

Local Patient Participation Report 2013/14

Wanstead Place Surgery

In order to get patients views and opinions about the surgery we invited patients to join a patient reference group. We tried to engage a variety of patients from different social, economic, ethnic and age background in line with our patient population.

Practice Population Profile

We have invited patients of our patient reference group (PRG) from 2011/12 and asked for their views. This was the first time after two years as we had paused in 2012/13.

We also invited other patients on our yearly Flu day to engage elderly patients and those with chronic conditions who traditionally use the surgery more frequently. Like 2 years ago we therefore recruited more patients aged 55+ compared to our practice population profile but consider these to be higher users and in a better position to comment. In all other areas like ethnicity and gender the patient profile matched the practice profile. Overall over 220 patients took part .

Process used to recruit our PRG:

- The PPG sent emails to all patients who took part in the survey in 2011/12
- Put up Poster in Practice – Patient Participation Group (PPG) to invite new patients
- Offered leaflets to all patients attending practice.
- The PPG requested details on a leaflet from all attending.
- Members of the PPG attended various clinics eg baby clinic, immunization clinic and evening surgeries to obtain a more variety of patients.
- Doctors and Nurses tried to obtain different demographics to even out the range of persons in the group.
- All volunteers were asked to sign a confidentiality statement to protect patient's information.

2. The patient reference group was invited to complete a survey and comment on an action plan based on the survey results (also supplied)

Survey

Priorities were set by e-mailing a suggested list of priorities and requesting respondents to reply with their top three. Their highest priority was given a score of three, two for the middle and one point for their lowest. Points were added up to make the weighting fair.

The questions were drawn up between the doctors and PPG. We used the initial priorities and additional comments from the PRG. A greater emphasis was put on the areas with higher priority on the initial survey.

The survey conducted by e-mailing a link to an online survey (Using Kwik

Surveys as Survey Monkey was more restricted for longer surveys) to all PRG members.

Please see below for the Action Plan

Issue	Phone Access – Morning
Description	Getting through first thing in the morning is still our biggest issue. We have previously allocated additional resource to alleviate this.
Actions	Online Appointments have started to be used by some patients Our intention now is to try to reduce the amount of demand on reception by better using the internet. We intend to make more appointments available for online booking. Advertising of this service will be increased.
Who / When	Practice Manager and Patient Participation Group continuously over the next 12 months.

Issue	Getting an appointment
Description	This is still perceived as an issue even though we have increased available appointments by offering GP registrar appointments. Looking at actual appointment availability we are actually seeing appointments available. Perhaps because people want to see a particular doctor rather than any doctor. We plan to focus on the large number of Non attendances. Do not attend (DNA) are currently resolved by the next time the person sees a doctor the issue is discussed.
Actions	We are looking at tightening our rules and seeing if persistent offenders can have restrictions applied.
Who / When	Doctors / Practice Manager to be reviewed by end of April' 14

Issue	Parking / Transport
Description	We are getting many complaints about the new restrictions in Wanstead Place. The patients group has previously spoken at council area meetings and is close to getting disabled spaces.
Actions	We are requesting a meeting with councilors to discuss the specific issues that the surgery and our patients have. To offer an alternative we will install a provision to secure a cycle to.
Who / When	Council meeting – Patient Participation Group / Doctors – By end of April' 14 Cycle Secure – Practice Manager – By end of April' 14

Issue	Online Resource
Description	Our website is not utilised to its full potential and 40% of respondents had not even seen.
Actions	The website will be advertised to get more people to access it.

	We intend to place more information on it and also update it on a regular basis.
Who / When	Practice Manager / Patient Participation Group continuously over the next 12 months.

Action Plan

How was the action plan agreed with the PRG?

- The Results of the survey were e-mailed to the PRG Members for their comments about the results and any suggestions they had for the action plan.
- The comments received were discussed from the PRG and a draft action plan was e-mailed to all members to seek their approval

Areas of disagreement

We had 95% “approval of the suggested Actions proposed by the practice”.

Most participants were pleased that the survey had been carried out and that changes were being considered to address any shortfalls.

During the process following the results one respondent was concerned that parking meters would be requested by the surgery and one wanted us to go further.

Opening times:

As a result of the survey we have not changed our opening times. They have changed recently and are:

Monday: 8.30am – 8.00pm

Tuesday, Wednesday, Thursday: 8.30am – 7.00pm

Friday: 8.30am – 6.30pm

You can call the surgery on 020 8989 1968

Monday - Friday: 8.30am – 6.30pm

The surgery reception is open

Monday: 8.30am – 8.00pm

Tuesday, Wednesday, Thursday: 8.30am – 7.00pm

Friday: 8.30am – 6.30pm

Surgery consultation times are as follows

Monday: 8.30am – 12.20 & 2.30pm – 8.00pm

Tuesday, Wednesday: 8.30am – 12.20 & 1.30pm – 7.00pm

Thursday: 8.30am – 12.20 & 3.00pm – 7.00pm

Friday: 8.30am – 12.20 & 1.30pm – 6.30pm

We provide extended hours Monday to Thursday

Outside of these times please call our surgery number (020 8989 1968) and you will be redirected to the Out of Hours Service supplied by PELC.