

# **PATIENTS REFERENCE GROUP'S** **(PRG) PROFILE – 2014/15**

**Ashburton Park Medical Practice**

<http://www.ashburtonparkmedical.co.uk>

## **The Practice Opening Times**

These are displayed on the practice website as shown above, in our practice leaflet, within the surgery and on the NHS Choices website.

## **Reception Times**

Mon, Tue, Thu & Fri: 8am – 6.30pm

Wed: 8am – 1:00pm

- Telephone 02037146868
- In person
- Online services

## **Surgery Times**

<b>Monday</b>	<b>08:00 - 19:30</b> <b>Extended Hours from 18:30 - 19:30 by appointments only</b>
<b>Tuesday</b>	<b>8:00AM – 18.30PM</b>
<b>Wednesday</b>	<b>8:00AM - 13:00PM</b>
<b>Thursday</b>	<b>08:00 - 19:00</b> <b>Extended Hours from 18:30 - 19:00 by appointments only</b>
<b>Friday</b>	<b>8:00AM - 18:30PM</b>

## 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

Male	Female
4	9

#### Age Group

Age Group (years)	No of Participants
10-19	-
25-29	2
30-39	-
40-49	-
50-59	1
60-69	5
70+	5

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:

Ethnicity	No of Participants
White British	5
Other white	3
African	2
Other Asian group	3

## **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. We would like you to think about your recent experiences of our service. How likely are you to recommend our GP practice to friends and family if they needed similar care or treatment?**

- Extremely likely     Likely     Neither likely nor unlikely     Unlikely     Extremely unlikely  
 Don't know

**Q2. Were you able to see a doctor (not necessarily the GP of your choice) on the same day or the next 2 days?**

- Yes     No     Not Sure

**Q3. Thinking of the times when you want to see a particular doctor, how quickly do you usually get to see?**

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

**Q4. How do you rate the way you are treated by receptionists at our practice?**

- Excellent     Good     Average     Poor

**Q5. 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

**Q6. 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

**Q7. Do you have access to the internet at all?**

- Yes     No

**Q8. 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

**Q9. What additional hours would you like the practice to be open?**

- Early Morning     Evenings     Weekends     None, I'm satisfied

**Q10. How do you rate the service that is provided by our Nurses?**

- Excellent     Good     Average     Poor

**Q11. 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

**Q12. Thinking of your recent appointment, did you have to call back to make an appointment?**

- Yes     No

**Q13. How would you rate your overall experience making an appointment?**

- Excellent     Good     Average     Poor

**Any Additional Comments:**

# **PATIENTS PARTICIPATION GROUP SURVEY RESULTS – 2014/15**

## **ASHBURTON PARK MEDICAL PRACTICE**

### **Survey Participants Details**

- Total no of patients participated in the survey: 100
- The survey was actively given to the patients by the reception staff.
- The survey was available at the reception desk in reach of the patients calling at reception with appropriate stationery to help them fill it in.
- Survey forms were available for: all who visited the practice
- Survey was anonymised
- Results include a comparison with last year's survey results
- Three new questions have been introduced this year including Family and Friends Test (FFT) Questionnaire.

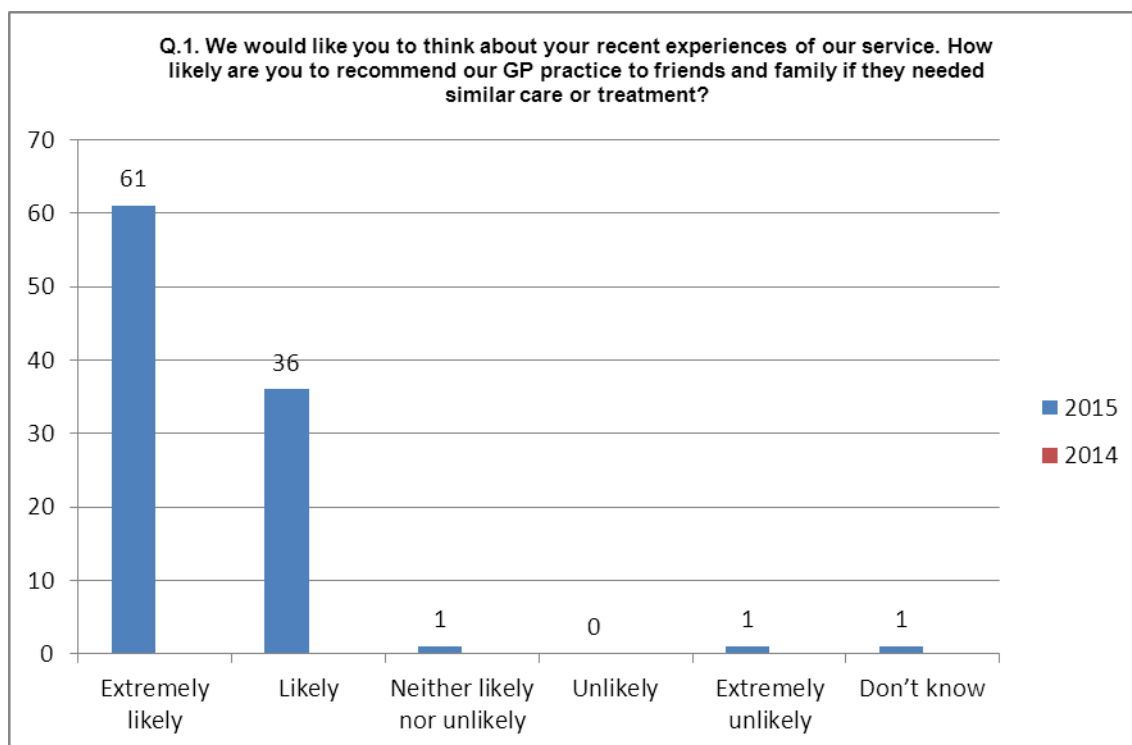


## The Survey Results 2014/15

Patients were asked to rate how satisfied they are with surgery by using multiple choice questions; for example, giving a rating of Excellent, Good, Average or Poor. A comparison with last year's results was also made.

