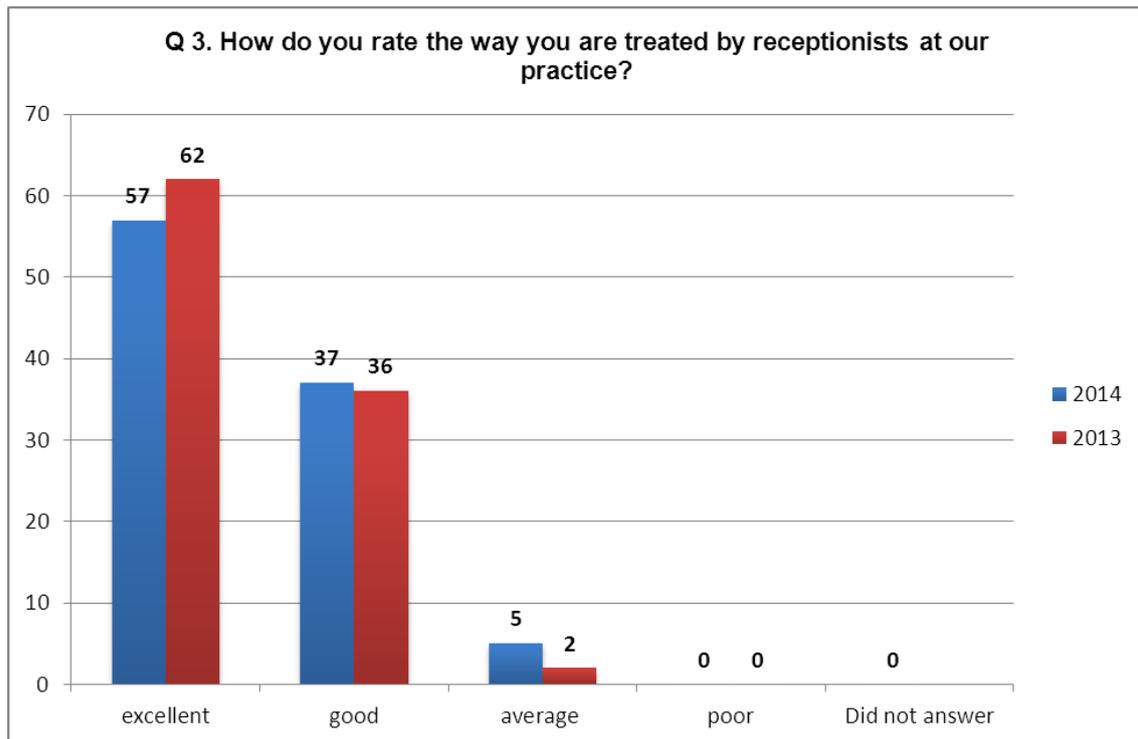
- 67% of patients surveyed said that they were able to see a doctor on the same day or the next 2 days compared to 95% last year.
- 20% of patients said they were unable to see a doctor within next two days of their call or visit to the practice to make an appointment with the doctor in comparison to 4% last year.
- 11% of patients were not sure compared to 1% last year.

