

Twickenham Park Surgery

Local Patient Participation Group Report March 2014

Profile of the Practice Population and PPG

Twickenham Park Surgery has approximately 6500 patients and formed its Patient Participation Group in December 2012. As of March 2014 we currently have 11 members who we stay in contact with face to face at our regular meetings and by e-mail and letters.

a. a description of the profile of the members of the PRG

The profile of the members of the group includes 7 women and 4 men, aged between 39-75 years with ethnic background of British and Indian.

b. Steps taken to ensure that the PRG is representative of our registered patients.

An invitation to join was displayed in the waiting area and application forms were available at the reception desk. We have a PPG section on our website which also gives information about how to join.

c. Details of the steps taken to determine and reach agreement on the issues which had priority and were included in the local practice survey

Throughout 2013 the group has worked on responding to the outcome of our last patient survey. We decided these issues by collating the survey results and seeing where a pattern of problems or complaints were and had various discussions around solutions to these issues. Issues from the last survey that have now been dealt with have been removed from our 2014 survey and instead we have asked people for feed-back on how they feel the services are working and if they can suggest any changes. Our 2014 survey was created at our PPG group meeting on the 3rd March and will be distributed to patients

d. The manner in which the surgery plans to obtain the views of its registered patients

The proposed survey contains 17 questions about the practice, which include:

- Seeing a doctor
- Patient Satisfaction
- General Issues
- Patient Access
- Other methods of access
- Practice Patient Group (PPG)

The survey questionnaire also includes a comments section where patients could express their views and suggestions. The last part of the questionnaire asked the

sex, age, ethnic background and how long the patient has been registered at the practice to give a fair representation of the population. We intend to make this survey available on our website and will be leaving copies on chairs in the waiting area; copies will also be available on reception. We are aiming to get 100 surveys completed before we discuss and action the results.

- e. **Details of steps taken by the practice to provide an opportunity for the patient reference group to discuss the contents of the action plan. patients**

The patient survey will have been distributed, collection and audited by our next PPG meeting on the in April 2014. The results will be given to the PPG and an action plan formulated.

- f. **Details of the action plan setting out how the finding or proposals arising out of the local practice survey can be implemented and, if appropriate, reasons why any such finds or proposals should not be implemented.**

Following on from this meeting where results are discussed an action plan will be created. Our intention is to implement as many majority opinions as we can once the merits and/or disadvantages have been discussed.

- g. **A summary of evidence including any statistical evidence relating to the findings or basis of proposals arising out of the local practice survey.**

Our intention is to discuss each point of the survey findings. Based on the results we will arrange training where required and discuss implementing access arrangements in line with the findings. We run various internal audits at Twickenham Park Surgery, and where an audit correlates to an action from the patient survey, these will be made available to the PPG group to compare data, increase our awareness of the situation and assist with any improvements.

- h. **Details of the actions which the contractor-**
- **And if relevant, the PCT, intend to take as a consequence of discussions with the PPG in respect of the results, findings and proposals arising out of the local participation survey.**

We have implemented as many improvements as we can from the results of the 2013 survey, and aim to do the same for our 2014 survey. This will of course depend on what is in our power to do and whether the changes are practical and possible. All actions and outcomes will be discussed by the PPG group and their guidance will be sought when looking into any changes to our practice.

- i. **The opening hours of the practice premises and the method of obtaining access to services throughout core hours or where the information can be found.**

There are questions on the patient survey regarding our opening hours and the results of this will be discussed by the PPG when we have collected the responses. We close the surgery Tuesday – Friday, between 1-2pm, and during these times our answer phone message gives the OOH phone number. Details of this are also available on our website, Practice Leaflet and notices in the waiting room.

j. Where the practice has entered into arrangements under the extended hours access scheme, the times at which healthcare professionals are accessible to registered patients.

The following information can be found on our Website and practice leaflet and the OOH telephone number is on our answer phone message.

If you need a doctor out of hours, you can call **03000 240 000**.

Calls are answered by East Berkshire Primary Care Out of Hours to prioritise for Harmoni. If you phone us out of hours, a recorded message will give you the above number and the time we are next open. Please use the out of hours service only if you feel the problem cannot wait until our next surgery.

