

Alum Rock Medical Centre Patient Participation Group Report

December 2013

1. PPG Report December 2013 (p1-4)
2. Results of PPG Survey 2013 (p5-10)
3. Minutes of PPG Meeting 20/12/13 (p11-13)
4. Patient Survey Question 2013 (p14-17)

The Patient Participation Group (PPG) was set up in October 2013, as a platform to actively engage patients in shaping and improving surgery facilities and services. The group is an open membership where we encourage involvement from across all practice population groups.

Steps to ensure PPG was representative / Reasons for difference

Posters were displayed at reception and a link placed on the surgery website explaining about the PPG group and included forms to apply to join the Patient Participation group. These initial methods provided a slow uptake, which necessitated active recruitment by reception and clinical staff. This method yielded a fairly broad and representative sample of patient population from which to set up the PPG group. However, the drive to encourage further enrolment through all identified methods will remain ongoing.

The demographic breakdown of the practice population reveals a greater number of registered younger patients (<16 years). As these include babies, infants and school attending patients, we encourage parents to represent them and we have a higher than practice average representation of 26 years plus that include parents of under-16yr olds. Greater promotion of the surgery website and links regarding the PPG may encourage younger patients to join.

PPG Composition

The PPG is currently made up of 21 patient members. The age range is 13-79 years. There are 12 females and 9 males, and they comprise of 7 different ethnic groups. The current members are:

C. Bonnett, I. Mohammed, K. Dubb, L. Landucci, M. Muzamil, O. Owoade, P. McGrath, R. Rehman, M. Gloster, R. Bashir, S. Gul, T. Iqbal, T. Imran, T. Hulse, Z. Akhtar, I. Ahmed, F. Saddique, M. Mushtaq, R. Bi, S. Bi, S. Hendrickson

PPG Frequency

Meetings planned to be held every 3 months

PPG and Practice Profile

GENDER	Practice Profile	Patient Participation Group	Difference
Male	54%	43%	-11%
Female	46%	57%	+11%
AGE	Practice Profile	Patient Participation Group	Difference
0-15	30%	4.8%	-25.2%
16-25	17%	9.5%	-7.5%
26-35	18%	19%	+1%
36-45	5%	24%	+19%
46-75	17%	38%	+21%
>75	3%	4.8%	+1.8%

ETHNICITY	Practice Profile	Patient Participation Group	Difference
White British	0.06%	14.2%	+14.1%
White Irish	0%	0%	0%
Mixed White and Caribbean	0.07%	0%	-0.07%
Mixed White and African	0.2%	0%	-0.2%
Mixed White and Asian	0.04%	0%	-0.04%
Asian/Asian British - Indian	0.6%	4.8%	+4.2%
Asian/Asian British - Pakistani	88.9%	57%	-31.9%
Asian/Asian British - Bangladeshi	1.3%	4.8%	+3.5%
Black/Black British - Caribbean	0%	9.5%	+9.5%
Black/Black British - African	0.3%	4.8%	+4.5%
Chinese	0%	0%	0%
Other ethnic group	0.2%	4.8%	+4.6%
Not stated	8.4%	0%	-8.4%

PPG Meeting

The PPG members were introduced to their role and encouraged to consider and formulate their terms of reference, responsibilities and future managing of their meetings. They were also introduced to the new manner of health commissioning within primary care and the role of CQC in

monitoring practices. Methods of further promoting the PPG and encouraging patient participation were also discussed.

The PPG considered areas of priority for the patient survey inclusion, including survey format and content. This survey and its method of distribution to patients finalised; for example, to be given to patients at reception and also placed on the practice website in order to maximise the number of returned responses.

Areas of Priority and how they were decided

The PPG held a discussion about components they felt important to include in the practice survey. Amongst these were gauging patient awareness of new changes introduced to the practice; e.g. the surgery website and new full time female GP. The PPG were also keen to touch upon some of CQC related areas for monitoring practices and agreed to include the following priority areas:

- Satisfaction with surgery facilities
- Satisfaction with accessing clinical staff
- Satisfaction with clinical staff encounters
- Satisfaction with waiting times to see clinical staff
- Satisfaction with referral processes
- Satisfaction with surgery opening hours
- Satisfaction with telephone communication of test results
- Awareness of new practice website and leaflet
- Awareness of new female GP
- Awareness of how to access medical records

Survey Process

Patients attending the surgery over a two week period between 4.11.2013 – 29.11.2013 were provided the Patient Survey for completion. During this period the survey was also uploaded live on to the practice website and patients visiting the website were directed to the survey, as an alternative means of completion. A copy of the actual Patient Survey questions can be seen in the **Appendix** and it also remains on the practice website.