**Q.2. Thinking of the times when you want to see a particular doctor, how quickly do you usually get to see her?**



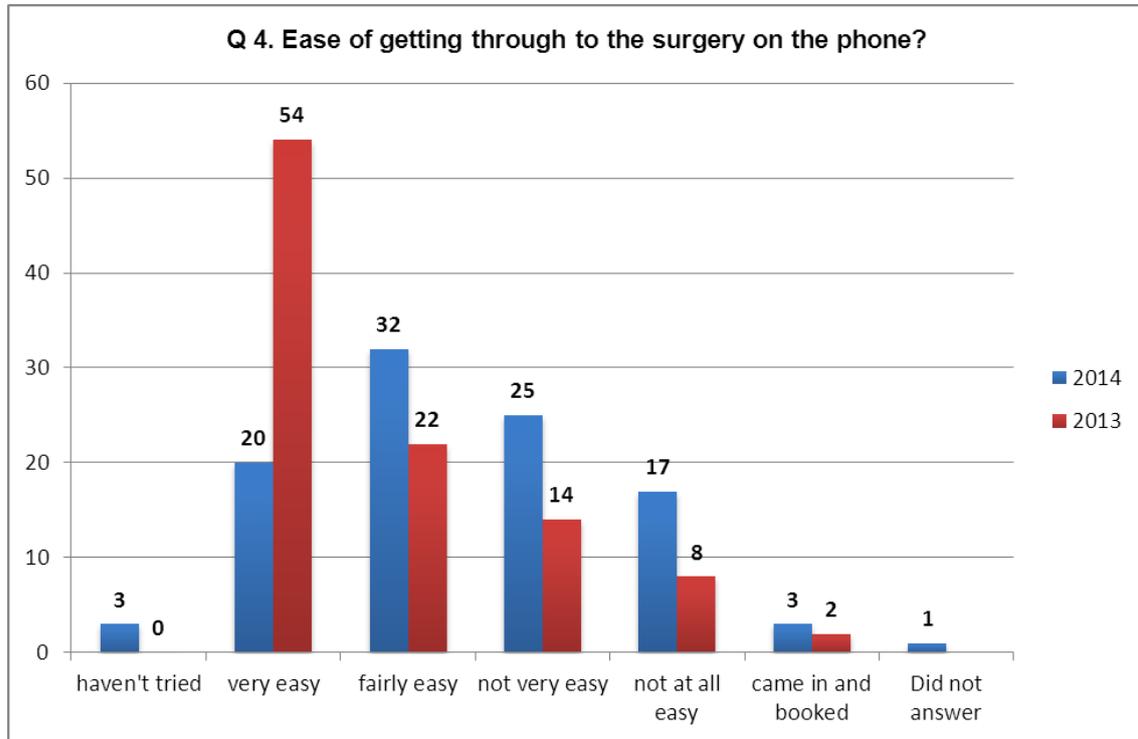
- 31% of patients said that they were able to get the same day appointment to see the doctor compared to 32% last year.
- 26% of patients reported that they were able to see the doctor on the next working day when they wanted to book an appointment with the doctor compared to 57% last year.
- 40% of patients were able to see the doctor within 2-5 days in comparison to 10% last year.
- 5% of patients were able to see the doctor in more than 5 working days in comparison to none last year.
- 2% are not sure compared to 1% last year.

**Q.3. How do you rate the way you are treated by receptionists at our practice?**



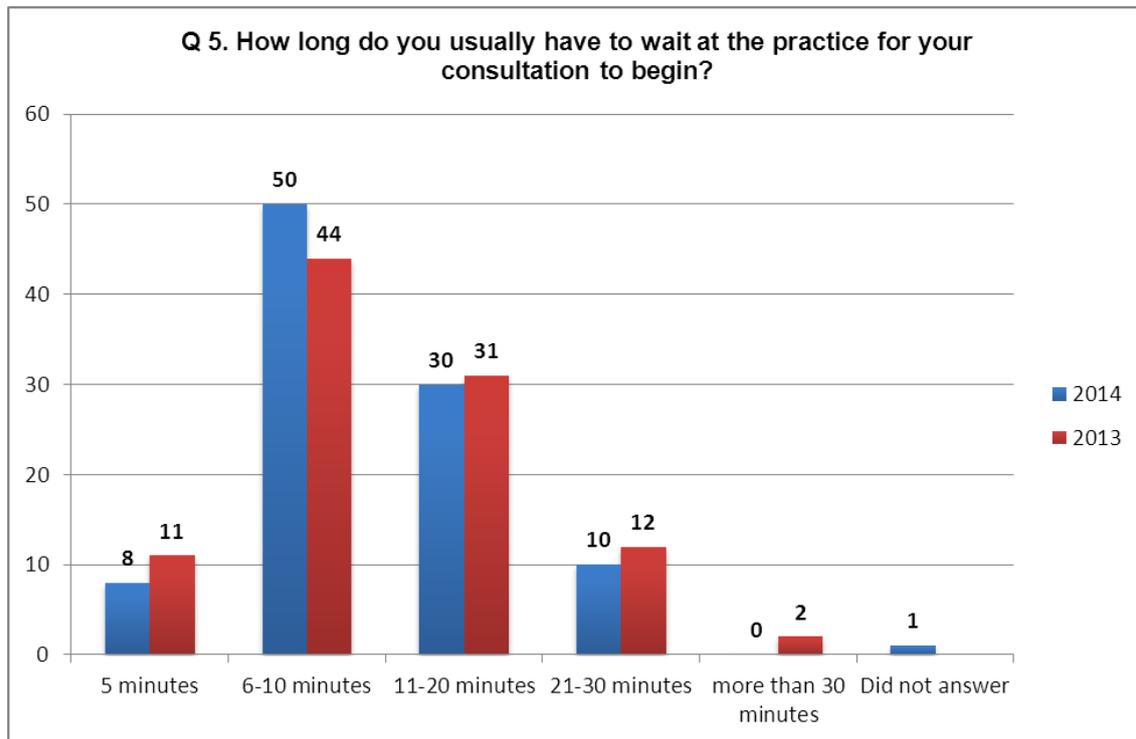
- 57% of patients rated the way they are treated by receptionists at the practice as excellent compared to 62% last year.
- 37% rated it as good compared to 36% last year.
- 5% rated it as average in comparison to 2% last year.