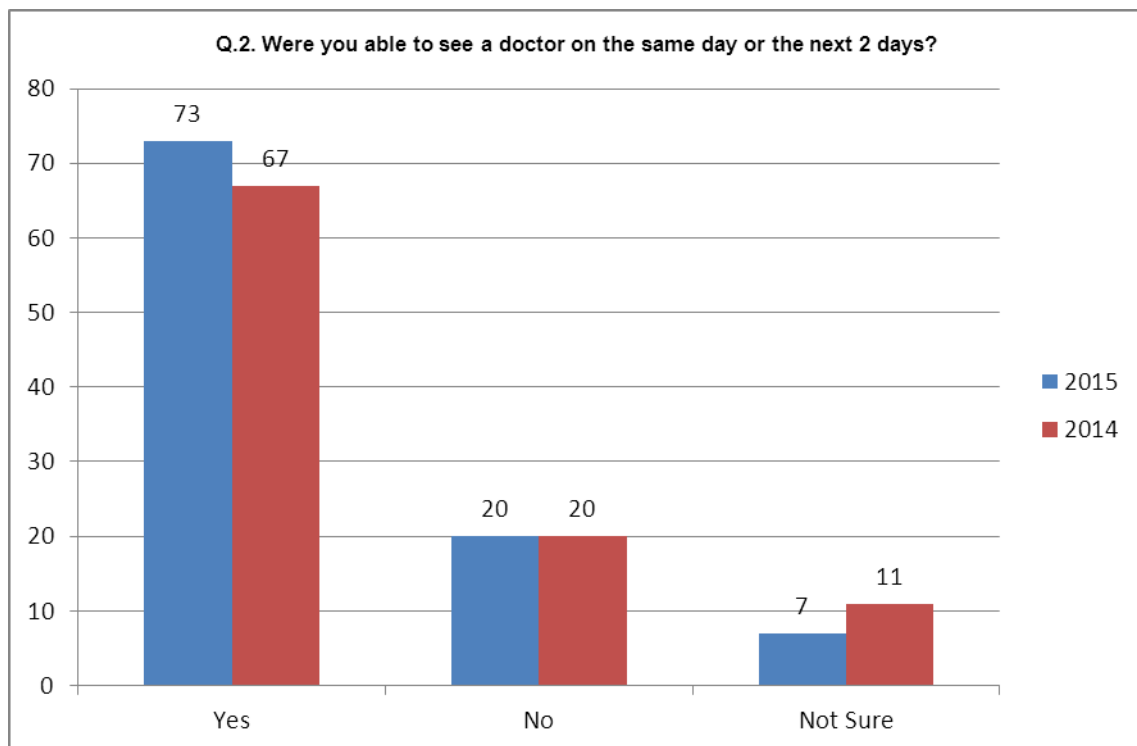
The analysis of the survey results are as follows:

**Q.1. We would like you to think about your recent experiences of our service. How likely are you to recommend our GP practice to friends and family if they needed similar care or treatment?**



- 61% of patients surveyed said that it is extremely likely they will recommend the GP practice to friends and family.
- 36% of patients surveyed said that it is likely they will recommend the GP practice to friends and family.
- 1% of patients surveyed remained neutral.
- None said unlikely.
- 1% said extremely unlikely – ***This was given by one of the patients who was talking loudly in the waiting area telling other patients that she will not recommend the GP practice to friends and family as they will then join the practice and there will be no appointments left for her to see the doctor!***
- 1% did not know

