

EDITH CAVELL SURGERY

PRG LOCAL PATIENT PARTICIPATION REPORT & ACTION PLAN

(In agreement with Patient Representative Group - PRG)

2013-14

Edith Cavell Surgery

Local Patient Participation Report

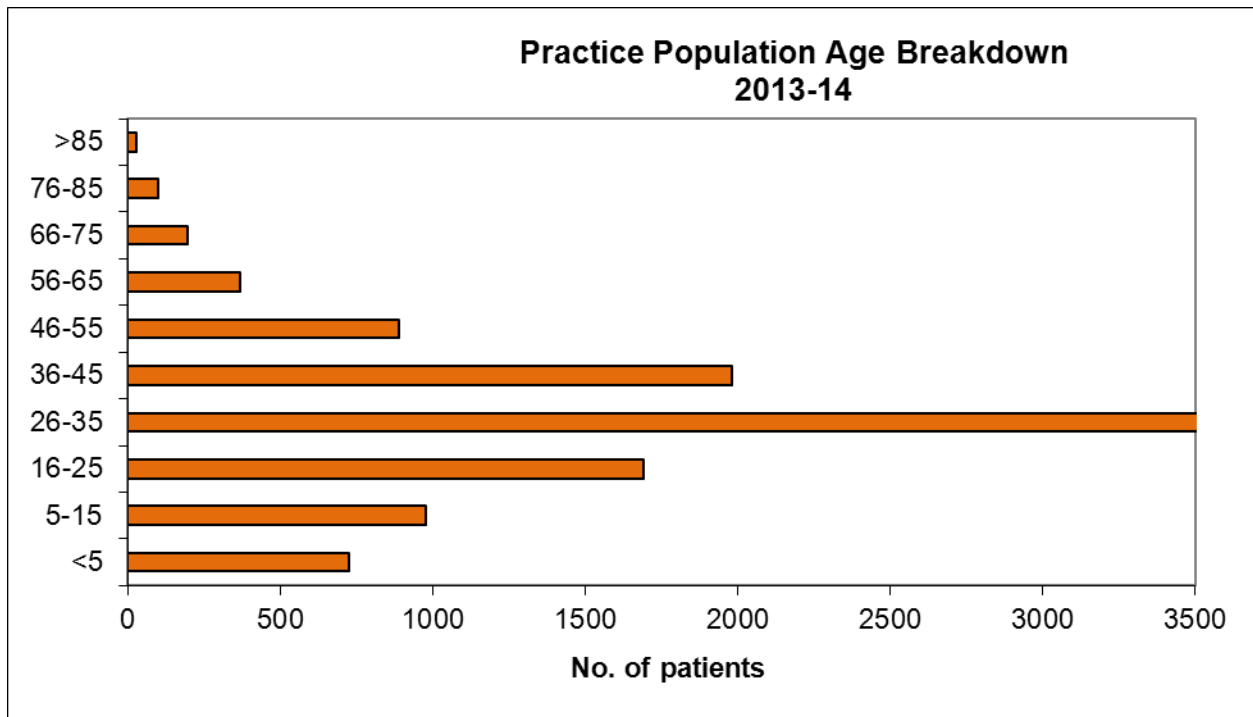
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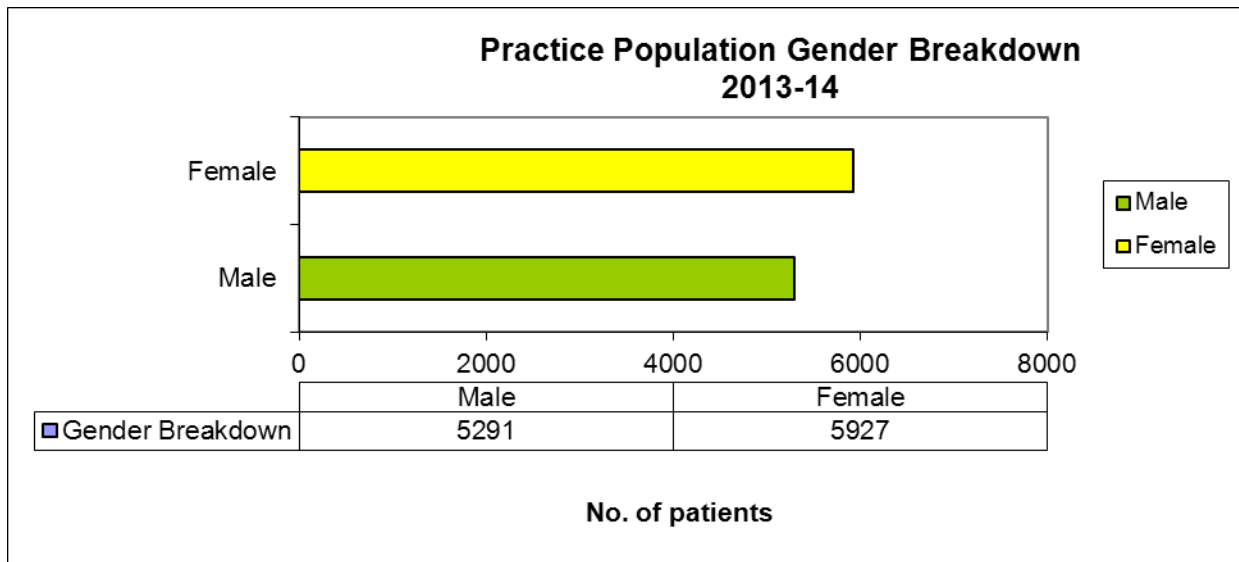
1 Profile of practice population and PRG

