

## Albion Health Centre Patient Participation Report 2012/2013

This report summarises the development and outcomes of the Albion Health Centre Patient participation group (PPG) in Year 2 of the DES (2012/13) and is in line with the requirements of the Patient Participation Directed Enhanced Service.

The Purpose of the Patient Participation Directed Enhanced Service (DES) commissioned by NHS Tower hamlets is to ensure that patients are involved in decisions about the range and quality of services provided commissioned by their Practice.

It aims to encourage and reward Practices for routinely asking for and acting on the views of their patients. This includes patients being involved in decisions that lead to changes to the services their practice provides or commissions, either directly or in its capacity as a gatekeeper to other services.

The DES aims to promote the pro-active engagement of patients through the use of effective Patient Groups to seek the views from Practice patients through the use of a local practice survey.

The outcomes of the engagement and the views of patients are then required to be published as a report on the Practice website

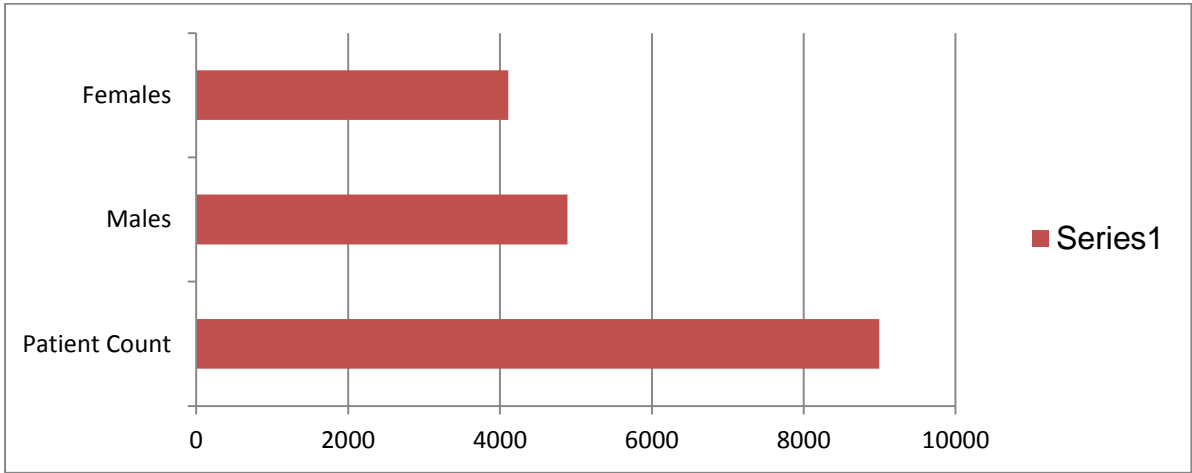
The report contains:

- Profile of practice population and PRG
- Process used to recruit to our PRG
- Priorities for the survey and how they were agreed
- Method and results of patient survey
- Resulting action plan and how it was agreed
- Confirmation of our opening times

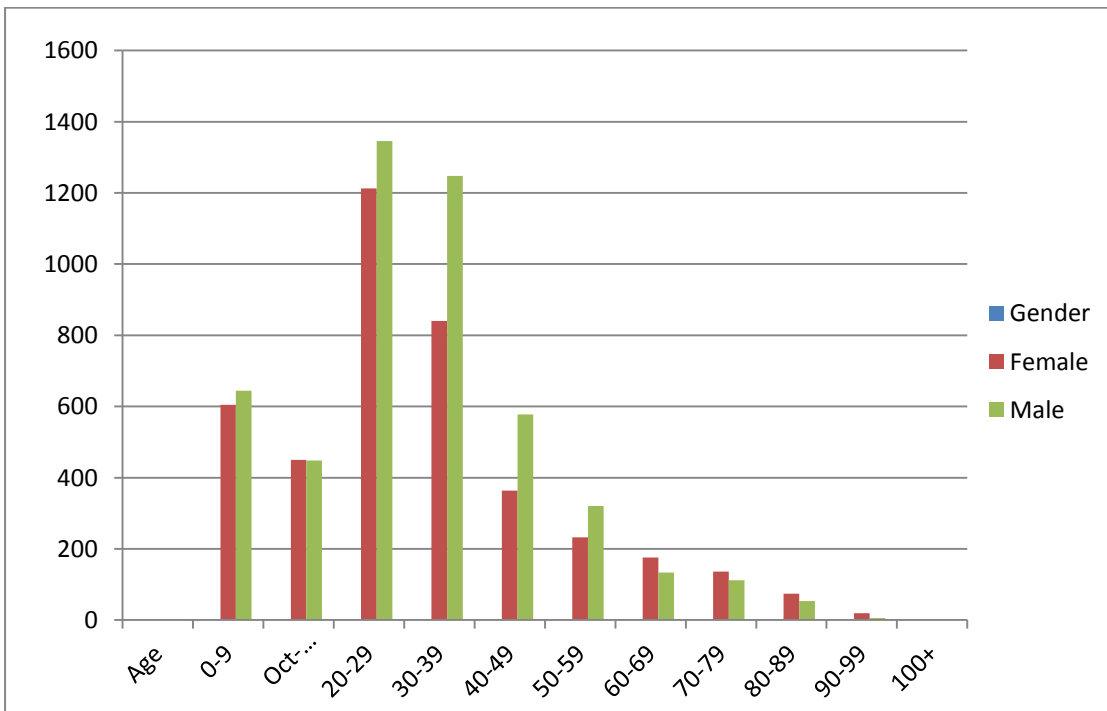
Albion Health Centre strives to provide the traditional values of General Practice and Family Medicine using modern ideas and methods in a warm, friendly and efficient environment.

The practice today has Six Doctors, three male and three female GP's our list size is 8997. We are a training practice. We have one Nurse Practitioner and two Practice Nurses, 2 x Healthcare Assistant, a Community Nursing Team, one Midwife and Health Visitors team.

Total Patient Population	Males	Females
8997	4888	4109



	Age	0-9	Oct-19	20-29	30-39	40-49	50-59	60-69	70-79	80-89	90-99	100+
Gender												
Female		605	450	1213	840	364	232	176	136	74	19	0
Male		644	448	1346	1248	578	320	133	112	53	6	0



**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:**

Practice must strive to engage and encourage feedback from patients that extends beyond a mix of just age, sex and ethnic origin. They should include patients from marginalised or vulnerable groups such as elderly patients, patients with a learning disability or other disability, and those with various social factors such as working patterns, employment status and carers etc.

**Process to invite members to join the PPG:**

- Invite Posted on Website
- Posters in and around the Surgery
- Spoke to patients when they came into the Practice
- Telephoned patients who we had good communication with, to personally invite them
- Staff talking to patients regarding the PPG
- Message on the right hand side of prescriptions
- Poster and hand-outs of first survey around surgery stating “we are continuing to accept new members please ask for an application form at reception “.

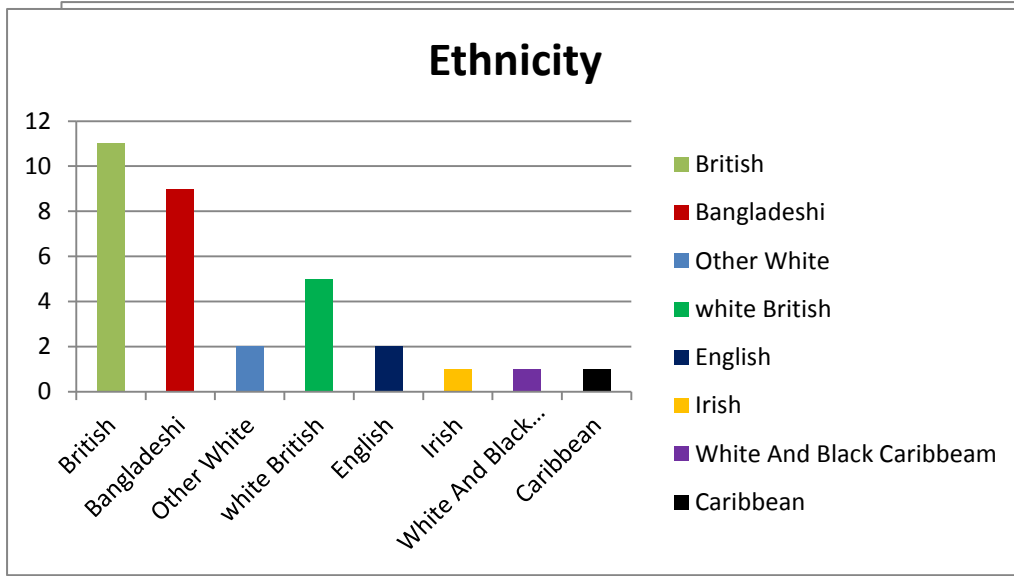
We will continue with all the above updating messages as and when they are needed.

**A Description of the profile of the members of PPG**

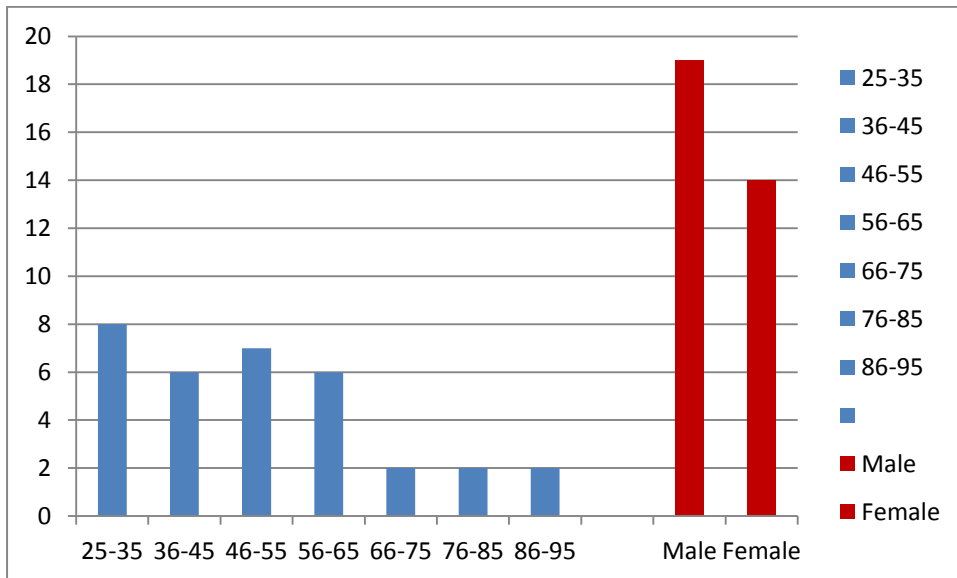
We had a good response which from across the age groups together with patients from ethnic minorities and those with a disability. The Practice also put up posters and used our Patient Information Screen in the waiting room to ask patients to volunteer to become part of the Patient Participation Group.

**Demography of PPG**

<b>British</b>	<b>Bangladeshi</b>	<b>Other White</b>	<b>white British</b>	<b>English</b>	<b>Irish</b>	<b>White And Black Caribbean</b>	<b>Caribbean</b>
<b>11</b>	<b>9</b>	<b>2</b>	<b>5</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>1</b>



25-35	36-45	46-55	56-65	66-75	76-85	86-95		Male	Female
8	6	7	6	2	2	2		19	14



**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:**

As part of Component 2 of the DES Practices are required to agree which issues are a priority and include these in a local Practice Survey. The PRG and the Practice will shape the areas covered by the local practice survey.

