

# St Mark's Medical Centre / Nightingale Surgery

## Patient Participation Group Report 14/15

This year we have made efforts to increase the group membership in the following ways

- We developed our Practice Website in August 2014. This has a section explaining what the patient group is and also allowing patients to register for the PPG through the website.
- Putting a note in our practice newsletter inviting patients to join the group.
- Putting a notice up on the practice notice boards
- Including a section in the New Registration Form that asks the newly registering patient to give their email if they would like to join the patient group.

No new members joined this year as a result of filling in forms on the practice website or by responding to invite in newsletter or notice.

### **Profile of the members of the Patient Group**

St Mark's Patient Group has been running now for 3 years.

We have a face to face group (table 1) which meets at least annually and we communicate with this group in person or via email, this a dedicated email which is monitored daily for the PPG and ourselves to use to communicate with one another. The group has appointed a Chairperson and a Spokesperson.

**Table 1**                      **Face to Face Group Members**

<b>Age</b>	<b>SEX</b>	<b>ETHNICITY</b>	<b>EMPLOYMENT STATUS</b>
75	M	English	Retired Community volunteer
65	F	English	Classroom assistant
57	M	English	Surveyor Carer
66	F	English	House Wife
77	M	British Indian	Retired Community volunteer
76	F	English	Retired
72	M	English	Retired
47	F	British Indian	I.T. Consultant Working Mum
59	F	African	Retired

**Table 2****Virtual Group Members**

<b>D.O.B</b>	<b>SEX</b>	<b>ETHNICITY</b>	<b>EMPLOYMENT STATUS</b>
40	M	African	Security Officer
27	F	English	Full time Mum
35	F	British	Not stated
29	F	African	Support worker
41	F	British	Business Consultant
78	F	African	Retired
51	F	British	Personal Assistant
31	M	African	Security Officer
54	F	British	Unemployed Widowed
28	F	English	Health Visitor
34	F	British Indian	IT consultant

**Steps to ensure that the PPG is representative of registered patient population**

The Practice does try to get a representative from each group of patients but it is difficult to get people to join the group.

We are aware that the membership of the patients group does not include any person with a disability and we have actively approached patients in that category to see if they are interested but they declined to do so or if they did so to engage online (table 2).

Reception staff asks patients if they would like to be a patient group member if they make a comment on services. If someone complains about our service we include where appropriate an invitation for them to join the patient group so they can have a forum for engaging with the practice on a regular basis.

**Steps taken to agree with the PPG which issues are a priority and include these in a local practice survey**

All members of the patient group were sent an email to invite them to attend a meeting at St Mark's Medical Centre on Monday 15<sup>th</sup> December 2014. Members from the face to face group were invited to attend the meeting as well as new members from the 14/15 period were invited to the meeting or to contribute via email, the meeting was also attended by all GP partners, one Practice manager and Assistant Manager.

The minutes were typed during the meeting and once finalised sent to the PPG for any further comments/ suggestions.

## **Topics discussed in PPG meeting**

Latest results from the national survey on NHS Choices were discussed; the majority of results were above the 80<sup>th</sup> percentile however the members felt that they should be slightly higher.

In the invitation to the meeting we asked the PPG members to test our new website as it would be a main topic of discussion during the meeting – we were looking in particular for comments on the sites design, content and functionality. During the meeting the members were impressed with the website but only looked briefly so were not familiar with all the websites functionality – this was all explained. Vision online was also discussed as it is accessed through the website. The number of patients registering for online services is growing.

The NHS yellow men. The point of this campaign is to teach the public how to use the services within the NHS appropriately. Posters are put up in the practices as well as in public at bus stops, etc. However our patient group were not aware of the campaign, they were advised to look into it and to tell their family & friends.

Following from this we told members of the Family and Friends Test (FFT) that was being implemented into GP practices – they felt this was a good idea.