A. Practice Population Summary

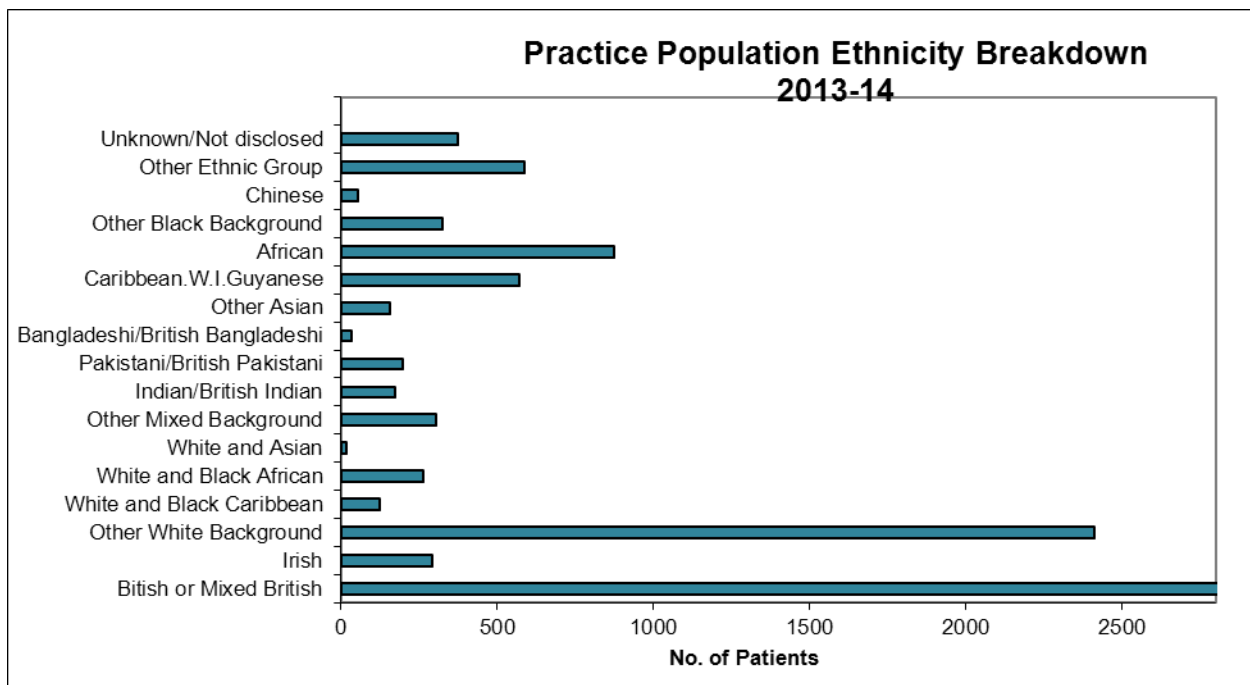
1. Age



2. Gender



3. Ethnicity



B. Practice Patient Representative Group Summary

Our PRG is made of 11 females and 5 males. We have members from all age ranges within our practice population and also have members