A first draft survey was presented to the Committee at their 17<sup>th</sup> January 2013 meeting. The questions were then handed out to the Patient Reference Group for their input and offer them the opportunity to add in any further questions and obtain their agreement to the survey questions. The final questions were then agreed.

**Priority areas for the Survey:**

- Opening times and access
- Availability and variety of appointments
- Booking appointments
- Telephone access
- Perceived quality of consultation

All were agreed in meetings with the Patient Group.

**A description of how the Practice sought to obtain the views of its registered patients**

We reminded our patients to complete the survey by:

- Advertising in the surgery using posters
- Providing all patients attending the surgery with a Questionnaire
- E-mailing patients who had provided us with an e-mail contact address
- Our PRG members encouraged their friends and relatives who are our patients to complete our survey
- Placing a reminder on the bottom of our repeat prescriptions
- Speaking to individual patients as they attended the surgery

## A description of how the Practice sought to discuss the outcomes of the local survey and the Practice's action plan together

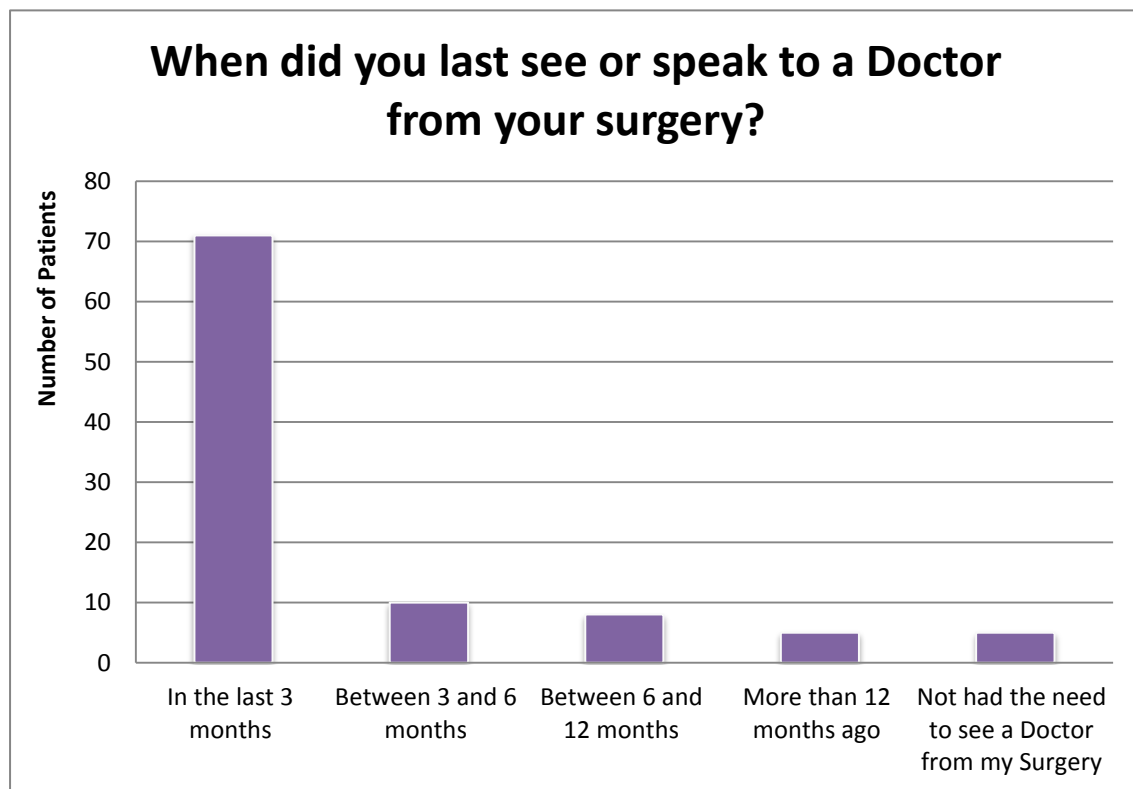
As part of Component 5 of the DES, the Practice is required to agree with the PRG an Action Plan setting out the priorities and proposals arising out of the local patient survey. They are also required to seek agreement from the PRG to implement any changes and where necessary inform the PCT.

There was a meeting held with the Patient Group on 14<sup>th</sup> March 2013 to discuss the findings of the Practice Survey. The results of the survey were discussed in the meeting with the PPG representatives to draw an action plan.

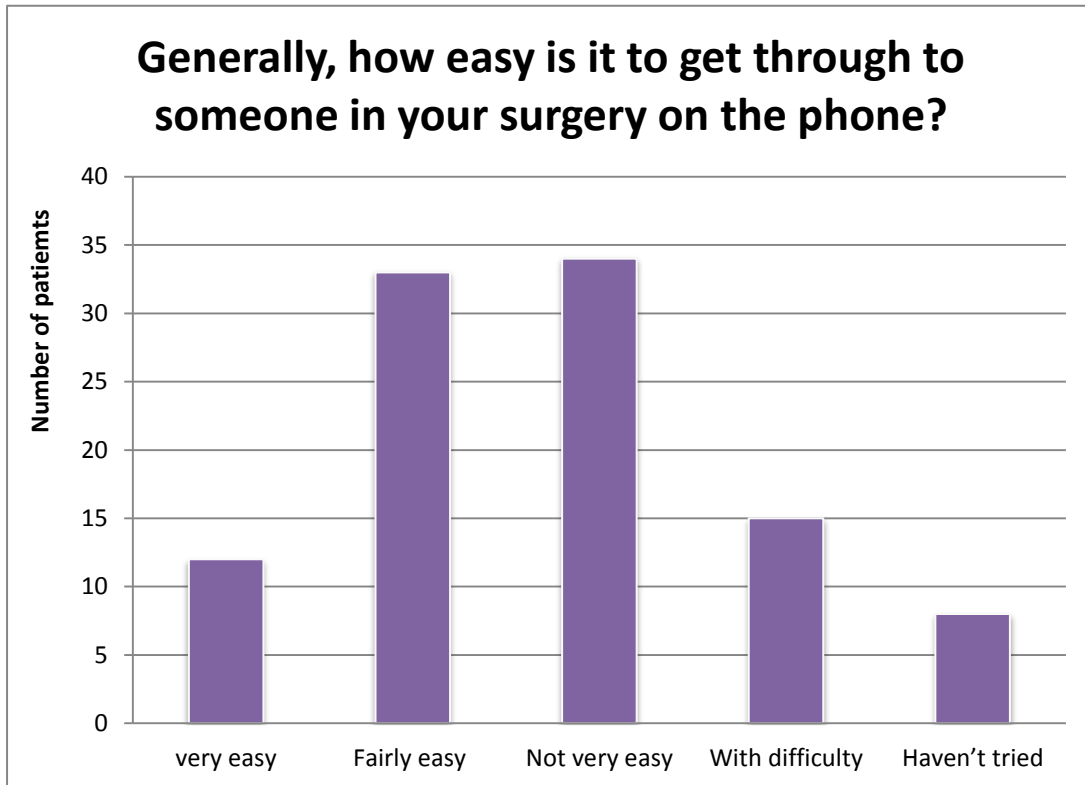
The meeting was attended by the Patient Group, a GP, Practice Manager and Administrative staff.

## Appendix A

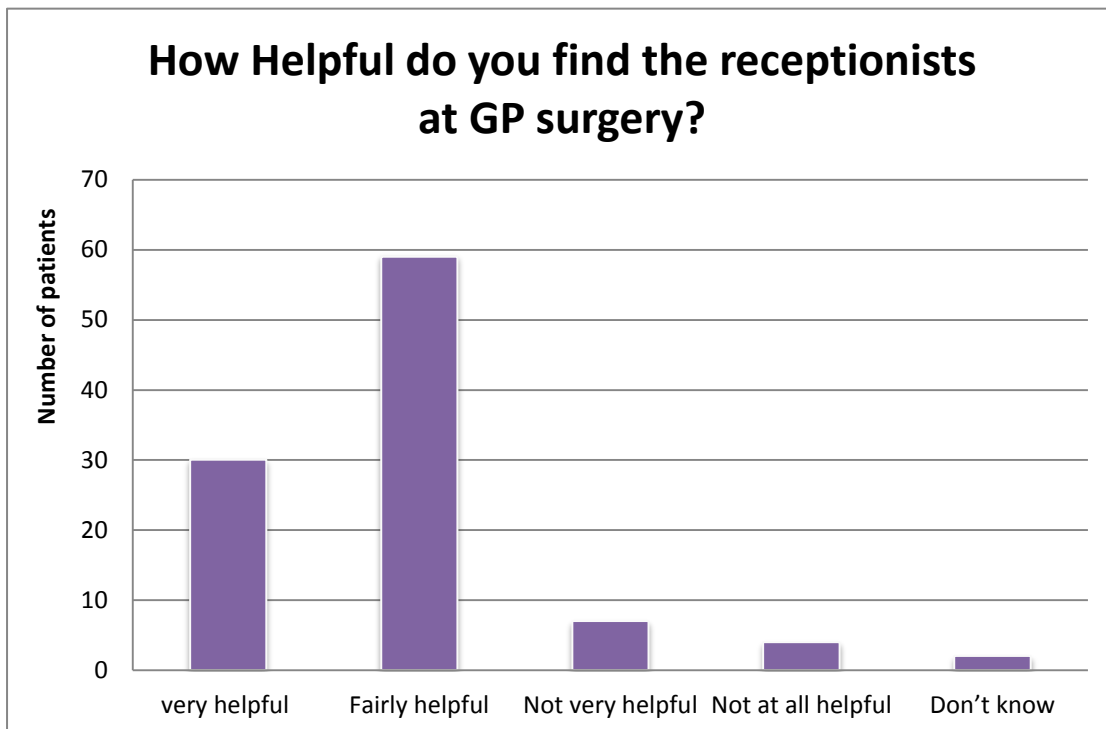
Q1 When did you last see or speak to a Doctor from your surgery?