**Q.2. 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.**



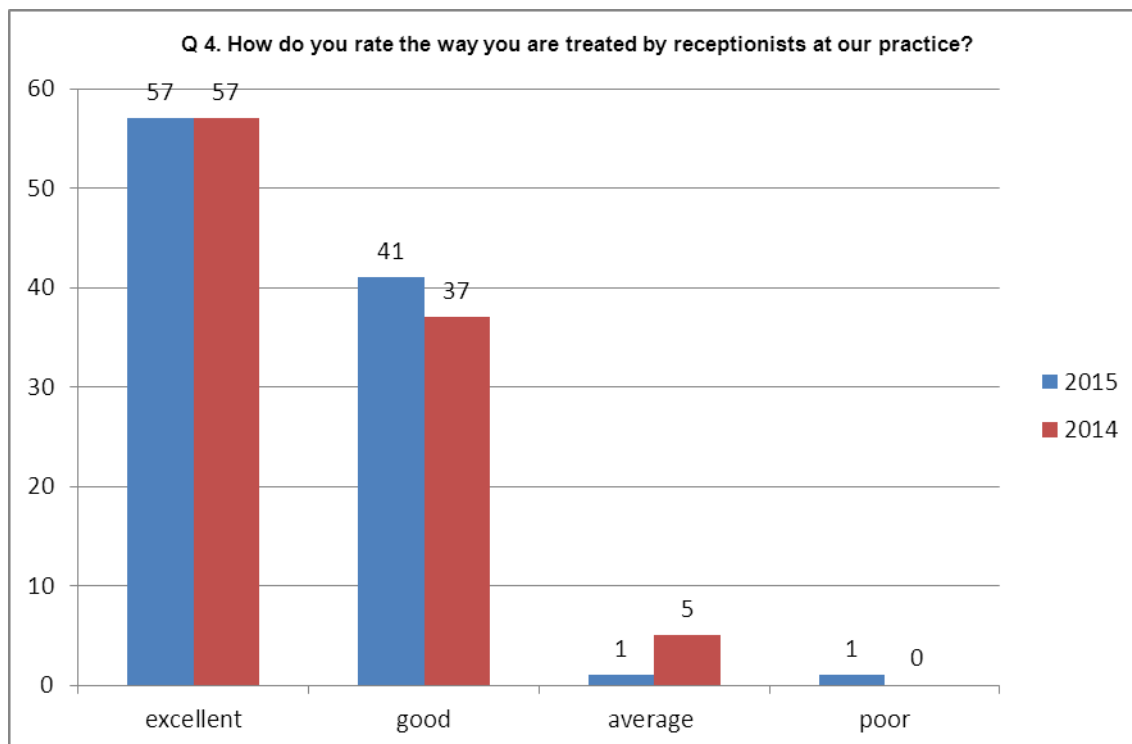
- 73% of patients surveyed said that they were able to see a doctor on the same day or the next 2 days compared to 67% last year.
- 20% of patients said they were unable to see a doctor within next two days of their call or visit to the practice to make an appointment with the doctor which is the same as last year in comparison.
- 7% of patients were not sure compared to 11% last year.

**Q.3. Thinking of the times when you want to see a particular doctor, how quickly do you usually get to see?**



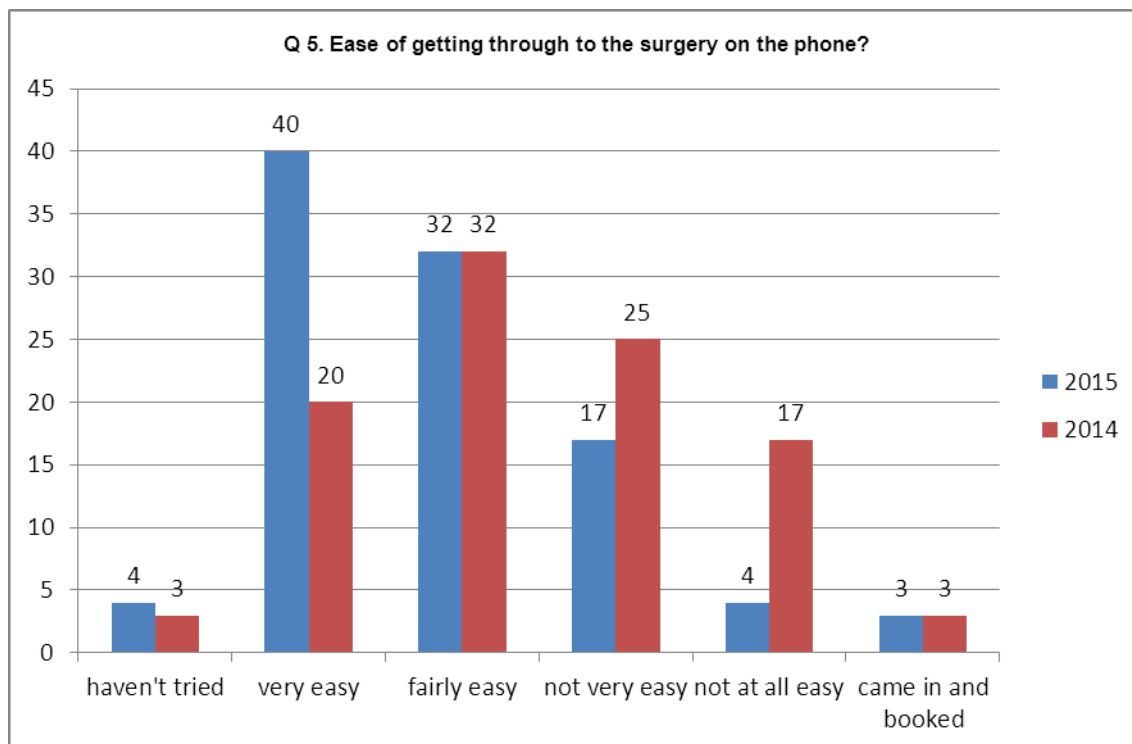
- 29% of patients said that they were able to get the same day appointment to see the doctor compared to 31% last year.
- 40% of patients reported that they were able to see the doctor on the next working day when they wanted to book an appointment with the doctor compared to 26% last year.
- 21% of patients were able to see the doctor within 2-5 days in comparison to 40% last year.
- 1% of patients were able to see the doctor in more than 5 working days in comparison to 5% last year.
- 10% were not sure in comparison to 2% last year