from all ethnic group categories. Face to face meetings happen quarterly. The PRG convened on 5 occasions between the 01/04/2013 and 31/03/2014.

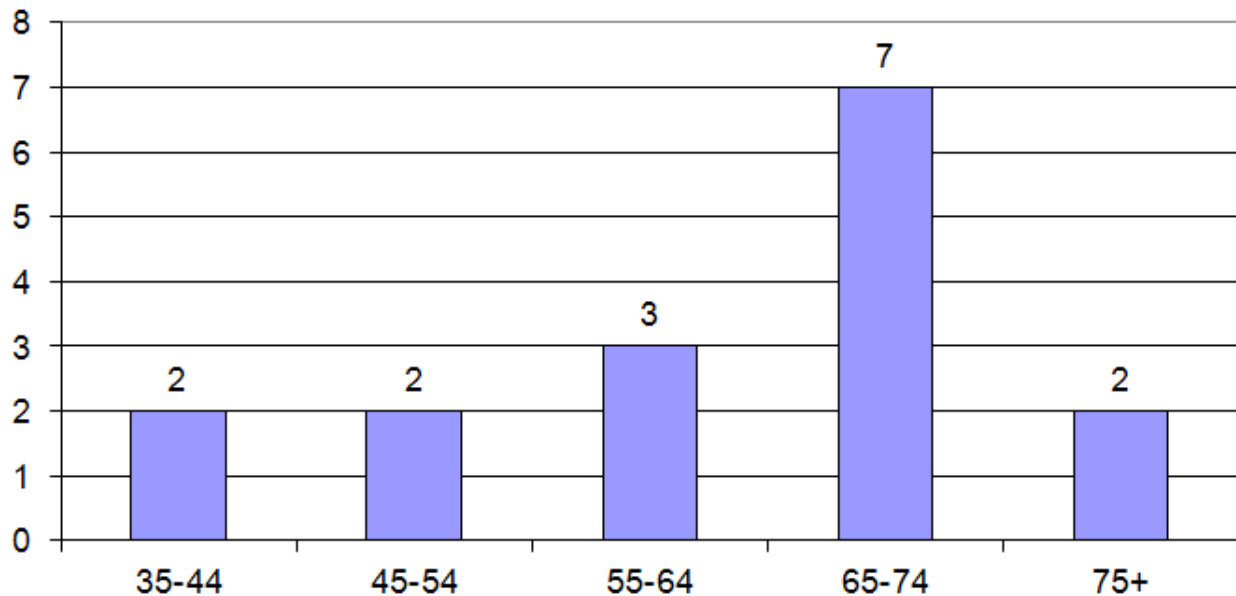
1. Age

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Age Breakdown of Patient Reference Group