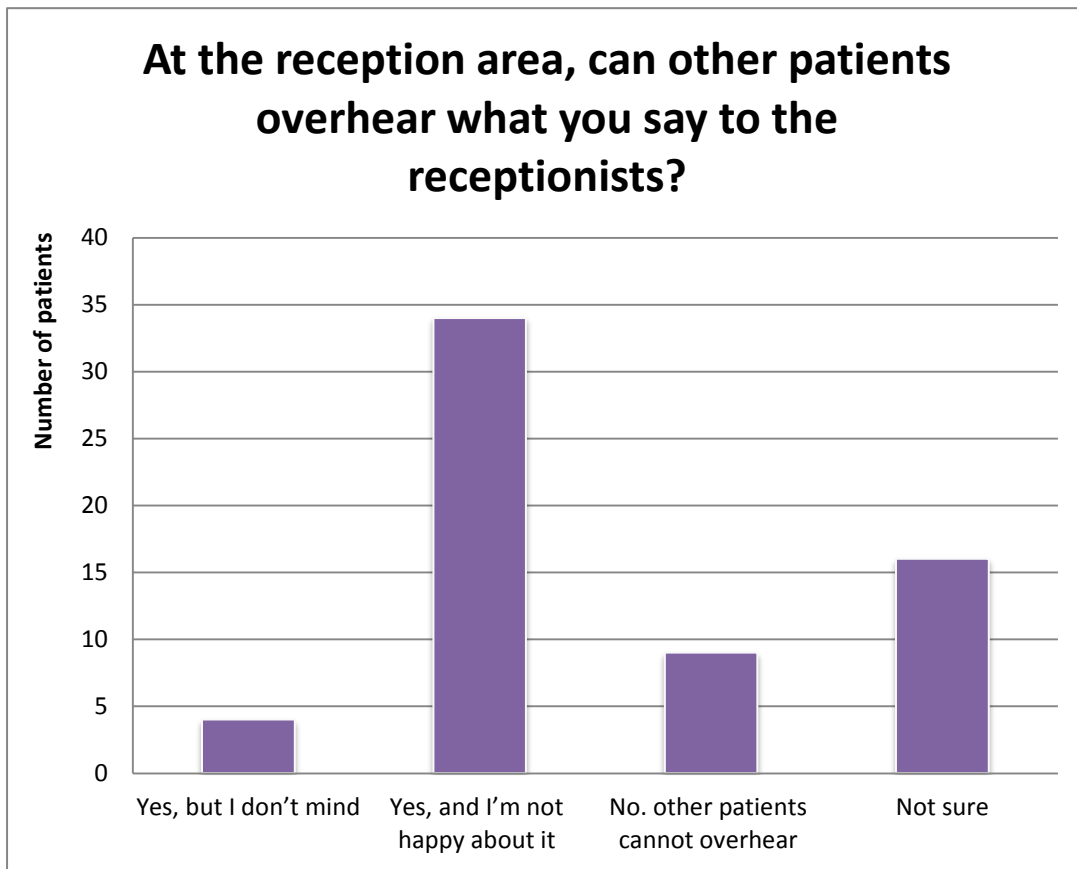
Q2 Generally, how easy is it to get through to someone in your surgery on the phone?



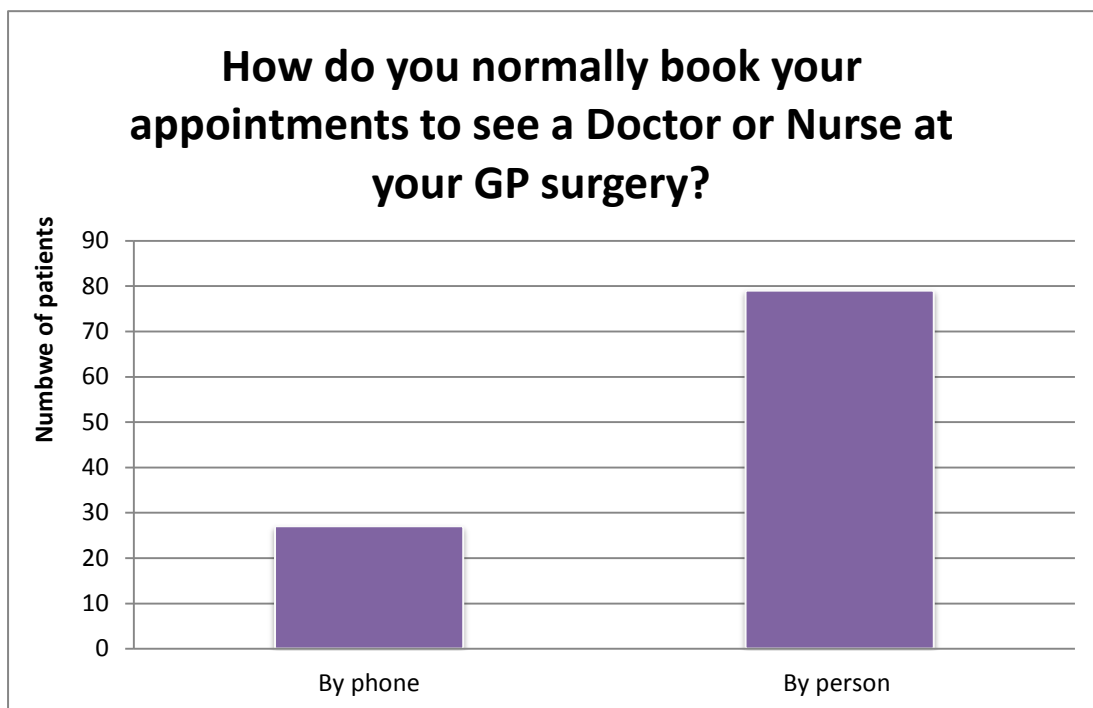
Q3 How helpful do you find the receptionists at your GP surgery?



