

St Mark's Medical Centre / Nightingale Surgery

Patient Participation Group Report 15/16

The measures that are in place to increase patient group membership

- 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.
- When a patient makes a comment/ suggestion e.g. through the website, they can be offered an invitation to join the PPG if appropriate. They can opt for the face-to-face group or the virtual 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, notice boards or a verbal invitation. New efforts to try to increase PPG membership will be discussed so the group can have a wider target audience/ demographic.

Profile of the members of the Patient Group

St Mark's Medical Centre Patient Group has been running now for 4 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**

Age	SEX	ETHNICITY	EMPLOYMENT STATUS
76	M	English	Retired Community volunteer
66	F	English	Classroom assistant
58	M	English	Surveyor Carer
67	F	English	House Wife
78	M	British Indian	Retired Community volunteer
77	F	English	Retired
73	M	English	Retired
49	F	British Indian	I.T. Consultant Working Mum
60	F	African	Retired

Table 2**Virtual Group Members**

D.O.B	SEX	ETHNICITY	EMPLOYMENT STATUS
41	M	African	Security Officer
28	F	English	Full time Mum
36	F	British	Not stated
30	F	African	Support worker
42	F	British	Business Consultant
79	F	African	Retired
52	F	British	Personal Assistant
32	M	African	Security Officer
55	F	British	Unemployed Widowed
29	F	English	Health Visitor
35	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, despite several methods put in place.

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 to engage via the virtual (online) group (table 2).

Reception staff ask 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 Face-to-Face patient group were sent an email to invite them to attend a meeting at St Mark's Medical Centre on Thursday 25th February 2016. The meeting was also attended by all GP partners, one Practice manager and Assistant Manager.

The meeting was minuted and sent to the PPG for any further comments/ suggestions. Minutes have been posted on the website and for ease of viewing are included below.

Minutes from PPG meeting Thursday 25th February 2016; Included are topics discussed, any action points taken and any further comments from PPG members

Self-Check in and Jayex

Discussed the instalment of Self-Check in screen and Jayex television screen, which had been in place for about 6 months.

Positive reaction from PPG members about the new technology being installed. Felt that the 42inch Television screen (Jayex) was an improvement of the old call system. Benefits of having information displayed on the screen rather than notice boards would increase the chance of patients reading health information and is also a good marketing tool for the website and patient services.

The Check in screen has helped decrease patient waiting time at the reception desk as patients can book themselves in, receptionist are under less pressure dealing with a high volume of patients and are not rushed dealing with patient queries. Keith who has used the screen on a previous visit especially liked the speed, confidentiality and found it straightforward.

Was explained to the group that first time users tend to have trouble with the screen as there was no clear confirmation that you were booked in for your appointment and that it went back to the home screen very quickly. However staff is always on hand to help patient's with the screen and overall consensus was the check-in screen was well received by patients

Action: To increase timings of the self-check in screen and to display user guide above screen.

The potential of the screen was also discussed. To have messages/ adverts displayed and to have the option of completing a survey, also stated that the screen was installed in that particular area of the practice as if there was a need a second screen could be installed.

Patient Services

One patient group member and her family have patient services accounts. Explained that Patient Services is an online access system for patient's to order repeat medication, book appointments and view their medical summary.

The system has been in place for a couple of years and is increasing with patient registrations, until recently it was called Vision Online but got re-branded to Patient Services. Samuel who manages the system explained that he found the rebranded system very user friendly and an improvement from the old system.

Action: Recommended that the PPG members register for the online facility.

The main advantages to the practice of this facility are to free up the phone lines as patients can book online and to have paperless prescription requests. It was pointed out that the system would be very beneficial if you needed medical care abroad as it would have your current medication, allergies and on-going medical problems accessible online

Action: Although registrations are increasing, more marketing was needed as not enough patients are booking appointments online. Slides have been created to display on the Jayex screen in the waiting room and more information added to the website to tackle this.

New site refurbishments

Most of the PPG members had seen the new consultation room and new corridor. Members were shown the new refurbishments and the back offices in the practice.

Members were impressed by the new developments; felt it was very fresh and modern. Some of the group members have been patients of the practice for over 30 years and commented that the practice has come a long way with its premises and facility.