35-44	2
45-54	2
55-64	3
65-74	7
75+	2
Grand Total	16

Age breakdown of PRG



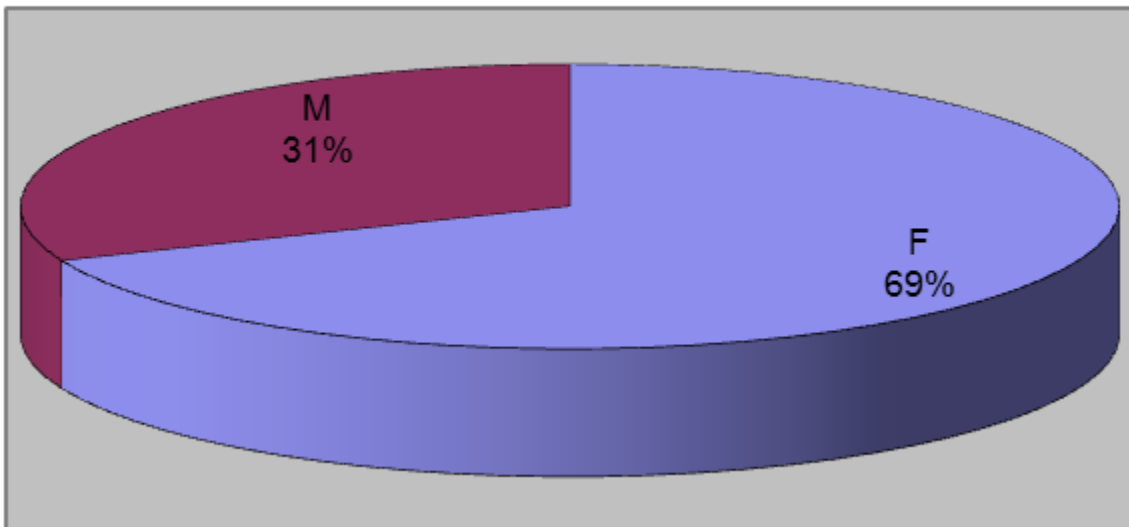
2. Gender

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Gender Breakdown of Patient Reference Group

F	11
M	5

Gender breakdown of PRG



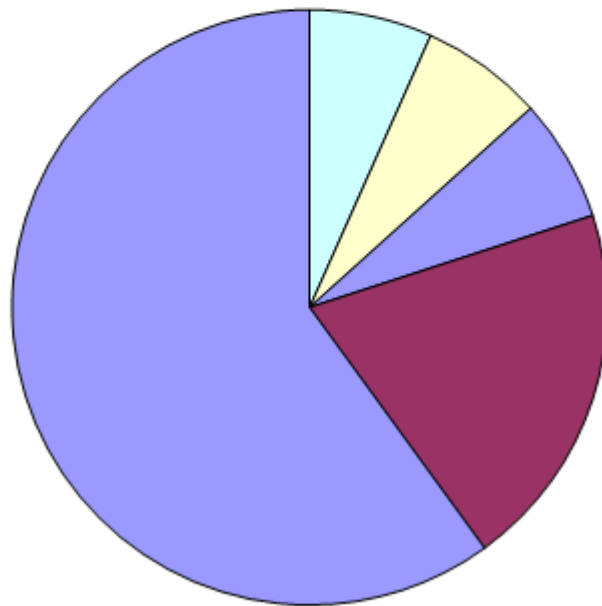
3. Ethnicity

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Patient Reference Group Ethnicity Profile

Caribbean	1
African	1
White & Black Caribbean	1
Other	3
White	9

Patient Reference Group Ethnicity Profile



Caribbean	African	White & Black Caribbean	Other	White
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4. Disability

Disability	3
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5. Employment Status

Employed	3
Unemployed	1
Retired	1

6. Carers

Carers	2
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2 Process used to recruit to our PRG

Our practice population has a large proportion of 26-35 and 36-45 year olds. The ratio of male to females is more or less equal and a high majority of our population are from British/Mixed British and Other white backgrounds.

To ensure our PRG has representation across all registered patients, we took the following steps:

- Advertising on our practice website
- Providing leaflets for patients attending the surgery
- Displaying posters in our waiting area
- Tweeting to inform our followers
- Sending texts to patients giving information on our PRG
- Information on our display screen in the waiting area

We realised some of our hard to reach groups may not attend the surgery therefore we decided to send texts, tweets and updating our website. This was to increase patient awareness about our PRG. This year we have had two new members from hard to reach groups have joined our PRG.

In addition, we have appointed a Director of Patient Experience, Engagement and Community Participation – Edward Rosen. He will be working to increase meaningful patient engagement, participation and to ensure that we deliver services together with our patients in a process of Co-Design. He is joining our senior management team and will require our co-operation to make the initiatives a success.

3 Priorities for the survey and how they were agreed

We had a meeting with our PRG members to review previous priorities and actions and to decide new priority areas. Time was given for all members to come up with any ideas and all members were called and the agreed ideas were discussed and confirmed before the survey was created. We also asked patients attending the practice for their ideas and asked for priorities on our website.