**Q4 At the reception area, can other patients overhear what you say to the receptionist?**

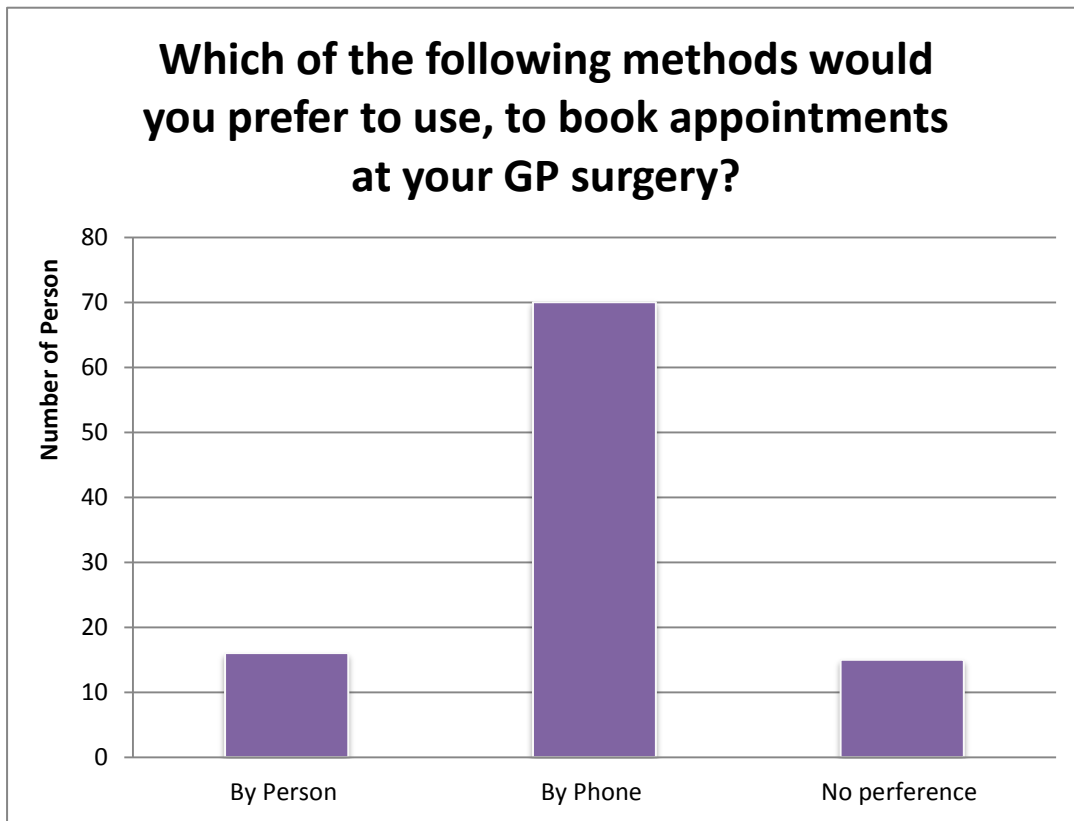


**Q5 How do you normally book your appointments to see a Doctor or Nurse at your GP surgery?**

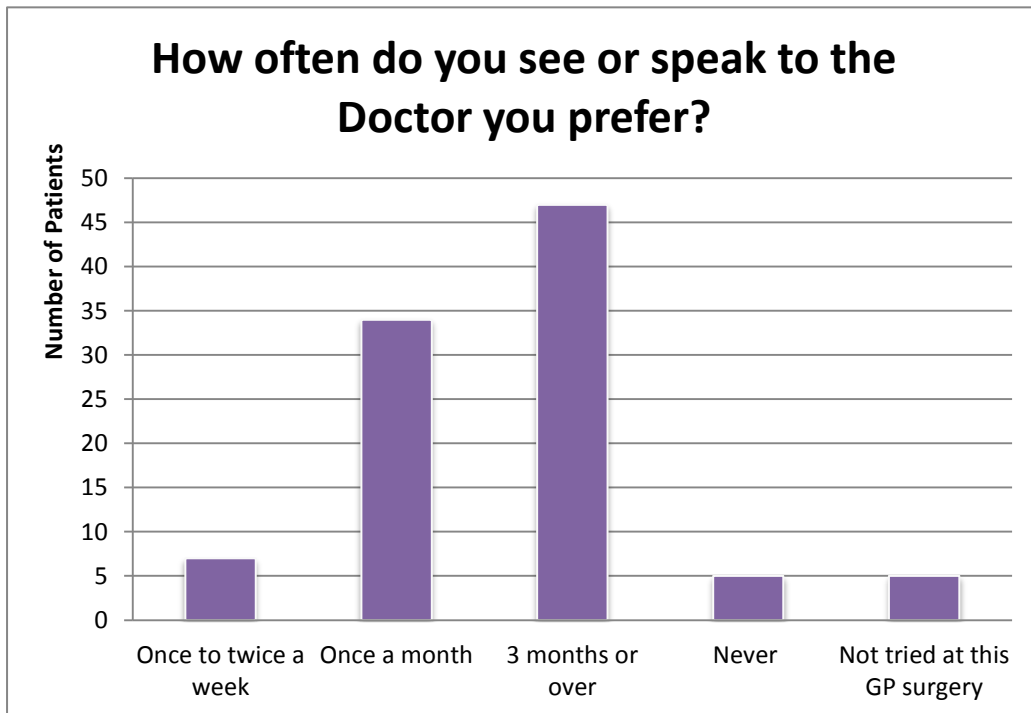




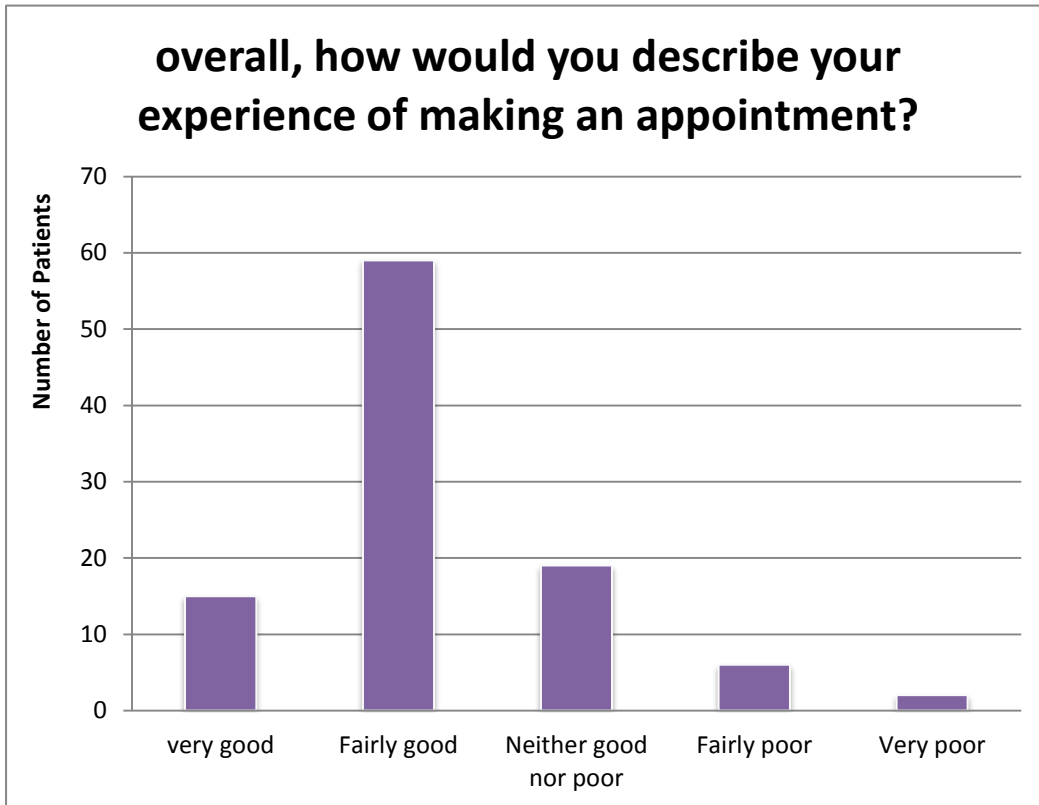
**Q6 Which of the following methods would you prefer to use, to book appointments at your GP surgery?**



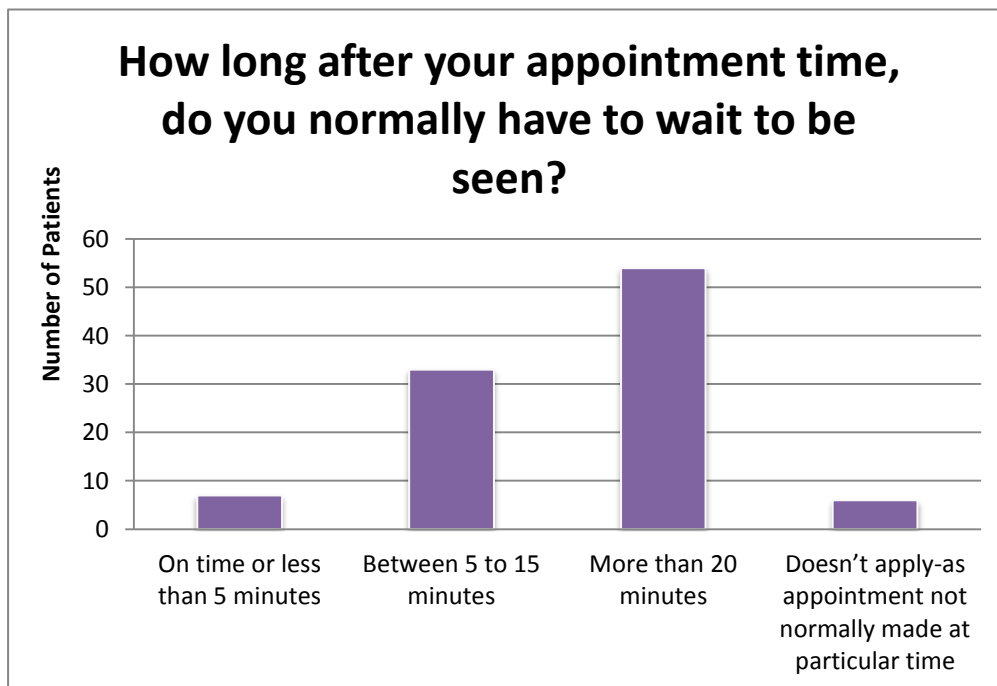
**Q7 How often do you see or speak to the Doctor you prefer?**



**Q8 Overall, how would you describe your experience of making an appointment?**



**Q9 How long after your appointment time, do you normally have to wait to be seen?**



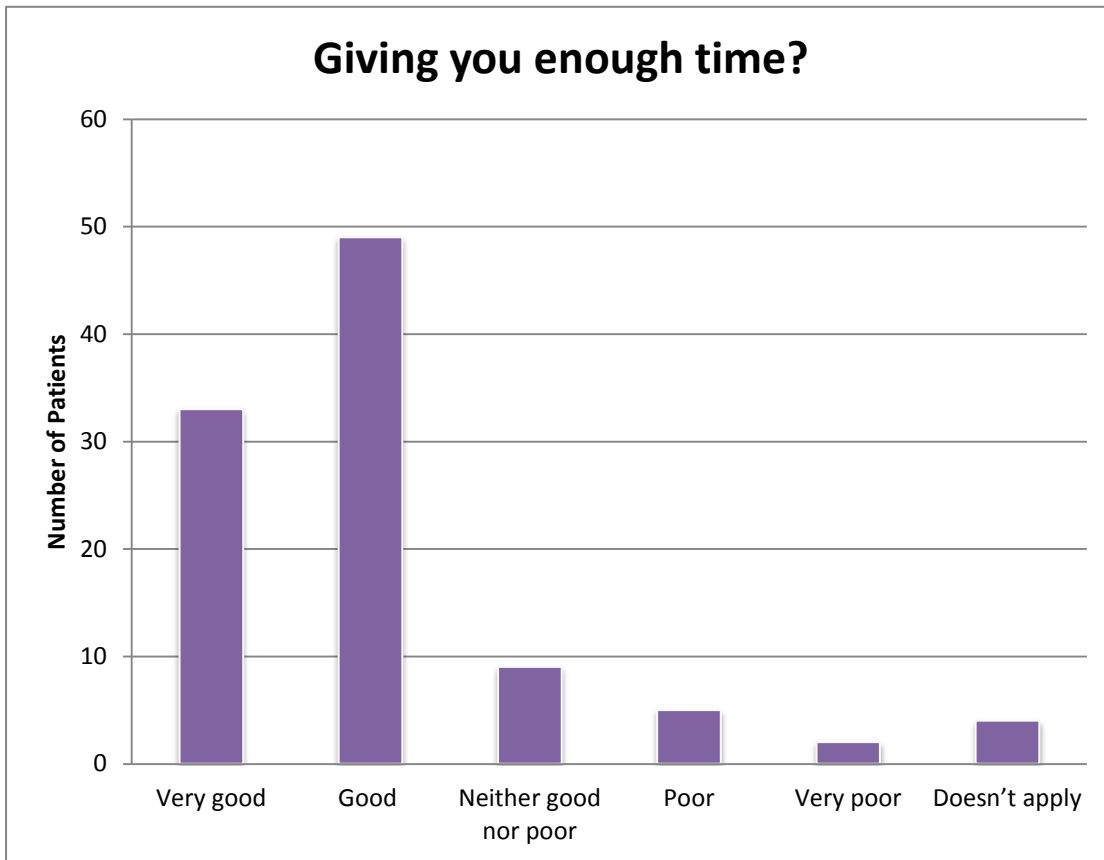
**Q10 How would you consider the length of "waiting time" you normally experience, before you are seen?**



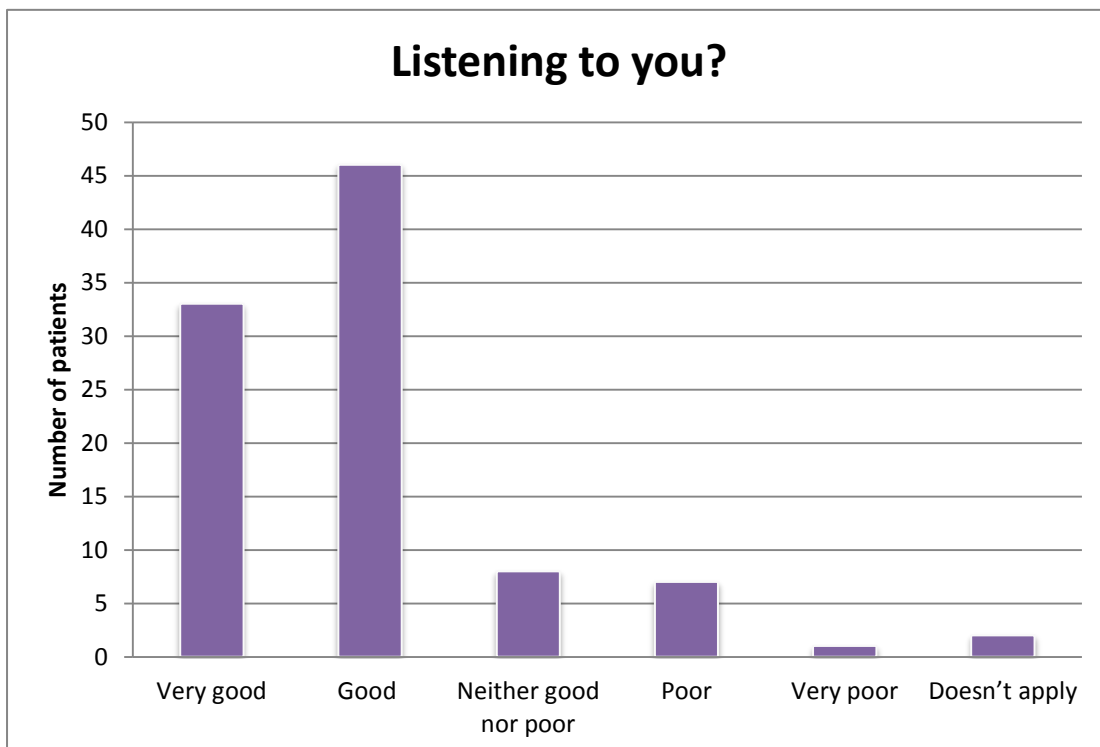
**Q11 Last time you were seen or spoken to a Doctor from your surgery, how would you rate your experience with the Doctor?**



