

St George's Medical Centre
Dr A M Botros
Report of St George's Patient Participation Group
YEAR 3 2013 to 2014

Step 1: Develop a structure for a patient reference group (PRG)

We have had our PPG represented group since year 1 (2011 to 2012), but as decided by the group they would like to invite new comers to the group for year 2 (2012 to 2013). As our advertisement was on continues period throughout the years we managed to invite more patient to the group with the help of the current PPG group in year 3 (2013 to 2014). We advertised within the practice via posters in waiting area, on LCD screen and on our practice website to recruit more members to join the existing Patient Participation group. We have contact forms and leaflet of PPG Why leaflet at reception and on our practice website for patients to complete and submit their interest. All staff both clinical and non clinical staff approached patients directly by word of mouth for their interest. We were looking for patients from different ethnic groups and different age group to participate, as our practice population has various ethnic group registered. Below is a table with the different ethnic and age group patients registered with the practice and the opening hours?

Practice Population

	Total males	Total females	Total both sexes
Practice Population	1670	1458	3128
British or mixed British	2.80%	2.80%	5.60%
Irish - ethnic category	0.60%	0.50%	1.00%
Other White background	2.30%	1.80%	4.10%
White and Black Caribbean	0.40%	0.60%	1.00%
White and Black African	0.10%	0.80%	0.90%
White and Asian	0.20%	0.20%	0.40%
Other Mixed background	2.50%	2.40%	5.00%
Indian or British Indian	13.40%	12.50%	25.90%
Pakistani or British Pakistani	2.40%	3.50%	5.90%
Bangladeshi or British Bangladeshi	0.10%	0.20%	0.40%
Other Asian background	5.50%	8.90%	14.40%
Caribbean	1.60%	1.60%	3.20%
African	11.60%	10.60%	22.20%
Other Black background	0.40%	0.30%	0.70%
Other - ethnic category	0.50%	1.00%	1.50%
Ethnic category not stated	5%	10%	15%
Somali	3.00%	4.40%	7.40%

Population Age Group

Age groups	0-4	05--16	17-24	25-34	35-44	45-54	55-64	65-74	75-84	85-89	90+
Males	126	299	192	285	293	254	120	52	39	8	2
Females	94	351	147	233	251	179	80	76	41	6	0
Total	220	650	339	518	544	433	200	128	80	14	2

Opening Hours

Monday	8.30 AM – 8.15 PM – extended hours
Tuesday	8.30 AM - 6.30 PM
Wednesday	8.30 AM - 1.30 PM
Thursday	8.30 AM - 6.30 PM
Friday	8.30 AM - 8.15 PM – Extended Winter Planning

Our PPG consists of 12 members and have increased to 15 members from different ethnic groups and different age groups as described below. We have also managed to include a virtual email group where patients can post their suggestions toward the PPG group.

The group consists of the following ethnic group and ages

Ethnic Group	Age Group
British Ethnic Group and other White	30 – 80
White and African Caribbean Ethnic Group	
Somali	
Other Asian Ethnic Group	
Arabic	
Indian/British	

All attendances were given our practice leaflet which had the services provided by practice the opening hours and out of hours contact details. Details are also added onto practice website.

Step 2 Agree Areas of Priority with the PRG

We had our first PRG meeting on the 24th September 2013. PRG had the opportunity on what they would like on the patients questionnaire survey for this year. And all agreed the following:-

- Access to Doctor and /or Nurse
- Obtaining repeat prescription
- Obtaining test results
- About staff
- Overall satisfaction
- Patients Awareness

The PRG requested that the survey should have few questions linked to the above category and make them simple to answer. Practice Manager will take responsibility

in preparing the Questionnaire and have available from November 2013 for 6 weeks. Questionnaire will be uploaded on our practice website for all patients to complete and submit and also be handed out at reception. All completed surveys will be anonymous and patients put in a box outside reception desk clearly marked Patient Survey. Once the survey will be completed Varsha will audit the outcome and discuss in next meeting that will take place on the 14.02.2014 at the surgery at 12:00pm.