Planned Refurbishments

While on tour of the practice members were also shown the planned refurbishments which are stage 2 of our plan; redesigning of reception and the consultation rooms to be refurbished to the same specification as Dr Wahba's room.

It was noted that the redesigning of the reception area would increase patient access and improve the working environment for staff. Members would be invited to come to the practice once the refurbishments were completed.

CQC

The nature and reason for GP CQC visits was explained and discussed. Practices are judged on 5 criteria and details of these were shared. PPG members are described as "critical friends". Two group members said that they would be willing to attend to speak with the CQC and other members said that they would come if work commitments allowed.

Practice Survey

Based on the above the practice survey this year will include effectiveness of the online interface with patients, the new check in system and the website awareness. Once the survey was drafted it was sent to the PPG members to add any further suggestions

Practice survey process

We set up a table in the lobby and created a station for patients to fill in surveys, staff handed surveys to patients coming to the desk, staff would go to the waiting room to hand out surveys and an online version of the survey was created via the website. The doctors also then asked patients to fill in a survey after their appointment.

The practice survey was published 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 patient list.

Note: The practice website address is www.stmarksmedicalcentre.co.uk the address is also listed on the NHS Choices webpage for St. Marks.

Having extended the response time by a week as we did not meet our target at this point, we received **120** returned and completed surveys from paper and online. The results of the survey were shared with the patient group by email and responses invited. **See Figure 1 for results.**

Below is an email response from one of our face-to-face patient PPG members

Hello Sue. Thanks for sending the survey results. My comments:

Self Service check in. Realistically, with a staffed reception situated a yard away, a good number of people won't bother to use the screen. Don't mean to be defeatist.

Phoning for appointments. Yes, I have had to redial a couple of times. But to give up and come in person is surely an exaggeration. I'd say your answering rate is actually above average. Try phoning any business and you're in for frustration. "sorry to keep you waiting, our assistants know you are waiting..." The Four Seasons.....I've grown to hate that piece.

Online Access. Very poorly used and I'm one of the guilty ones, though when I do visit the website I find it interesting and helpful. What about printing leaflets with a catchy title. " EASY PEASY"