Patient Survey Results – see attached

PPG Discussion on Patient Survey Results

See attached Minutes from 'PPG meeting 20/12/13 for details.

In summary the PPG were very pleased with the overall very positive survey results. However, they noted the responses indicated that there was not a very high awareness of the recently acquired practice website and the recently updated version of the practice leaflet. Patient responses also indicated there was a low awareness regarding access to medical records. In addition, a small but significant proportion of patients felt that when being referred to hospital and external facilities the Gps could explain the referral process/options in greater detail.

Action Plan

- Increase patient awareness of practice website and recently updated information leaflet – by having poster displays in the waiting areas
- Increase patient awareness of how to access their medical records – by having procedure on the website, as well as made available at reception and educate both reception and clinical staff on the policy and process for managing '**access to records**' requests.

- Feedback survey results to the doctors (particularly regarding clearly explaining referral processes and options relating to treatments and treatment locations).
- Publish survey results on practice website and a paper copy on display board in reception area.

SURGERY ACCESS

Opening Hours

Monday 9am – 1pm and 4pm – 8pm
Tuesday 9am – 1pm and 4pm – 6.30pm
Wednesday 9am – 1pm and 4pm – 6.30pm
Thursday 9am – 2pm
Friday 9am – 1pm and 4pm – 7.30pm

