

## 2012-13 PATIENT PARTICIPATION REPORT

**DR A SABAT • DR F IGWE • DR K UZOMA**

<p>A description of the profile of the members of the PRG</p>	<p>PPG members range in age from 55years old to 77 years. Our membership includes Asian/Indian, White/British, White/Irish, Black/British and Black/Caribbean. 2 members are semi-retired, 5 are retired, 2 are employed and 1 is actively seeking employment.</p>
<p>The steps taken to ensure that the PRG is representative of our registered patients and where a category of patients is not represented, the steps we took in an attempt to engage that category</p>	<p>Regrettably we had three resignations this year: one owing to ill health, one due to pressures of work and the last due to lack of interest. Steps have again been taken to attract patients from the demographic of our patient list, with invitations on the Jayex board, the practice website, the reception desks and our notice boards in the waiting areas. Some members of the PPG attended our flu clinics at Plumstead Health Centre and Garland Road, to make themselves known to patients and encourage new membership (particularly in the 16 to 49 age bracket). We did attract another member, but not within the age range we were seeking.</p>
<p>Details of the steps taken to determine and reach agreement on the issues which had priority and were included in the local practice survey</p>	<p>A draft survey was emailed to members of the PPG to read prior to our meeting on 27 November 2012. This meeting was arranged to discuss the survey form and its relevance to our practice. The PPG were satisfied that the survey comprehensively addressed areas with which patients are concerned.</p>
<p>The manner in which we sought to obtain the views of our patients</p>	<p>Patients attending the surgery for appointments or calling to collect prescriptions were asked to complete survey forms. PPG members were asked to volunteer to attend either surgery to assist with the completion of surveys. Our Chair volunteered for both sites.</p>
<p>Details of the steps taken by the practice to provide an opportunity for the PRG to discuss the contents of the action plan</p>	<p>A meeting was arranged in agreement with the PPG for members to meet on 14 March 2013. Survey forms had been collated, with a practice analysis of the figures for easier reading. Members were also given copies of the data collection totals, to assist their own analyses. Additional comments recorded by some patients were also discussed. These served to accentuate the results provided by our data.</p>

Details of the action plan setting out how the finding or proposals arising out of the local practice survey can be implemented and, if appropriate, reason why any such findings or proposals should not be implemented.

Surveys completed at Garland Road indicated confusion about opening times at the branch surgery – the PPG have requested a sign for the exterior of the building.

Garland Road Surveys also indicated that patients would like telephone contact with the branch surgery at lunchtimes (telephone lines were closed between 1.00 pm to 3.30 pm, although patients were always able to telephone Plumstead Health Centre throughout the day). The Practice Manager agreed that this change would be implemented as of 15 March 2013 (the day after our meeting).

Confusion is apparently still occurring amongst patients over the booking of appointments. The PPG have requested further discussions pertaining to patient information and methods of reaching patients. Members were asked to bring their ideas to the next meeting.

Based on survey statistics and comments the PPG have requested practice consideration for an early morning surgery each week to accommodate those who work.

As there are significant ramifications to such a change, due consideration must be given, as we already allocate workers' appointments and conduct extended hours every Friday evening. This matter will therefore, be broached initially with our GPs.

Availability of Nurses' appointments was raised, with a request for another Nurse to be employed. The Practice Manager indicated that additional nursing hours may be considered.

A summary of the evidence including any statistical evidence relating to the findings or basis of proposals arising out of the local practice survey

81% of participants in the survey agreed that the practice is open at times convenient for them. However patients also marked alternative times, with 14% requesting lunchtime opening, although this already happens at both sites. Hence the practice sign and changes to telephone availability.

87% of patients consider it important to book appointments in advance. 67% thought it was Fairly to Very Easy to book ahead, yet 87% agreed they were offered an appointment within 2-4 days or on the same day. This indicates misunderstandings with regards to the booking system. Hence the PPG proposals.

Although only 17% of patients thought that it would be easier for them to see or speak to someone before 8am, the PPG have requested practice consideration for an early morning surgery each week to accommodate those who work.

Although not specifically addressed in the survey the availability of Nurses' appointments has arisen from PPG members' personal experience and conversations with other patients, whilst completing the survey.

**Action Plan**

<p>Changes we intend to take as a consequence of discussions with the Patient Representative Group in respect of the results, findings and proposals arising out of the local practice survey</p>	<p>The Practice Manager will be contacting the appropriate department regarding a sign on the exterior of the Garland Road Surgery.</p> <p>The request for telephone lines to remain open during lunchtimes at the branch surgery was implemented immediately. This information is being advertised on the Jayex board.</p> <p>A meeting with the PPG will be arranged to discuss improvements in patient information and methods of reaching patients.</p> <p>The Practice Manager will raise the issue of an early morning surgery with the GPs at their next meeting.</p> <p>An approach has been made to a member of the nursing staff (currently working part-time). The Nurse is willing to increase her hours at the beginning of April.</p>
<p>ii. where it has participated in the Scheme for the year, or any part thereof, ending 31 March 2012, has taken on issues and priorities as set out in the Local Patient Participation Report</p>	<p>Dr Sabat began a one month trial on 6 June 2012, in which he increased his consultation times from 10minutes to 15 minutes, as patients complained of waiting past their appointment time to be seen. This has been successful and is set to continue.</p> <p>An alternative telephone line was discussed and is now in place for patients wishing to use an 0208 number.</p> <p>A leaflet was produced on 1 June clearly detailing appointment procedures. Leaflets are given out to Newly Registered Patients and to those who clearly need clarification. However, there is still a group of patients who need further guidance and we will be seeking to address the matter this year.</p>