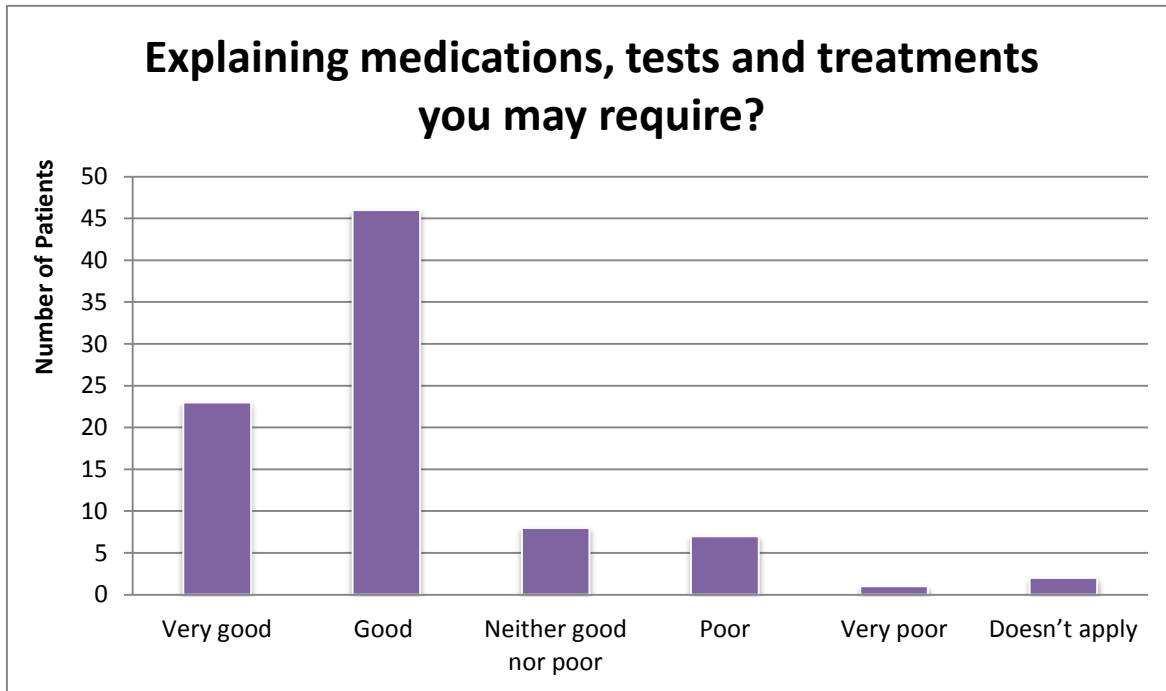
**Q11a Giving you enough time?**



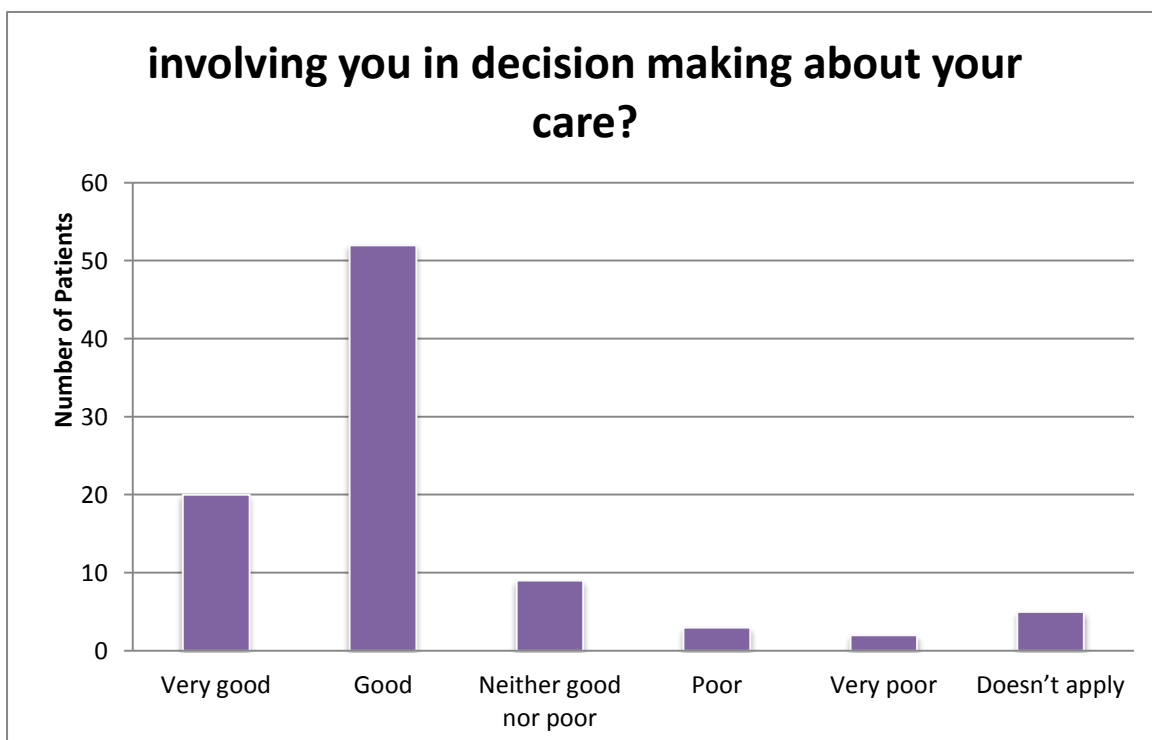
**Q11b Listening to you?**



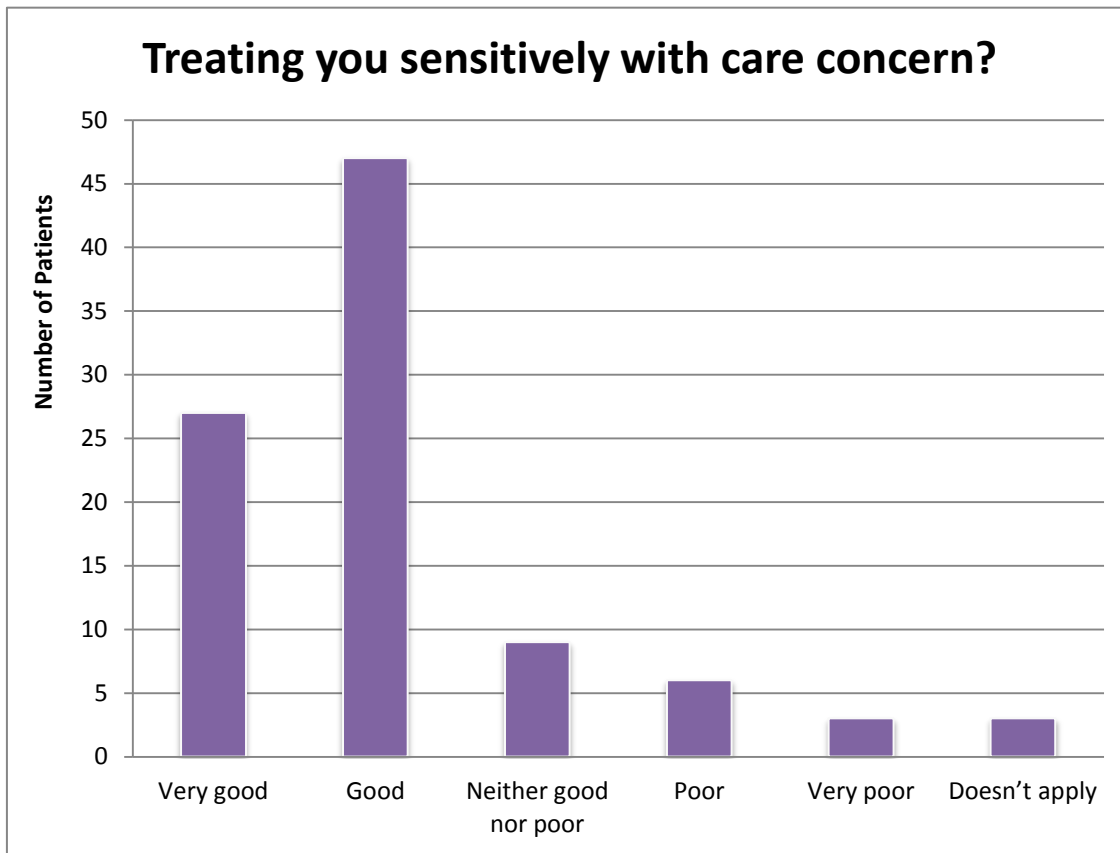
**Q11c Explaining medications, tests and treatments you may require**



**Q11d Involving you in decision making about your care?**



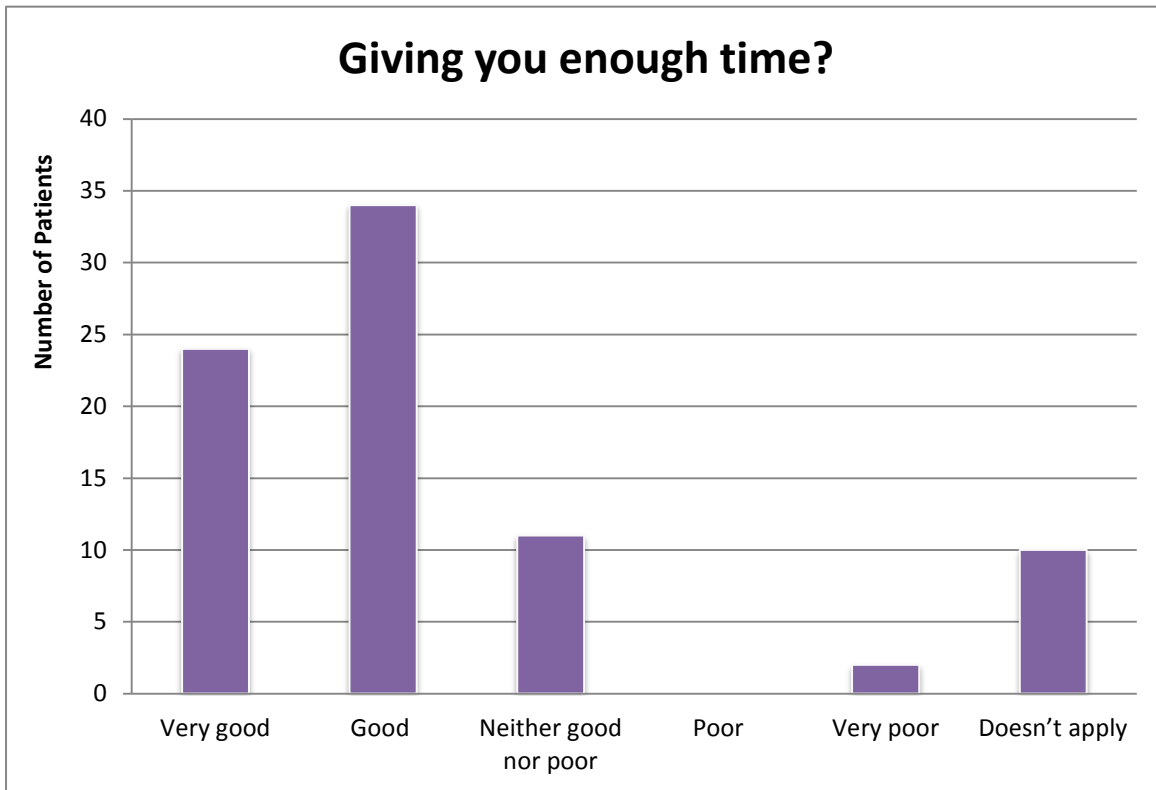
**Q11e Treating you sensitively with care and concern?**