Last on the agenda was the practice refurbishments and technology upgrade to improve patient access, overall progress on practice developments was discussed and what our main aims for the future are. Topics discussed were to help develop questions in the practice survey and we asked members to think about other topics that should be included in the upcoming annual practice survey and that we would be in contact.

While a draft was written we based the fundamentals of the survey on what was discussed last year with the PPG i.e. to ask questions that would produce data that would be able to feed into achievable improvements, the survey should be easy to fill and not take too much time. An email was sent to both PPG groups asking for brainstorming ideas – we had no responses.

A draft survey was sent to both groups. A member suggested asking question about what patients felt about the medical aspects of their treatment i.e. duration of their appointment, did the clinician understand their concerns and explain proposed treatments clearly, how was the Doctors manner. These questions are asked in a survey for individual GPs every 5 years and in the FFT. We took this into consideration but also felt it was important to ask how the patients felt about the practices services as a whole so we included these type of questions in the final draft of the survey (see appendix 1).

## Practice survey process

The first week and a half we received a very low volume of responses so instead of leaving the survey at reception and asking patients to fill them in at the desk which made the reception area busier, we set up a portable table in the lobby and created a station for patients to fill in surveys. The doctors then asked patients to fill in a survey after their appointment as well as reception staff to ask patients at the desk, we also created the survey online on our website. We decided to put the practice survey on our website so we did not have to rely on patients coming into the practice to fill in the survey, this way we were reaching out to our entire practice list. The practice website address is listed on the NHS Choices webpage for St. Marks.

Having extended the response time to a total of 3 weeks we received **152** returned and completed surveys from paper and online (See Figure 1). The results of the survey were shared with the patient group by email and responses invited – 3 members commented and gave possible action plans which were discussed further. The final report was sent to the patient group members before publishing for any further comments.

## Figure 1

### Results of St Marks and Nightingale Surgery annual practice survey 2014/ 2015

#### Appointments

1. Which of the following methods would you prefer to use to book an appointment?

<u>In Person</u>	<u>By Phone</u>	<u>Vision Online</u>
42	107	16

2. In the last 3 months how have you found booking an appointment?

<u>Very Easy</u>	<u>Easy</u>	<u>Ok</u>	<u>Difficult</u>	<u>Very Difficult</u>
38	48	40	20	11

3. How long do you wait for an appointment to see a Doctor?

<u>1 day</u>	<u>2-3 days</u>	<u>1 week</u>	<u>2 weeks</u>	<u>2 weeks+</u>	<u>N/A</u>
23	41	60	29	13	0

#### 4. How long do you wait for an appointment to see a Nurse

<u>1 day</u>	<u>2-3 days</u>	<u>1 week</u>	<u>2 weeks</u>	<u>2 weeks+</u>	<u>N/A</u>
28	52	31	4	2	19

## Your Appointments

### Last time you saw a GP or Nurse

#### 1. Were you happy with the length of the appointment?

<u>Yes</u>	<u>No</u>
129	23

#### 2. Did the GP or Nurse understand your concerns; explain what was wrong and what would happen next?

<u>Yes</u>	<u>Not fully</u>	<u>No</u>
124	23	5

## Prescriptions

#### 1. Are you on regular medication?

<u>Yes</u>	<u>No</u>
98	37

#### 2. If selected yes, please select one or more of the methods used for ordering your medication

<u>In person</u>	<u>By post</u>	<u>By a Pharmacy</u>	<u>Vision Online</u>
66	2	36	5

## When the surgery is closed

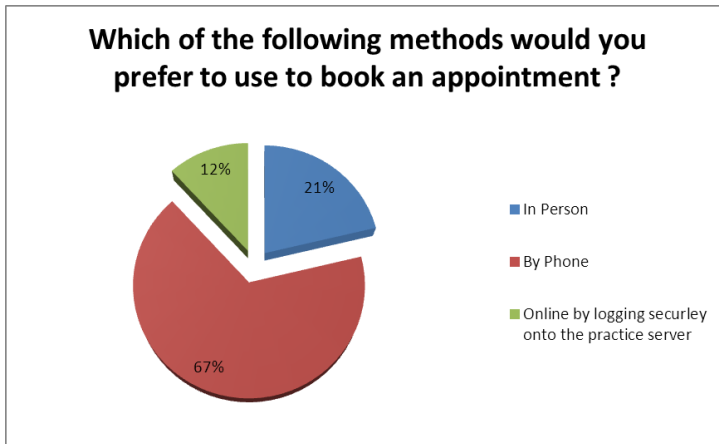
#### 1. If you need to see a GP when the surgery is closed and you cannot wait until it is open again do you