FOR LIFE THREATENING SITUATIONS DIAL 999

WALK IN CENTRE 020 8408 8224

Walk In Centre, Teddington Memorial Hospital, Hampton Road, Teddington TW11 0JL

Monday to Friday 8 am to 10 pm (GP available 18.30-22.00)

Saturdays, Sundays and Bank Holidays 8 am to 9 pm (GP available 08.00-21.00)

NHS DIRECT 08 45 46 47

NHS Direct is a 24 hour confidential helpline staffed by expert nurses. The helpline has access to interpreters who can speak other languages.

NHS DIRECT ONLINE www.nhsdirect.nhs.uk

This is an internet site which provides information about health services, conditions and treatment choices.

Validation:

1. Our Patient Participation Group has been set up and comprises of registered patients. We recruited for the group by way of waiting room posters, application forms at reception, word of mouth and added application forms and information to our website. We felt this was a

good way of making the group available to everyone. From the applications we received we worked on a first come first served basis of selection to ensure our Practice Population was represented. Our Practice population is 51% Female and 49% Male and this is reflected in our PPG. Working hours and family commitments were also taken into account. We have a high population of stay at home parents and full time workers, so it was felt that running our PPG meetings in the evening would allow easier access to the group. Our long term plan as agreed with the PPG is to make the group a "virtual" one with less face-to-face meetings and more regular on-line groups. We hope that by offering an On-line option for the group that it will become accessible to patients that would not find it easy to attend ie. Housebound patients or carers.

2. The PPG group discussed the surgery's strong and weak points to identify improvements that could be made. We reviewed comments from the NHS choices website and "comments and suggestions" received within the surgery comments box in reception. The group identified weak points within the practice from these sources and focussed our patient survey questions toward improving these issues.
3. Our survey is due to be distributed to a minimum of 50 patients on Wednesday 12th March 2014. The results from this will be collated and reported back to the PPG group at our next meeting in April 2014.
4. The group will be asked to discuss the results of the survey at this meeting and formulate an action plan, prioritising issues that need immediate review. Our aim is to discuss implementing change if there is a majority view on a particular issue. Implementing some changes have wider implications and these will be taken into account during these discussion and where possible shared openly with the PPG group. We understand that if the surgery and the PPG group have conflicting views regarding a change to a service, the PCT can assist.
5. Once an action plan with priorities has been formulated with the PPG group, they will be kept fully informed and involved in how these changes will be implemented. We understand that the PCT can assist on this point if necessary.
6. The minutes of our meetings so far will be published to the website for public access. Once our survey has been collated these results along with the action plan and timescales will be published to the website. As changes are made as a result of the patient survey or views of the PPG these will also be added to the PPG information on our website.

Summary of changes made to the within the surgery from outcomes of the December 2013 patient survey. Our aims for the survey is that the majority should be extremely satisfied, if this was not the case the group agreed to action these points.

1. Question 7 on the survey asked how satisfied patients were when booking an appointment when ill. 33% were Very Satisfied and 31% extremely satisfied. To raise levels of satisfaction we installed a new automated

telephone system, this allows patients to access some of the 'book on the day' appointments from 7.30am rather than waiting for reception at 8.30am. They can access the booking system 24 hours a day and can also check, change and cancel appointments via the system.

2. Question 9, asked how satisfied patients were with speaking to a Doctor via telephone. 44 % were very satisfied and 28% were extremely satisfied. We increased our available telephone slots from three per doctor to five per doctor and staggered the times throughout the day.

3. Question 12 asked how satisfied patients are with the methods of communication within the practice. (Leaflets, notice boards etc). 38% were very satisfied and 36% extremely satisfied. We have added a text message function to our appointment system so each patient that books and has a valid mobile number gets a text confirmation and reminder. We now update our practice leaflet monthly and have a dedicated noticeboard for 'surgery' information. We also update the website monthly or when necessary.

4. Question 13 asked what other forms of communication the patients wanted to use. 35% said a website and 26% said text message. We have now completed the website which is 100% functional and set up text messages. At the moment we only use the text for confirmations and reminders but we are looking into using texts for general communications, and have signed up for a pilot scheme with Vision to facilitate this.

5. Question 14, 67% of patient's asked said they wanted to order prescriptions and book appointments on-line. We now have this facility and have advertised it throughout the surgery, on our website and in the practice leaflets, registration forms and noticeboards.