Extended hours

Mondays: 6.30pm – 8pm
Fridays: 6.30pm – 7.30pm

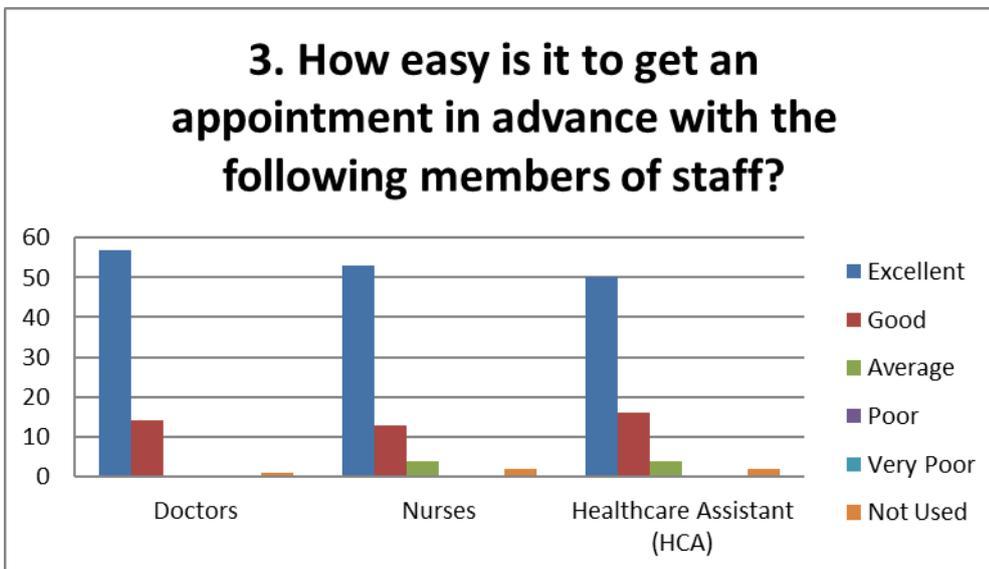
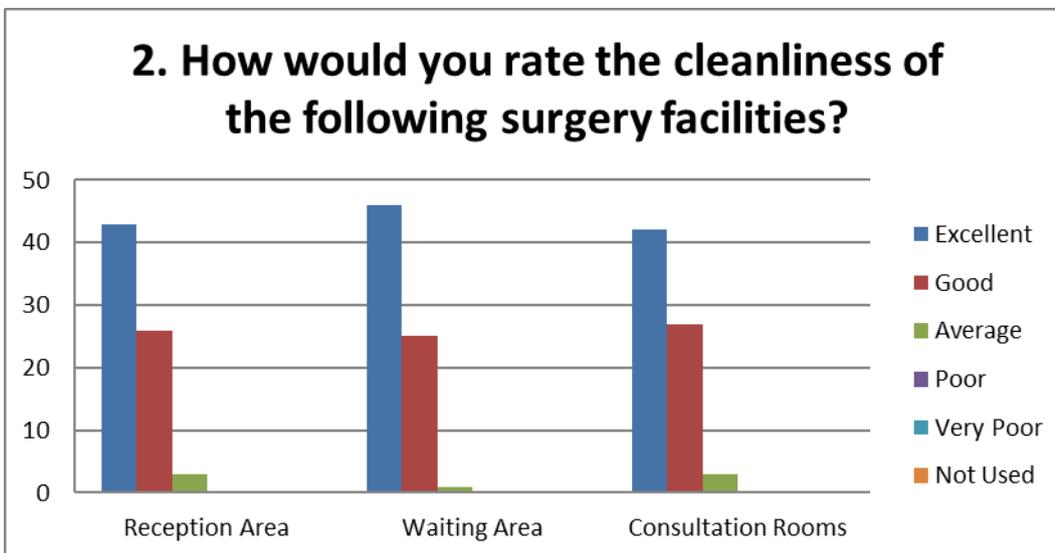
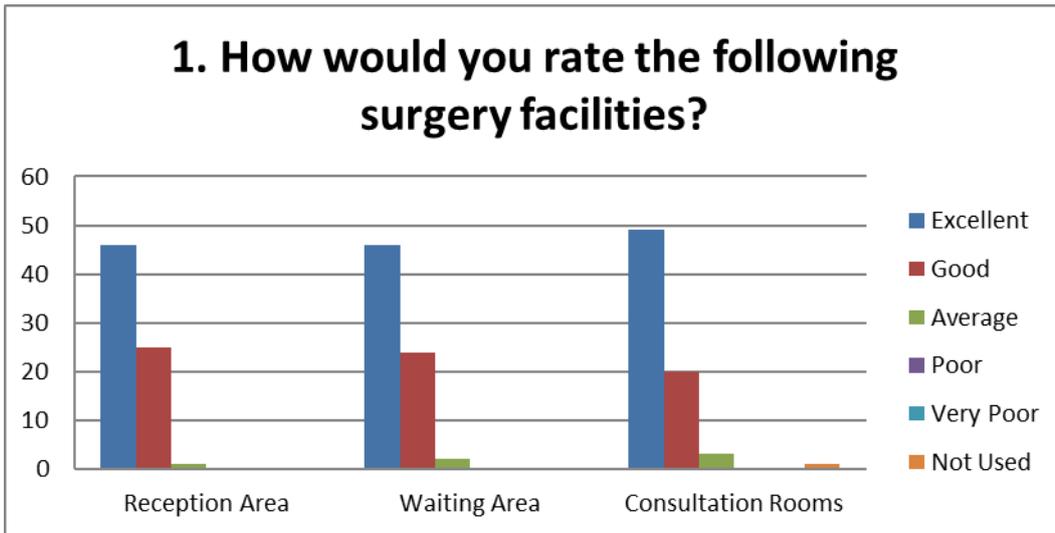
Access to general practice Services

The practice list is open to new patients. Patients can book appointments up to 4 weeks in advance. Patients will usually be accommodated to be seen on the day of requested appointment or within 48 hours. Patients can book appointments ‘face to face’ at reception or over the telephone.

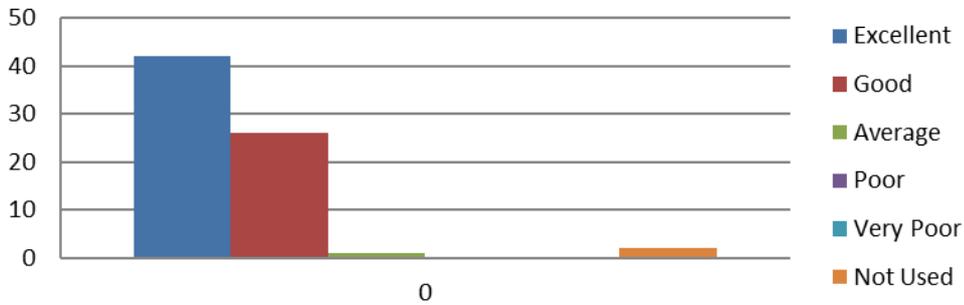
Publication of the report

Results will be published on the practice website. Hard copies will be available from reception. Copies emailed to those PPG members who provided email addresses and consent to be contacted in this way. Copy of report sent to NHS England Team.