The agreed priorities for 2013-14 were:

- Offering alternative methods of GP consultations i.e. Telephone and/or Skype consultations
- Patient awareness regarding seeing a clinician of their choice/preference
- Increase and maintain the uptake of online repeat prescriptions requests i.e. online ordering of repeat prescriptions

Some of these priorities were built on the priorities from last year.

Update on the priority areas from last year:

Priority Area 2012-13	Update
Having more receptionists answering the phone and greeting patients	We have been successful in this area. We now have at least 3-4 receptionist answering phones at busy times.
Improved way of requesting repeat prescriptions i.e. online ordering of repeat prescriptions	This is work in progress. We implemented online repeat prescriptions ordering in 2012. We are working to increase patient awareness and registering patients for online services.
New and comfortable seating for waiting room	This work has been completed. We now have new and comfortable seating in our waiting room.
Patient awareness regarding seeing a clinician of	This is work in progress. Most of our patients are

their choice

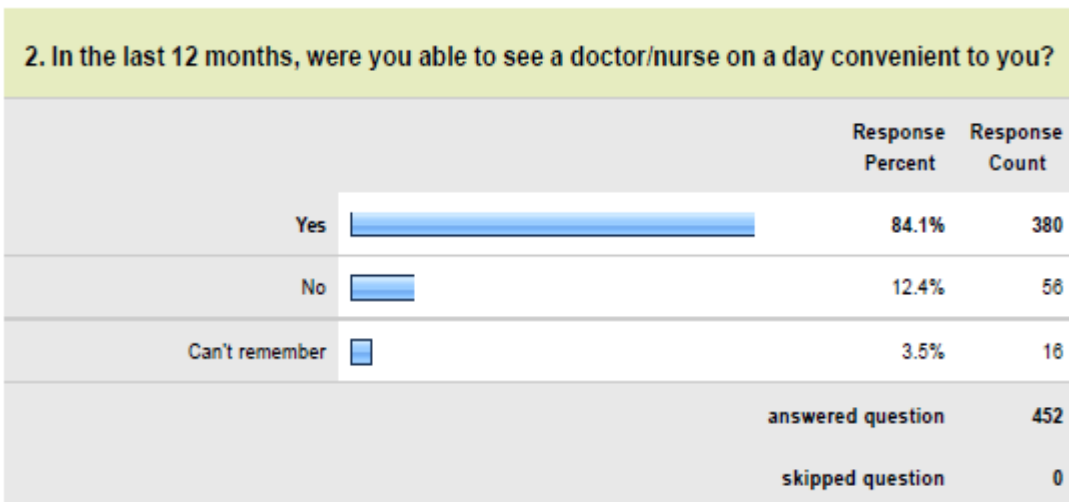
aware of the fact that they can see a clinician of their choice. We are aiming to have a named Doctor for each of our over 75 patient.

4 Method and results of patient survey




Once the issues were decided and agreed with the PRG, these issues were used to create questionnaire. The questionnaire was created using the Survey Monkey. It was added to our website for patients to complete online. We sent out tweets to encourage patients to do the survey. A paper copy of the survey was also created and was offered to all patients attending the surgery during 27/01/2014 to 11/03/2013. 630 questionnaires were given and 452 were completed.

Survey Results






Edith Cavell Surgery Patient Survey 2014



3. Is there a particular doctor you prefer to see at the practice?

		Response Percent	Response Count
Yes		36.9%	167
No		49.1%	222
I didn't know I could see the doctor of my choice		13.9%	63
		answered question	452
		skipped question	0

4. How often do you see the doctor you prefer?

		Response Percent	Response Count
Always or most of the time		18.1%	82
A lot of the time		8.8%	40
Some of the time		24.3%	110
Never or almost never		8.6%	39
Not tried at this practice		40.0%	181
		answered question	452
		skipped question	0