#### Q.4. Ease of getting through to the surgery on the phone:



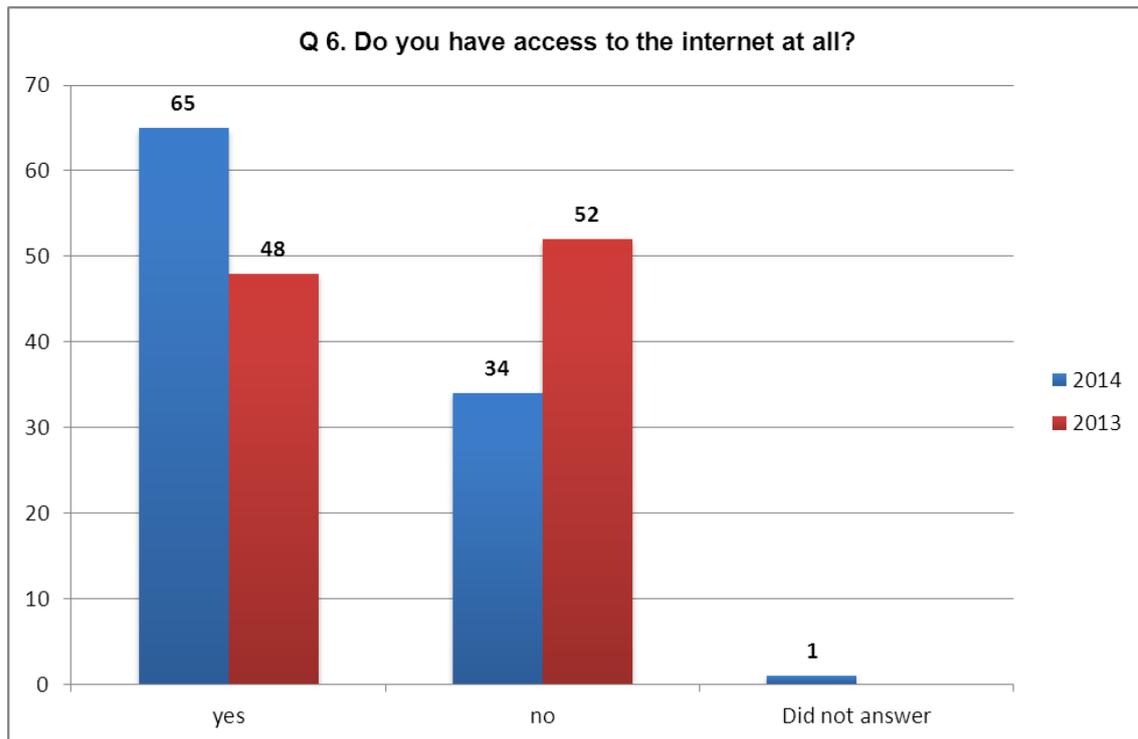
- 20% of patients said it was very easy to get through to the surgery on the phone compared to 54% last year.
- 32% of patients said it was fairly easy compared to 22% last year.
- 25% of patients said it was not very easy compared to 14% last year
- 17% of patients said it was not at all easy compared to 8% last year
- 3% of patients came in and booked compared to 2% last year.