#### Q.4. How do you rate the way you are treated by receptionists at our practice?



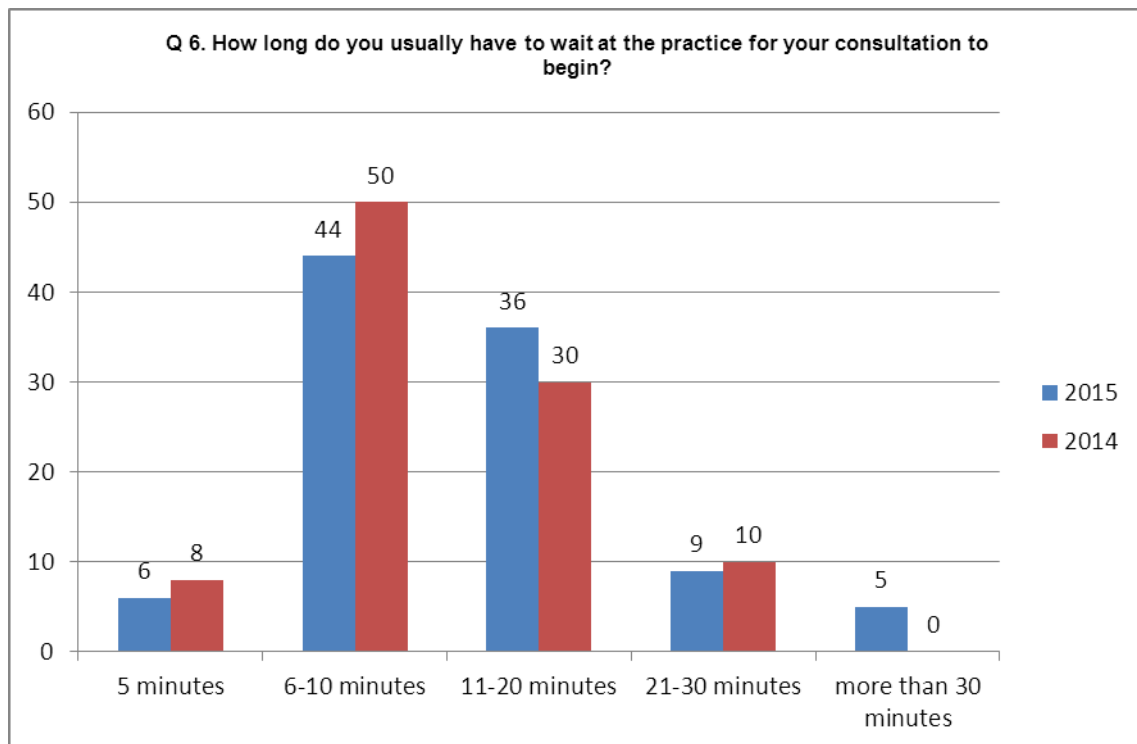
- 57% of patients rated the way they are treated by receptionists at the practice which is the same as last year in comparison.
- 41% rated it as good compared to 37% last year.
- 1% rated it as average in comparison to 5% last year.
- 1% rated it as poor compared to none last year

### Q.5. Ease of getting through to the surgery on the phone:



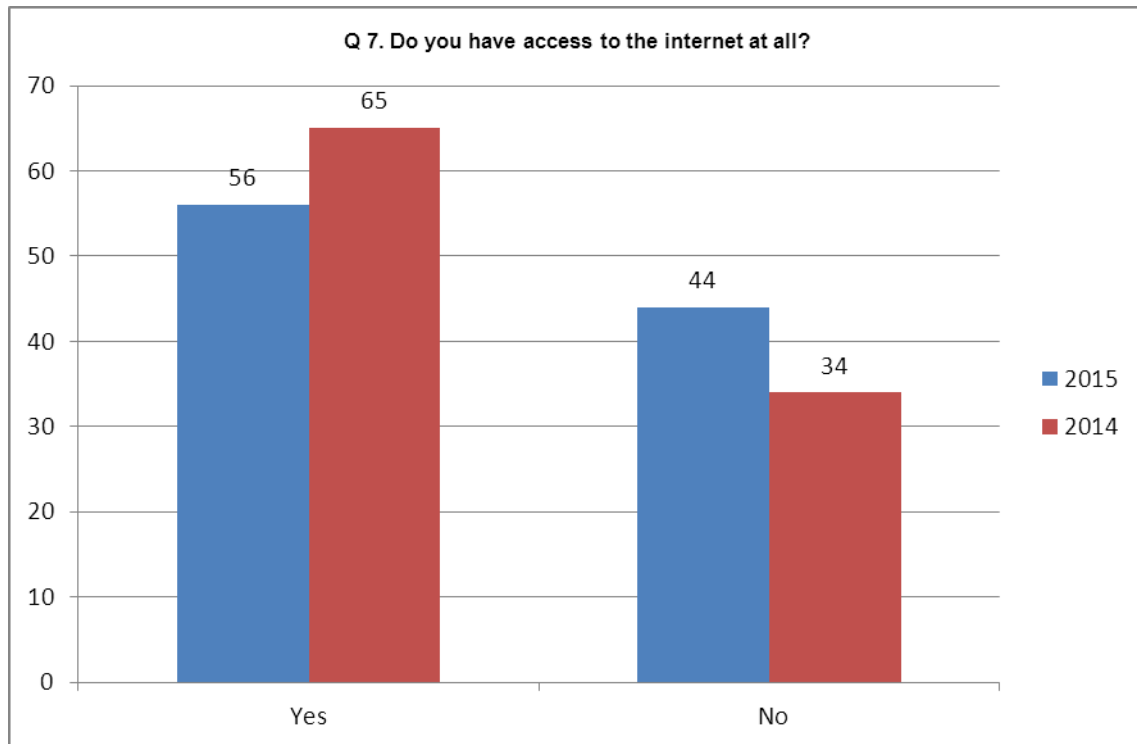
- 40% of patients said it was very easy to get through to the surgery on the phone compared to 20% last year.
- 32% patients said it was fairly easy, which is the same as last year in comparison.
- 17% patients said it was not very easy compared to 25% last year
- 4% patients said it was not at all easy compared to 17% last year
- 3% of patients came in and booked compared which is the same as last year in comparison.