5. In the past 12 months, how easy have you found the following?

	Haven't tried	Very easy	Fairly easy	Not very easy	Not at all easy	Don't know	Rating Count
Getting through on the phone	10.6% (48)	33.3% (150)	36.4% (164)	12.2% (55)	5.8% (26)	1.8% (8)	451
Speaking to a doctor on the phone	41.1% (183)	16.2% (72)	18.4% (82)	5.8% (26)	6.1% (27)	12.4% (55)	445
Speaking to a nurse on the phone	56.8% (252)	8.6% (38)	6.1% (27)	3.8% (17)	3.6% (16)	21.2% (94)	444
Getting test results on the phone	50.2% (224)	10.5% (47)	11.2% (50)	7.4% (33)	4.0% (18)	16.6% (74)	446
Getting repeat prescriptions	45.3% (201)	19.4% (86)	10.6% (47)	3.6% (16)	3.8% (17)	17.3% (77)	444
Ordering repeat prescriptions online	57.2% (253)	9.0% (40)	3.6% (16)	3.2% (14)	5.9% (26)	21.0% (93)	442
Booking/cancelling appointments online	38.7% (172)	26.6% (118)	9.9% (44)	2.5% (11)	7.2% (32)	15.1% (67)	444
answered question							452
skipped question							0




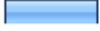

6. How long after your appointment time do you normally wait to be seen?

	Response Percent	Response Count
I am normally seen on time	19.0%	86
Less than five minutes	16.8%	76
Five to 15 minutes	36.9%	167
15 - 30 minutes	22.6%	102
More than 30 minutes	4.6%	21
answered question		452
skipped question		0




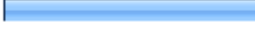

7. How do you feel about how long you normally have to wait?

		Response Percent	Response Count
I don't usually have to wait long		60.4%	273
I have to wait a bit too long		20.8%	94
I have to wait far too long		10.2%	46
No opinion/doesn't apply		8.6%	39
		answered question	452
		skipped question	0


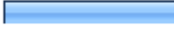



8. How do you normally book your appointments to see a doctor or nurse at the practice? Please tick all that apply

		Response Percent	Response Count
In person		15.9%	72
By phone		81.0%	366
By fax		0.2%	1
Online		18.8%	85
Never tried		2.7%	12
		answered question	452
		skipped question	0

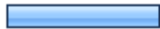


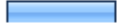

9. Which of the following methods would you prefer to use to book an appointment at the practice? Please tick all that apply

		Response Percent	Response Count
In person		16.6%	75
By phone		71.2%	322
By fax		0.2%	1
Online		52.0%	235
No preference		4.6%	21
answered question			452
skipped question			0



10. How do you normally request your repeat medications? Please tick all that apply

		Response Percent	Response Count
In person		55.5%	251
By phone		35.6%	161
By fax		1.1%	5
By email		3.5%	16
Online system		17.0%	77
answered question			452
skipped question			0



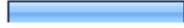
11. Which of the following methods would you prefer to request your repeat prescription? Tick all that apply

		Response Percent	Response Count
In person		31.0%	140
By phone		43.1%	195
By fax		1.8%	8
By email		21.9%	99
Online system		50.2%	227
answered question			452
skipped question			0

12. Did you know that we offer services such as: Online appointments Online ordering of repeat prescriptions Updating your information online Message to Doctor via Patient Access Frontline Doctor appointments where you can speak to a doctor immediately Skype2GP Consultations where you can talk to your GP via Skype Online registrations And We are on Twitter and Facebook!

		Response Percent	Response Count
Yes		45.8%	207
No		54.2%	245
answered question			452
skipped question			0


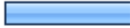
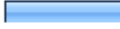

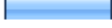
13. Have you used our Frontline Doctor Consultations (Telephone Appointments) within the last 6 months?

		Response Percent	Response Count
Yes		25.7%	116
No		37.8%	171
Never heard of it		36.5%	165
answered question			452
skipped question			0

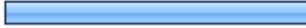


14. In future, which service would you use? Please rank them in the order of your preference where 1 being the lowest and 5 being the highest.