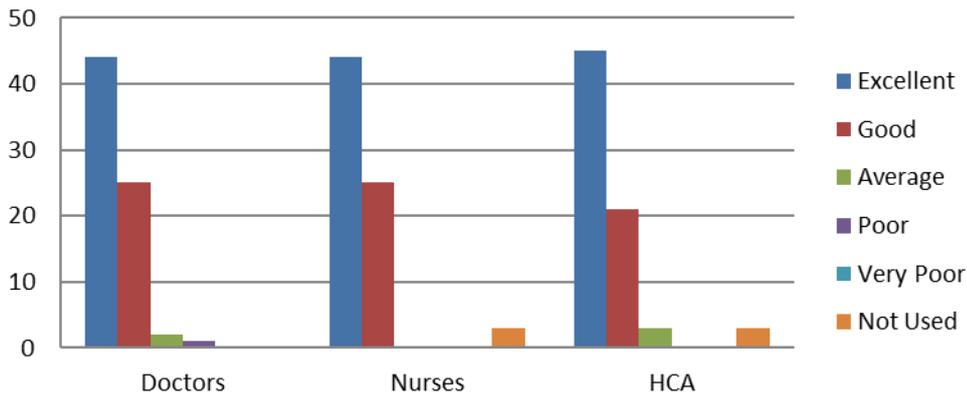
Results of Patient Survey 2013



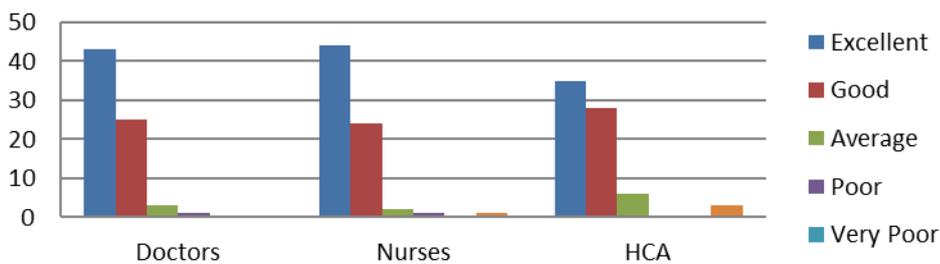
4. How easy is it to telephone the surgery and speak to a member of staff?



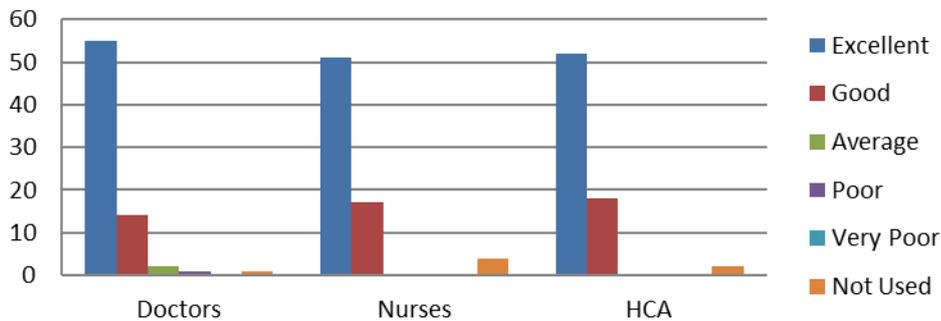
5. How easy is it to see the following members of staff within 24 hours?



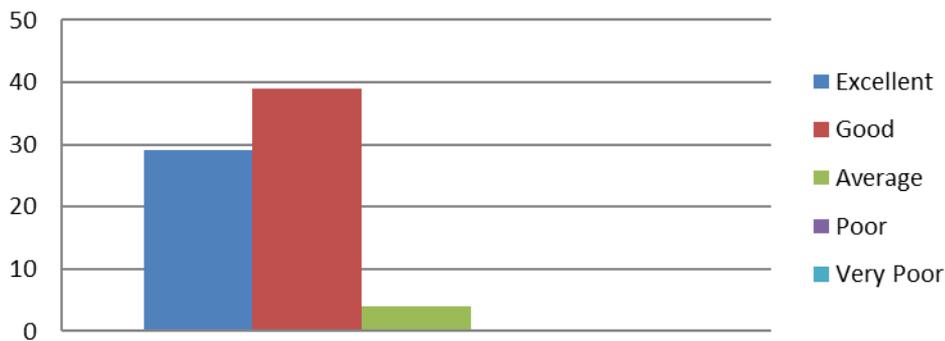
6. How would you rate the waiting time to see the following members of staff once you have arrived at the surgery?