**Q.6. How long do you usually have to wait at the practice for your consultation to begin?**



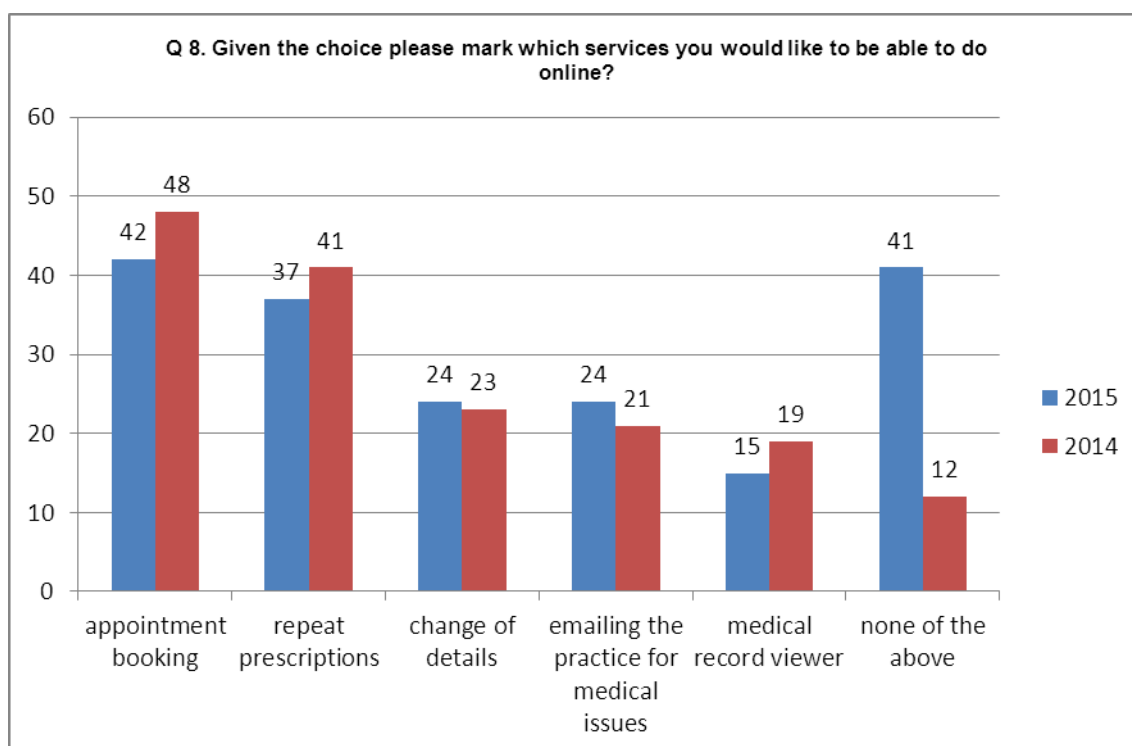
- 6% of patients said they were seen by the doctors within 5 minutes of their appointment time compared to 8% last year.
- 44% of patients said they were seen within 6-10 minutes compared to 50% last year.
- 36% were seen within 11-20 minutes compared to 30% last year.
- 9% were seen within 21-30 minutes compared to 10% last year.
- 5% waited more than 30 minutes compared to none last year.

**Q.7. Do you have access to the internet at all?**



- 56% of patients said yes to having access to internet compared to 65% last year.
- 44% said they do not have internet access compared to 34% last year