**Q.5. How long do you usually have to wait at the practice for your consultation to begin?**



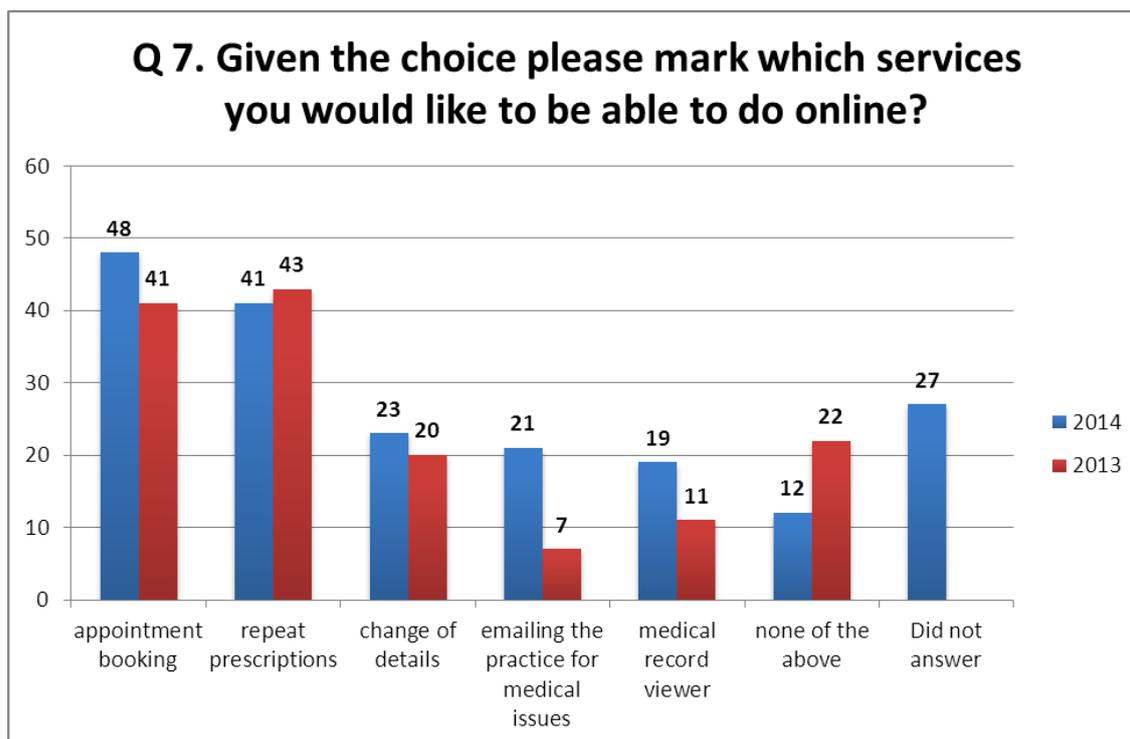
- 8% of patients said they were seen by the doctors within 5 minutes of their appointment time compared to 11% last year.
- 50% of patients said they were seen within 6-10 minutes compared to 44% last year.
- 30% were seen within 11-20 minutes compared to 31% last year.
- 10% were seen within 21-30 minutes compared to 12% last year.
- No patients waited more than 30 minutes compared to 2% last year.

**Q.6. Do you have access to the internet at all?**



- 65% of patients have access to internet compared to 48% last year.
- 34% do not have internet access compared to 52% last year.