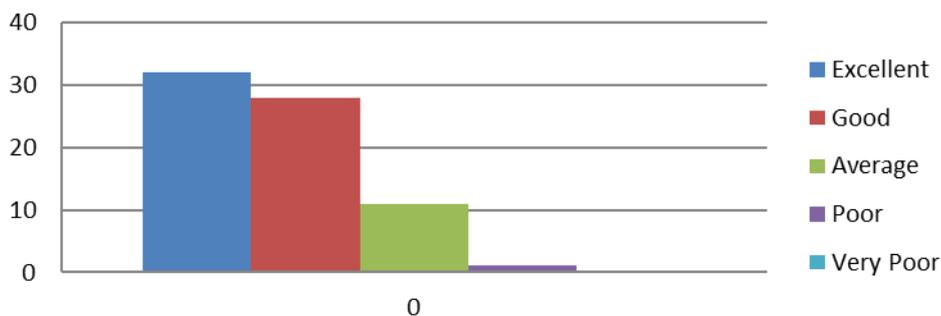
7. How would you rate your experience at the surgery with the following members of staff?



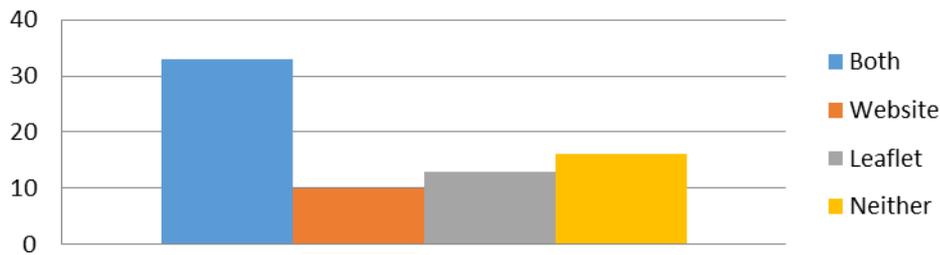
8. How would you rate our current opening hours?



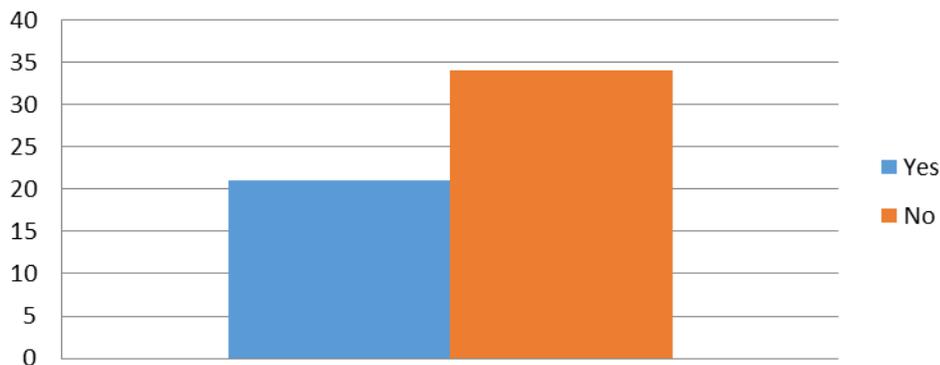
9. How would you rate the communication of test results via telephone?



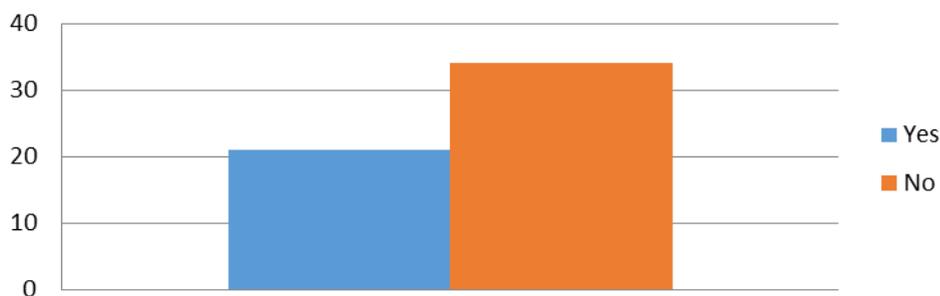
10. Are you aware that the surgery has both a practice leaflet and website?