The PRG also agreed the following Action Points for the practice:-

Agreed Action Points and Outcome for meeting held on 24 September 13

1. Improve and conduct patient questionnaire for 2013/2014 – **Outcome – PPG agreed the following to be part of questionnaire**
 - Access to Doctor and /or Nurse
 - Obtaining repeat prescription
 - Obtaining test results
 - About staff
 - Overall satisfaction
 - Patients Awareness

The Practice manager agreed to prepare the questionnaire and started conducting them in November 2013 for 6 weeks. Survey questions were handed by reception staff to patient and practice uploaded onto practice website for patients to download and complete them deliver into the survey box outside the reception. All surveys were anatomised. PM audited all the complete survey questions and discussed in the next PPG meeting held on the 14.02.2014.

2. Hand out new developed questionnaires to patients – **Outcome – Varsha updated the patients questionnaires according to the action agreed by the patient group and started the survey in November 2013 for 6weeks. Method – reception staff handed out to patients and uploaded onto practice website for patients to download and complete.**
3. Add alcohol gel at front of reception entrance for patients – **Outcome – we ordered the Deb hand sanitizer dispensers and gels and got handy man to wall mound outside patient waiting area entrance.**
4. Fix nurse coach or get foot stool to make it easy for patients to climb up onto couch – **Outcome – still in progress – looking for company to fix the automatic motor which is not working to adjust the couch. If can't fix then will order a stool. Awaiting quote from TAG.**
5. Toilet roll holder and drying machine in patients toilets – **Outcome – practice ordered toilet roll dispensers/rolls for both patient and staff toilets. Handy man walled mounted them. Awaiting quote from electrician for automatic hand dryer.**

All members of the PPG agreed the above action points and were happy to meet again on the 14th February 2014.

Step 3: Collate views of Patients via a local Practice Survey

An Audit was completed by PM in January 2014 with a total of 128 patients completing the survey questionnaire

Overall outcome of Patient Survey

Access to Doctor/Nurse

1. Overall 101 patients are satisfied with the appointment system
2. 97 patients are happy with the time they wait for an appointment – which means patients do not wait very long as we are able to give out appointments on the day – if patient call in the morning before
3. 104 patients get to see the Doctor of choice
4. 87 patients out of 128 surveys have commented that the waiting time is good to excellent.
5. About 59 patients have not had any experience on home visit – but 43 patients commented good service provided for home visits. 9 patients commented poor to fair service.

Repeat Prescription

6. 103 patients manage to have prescription ready to collect within 48hr – practice policy and aim is to completed all repeat prescription and have signed by the Dr before 48hr. The other 21 patients did not comment or have had no experience of requesting repeat prescription.
7. 29 patients have no experience/not tick on queries handling for repeat prescription and the other 93 patient are satisfied on how queries are handled.

Obtaining Blood Test Results

8. 93 - 97 of patients are satisfied on the overall handling/obtaining of blood test. The other 17 to 23 of patients have not had experience or not tick the box. Although the above average is high still a number of patients do not call the surgery to find out their test results. Patients need to understand the importance of contacting the surgery to get there test results

About the Staff

9. Patients are happy with the good job the staff are doing at the practice as overall 107/109 out of 128 patients have commented as good to excellent – where staff are helpful, provide information and handling of calls. Group discussed that when patient are at reception desk the staff are very busy looking at the computer screen and takes them very long to serve the patients. At one stage WF waited 7 minutes before he was responded to. Varsha mentioned that this will be a training issue for the staff and will make sure that reception staff acknowledges all patients at reception desk. If they are busy they should at least give eye contact and inform patient that they will be with them shortly.

Overall Satisfaction with the practice

10. There are 103 patients who are overall satisfied with the practice compare to 15 patients who did not tick the box and 10 patients who are not happy.