Figure 1

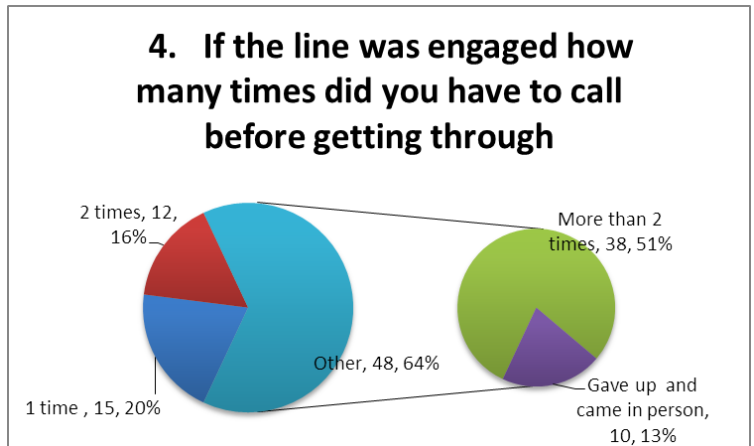
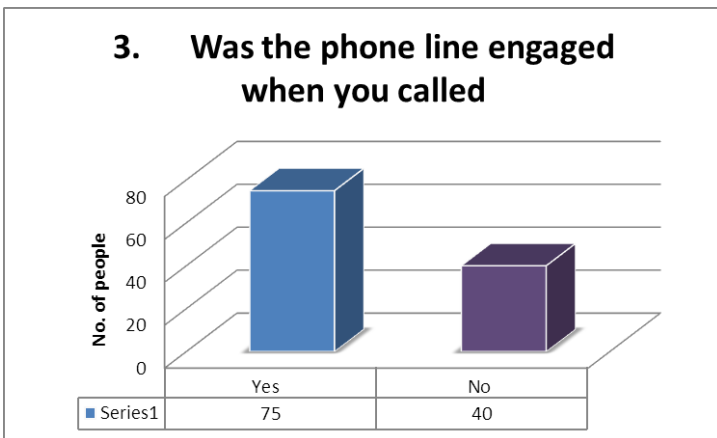
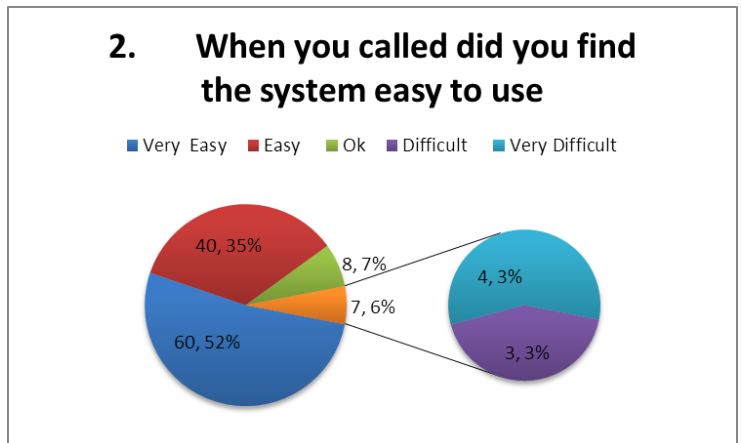
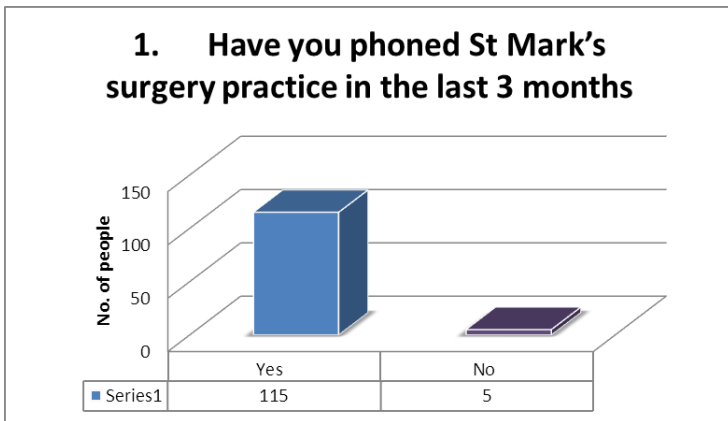
Results of St Marks and Nightingale Surgery annual practice survey 2015/ 2016. Responses are from 120 Surveys

<u>New Phone system at St Mark's</u>				
We put in a new phone system in September 2015 which gives you options.				
Choose 1 for appointments and 2 for any other query.				
We want to know how you have found this				
1. Have you phoned St Mark's surgery practice in the last 3 months (if yes continue to second question)				
	<u>Yes</u>	<u>No</u>		
	115	5		
2. When you called did you find the system easy to use				
	<u>Very Easy</u>	<u>Easy</u>	<u>Ok</u>	<u>Difficult</u>
	60	40	8	3
				<u>Very Difficult</u>
				4
3. Was the phone line engaged when you called				
	<u>Yes</u>	<u>No</u>		
	75	40		
4. If the line was engaged how many times did you have to call before getting through				
	<u>1 time</u>	<u>2 times</u>	<u>More than 2 times</u>	<u>Gave up and came in person</u>
	15	12	38	10
<u>Self check in screen</u>				
We had a new self check in screen installed at St Mark's in November.				
1. Have you used the screen to check in for an appointment				
	<u>Yes</u>	<u>No</u>		
	78	42		
2.If you have used it how did you find it				
	<u>Easy</u>	<u>Ok</u>	<u>I needed help</u>	<u>I wasn't sure my check in had worked</u>
	65	11	2	0
<u>Online access</u>				
1. Did you know that you can make and change GP appointments online				
	<u>Yes</u>	<u>No</u>		
	40	80		
2. Have you used the online access to book an appointment				
	<u>Yes</u>	<u>No</u>		
	7	113		
3. Have you used the online system to order a prescription				
	<u>Yes</u>	<u>No</u>		
	5	115		
<u>Have you visited our website</u>				
www.stmarksmedicalcentre.co.uk				
	<u>Yes</u>	<u>No</u>		
	30	90		

Results and analysis

Although the 14/15 survey and the 15/16 survey questions differ, on those questions that were the same/ similar we have compared the results to see if there had been any improvements or changes over the past year.