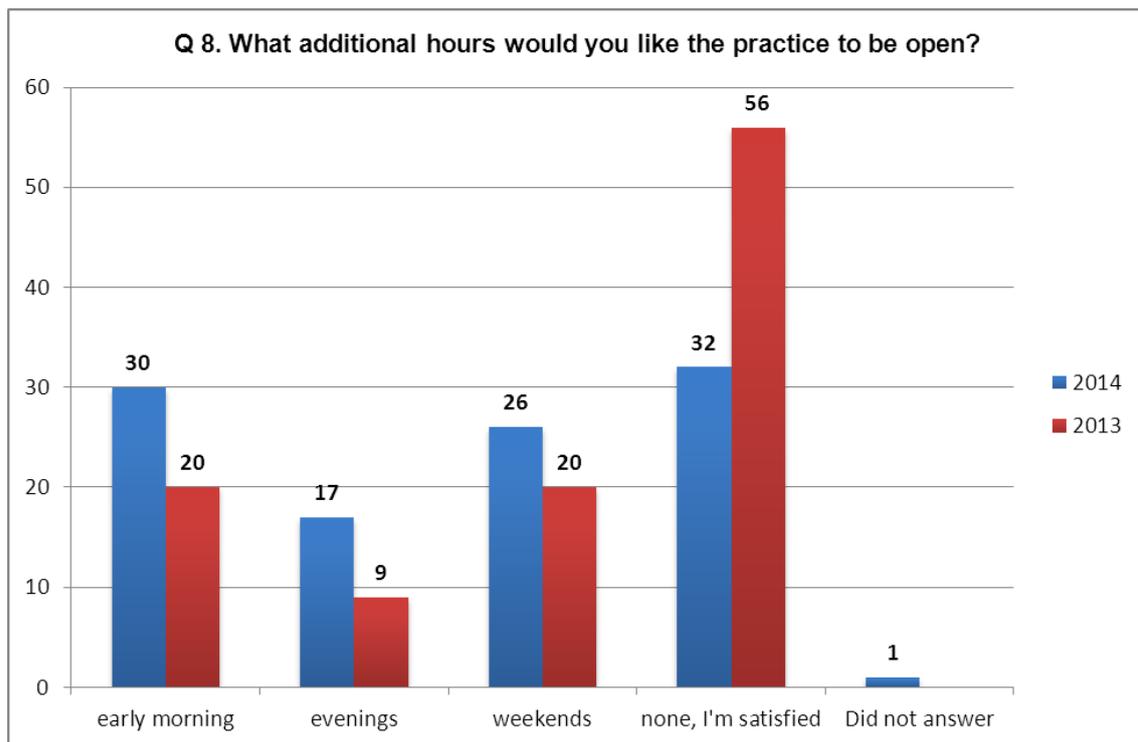
**Q.7. Given the choice please mark which services you would like to be able to do online.**



Most patients choose more than one option in response to this question

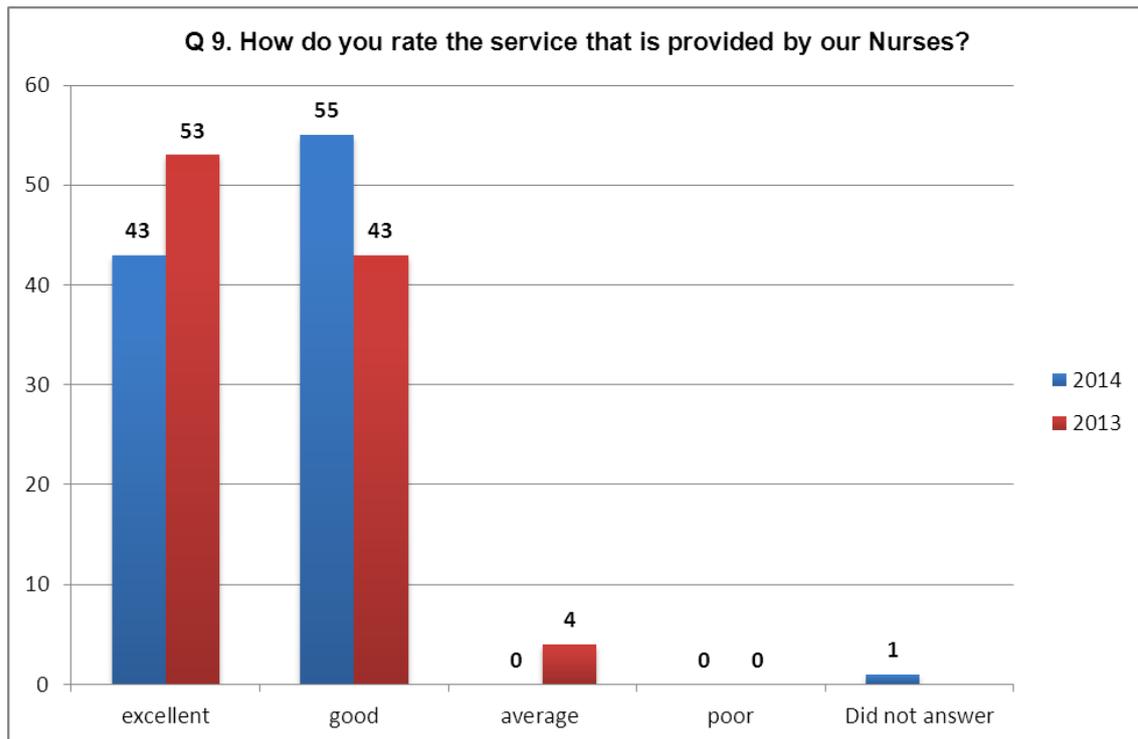
- 48% would like to book appointments online compared to 41% last year
- 41% want to order their repeat prescriptions online compared to 43% last year.
- 23% would like to be able to change their details online compared to 20% last year.
- 21% would like to email the practice about medical issues compared to 7% last year.
- 19% would like to be able to view their medical records online compared to 11% last year.
- 12% do not want any service through online access compared to 22% last year.
- 27% did not answer.