Patient Awareness

11. **Practice website** – only 76 patients are aware of our practice website – and 52 said no as a practice this is not good – we need to promote the website to all patients as lots of practice information is updated on there on regular bases.
12. **Online Repeat prescription** – only 50% patients are aware of our online repeat request through our website and 50% patients are not – this would be an

action point for the surgery to promote online repeat prescription – this saves patient coming to the surgery twice for request and for collection.

13. **Telephone consultation** – only 58 patients are aware of telephone consultation – again practice needs to promote this to all patients. As some problems can be action over the phone saving patients coming into the surgery unnecessarily – taking time off work/school to attend appointment. Dr will confirm with patient if there is a need of being seen at the surgery during the telephone triage.
14. **Would you like the opportunity to book appointment on-line** – very positive responses of 74 patients would like online appointments

Step 4 and 5: Discuss and agree with the PRG an action plan setting out the priorities and proposals arising out of the local practice survey. Seek PRG agreement to implement changes and where necessary inform the PCT.

The following action points were agreed by the PPG on the 14th February 2014 meeting based on the outcome of the survey:

ACTION POINTS

Patient's Survey 2013/2014

Date	Description	Action	Outcome/Date Completed
14.02.2014	Making patients aware of our practice website	Group suggested if the information can be added on the TV and LCD screen in waiting area and also receptionist staff to promote this information.	04.03.2014 and is on-going. Receptionist staff started introducing our practice website to all patients who they speak to face to face or over the phone. We have advertised in the patient's waiting room. PM has added message on LCD messaging screen. Added details to the practice leaflet so all new patients registering are aware of the website
12.02.2014	Online repeat prescription via website	Group suggested if receptionist staff could make patients aware of our online repeat prescription request. Add information on the right hand side of prescriptions; add information on TV and on the LCD messaging system.	04.03.2014 and is on-going. Receptionist staff started introducing our online repeat prescription through our practice website to all patients who they speak to face to face or over the phone. We have advertised in the patient's waiting room. PM has added message on LCD messaging screen. Added details to the practice leaflet for all new

			patients registering at the practice. PM in the process of adding information on the right hand side of prescription.
12.02.2014	Telephone consultation	Reception staff to inform patients – when patients booking appointments. Add information on TV screen and LCD messaging system	04.03.2014 and is on-going. Receptionist staff started introducing telephone consultation to all patients who call the surgery over the phone/face to face. In progress – PM to add information onto our practice website, on the LCD messaging screen and on the TV in waiting room
14.02.2014	Online appointment promotion for service	Help from new clinical system	11.3.14 received training on how to create online appointment bookings. Access is still in progress and will review in 2 months
14.02.2014	Text message sent to patients when they book appointments and a reminder is sent a day before appointment to remind patients	Help from new clinical system	11.03.2014 – text message is sent to all patients who books an appointment and receives a reminder 24hrs before appointment. Pt receive a text when they DNA appointments as well.
14.02.14	Add data sharing information	Add poster in waiting area on information onto practice website	February 2014. Added information onto practice website – in progress to add poster in waiting area.
14.02.14	Training for reception staff on customer service	Varsha to organise with all staff	11.03.2014 – discussed in practice meeting and gave a training session of customer service to all reception staff when dealing with patients both over the phone/face to face. Staff to always acknowledge patient waiting to be served at reception by giving eye contact or telling them they will be seen to shortly.

On the 14.02.14 we had a meeting with the PRG to discuss the outcome of the patient survey and discussed the action points and how the practice has made changes to improve the services. An open discussion was made with the PRG and whether any

further actions need to be taken. Handouts were given to all PRG members for the patient survey audit results.

STEP 6: PUBLICISE THE RESULTS AND AGREED ACTION PLAN

All the Reports, minutes of meeting, patient survey audit and action plans have been publicised on our practice website: www.stgeorgesmedicalcentre.co.uk/ppg.htm for all patients to access.