<u>Ring 111</u>	<u>Go to a Walk in Centre</u>	<u>Go to a Pharmacy</u>	<u>Go to A&amp;E</u>	<u>Don't Know</u>	<u>Not needed</u>
39	45	22	31	24	4

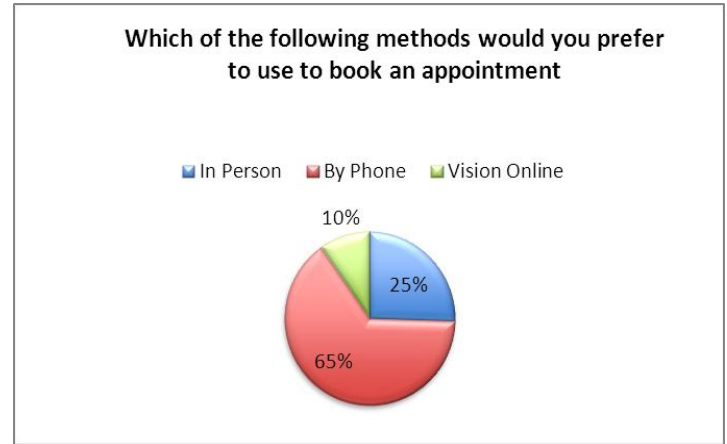
## Results and analysis

Although the 13/14 survey and the 14/15 survey differ, on those questions that were the same we have compared the results of the 13/14 survey and 14/15 survey to see if there had been any improvements or changes over the past year.

### Appointments



**13/14 practice survey 177 responses**



**14/15 practice survey 152 responses**

### Analysis

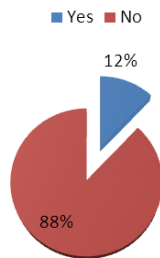
As expected the results from last year are pretty much the same. The preference for online services has slightly dropped even though we are experiencing an increase in online registrations, with on going and increase in promotion of this service we would have expected an increase in this preference but clearly the majority of our patients are unaware of the facility; although the poster produced by Vision is displayed at reception and waiting room at both sites. When asked if they are interested in online services many patients said they have not noticed the posters.

The practice selects certain appointments that can be booked online which equates for the amount of online users but as the amount of users increase so will the availability. These appointments if not used within 48 hours are removed from on line booking by the reception staff and used for emergencies or if face to face or phone bookings are all full.

### Action

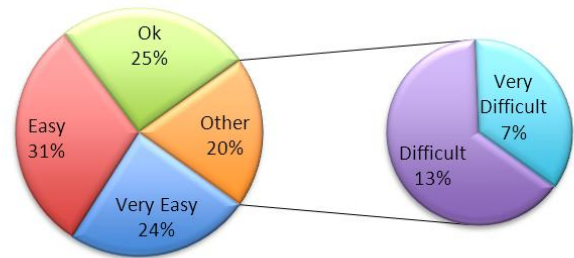
More needs to be done to raise awareness and to encourage registration online. The use of vision online more widely within the practice would free up the phone lines and reduce footfall at reception. We will include a Vision online registration paper in each new registration pack.

### In the last 3 months have you had problems booking an appointment ?



13/14 practice survey 177 responses

### In the last 3 months how have you found booking an appointment



14/15 practice survey 152 responses

## Analysis

We developed last years question from a simple two criteria 'Yes/ No' answer to a more detailed 5 criteria answer to get a more detailed analysis.