New Phone system at St Mark's



Analysis

Looking at questions 1 this shows that 96% of the patients answering the survey have phoned the practice in the past 3 months, meaning they have been in contact with the practice at least twice in the past 3 months; once by phone and once in person, indicating the majority of the sample size regularly contact the practice which is good target audience for this survey. 94% of patients found the phone system Very easy, easy or ok – this is a good result, the other 6% found it difficult or very difficult. Overall we feel this is a good result, however cannot explain the reason why 6% of patients did not find the system user friendly.

Looking at questions 3 &4, we note that there is a significant problem being reported about getting through by phone. This is not a new issue and has also been reported in the National GP survey for our practice.

The practice has 2 business mobiles and all staff were encouraged following the National Survey result to use these or their personal mobiles to make outside calls. However, difficulty accessing the practice by phone is still being reported.

We have two incoming lines in the practice to two hand sets. The practice will look at adding an additional line.

We have had quotes and meeting from several phone companies from well-known to recommended but have not been satisfied with the service they would offer. It would be an advantage if the branch and main site could be linked by internal phone calls and this is something which we will explore further.

Another consideration was to increase the amount of lines in the practice however with the current set up we do not have staff capacity to answer the calls. We are about to undergo refurbishments and structural changes that will allow for this.

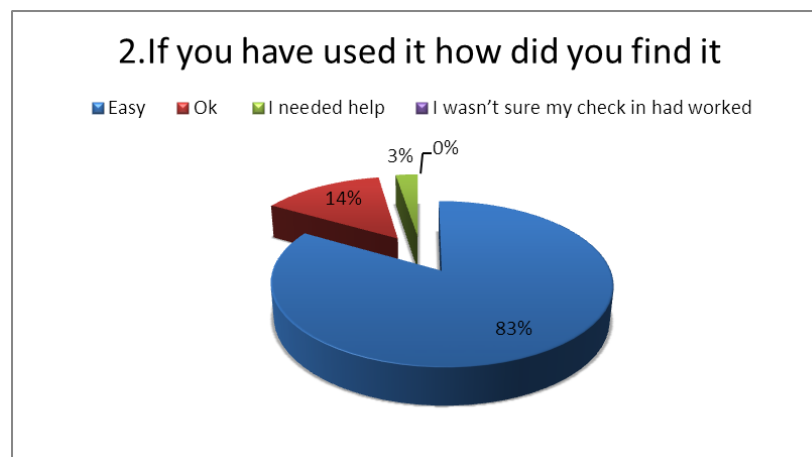
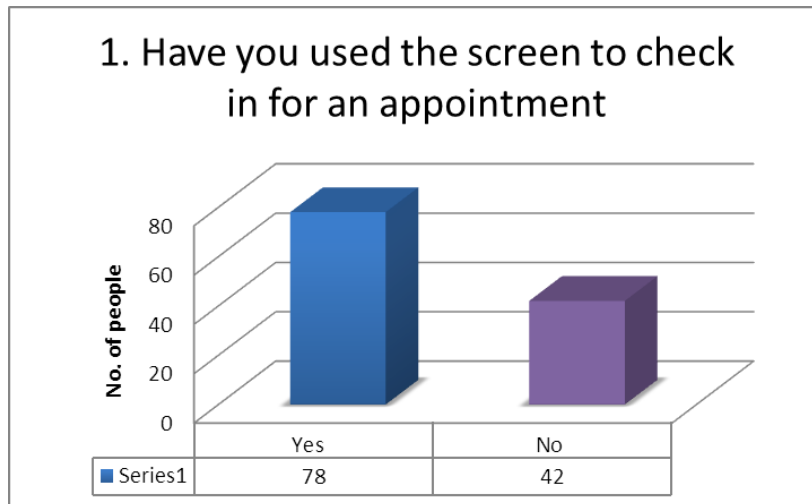
One patient group member did comment that the time to answer calls in commercial businesses is very frustrating. Businesses have enough lines but the caller is held in a queue and can be held there for 20 minutes plus. A poll of staff who then selves or have relatives who are registered with other practices who have queuing systems on the phones have reported up to a 20 minute wait.