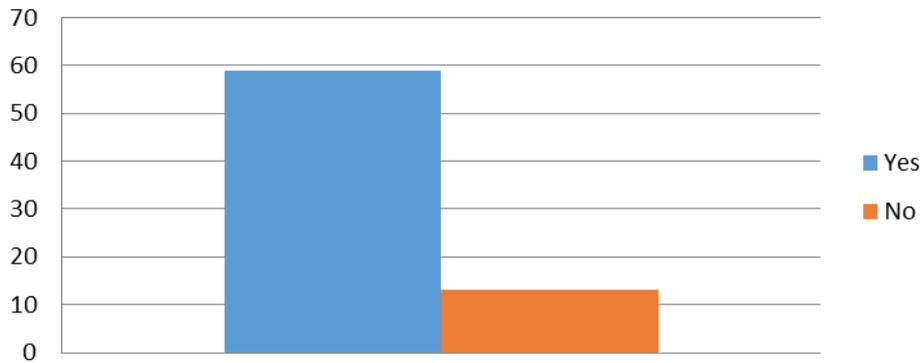
11. Are you aware that you are able to access your medical records?



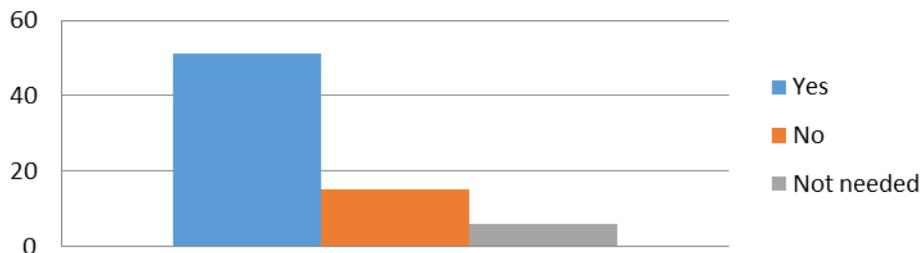
12. If yes, do you know the process for requesting access to your medical records?



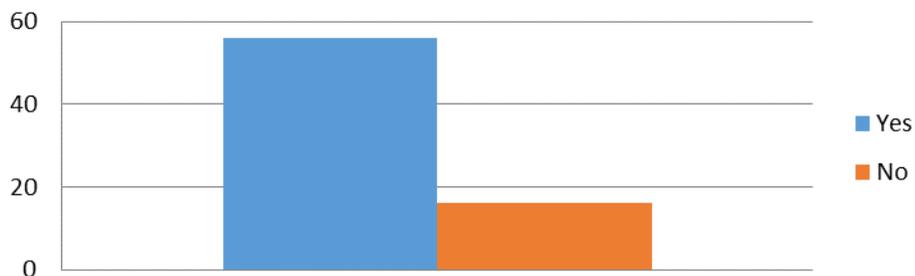
13. Are you aware that we have a full-time female GP?