The 13/14 results showed that just over 1 in 10 patients have had a problem booking an appointment, in 14/15 it increased to 1 in 5 patients reporting that they found it difficult or very difficult to book an appointment – this is due to our telephone line being extremely busy with patients sometimes struggling to get through.

**Patient group comment:** *“Access to GP appointments is always an issue”*

*“Do patients know about the online system and could we do some education sessions on this”*

Other comments were that there should be more on the day appointments so that you do not have to wait so long to see a GP of choice.

## Action

Following the comment in 13/14 of difficulty in booking an appointment we bought 2 practice mobile phones which are used for outgoing calls – this we hoped would free up the practice lines but this is not showing in the survey results. The practice has plans to install a new phone system with extra telephone lines which include to manage the high volume of calls and by also encouraging patients to register online to book an appointment.

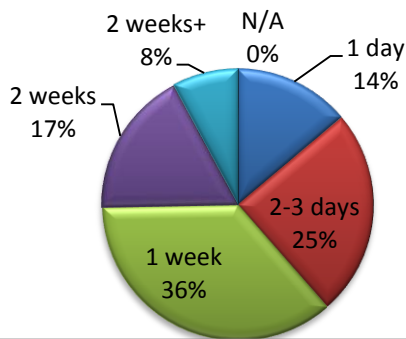
We plan to run a campaign after the Easter break to promote online registration – with posters and a member of staff specifically available to help patients with the registration process for this.

There has been a configuration problem in Vision and some patients currently registered online have fed back that they cannot see any available lots. Vision (our clinical system provider) has resolved this issue. We will contact all registered users to update them with this fix.

The practice always looks constructively at appointment availability. In the past year we have increased availability of book on the day appointments for emergencies and introduced a type of appointment slot called “continuity of care”, this means that someone with long term problems who urgently wants to see a specific GP but does not want to see the duty doctor can be given an urgent appointment.

Booking a timely appointment can sometimes be a problem. The practice will be employing another full time GP once the refurbishment of the practice is finished as this will provide another consultation room for the new GP and so increase capacity.

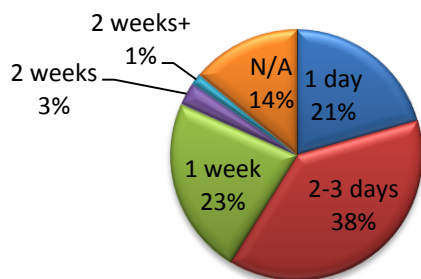
**How long do you wait for an appointment to see a Doctor**



**Analysis**

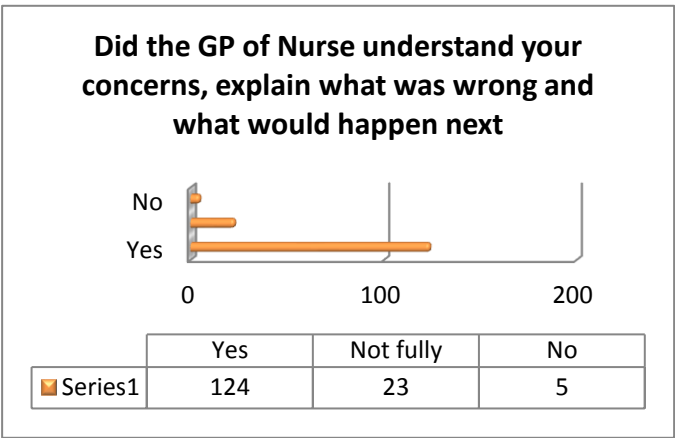
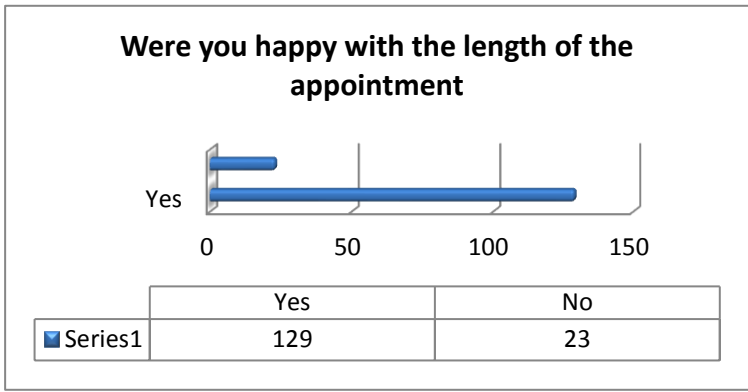
We were pleased with the results we got back for this question as we feel we provide a good service; the data does show that 23% of patients wait 2 or more weeks to see a Doctor. This is probably due to fact that one of the GP partners is quite popular with patients and there is sometimes a long wait to see him as clinics are usually at capacity for 2 weeks except for emergencies and ongoing/ follow up appointments. Patients are always offered appointments with other Doctors and are always seen on the day for an emergency or other circumstances. With a new full time GP capacity for appointments will increase.