Because of the demographic of the patients we would not wish to use up patients free minute phone allocation or the patient having to pay for the call by using this system.

Action:

To review the increase in the number of phone lines, review which rooms & points should calls be directed to and to find other companies that offer phone packages. To encourage patients to make appointments on line and to encourage clinical staff to email rather than phone the practice.

Self-check in screen



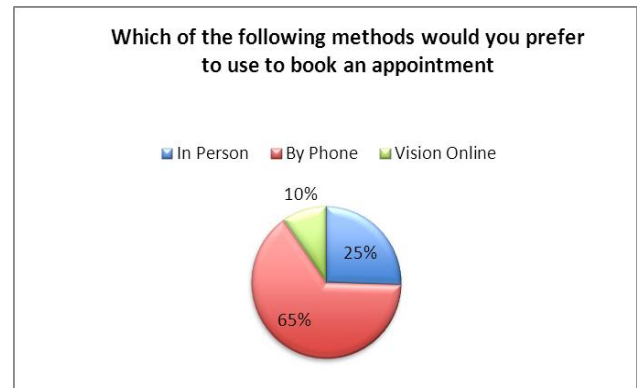
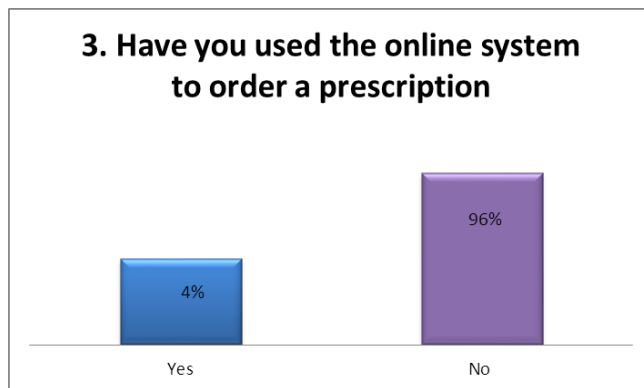
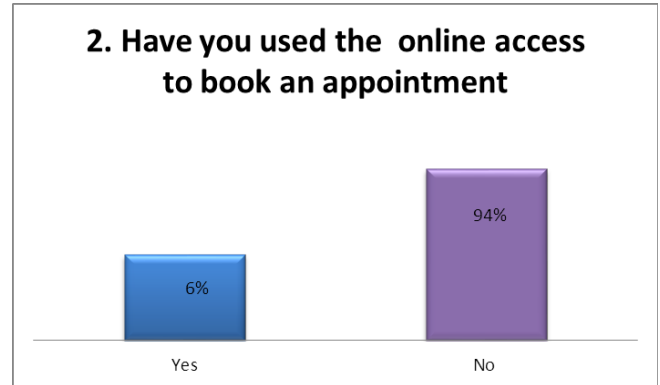
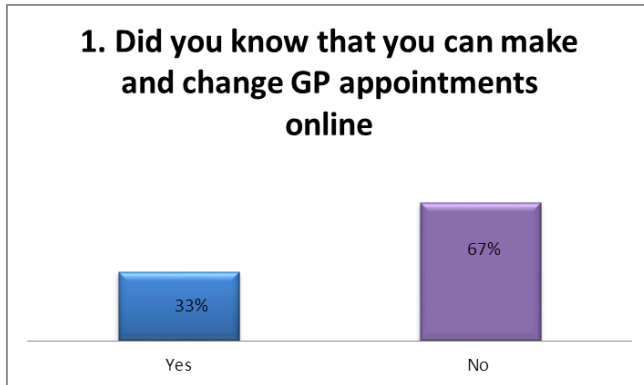
Analysis

Only 65% of patients are using the self-check in screen. We would have wanted a higher percentage of yes's for this question; however a high number of patients found the screen easy to ok to use. It was discussed at the group meeting that the timing to confirm your check-in was short.

Action:

To promote the self-check in screen further as this would benefit the patient and the practice. To increase the timings for the self-check in screen and to display a user guide as discussed in the group meeting.