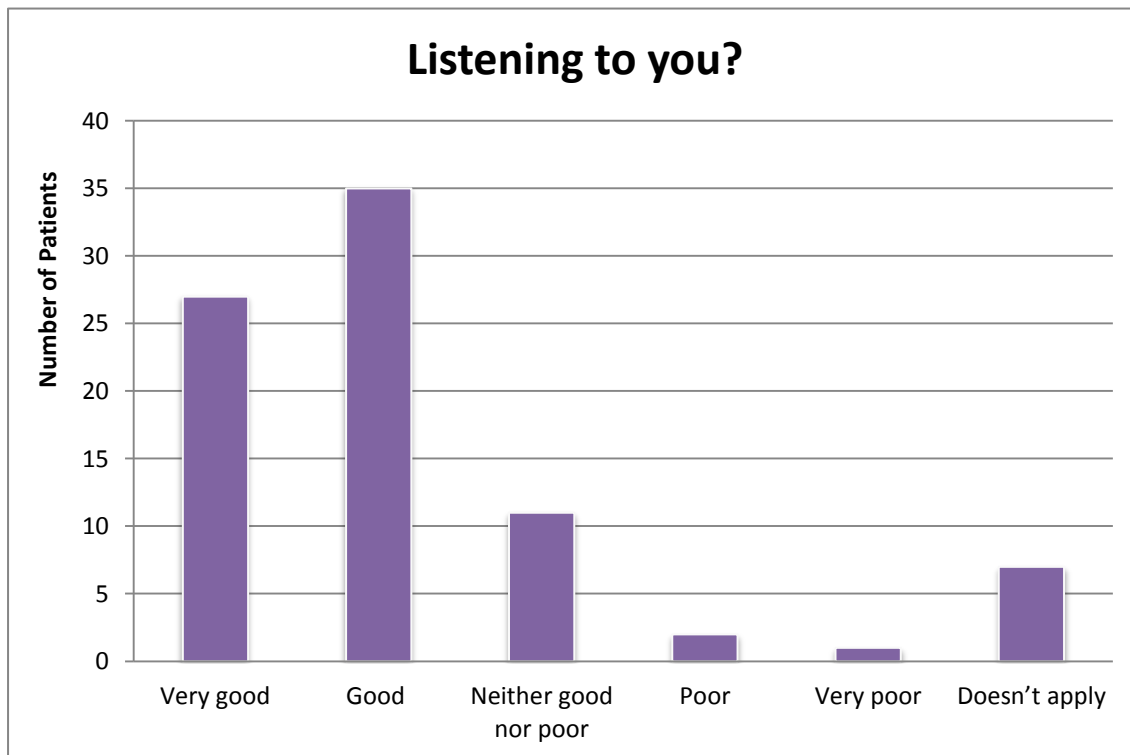
**Q12 The Last time you were seen by or have spoken to a Nurse from your GP surgery, how would you rate your experience with the Clinician?**