**How long do you wait for an appointment to see a Nurse**



Availability to see a nurse is very good. A patient almost always will be able to see a nurse within a week depending on the patient availability, this 4% for a 2 week or more wait maybe due to the nurse being on Annual leave and that we only had one Nurse for a short while due to the other being on long term sick leave. The N/A 14% is due to a patient never having see a nurse.





**Analysis**

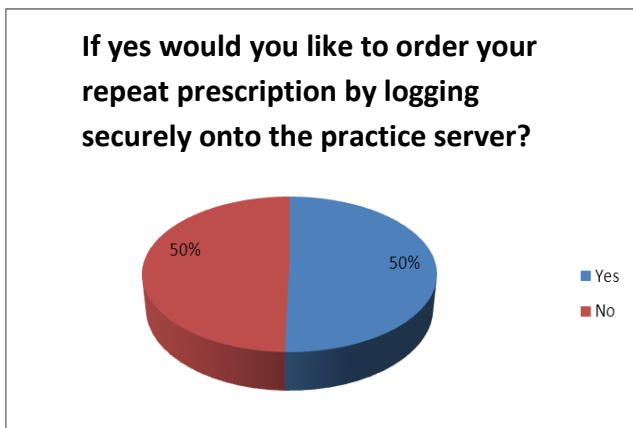
Analysing the graphs this shows that 4/5 patients are happy with their appointment length and felt that the GP understood and explained themselves clearly, this is a very good result for us but we always strive to achieve the highest level of satisfaction for our patients.

The majority of patients were happy with the length of the appointment. GP appointment slots are 10 minutes, patients with learning difficulties or complex medical problems are given a double appointment slot when the reception staff are aware or the patient asks for this.

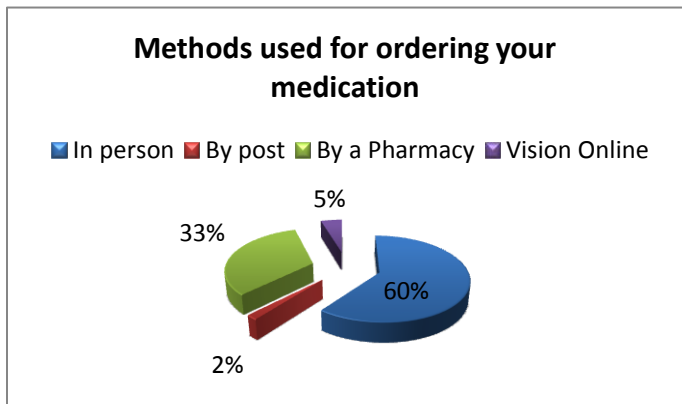
**Action**

To show all GPs the results shown and to survey the same question next year to see if there have been improvements.