	1	2	3	4	5	Rating Average	Rating Count
Doctor Frontline Consultations (Telephone Appointments)	16.8% (76)	11.7% (53)	27.9% (126)	19.5% (88)	24.1% (109)	3.22	452
Skype2GP Consultations	39.4% (178)	15.3% (69)	23.2% (105)	11.3% (51)	10.8% (49)	2.39	452
Face to Face Consultations	11.7% (53)	2.2% (10)	5.1% (23)	10.0% (45)	71.0% (321)	4.26	452
answered question							452
skipped question							0





15. How long do you normally have to wait before your call gets answered by our receptionist?

		Response Percent	Response Count
I usually book appointments online		10.2%	46
Less than 1 minute		25.4%	115
Between 1 - 2 minute		23.7%	107
2-3 minutes		19.2%	87
More than 3 minutes		21.5%	97
		answered question	452
		skipped question	0







16. How do you feel about how long you normally have to wait on the phone?

		Response Percent	Response Count
I don't usually have to wait long		62.8%	284
I have to wait a bit too long		19.7%	89
I have to wait far too long		17.5%	79
		answered question	452
		skipped question	0

17. Do you like our automatic check-in service? This service is a computer screen that lets you register your arrival at the practice

		Response Percent	Response Count
I like it a lot		39.8%	180
I like it		32.3%	146
Neither satisfied nor dissatisfied		12.6%	57
I would prefer to see the receptionist		15.3%	69
		answered question	452
		skipped question	0

18. How helpful do you find the receptionists at the practice?

		Response Percent	Response Count
Very helpful		47.3%	214
Fairly helpful		28.8%	130
Average		14.8%	67
Not very helpful		4.0%	18
Not at all helpful		1.3%	6
Never spoken to a receptionist at the practice		3.8%	17
		answered question	452
		skipped question	0




19. In evaluating your most recent experience at the practice, was the quality of service you received:

		Response Percent	Response Count
Very good		44.7%	202
Good		33.4%	151
About average		13.7%	62
Poor		2.4%	11
Very poor		3.8%	17
Don't know		2.0%	9
answered question			452
skipped question			0










20. In general, how satisfied are you with the care you get at the practice?

		Response Percent	Response Count
Very satisfied		47.1%	213
Fairly satisfied		35.6%	161
Neither satisfied nor dissatisfied		8.6%	39
Quite dissatisfied		8.6%	30
Very dissatisfied		2.0%	9
answered question			452
skipped question			0

21. What is your Gender?

		Response Percent	Response Count
Male		33.8%	153
Female		65.3%	295
Other		0.0%	0
Prefer not to say		0.9%	4
answered question			452
skipped question			0

22. How old are you?

		Response Percent	Response Count
Under 18		0.0%	0
18 - 24		9.7%	44
25 - 34		42.7%	193
35 - 44		27.0%	122
45 - 54		14.2%	64
55 - 64		4.4%	20
65 - 74		0.9%	4
75 - 84		0.2%	1
85 and over		0.2%	1
Prefer not to say		0.7%	3
answered question			452
skipped question			0

23. What is your ethnic group?

		Response Percent	Response Count
White British		40.0%	181
White Irish		2.4%	11
Other white background		22.8%	103
White & black Caribbean		1.8%	8
White & black African		1.5%	7
White & Asian		1.1%	5
Other mixed background		1.3%	6
Indian		0.9%	4
Pakistani		2.2%	10
Bangladeshi		0.2%	1
Other Asian background		0.7%	3
Caribbean		6.4%	29
African		7.5%	34
Other Black background		0.2%	1
Chinese		1.1%	5
Other Asian group		1.1%	5
Other ethnic group		2.0%	9
I would prefer not to say		6.6%	30
		answered question	452
		skipped question	0

24. Which of these best describes your employment status? If more than one of these applies to you, please tick the main one

		Response Percent	Response Count
Full-time paid work (30 hrs or more a week)		61.9%	280
Part-time paid work (under 30 hrs a week)		11.9%	54
Fulltime education (school, college, university)		5.1%	23
Unemployed		6.6%	30
Permanently sick or disabled		1.8%	8
Fully retired from work		2.2%	10
Looking after the home		4.9%	22
Other		5.5%	25
answered question			452
skipped question			0

5 Resulting action plan and how it was agreed

To develop the action plan, the practice discussed the survey results on 11th March 2014 in PRG Meeting.