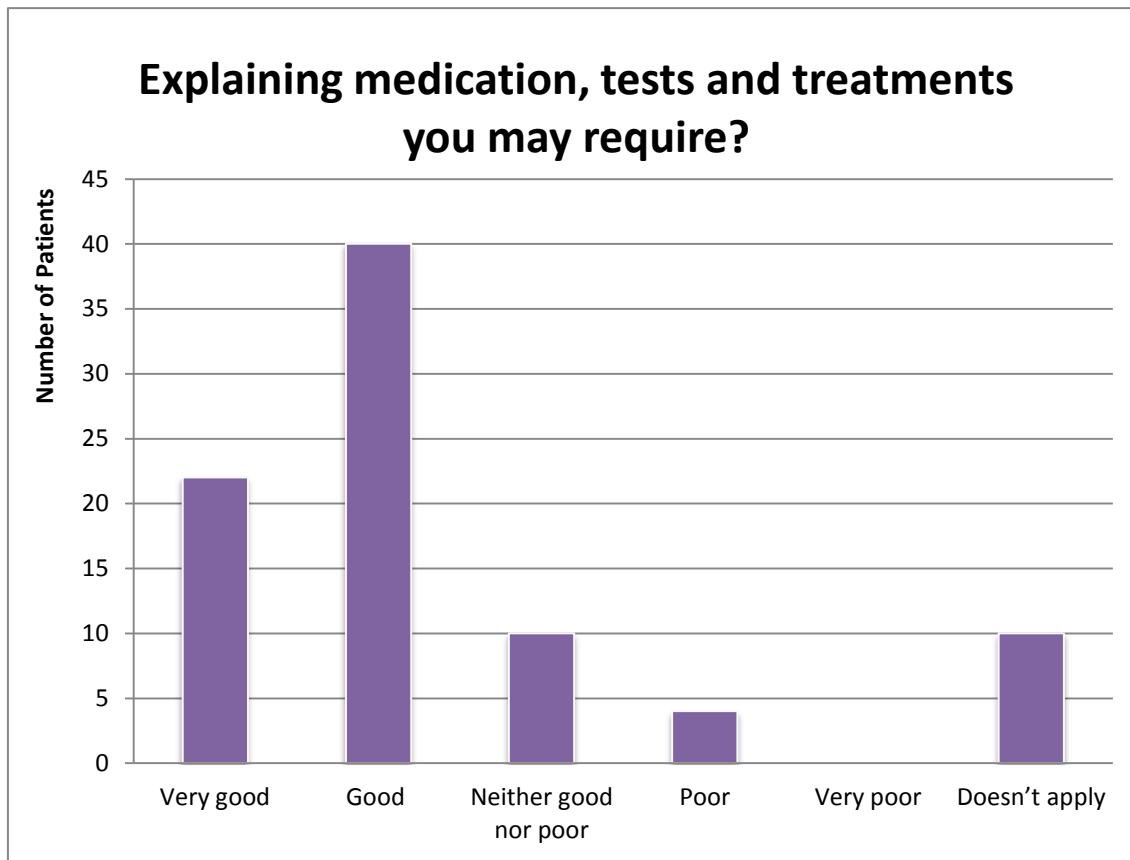
**Q12a Giving you enough time?**



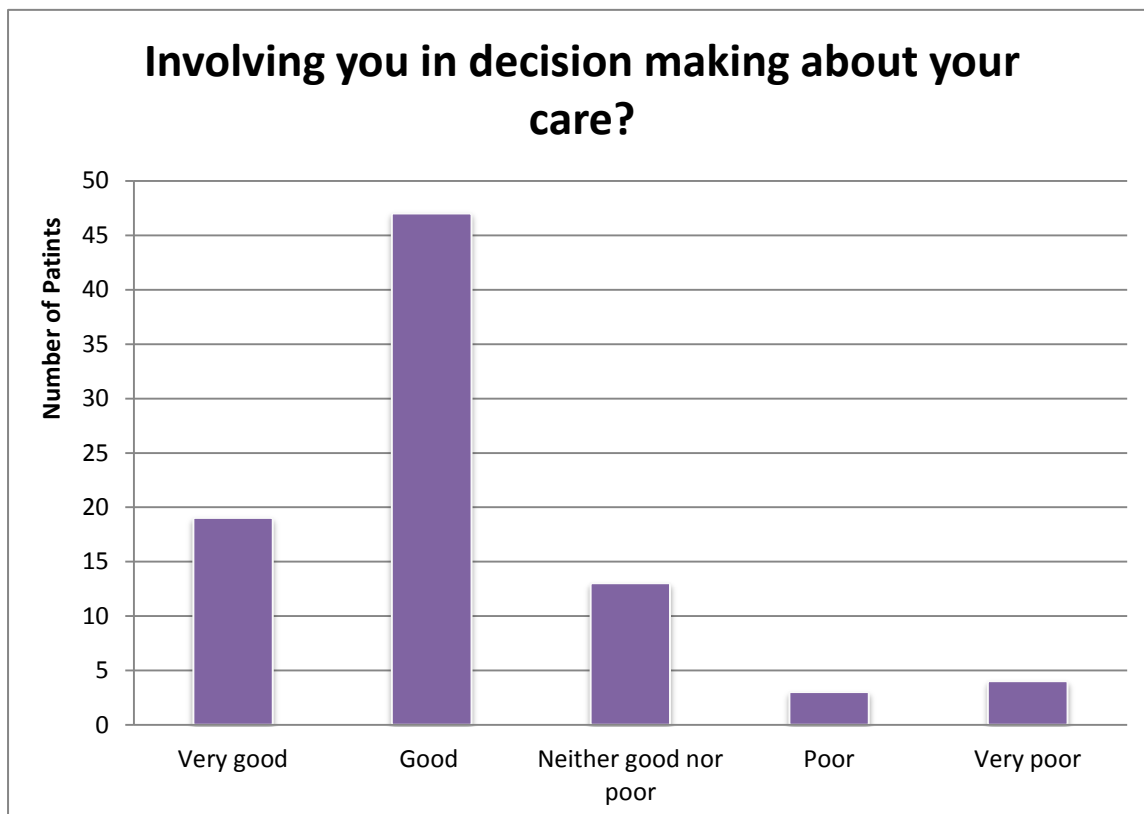
**Q12b Listening to you?**



**Q12c Explaining medications, tests and treatments you may require**

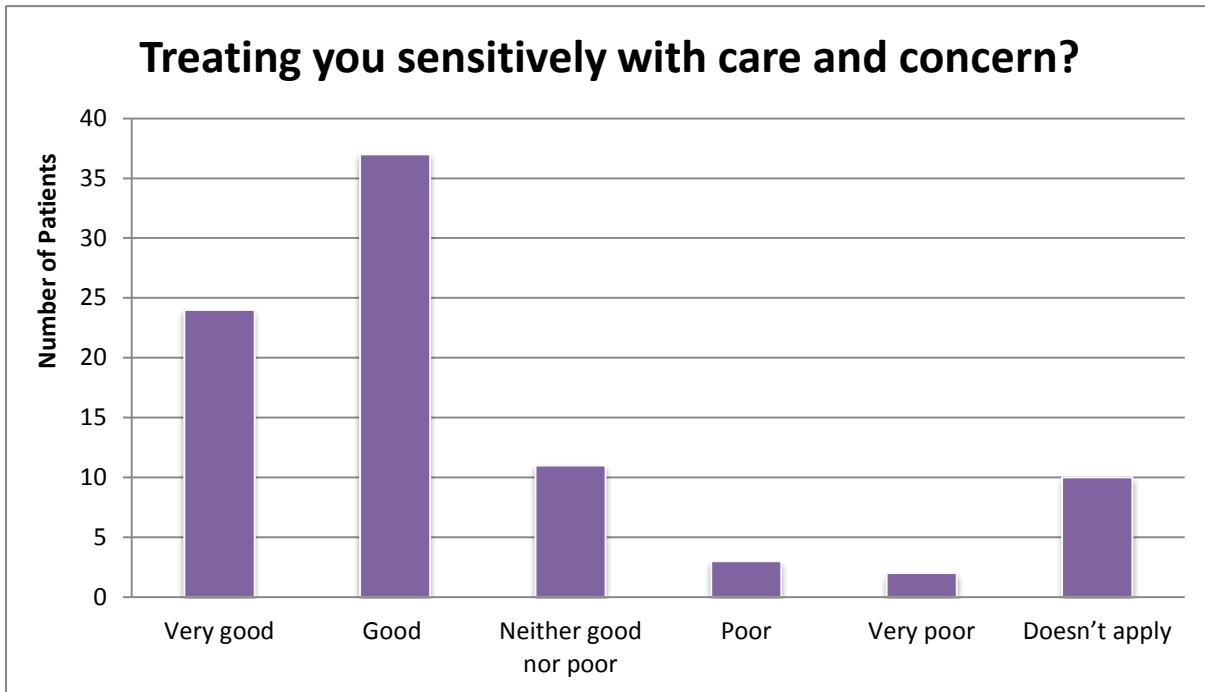


**Q12d Involving you in decision making about your care?**

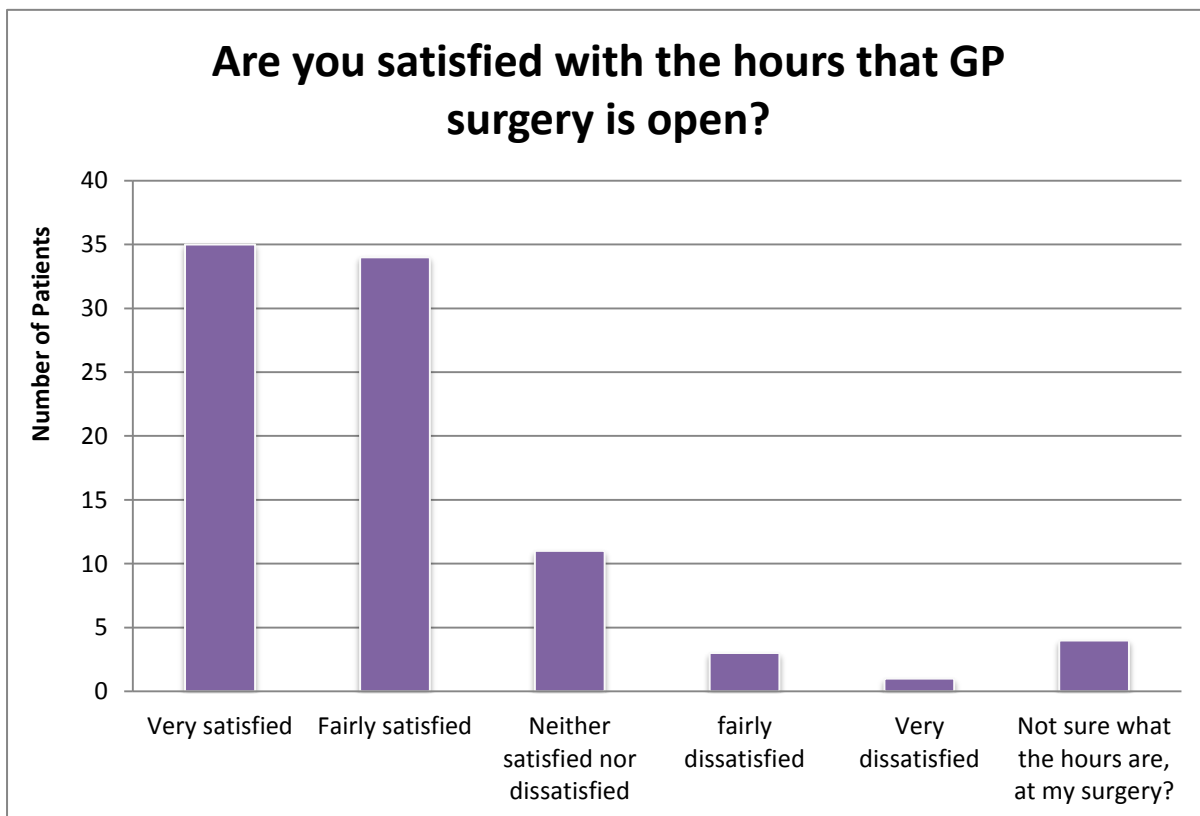




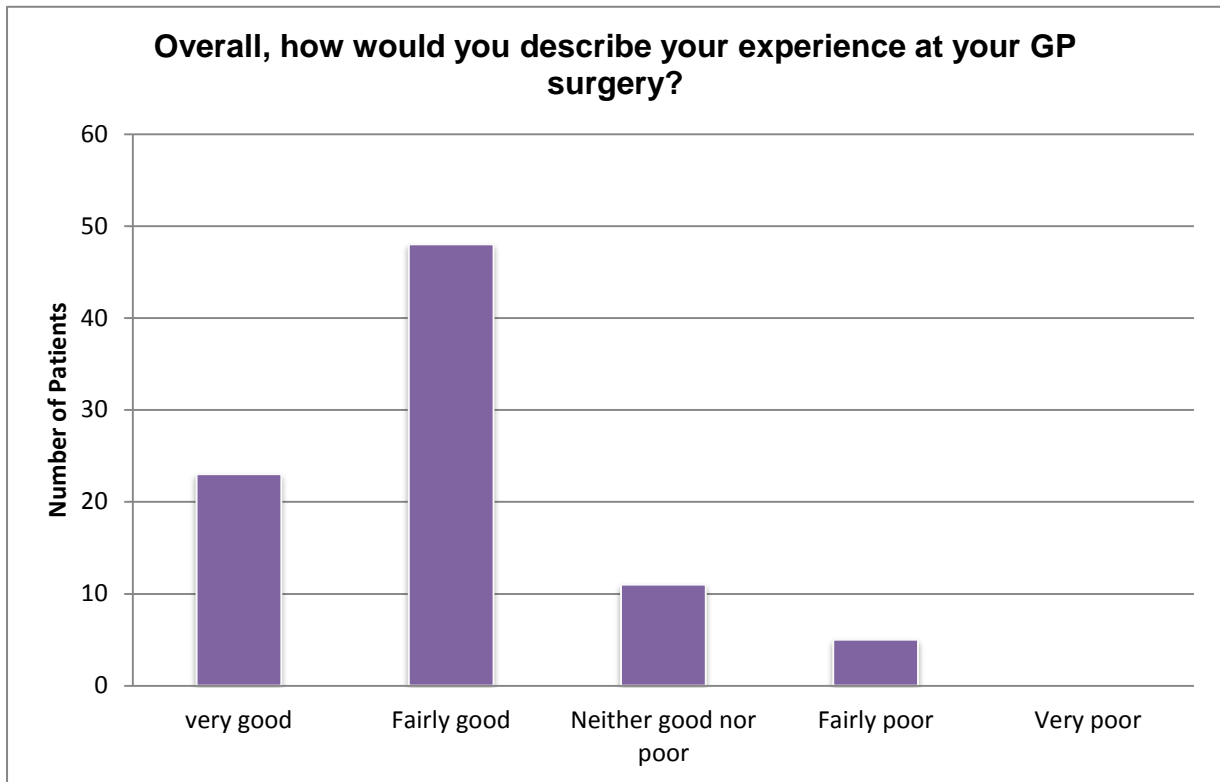
**Q12e Treating you sensitively with care and concern?**



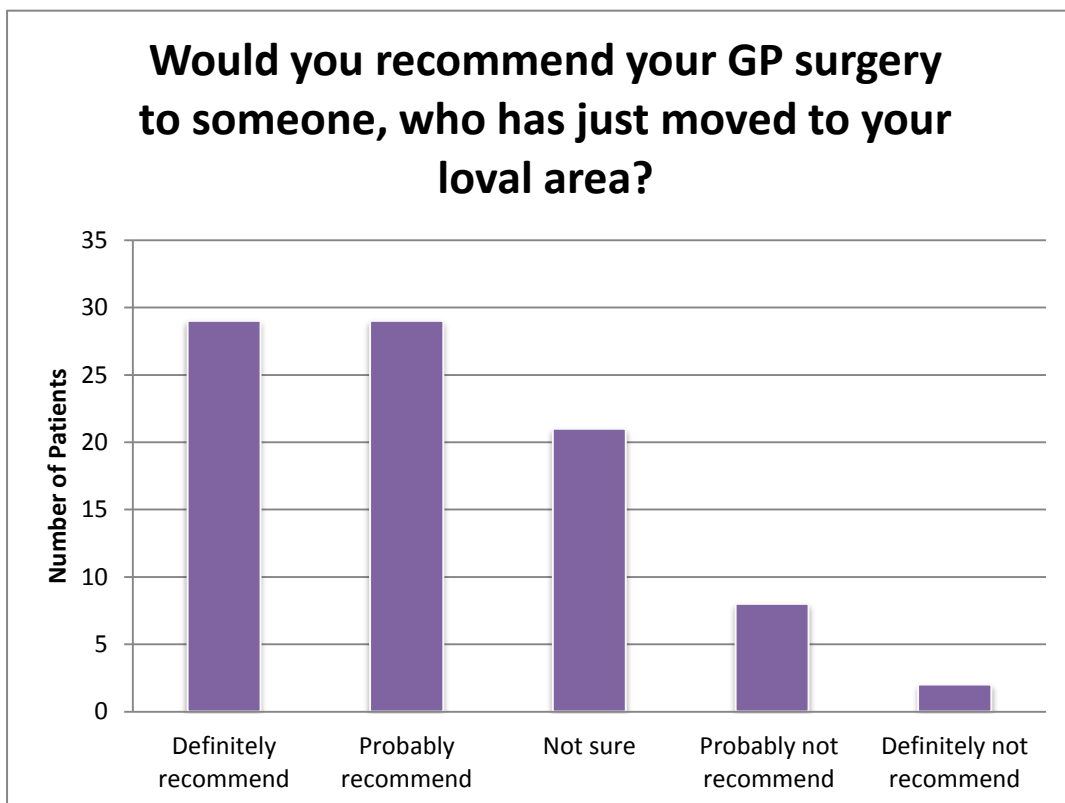
**Q13 Are you satisfied with the hours that your GP surgery is open?**



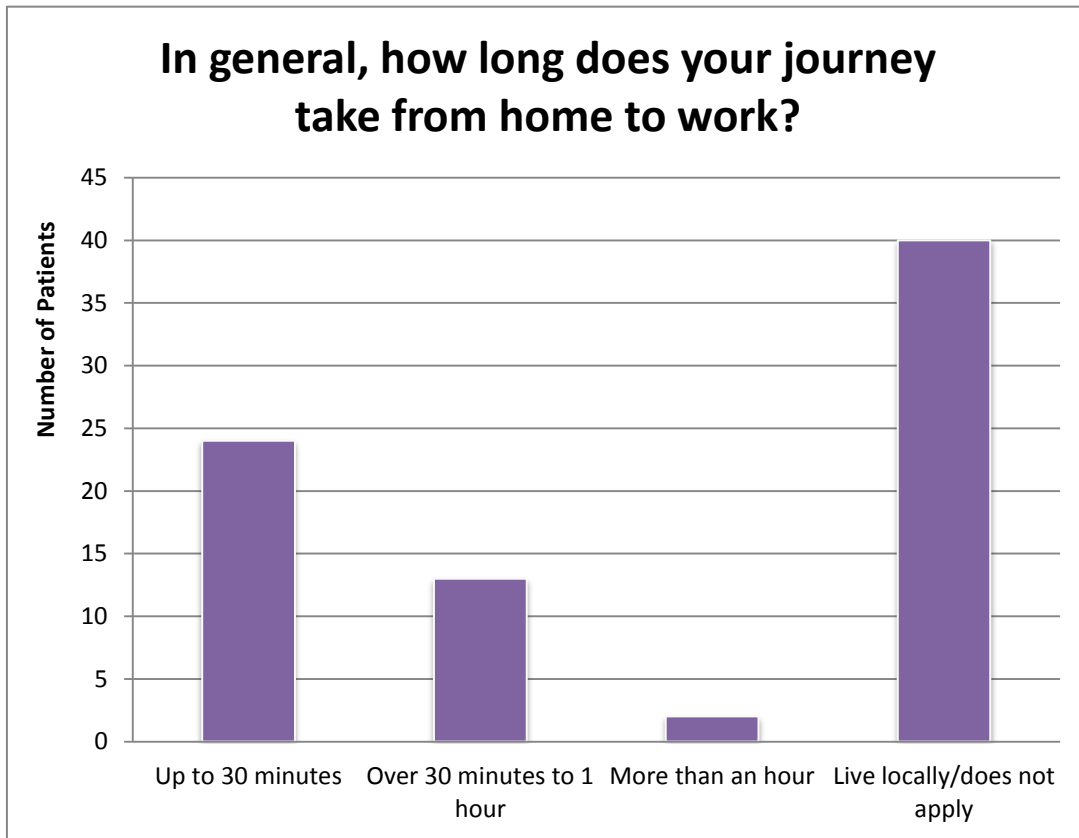
**Q14 Overall, how would you describe your experience at your GP surgery?**