## Prescription Ordering



13/14 practice survey 177 responses



14/15 practice survey 152 responses

## Analysis

Looking at last years result 50% of patients said they would use an online service to order their medication but comparing it to this years results only 5% are ordering prescriptions online with coming to the practice in person to order being the most popular and second (only half the amount of patients who order in person) through a pharmacy.

## Action

To promote the ordering & collecting of prescriptions online through the same online system as appointments.

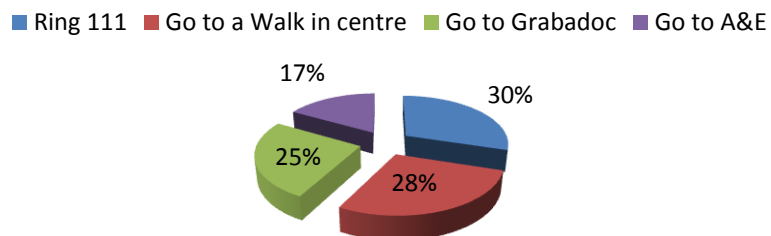
If the prescription is ordered online and then collected by a nominated pharmacy this would keep the ordering within the control of the patient and assist with collection out of hours / at the weekend.

- Reduce the amount of patients coming into the practice, which will decrease the footfall round reception
- This will increase patient access at reception for other patient queries

## Out of hours services, when the surgery

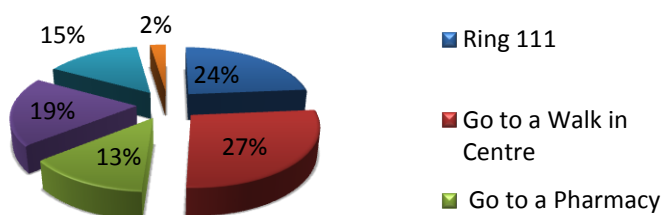
14/15 practice  
survey 152  
responses

If you need to see a GP when the surgery is closed  
and you can not wait until it is open again, where  
do you go?



13/14  
practice  
survey 177  
responses

If you need to see a GP when the surgery is  
closed and you cannot wait until it is open  
again do you



## **Analysis**

Comparing results from 13/14 patients are still not clear what exactly to do when the GP surgery is closed and they want to see a Doctor, there is significant improvement where patients realised they can go to a pharmacy, however this was not an option in last years survey so some patient probably realised already this was a viable option.

- Seeing someone face to face is a preferred option for nearly 50% of respondents
- 1 in 5 patients also use A&E when it is a GP they wish to see.
- 111 which is supposed to be the first line of action out of hours but it is not well used – only 1 in 4 respondents used this with going to the Walk in Centre being as popular.

By comparison patients know what to do in a life-threatening situation but still some would make their way to a walk in centre, which would not be the best course of action. Our Doctors will always educate the patient if they see that they have used a service incorrectly by reading the discharge summary from the walk in centre or from accident and emergency.

## **Action**

- Continued education on the correct use of services is needed and the practice will consider in house awareness campaigns.
- NHS yellow man already discussed in patient group and advised by staff to look up campaign and to tell friends and family.
- In the next practice newsletter an item to be added on local walk in centres and on the new urgent care centre that has recently opened in Thamesmead Medical Centre, replacing their walk in centre.
- A new urgent care centre will shortly be opening in Eltham which will be promoted in the next newsletter.