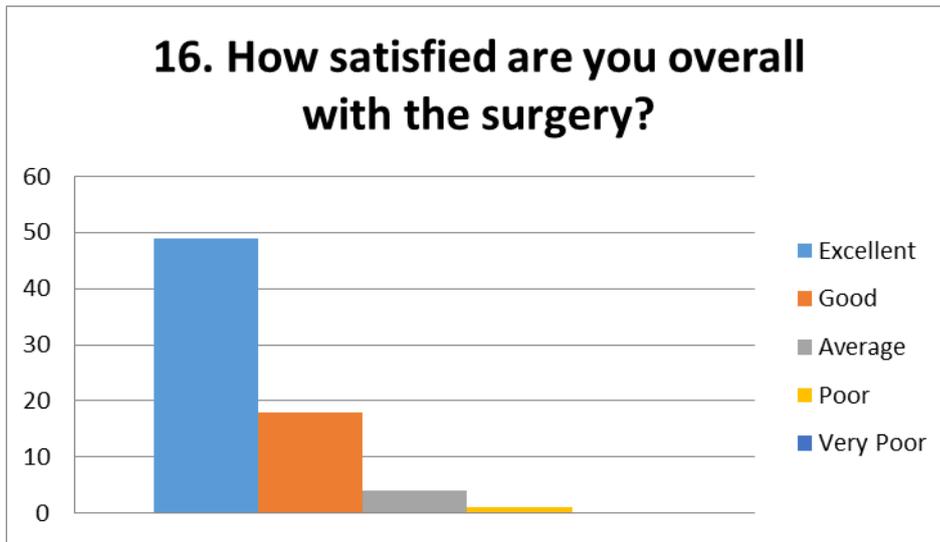


14. During your surgery consultation, if you were being referred to the hospital, did the doctor explain the referral process clearly?



15. During your surgery consultation, were you given choices regarding your treatment and location?





17. Are there any comments regarding the surgery you would like to tell us?

Positive comments:

'Well respected staff who try their very best'

'Friendly staff and environment'

'Great doctors'

'Reception staff are very helpful'

'Sometimes I have to wait but I always get seen same day'

'I like the new comfy chairs in the waiting room'

Comments suggesting areas for improvement from the survey:

'Need to improve HCA waiting time'

'Surgery takes time to answer phone calls for appointment'

Alum Rock Medical Centre

PPG Meeting Minutes 20/12/2013

Members of PPG in attendance:

Ijaz Mohammed (IA)
 Shubna Gul (SG)
 Tariq Iqbal (TI) – **CHAIR OF PPG**
 Fozia Saddique (FS)
 Mohammed Mushtaq (MM)
 Roufe Bi (RB)
 Sawji Bi (SB)
 Sandra Hendrickson (SH)
 Tazim Imran (Tal) – **VICE-CHAIR OF PPG**

Also present

Sadaf Siddiqi - Practice Manager (SS) – minute taker for meeting; Tahira Symonds - Practice Manager & Practice Nurse (TS); Mariam Akhtar - GP (MA)

Apologies from following PPG members:

Claudette Bonnett - CB
 Kulvinder Dub - KB
 Laura Landucci – LL
 Mervyn Gloster – MG
 Mohammed Muzamil – MoM
 Olutobi Owoade – OO
 Peter Mcgrath – PM
 Rekha Rehman – ReR
 Rukhsana Bashir – RuB
 Tina Hulse – TH
 Zahoor Akhtar – ZA

All: introductions to rest of group

TS: apologies noted. Acknowledged a number of these resulted as meeting clash with Friday prayer time – to be taken into consideration when arranging next meeting.

TS: agenda discussed. Brief overview of changes in NHS – CCG structure change, purpose of PPG

TS: how we recruited PPG members – advertised website online/in person/ form. Discussed breakdown of PPG, according to age/ethnicity and gender.

MA: how to engage younger patients more within PPG?

RB: includes babies, toddlers and school children - impossible to engage, but parents of these children can represent their views

TS: website directs interested patients directed to reception. Younger patients may prefer this method.

TS: how survey questions conducted/chosen – important from 36 pages sample questions. 110 handed out. 72 answered – discussed questions and results.

All: discussed all results collectively. Questions 9 – 15 in depth. Recent changes to practice - Female GP, website leaflet etc

TS: how many aware of website?

(Only 2 of PPG members aware)

TS: overview of useful information available on website

All: agree action point to better advertise with posters around surgery and by PPG members informing friends/family

SH: Mondays often busy waiting to see doctor

TS: acknowledged. Suggest booking appointment for alternative days if not emergency, or coming at beginning of session when less busy.

FS: suggest opening on Saturday/Sunday for workers?

MA: late opening extended hrs on Monday and Friday offered – following feedback earlier. Surgery previously was open Saturdays and not utilised much by working people.

TS: good suggestion – see how ext hours goes first and then assess need. Perhaps include question on next year's patient survey

All: agreed

TS: any comments re survey question regarding explanation of referral process by GP?

All: no comments

MA: will take survey results on board to improve

FS: prefer seeing female clinicians for certain problems

TS: can be arranged at reception when booking appointment. Choice 1 female GP, 1 female nurse and 2 female HCA

TS: explains access to med records as low awareness from survey results – need to advertise give step by step instructions. Policy on website and can be requested from reception.