Online access



14/15 practice survey from the Appointments section

Analysis

We would have wanted a higher percentage of yes's for this part of the survey. Comparing this to questions from the 14/15 survey '**Which of the following methods would you prefer to use to book an appointment?**' the result for this was online 25% would prefer to use online. This shows no improvement in patients interested in the online system in the past year despite all the promotion that was done. However we have increased in the number of registrations since last year but not enough to make a significant impact.

In last 4 weeks several new slides have been displayed on the jayex television screen to promote the online system and the website page has been updated.

Further Action

To come up with a new strategic plan to promote the online facility, to get patients registered and to be active in using the system. The use of Patient Services by patients would free up the phone lines and reduce the number of people at reception.

Have you visited our website? www.stmarksmedicalcentre.co.uk



Analysis

Looking at this result it does not necessarily mean that patients are not aware of the website, they just have not visited it. Since the launch of the website we have had almost 70,000 visits, asking a question about the website has further promoted it, which a patient commented.

Along with slides for the online services, slides for promoting the website have also been added to the jayex television screen. The website address has also been added to appointment cards and prescriptions

Action:

Find other promotional tools to increase awareness of the website.

REVIEW OF ACTION PLAN FOR YEAR 2015/ 2016

(Comments are in red)

The action plan for 15/16 was 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 15th April 15 for 1 month
Sue Raphael and Samuel Wahba are actioning this.
 - Facility has been rebranded to from Vision Online to Patient Services. Further promotion is needed for the 2016/1017 year.

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 Samuel Wahba is actioning this.
 - Installation of the screen has been achieved. Improvements to be made based on actions above.

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. Samuel Wahba is actioning this.
 - Telephone system was upgraded during the course of the year however based on the results from the survey further improvements are needed.

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.
 - A second computer was installed during the course of last year. A new bigger reception desk is being installed which will allow more space and patient access.

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
 - A new junior Doctor has joined the practice in August 2015. This has allowed us to increase the appointment list as 8 new sessions have been added to the week. A new clinical room created in October 15 and another new consultation room will be created in April 2016 to further increase patient access.

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
 - This was achieved.

ACTION PLAN FOR YEAR 2016/2017

(Timeline in blue)

1. To review the increase in the number of phone lines, review which rooms & points should calls be directed to and to find other companies that offer phone packages. To encourage patients to make appointments online and to encourage clinical staff to email rather than phone the practice.
 - Marketing Strategy for online system to be implemented and to have engaged phone companies by end of June. After refurbishments are completed. To have new phone system in place by September.

2. To promote the self-check in screen further as this would benefit the patient and the practice. To increase the timings for the self-check in screen and to display a user guide as discussed in the group meeting.
 - This to be in place by the end of June. After refurbishments are completed.

3. To come up with a new strategic plan to promote the online facility, to get patients registered and to be active in using the system. The use of Patient Services by patients would free up the phone lines and reduce the number of people at reception.
 - Marketing Strategy for online system to be implemented by the end of June after refurbishments are completed.

4. Find other promotional tools to increase awareness of the website.
 - Marketing Strategy for website to coincide with strategy for online system. To be implemented by the end of June after refurbishments are completed.

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 Joy	6.30 - 8.20

St Mark's and Nightingale Practice Survey 2016

Please circle your answer

New Phone system at St Mark's

We put in a new phone system in September 2015 which gives you options. Choose 1 for appointments and 2 for any other query. We want to know how you have found this

1. **Have you phoned St Mark's surgery practice in the last 3 months**

Yes (if yes continue to second question) No

2. **When you called did you find the system easy to use**

Very Easy Easy Ok Difficult Very Difficult

3. **Was the phone line engaged when you called**

Yes No

4. **If the line was engaged how many times did you have to call before getting through**

1 time 2 times More than 2 times Gave up and came in person

Self check in screen

We had a new self check in screen installed at St Mark's in November.

1. Have you used the screen to check in for an appointment **Yes No**

2. If you have used it how did you find it

Easy Ok I needed help I wasn't sure my check in had worked

On line access

1. Did you know that you can make and change GP appointments online **Yes No**

2. Have you used the online access to book an appointment **Yes No**

3. Have you used the online system to order a prescription **Yes No**

Have you visited our website www.stmarksmedicalcentre.co.uk **Yes No**

Any other comments