**Q.8. Given the choice please mark which services you would like to be able to do online.**

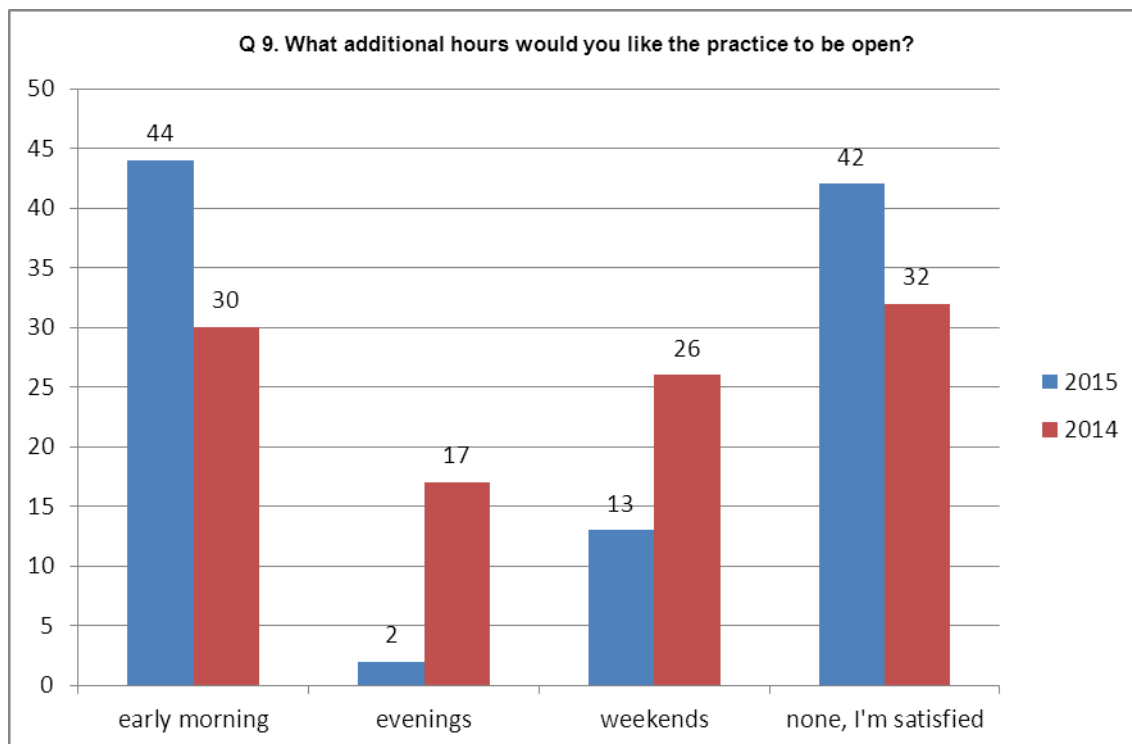


Most patients choose more than one option in response to this question

- 42% would like to book appointments online compared to 48% last year
- 37% want to order their repeat prescriptions online compared to 41% last year.
- 24% would like to be able to change their details online compared to 23% last year.
- 24% would like to email the practice about medical issues compared to 21% last year.
- 15% would like to be able to view their medical records online compared to 19% last year.
- 41% do not to want any service through online access compared to 12% last year.