To get comments from the PRG on the draft action plan we:

- Met with them on 11th March 2014

All members reviewed patient's survey results and agreed on the following areas where practice needs to improve:

- Offering alternative methods of GP consultations i.e. Telephone and/or Video Consultations
- Patient awareness regarding seeing a clinician of their choice/preference
- Increase and maintain the uptake of online repeat prescriptions requests i.e. online ordering of repeat prescriptions

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

Offering alternative methods of GP consultations i.e. Telephone and/or Skype consultations:

- On a ranking scale of 5 where 1 being the lowest and 5 being the highest, Telephone Consultations have been ranked as 3.22 and Video Consultations have been ranked as 2.39.

Patient awareness regarding seeing a clinician of their choice/preference:

- 13.9% of the patients who completed the survey were unaware they could see the doctor of their choice.

Increase and maintain the uptake of online repeat prescriptions requests i.e. online ordering of repeat prescriptions:

- 50.2% of the patients who completed the survey would prefer to requests their prescriptions online.

We agreed the action plan (see below) with the group on 11th March 2014.

There are no contractual considerations which needed to be agreed with the CCG/NHS England.

The main actions were:

- Offering alternative methods of GP consultations i.e. Telephone and/or Video Consultations
- Patient awareness regarding seeing a clinician of their choice/preference
- Increase and maintain the uptake of online repeat prescriptions requests i.e. online ordering of repeat prescriptions

6 Action Plan and progress made with the action plan

Below is the Action Plan and the summary of the progress as of March 2014 is:

You said...	We did...	Next Steps.....
Offering alternative methods of GP consultations i.e. Telephone and/or Video Consultations	<p>We started offering more telephone consultations via our Frontline Doctor service.</p> <p>We began offering video conferencing consultations via our Skype2GP service.</p>	Continue with these services, but need to advertise and promote more so patients are aware we are offering these services.
Patient awareness regarding seeing a clinician of their choice/preference	Posters were put throughout the surgery informing patients they are able to see a clinician of their choice whenever booking an appointment. Admin staff are asking patients which doctor they would like to see when booking appointments. Test results/hospital letters are being given to the doctor who referred the patient to support continuity of care.	Continue with these steps, and ensure new staff are aware of the importance of continuity of care.
Increase and maintain the uptake of online repeat prescriptions requests i.e. online ordering of repeat prescriptions	All patients who call to request their repeat medication are being given information on how to request their medication online. Clinicians are giving patients the option of online ordering when they begin a repeat medication.	Advertise this service around the surgery and on the website so all patients who would like to use this service, know how.

7 Confirmation of our opening times

As a result of the survey, there is no change in our opening times. They are:

Monday	8.00 am - 8.00 pm
Tuesday	8.00 am - 8.00 pm
Wednesday	8.00 am - 8.00 pm
Thursday	8.00 am - 1.00 pm
Friday	8.00 am - 8.00 pm
Saturday	9.00 am - 12.00 pm

You can call the surgery during the above mentioned opening times on 020 3049 5900 or visit the practice.

The surgery's telephone lines and reception is open as below:

Monday	8.00 am - 8.00 pm
Tuesday	8.00 am - 8.00 pm
Wednesday	8.00 am - 8.00 pm
Thursday	8.00 am - 1.00 pm
Friday	8.00 am - 8.00 pm
Saturday	9.00 am - 12.00 pm

Normal Surgery/Clinic times are:

8.00 am – 11.30 am, 11.30 am – 3.00 pm, 3.00 pm – 6.00 pm and 5.00 pm – 6.30 pm

Extended Surgery/Clinic times for Doctor/Nurse are:

Mon, Tues, Wed, Fri	6.30 pm – 8.00 pm
Sat	9.00 am – 11.00 am

We are open at evenings and weekends and you can see a doctor or a practice nurse.

Outside of these times please call Out of Hours on 020 8693 9066.