**Q.8. What additional hours would you like the practice to be open?**



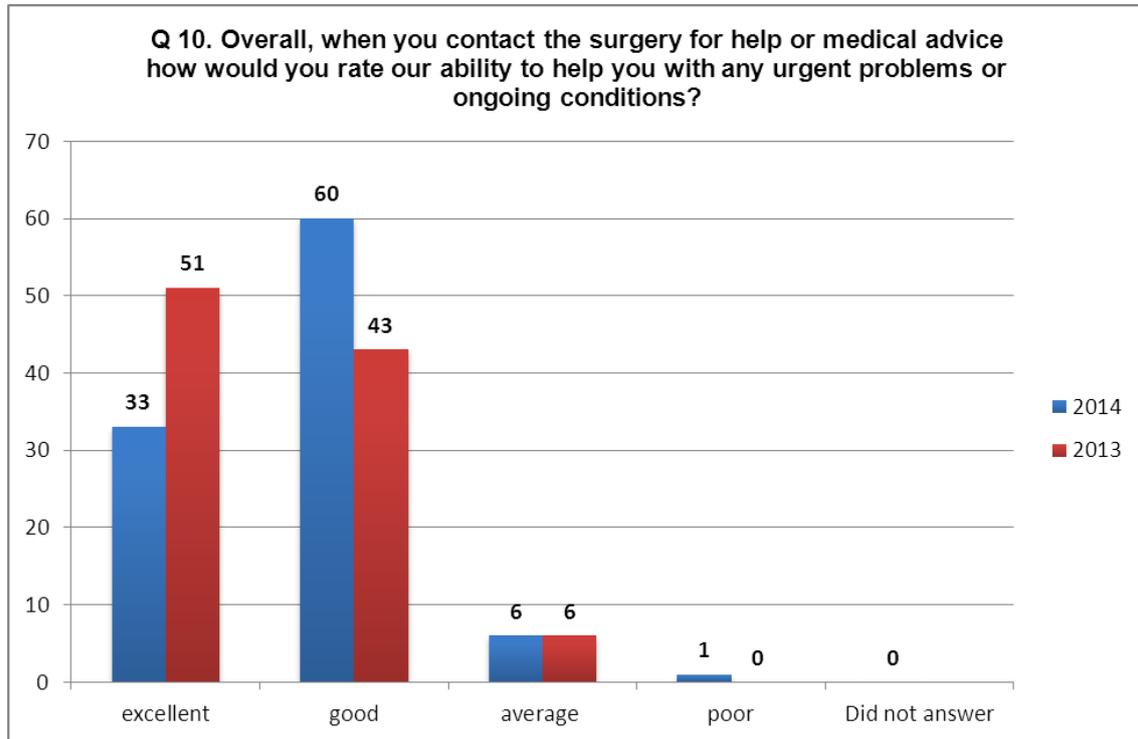
- 30% would like the surgery to be open early morning compared to 20% last year.
- 17% would like evenings, compared to 9% last year.
- 26% prefer weekends compared to 20% last year.
- 32% are satisfied with the current opening hours compared to 56% last year.
- 1% did not answer.

**Q.9. How do you rate the service that is provided by our Nurses?**



- 43% of the patient rated the service provided by the Nursing staff at the practice as Excellent compared to 53% last year.
- 55% of patients said the service was good compared to 43%.
- None rated the service as average compared to 4% last year.
- 1% did not answer.

**Q.10. Overall, when you contact the surgery for help or medical advice how would you rate our ability to help you with any urgent problems or ongoing conditions?**



- 33% rated practice's overall ability to help them or provide medical advice as Excellent, compared to 51% last year.
- 60% rated the overall service as Good compared to 43% last year.
- 6% rated it as Average with no change from last year.
- 1% rated as poor.