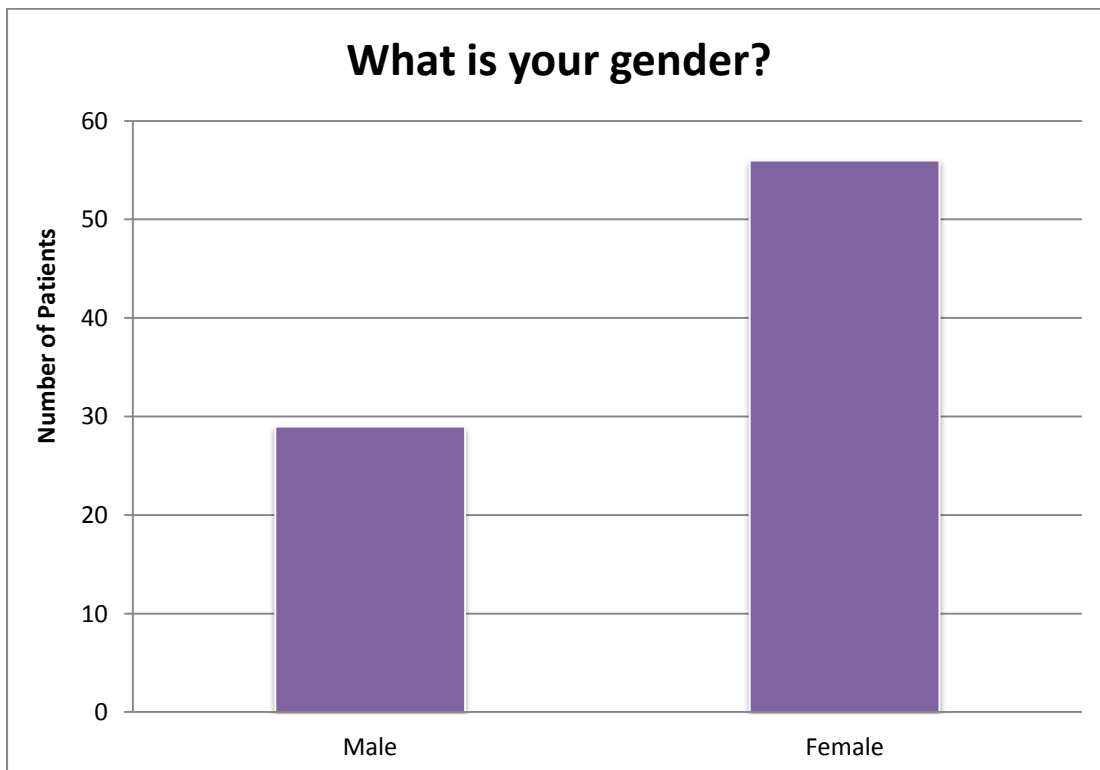
**Q15 Would you recommend your GP surgery to someone, who has just moved to your local area?**



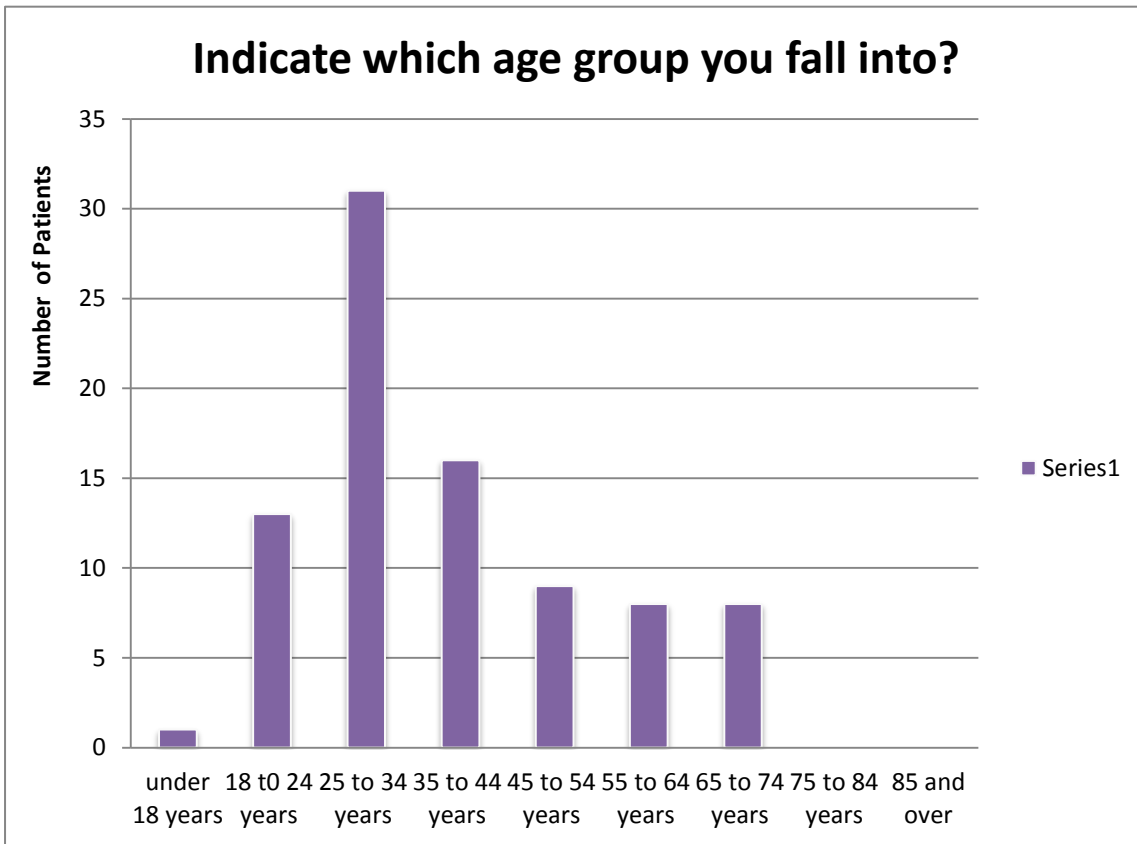
**Q16 In general, how long does your journey take from home to work?**



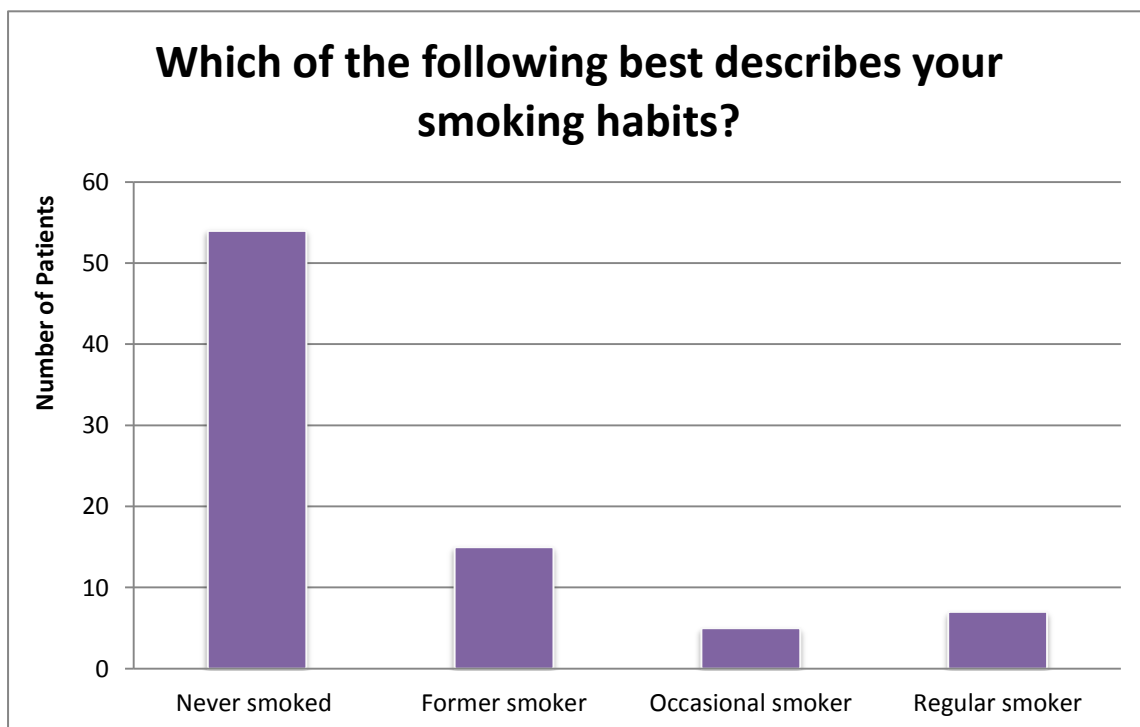
**Q17 what is your gender?**



Q18 Indicate which age group you fall into?



Q19 which of the following best describes your smoking habits?



**A description of the findings or proposals that arose from the local Practice survey and what can be implemented and if appropriate reasons why any such findings or proposals should not be implemented (see appendix A for survey result)**

Many thanks to all of our patients who responded to this questionnaire. Survey results were discussed on 14<sup>th</sup> March PPG meeting. Ninety Three patients were participated in the survey. We were disappointed with the response from the 18 – 24 year age group.

The Action Plan we will be taking is from the patient survey, we highlighted a few areas that we can improve upon.

**Action One:**

Q4 highlighted that patients are concerned that other patients can over hear their conversation.

To reduce this we will put a red line on the floor by the front reception desk, with a sign asking patients to wait behind the line whilst other patient are being served.

**Action Two:**

Q10 asked patient how long they had to be seen after their appointment time. To reduce the waiting time some clinicians will start earlier, however this will be a long process as we still need to offer appointments up until 6 pm. Also ask patients to book double appointments if they have multiple problems to avoid doctors running late. Receptionist to update the notice board frequently if any doctor run late.

**Changes to Services**

No changes were made to services which would necessitate the agreement of the PCT.

**A description of the opening hours of the Practice premises and the method of obtaining access to services through the core hours:**

Albion Health Centre is open from 0800 – 1830 Monday, Tuesday, Wednesday and Friday

0800 – 1300 Thursday

Reception is open during lunchtimes

Appointments can be made in person, by telephone

**A description of any extended opening hours that the Practice has entered into and which health care professional are accessible to registered patients.**

The Practice is open from 0830 – 1300 on Saturday Morning. These appointments are all pre-bookable. There are two GPs and a Practice Nurse on duty from the Practice. All of the GP Partners and the employed Practice Nurses offer extended hours on a rota basis.