## **ACTION PLAN FOR COMING YEAR 2015/ 2016**

The action plan for 15/16 is as follows

1. Promote online registration (Vision on line) that will give patients the ability via a secure log on to make appointments, order repeat prescriptions and view parts of their electronic medical notes. Sam Wahba will lead on this and the practice will run the campaign starting on 15<sup>th</sup> April 15 for 1 month  
Sue Raphael and Sam Wahba are actioning this
2. Install a self-check in screen for patients to book in when they arrive at the surgery to prevent having to wait at reception to book in  
Funding has been applied for via GP premises Improvement Grant. NHS England will inform us if the application has been successful.  
Target Date July 15 Sam Wahba is actioning this
3. Install new telephone system with a queue waiting system and include an extra telephone line to improve phone access  
Funding has been applied for via GP premises Improvement Grant. NHS England will inform us if the application has been successful. Target Date July 15. Sam Wahba is actioning this
4. Put a second computer screen at the front reception desk at St Mark's to help with walk in patient queries.  
26 March 15 – second computer moved to reception. Application made for additional computer to replace this one. Target Date 30 April 15  
Sue Raphael is actioning this
5. From August 15 increase the number of GP appointments by employing an extra GP. GP partners Dr. Raphael and Dr. Raphael will oversee this.  
We are limited by room space but have applied to the GP premises Improvement Grant for a new clinical room to be built at St Mark's
6. Put an item in the newsletter, on the Practice website and on the notice boards to inform patients of how to access care when the GP surgery is closed. March Newsletter to be sent out 31 March and copy of this put up at both sites and posted on webpage and to online newsletter group.  
Sam Wahba is actioning this

## Review of action plan of 14/15 (progress report written in red)

1. We increased our telephone access by getting two practice mobile phones that were used by admin to make outgoing calls.
  - Despite this action patients are still saying they have difficulty getting through on the phone
2. We set up a practice website [www.stmarksmedicalcentre.co.uk](http://www.stmarksmedicalcentre.co.uk) and loaded access information, new registration forms and an online facility to leave comments plus general health information including an immunisation check list.
  - The site has been visited 6,613 times and every page has been viewed
3. We sent out information in the Practice Newsletter as to how patients can register on line for appointments and repeat scripts.
  - We have had 102 patients register online.
4. We introduced “continuity of care appointments” which are reserved for patients
  - This has worked well
5. We put up campaign posters directly patients how to access care when the surgery is closed.
  - Some patients are still going to A&E as first option during out of hours.
6. We updated the Practice leaflet

# Opening hours of the practice premises

The Practice has two surgeries

St Mark's Medical Centre

0208 854 6262

Opening Hours

Monday 8am - 8.30pm

Tuesday - Friday 8am - 6.30pm

Nightingale Surgery (Branch site)

0208 854 8236/ 7685

Opening Hours

Monday, Tuesday & Wednesday

9.30am - 2.30pm

Thursday & Friday

9.30 am - 1.30pm

Appointments can be made over the phone/ coming into the surgery/ online

If you cannot be given an appointment at your surgery of choice you will be offered an appointment at the other site. Distance between surgeries is 1.5 miles.

## Extended hours access scheme

St Mark's Medical Centre is open late on Monday evening until 8.30pm  
Appointments can be booked for the following times with the GPs and Nurse

Dr Raphael	6.30 - 8.20
Dr Wahba	6.30 - 8.20
Dr Angela	6.30 - 8.20
Nurse Elena	6.30 - 8.20

## Appendix 1

# St Mark's and Nightingale Practice Survey 2015

Please circle your answer

### Appointments

1. Which of the following methods would you prefer to use to book an appointment

In person                      By phone                      Vision Online

2. In the last 3 months how have you found booking an appointment

Very Easy              Easy              Ok              Difficult              Very Difficult

3. How long do you wait for an appointment to see a Doctor

1 day              2-3 days              1 week              2 Weeks              2 Weeks+

4. How long do you wait for an appointment to see a Nurse

1 day              2-3 days              1 week              2 Weeks              2 Weeks+

### Your appointment

Last time you saw a GP or nurse

1. Were you happy with the length of the appointment              Yes      No

2. Did the GP / Nurse understand your concerns, explain what was wrong and what would happen next

Yes                      Not fully                      No

### Prescriptions

1. Are you on regular medication      Yes      No

2. If selected yes, please select one or more of the methods used for ordering your medication

In person              By Post              By a Pharmacy              Vision Online

### When the surgery is closed

1. If you need to see a GP when the surgery is closed and you cannot wait until it is open again do you

Ring 111      Go to a Walk in Centre      Go to a Pharmacy      Go to A&E      Don't know

**Any other comments**