## Patient Survey 2013/14 - Additional Comments

<ul style="list-style-type: none"> <li>I am very happy and satisfied with the service – attention I receive at this surgery.</li> </ul>
<ul style="list-style-type: none"> <li>Receptionists are superb. I explain I'm self-employed and they always try to fit me. I think people who are working should get the appointment times they require.</li> </ul>
<ul style="list-style-type: none"> <li>Receptionists are helpful. Dr Parameswaran is a very good doctor.</li> </ul>
<ul style="list-style-type: none"> <li>I had difficulties in getting appointments in the morning through the phone. I haven't booked an appointment online. If I try to contact through online, I can give my view including that experience. All my feedback is based on the phone booking and booking at reception. Not very easy to get through to the surgery on phone</li> </ul>
<ul style="list-style-type: none"> <li>Difficult to get an appointment. Not easy to ring 8am-10am. Always engaged. Sometimes you might manage the same day if you can get through. Difficult to make appointment if you are working and just have no time to ring. The surgery 2 doctors are great and I do not need to see them often but when I need to, it is difficult.</li> </ul>
<ul style="list-style-type: none"> <li>An excellent surgery</li> </ul>
<ul style="list-style-type: none"> <li>Always helpful</li> </ul>
<ul style="list-style-type: none"> <li>Good explanation + advice given; reception has great people skills; facilities are very clean; would hate to have to go to any other GP.</li> </ul>
<ul style="list-style-type: none"> <li>Happy with the service – especially the last 2 times I have been referred to Hospital</li> </ul>
<ul style="list-style-type: none"> <li>Unhappy about not being able to get appointments on the day</li> </ul>
<ul style="list-style-type: none"> <li>Sometimes appointment time keeping could be better</li> </ul>
<ul style="list-style-type: none"> <li>Getting an appointment is usually the most difficult element – the telephone queue, the waiting room, same day appointments only –but once here I am satisfied with the GP / Nurse / Reception staff attention.</li> </ul>
<ul style="list-style-type: none"> <li>Quite satisfied with my Dr, Nurses and Receptionists</li> </ul>
<ul style="list-style-type: none"> <li>Always been looked after quite well</li> </ul>
<ul style="list-style-type: none"> <li>Very new here. Only been here 3 times. Very good care for my 1 year old.</li> </ul>
<ul style="list-style-type: none"> <li>Happy with the doctor and the staff</li> </ul>
<ul style="list-style-type: none"> <li>Sometimes not get appointment on the same day. Always struggle to book an appointment same day. Do understand it's busy every day at surgery but all patients cannot go to emergency same day as well.</li> </ul>
<ul style="list-style-type: none"> <li>Please do something about phone lines. Phone consultation sometimes is enough. More phone appointments???</li> </ul>
<ul style="list-style-type: none"> <li>If the doctor that I wish to see is fully booked I try another day and usually get to see her.</li> </ul>
<ul style="list-style-type: none"> <li>I have been treated very well</li> </ul>
<ul style="list-style-type: none"> <li>This practice is very good. The staff are all lovely, and polite even when I am stressed. They are very polite and always ready to help with clear explanations.</li> </ul>
<ul style="list-style-type: none"> <li>Very good doctors</li> </ul>

## Action Plan for implementation (Changes suggested by PRG)

	<b>Recommendation And Suggestions</b>	<b>Action required</b>	<b>Practice Lead</b>	<b>Time frame for changes</b>
1	Access to more available telephone and bookable appointments.	To promote the existing facility of booking appointments online.  Telephone triaging in the mornings by a clinician to allocate suitable face-to-face or telephone appointments at convenient times for patients.	Practice Manager	By end of June 2014
2	0844 number	Reverting back to 020 number from 0844 – New number is now in place as 0203 714 6868.	Practice Manager	Completed
3	Promote healthy lifestyle and self-care.	Smoking cessation support by clinician and pharmacist  Self-care folder with information including contact details to be made available in the waiting room which is already in progress.	Practice Manager	By end of June 2014
4	To promote cancer screening and awareness.	Two of the patients from the PPG have volunteered to assist in campaigning at the surgery.  Display posters at the surgery to promote breast, cervical, and bowel cancer screenings.	Practice Nurse	By end of Sept 2014