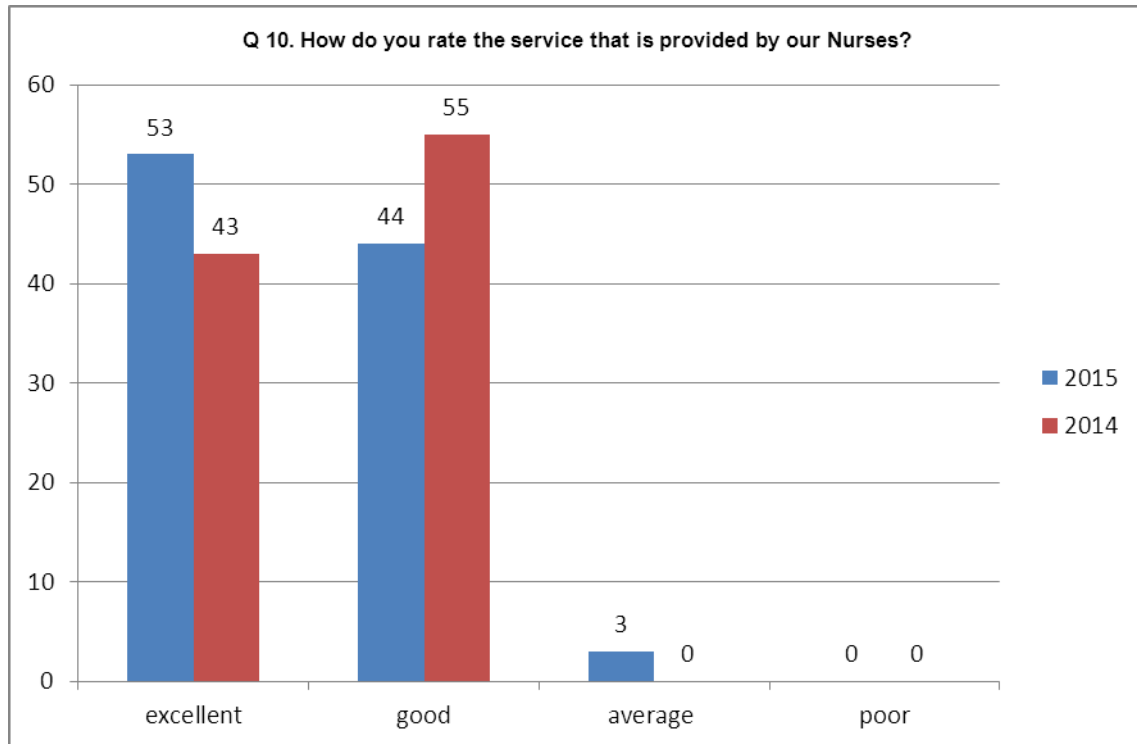


### Q.9. What additional hours would you like the practice to be open?



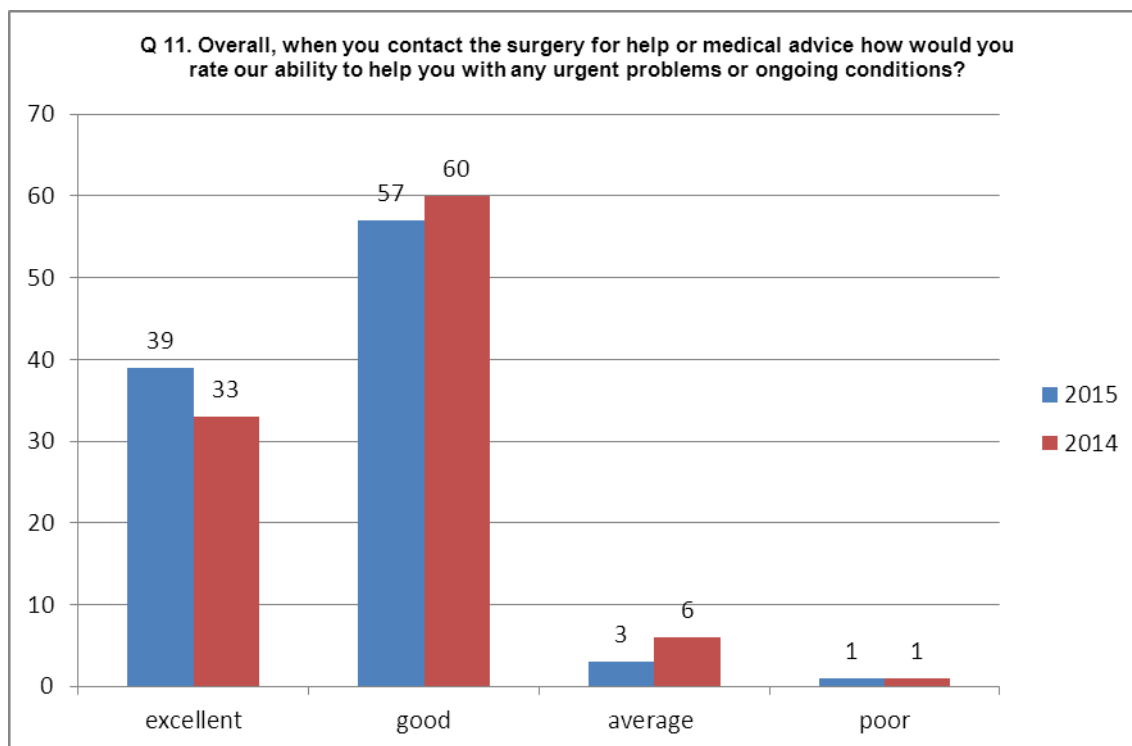
- 44% would like the surgery to be open early morning compared to 30% last year.
- 2% would like evenings same as last year at 17%.
- 13% prefer weekends compared to 26% last year.
- 42% are satisfied with the current opening hours compared to 32% last year.

**Q.10. How do you rate the service that is provided by our Nurses?**



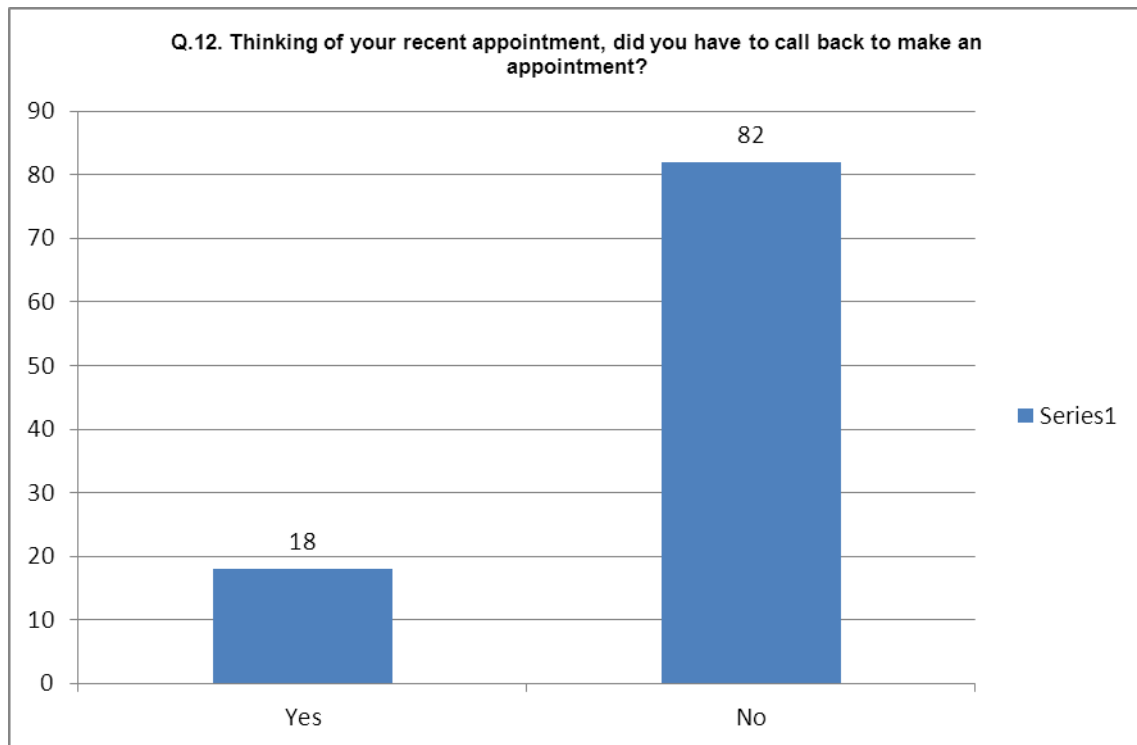
- 53% of the patient rated the service provided by the Nursing staff at the practice as Excellent compared to 43% last year.
- 44% of patients said the service was good compared to 55%.
- 3% rated the service as average compared to none last year.
- None said poor, same as last year.