FS: – individual parts access like repeat medicines/summary?

MA: – yes

TS: – written request required.

SS: would patients prefer appointment only system for HCA/nurse as opposed to current walk in?

TI & SG: no – majority patients prefer same day access

TS: maybe sessional appointments – just specifically for flu jab/smears etc

MA: when trialled previously multiple DNA and wasted clinician time

TS: Noted that current survey results showed vast majority patients rated as ‘excellent’ ability to get appointment in advance as well as within 24 hours with all clinicians.

TI: Cannot please all – majority happy with current system

TS: reminder that appointments for GP can be booked up to four weeks in advance.

TI: for next survey maybe we can have a look at 36pages sample questions for ideas

TS: yes - will discuss nearer next survey time

TS: suggestions for how to take PPG forward. NAPP website – all to visit – lot of info on ideas. PPG meetings not necessary to be held in person - create online group? Facebook or twitter? Frequency if face to face meetings? Location?

SB & SH: not happy with online PPG forum – language barriers and difficult for non computer savvy

All: decided difficult online although some prefer – workers that can’t meet/kids – patient computer savvy is problem – elderly – communication problem – English etc – someone to set up online and take control?

All: Consensus to have group meetings to communicate – discuss ideas face to face

TS: ideas for future meetings?

All: agreed to take place at ARMC in 3 months, group face to face meeting. TI as Chair and Tal as Vice Chair for next meeting, SS will take minutes.

TS: minutes of this meeting and survey results will be emailed to PPG members and available from reception on request. Survey results displayed on noticeboard

NAPP website is: <http://www.napp.org.uk>

ARMC website is: <http://www.alumrockmedicalcentre.nhs.uk/>

Appendix

Patient Survey Questions

1. How would you rate the surgery facilities?

	Excellent	Good	Average	Poor	Very Poor	Not Used
Reception area						
Waiting area						
Consultation rooms						

2. How would you rate the cleanliness of the following surgery facilities?

	Excellent	Good	Average	Poor	Very Poor	Not Used
Reception area						
Waiting area						
Consultation rooms						

3. How easy is it to telephone the surgery and speak to the following members of staff?

	Excellent	Good	Average	Poor	Very Poor	Not Used
Reception						

4. How easy is it to get an appointment in advance with the following members of staff?

	Excellent	Good	Average	Poor	Very Poor	Not Used
Doctors						
Nurses						
HCA (Healthcare Assistant)						

5. How easy is it to see the following members of staff within 24 hours?

	Excellent	Good	Average	Poor	Very Poor	Not Used
Doctors						
Nurses						
HCA						

6. How would you rate the waiting time to see the following members of staff once you have arrived at the surgery?

	Excellent	Good	Average	Poor	Very Poor	Not Used
Doctors						
Nurses						
HCA						

7. How would you rate your experience at the surgery with the following member's of staff?

	Excellent	Good	Average	Poor	Very Poor	Not Used
Doctors						
Nurses						
HCA						

8. How would you rate our current opening hours?

Excellent	Good	Average	Poor	Very Poor

9. How would you rate the communication of test results via telephone?

Excellent	Good	Average	Poor	Very Poor

10. Are you aware that the surgery has both a practice leaflet and website?

Neither	Both	Website	Leaflet

11. Are you aware that you are able to access your medical records?

Yes	No

12. If yes, do you know the process for requesting access to your medical records?

Yes	No

13. Are you aware that we have a full time female GP?

Yes	No

14. During your surgery consultation, if you were being referred to the hospital, did the doctor explain the referral process clearly?

Yes	No	Not needed

15. During your surgery consultation, were you given choices regarding your treatment and location?

Yes	No

16. How satisfied are you overall with the surgery?

Excellent	Good	Average	Poor	Very Poor

17. Are there any comments regarding the surgery you would like to tell us?

*** Thank you for taking the time to complete this questionnaire. Please hand it back to the reception. You will be notified of the results soon. ***

Sex

Are you? Male Female

Age Group

Under 16 17 – 24 25 – 34 35 – 44 45 – 54 55 – 64
65 – 74 75 – 84 Over 84

Ethnic Background**White**

British Group Irish

Mixed

White & Black Caribbean White & Black African White & Asian

Asian or Asian British

Indian Pakistani Bangladeshi

Black or Black British

Caribbean African

Chinese or other ethnic Group

Chinese Any Other