

Grand Drive Surgery

Patient Participation Report (DES) March 2013

The Practice Patient Participation Group (PPG) was formed in November 2011 and the first meeting was held on 7th December 2011. In order to attract volunteers we put details on our website (including on-line application process), put up a poster in our Waiting Room, put details on our digital patient call system and sent a text message to 4000+ patients.

We had in excess of 60 patients interested in being part of the Group which considerably exceeded our expectations! They encompassed a wide cross section of ages, ethnic backgrounds, professionals, parents, singletons and retirees of both sexes. We sorted the applicants into categories and then blind-selected to ensure a good representation of our practice population. We also included a local Sheltered Housing/Care Home Manager so the views of this cohort of patients could be included.

Due to the large numbers who responded, we decided not to take on any new members in the first year but retain a waiting list. We continue to promote the PPG on our media screens, in the practice brochure and on our website where we also post the meeting minutes.

At the first meeting the purpose of PPG meetings were discussed together with the timing, frequency and structure of future meetings. The meetings are also attended by the Practice Manager and a GP Partner.

We have recently undertaken a patient survey. The content and distribution of the survey was discussed at the PPG meeting in November 2012. The PPG members felt strongly the survey should represent the views of patients who visit the Practice i.e. to reflect current views, rather than sent randomly to any registered patient, it was therefore agreed to distribute the survey to patients visiting the Practice during December to February. The survey was wide-ranging, (included questions relating to Reception service, quality of GP service, ease of accessing appointments, and overall surgery experience), in order to get feedback on all aspects of the Practice. The Group decided individual GP feedback was unnecessary as previous years feedback was consistently high. A total of 240 surveys were issued and 220 surveys returned a 91% response rate.

The results were collated and distributed to the PPG members prior to a full discussion at the PPG meeting on 21st March. The Group discussed in detail the feedback from the patient survey. The Practice Manager stated the practice was pleased with the overall satisfaction rating of 85%, particularly with the improved satisfaction with the service provided by Reception staff, but recognised there were particular concerns with the following key areas:

- Availability of appointments, particularly within 48 hours
- Seeing Practitioner of choice
- Appointment satisfaction

Other comments included waiting to get through on the phone, although the satisfaction rating for this had improved, and also GPs running late.

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The Group agreed with the key issues and also noted these issues scored slightly better when compared to mean scores of similar size practices. The Group also agreed the slightly lower scores with appointment satisfaction may be due to the increased pressure on GP time and number of 'extras'/emergency appointments seen on a daily basis. The key concern of appointment availability was discussed at length including the increasing patient numbers and the subsequent impact on appointments and availability of consulting rooms. The Practice Manager explained the list size had increased from 7300 patients in 2008 to 9000 patients currently, an increase of 23%. The Practice had increased the number of appointments over the past year by opening every day from 8am – 6.30pm, employing an additional GP for 2 days a week and increasing the number of early morning and late appointments. The Partners plan to hold an urgent meeting post-Easter to discuss the rising numbers and to re-look at all options re appointment availability including temporary closing the patient list to new patients.

Seeing Practitioner of Choice was also discussed but no solution arrived at as some GPs work less hours and therefore have less available appointments. However, encouraging patients to use the on-line appointments system and booking ahead (all GP appointments can be booked a month in advance) may help.

Details of the survey results and subsequent Action Plan are given below:-

Patient Comments (is there anything particularly good about your health care?)

- This is an excellent practice and I've no bad comments.
- I have always had a good service with any of the doctors I have seen.
- Very happy with the Doctors at this practice. Excellent surgery.
- They continue to do a brilliant job in hard financial times.
- Receptionists are always very helpful, very polite and sympathetic. Never make me feel I am being a pain. Makes it less scary to call the surgery. Love this surgery so much I hope I never move far away!
- I can only say that I have seen many changes over many years and it is always improving for the better, can't fault this practice in any way.
- I think the surgery is brilliant. Friendly and warm.
- Excellent practice.
- Brilliant! A first class service! Keep going as you are!
- I have been coming here for many years, have never had any poor service from any doctor or nurse.
- Excellent all round service from all staff and doctors. Very happy with Grand Drive Surgery.

Patient Comments (Is there anything that could be improved?)

- Appointments outside of 9-5 without being 'emergency' would be good as no access at weekends
- Taking more than one problem – longer appointments
- Not enough time is allowed per patient. An emergency is just that, an emergency, and needs more than five minutes
- Chairs in the waiting room are hard and uncomfortable. Poor magazines.
- Longer opening hours. Weekends.
- Hard to reach reception on the phone sometimes

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- Open reception areas are not confidential enough; everyone waiting is forced to listen to over the counter conversations and telephone conversations.
- Telephone service and availability of appointments need to be improved. Also information about prevention of illness and preventative medicine needs to be improved, also more information required on healthy diets.
- Reduced appointment time

Response to Survey Questions

	Mean score	National Benchmark
About the Practice		
Q1 Opening hours satisfaction	68	67
Q2 Telephone access	61	64
Q3 Appointment satisfaction	62	69
Q4 See practitioner within 48 hours	51	65
Q5 See practitioner of choice	50	60
Q6 Speak to practitioner on phone	62	61
Q7 Comfort of waiting room	60	66
Q8 Waiting time	56	57
About the Practitioner		
Q9 Satisfaction with visit	78	80
Q10 Warmth of greeting	81	81
Q11 Ability to listen	81	81
Q12 Explanations	79	80
Q13 Reassurance	77	79
Q14 Confidence in ability	80	82
Q15 Express concerns/fears	78	80
Q16 Respect shown	82	83
Q17 Time for visit	73	75

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Q18 Consideration	76	78
Q19 Concern for patient	77	79
Q20 Self care	76	79
Q21 Recommendation	79	81
About the Staff		
Q22 Reception staff	79	77
Q23 Respect for privacy/confidentiality	78	76
Q24 Information of services	75	73
Finally		
Q25 Complaints/Compliments	65	66
Q26 Illness prevention	66	70
Q27 Reminder systems	68	68
Q28 Second opinion/comp medicine	68	67
Overall score	71	73

Action Plan agreed by PPG group members – March 2013

The following actions to address the key issues were agreed as follows:

- Advertise the website more widely and promote the use of the on-line appointments facility
- Use email to promote use of website for on-line appt booking & repeat prescriptions
- Partners to urgently review all options on appointment availability including possible temporary closure of list to alleviate overcrowding & pressure on appointments and consulting rooms.
- Invite more patients from the PPG waiting list to join the PPG Group

Surgery Opening Hours

The Surgery is open from 8.00am to 6.30 pm every day. The Doctors and Nurses are available for consultation during their surgery/ clinic hours which range from 8am to 5pm every day. Patients may see any doctor subject to availability. Appointments can be booked a month in advance either by phone or on-line via our website (GP appointments only via the website) and there is also a daily emergency triage service. Patients can phone reception on 020 8542 5555 from 8.00 am to 6.30pm Monday to Friday.

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Surgery Extended Hours

In addition, we offer a number of early morning and late evening commuter slots throughout the week from 7.15am until 8.15pm. The early morning slots are on Wednesday & Thursdays and the evening slots from 6.30pm – 8.15pm every Thursday and either Monday or Tuesday evenings till 7.15pm.