**Q.11. 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?**



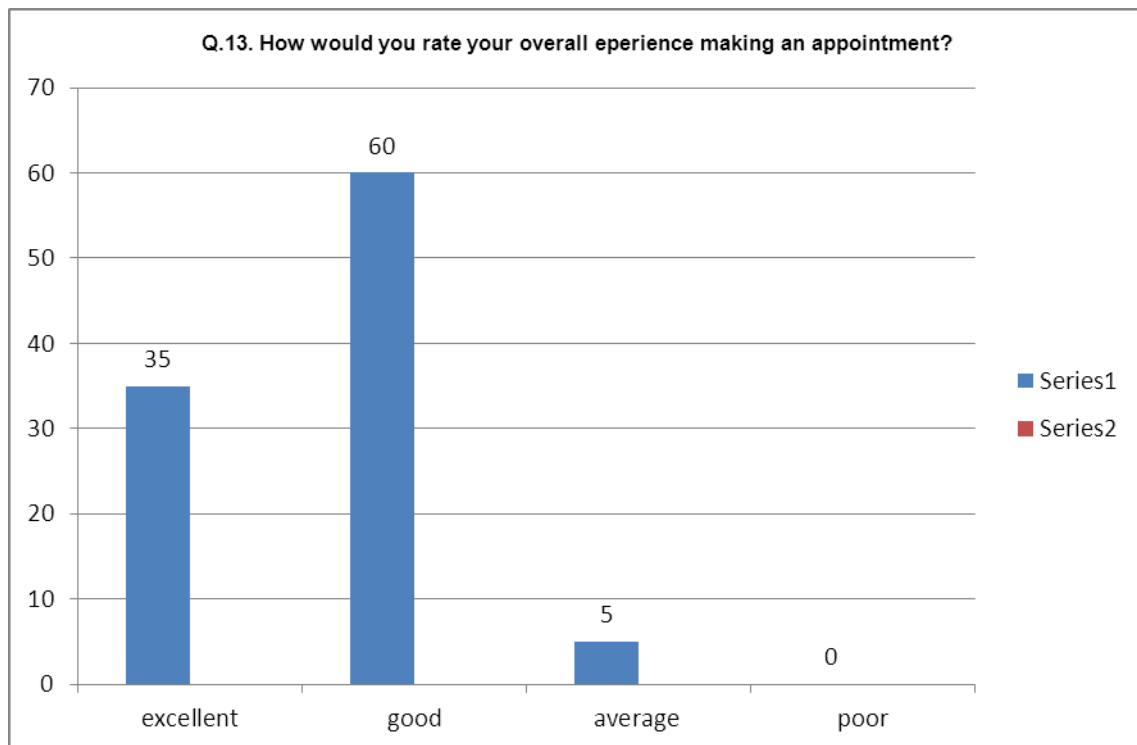
- 39% rated practice's overall ability to help them or provide medical advice as Excellent, compared to 33% last year.
- 57% rated the overall service as Good compared to 60% last year.
- 3% rated it as Average compared to 6% last year.
- 1% rated as poor, same as last year.

**Q.12. Thinking of your recent appointment, did you have to call back to make an appointment?**



- 82% said no they did not have to call back to make an appointment
- 18% said they had to call back to make an appointment

**Q.13. How would you rate your overall experience making an appointment?**



- 35% rated overall experience as excellent
- 60% rated overall experience as good
- 5% rated overall experience as average

## Patient Survey 2014/15 - Additional Comments

<ul style="list-style-type: none"><li>• Have found the surgery very good with our son's problems.</li></ul>
<ul style="list-style-type: none"><li>• Excellent small practice, like that its same doctor who has time for you and makes you feel important.</li></ul>
<ul style="list-style-type: none"><li>• Excellent service.</li></ul>
<ul style="list-style-type: none"><li>• Ok.</li></ul>
<ul style="list-style-type: none"><li>• Appointment waiting time is a bit too lengthy.</li></ul>
<ul style="list-style-type: none"><li>• The waiting room will benefit from hot/cold drinks machine or water fountain.</li></ul>
<ul style="list-style-type: none"><li>• More soothing music like classical in the waiting room.</li></ul>
<ul style="list-style-type: none"><li>• Can never get though on the phone and when I do there are no appointments.</li></ul>
<ul style="list-style-type: none"><li>• Thank you to all staff for being there for me.</li></ul>
<ul style="list-style-type: none"><li>• Always get an appointment, unlike other surgeries (<i>practice names omitted</i>). Very happy with surgery.</li></ul>

## Action Plan 2013/14 Reviewed with PPG (All Actions Completed)

	<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	Completed
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	Completed and On-going
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	Completed

## Action Plan 2014/15

	<b>Recommendation And Suggestions</b>	<b>Action required</b>	<b>Practice Lead</b>	<b>Time frame for changes</b>
1	Provide patients online access to some of their medical records including Allergies and Medications.	Enable access for patients who request the service. Raise awareness.	Practice Manager	Completed and On-going
2	Provide Early Morning Appointments	Provide early morning appointments on Fridays from 8-8:30am from 1st April 2015 for patients who need to see the doctor before going to work. Extra 30minutes early morning session for the doctor is created. At least one appointment will be available for online booking.	Practice Manager	Completed and On-going
3	Provide further educational sessions for patients.	To provide additional health educational sessions such as the "Heart Matters" presentation conducted in Sept 2014. Topics such as coping with cancer, arthritis, diabetes and other endocrinology could be considered.  To arrange talk on Asthma/COPD in May 2015.	Practice Manager / Practice Nurse	Completed