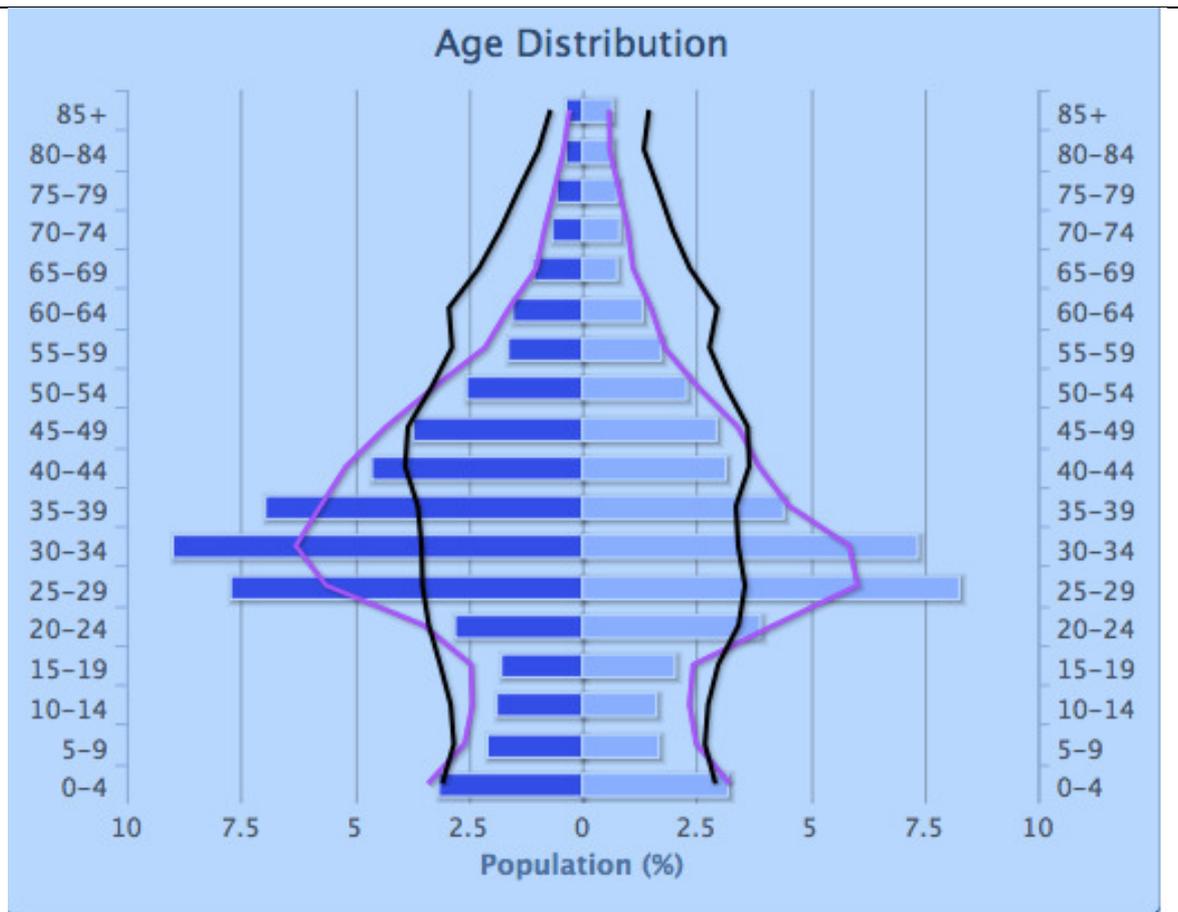


2013-14 PATIENT PARTICIPATION REPORT

ALBION STREET GROUP PRACTICE YEAR 3

<p>Component one: Establish a PRG comprising only of registered patients and use best endeavours to ensure PRG is representative</p>	<p>We did participate in previous patient participation Direct Enhanced Service</p> <p>From previous report 2013:</p> <p>Our patients decided it should be called the ASGP Patient Forum. It is a face-to-face and virtual group. Number of patients on PRG: 39 Number who attend face to face meetings: 12-20</p> <p>Meetings were held on: 11 July 2013 5 Sept 2013 5 Dec 2013 6 March 2014</p> <p>Chair: David Morrison from September 2012 Vice chair: Ivy Douglas DM and ID also attended the locality group on behalf of the practice Secretary: Cathryn Trotman nurse practitioner partner Doctor: Dr Catherine Otty Receptionist: Erika Francois</p> <p>This year we have been collecting e mail addresses of patients as they register. At the patient forum meeting in March 2014 it was suggested that we should send the minutes and newsletter to these addresses as a way of involving more patients. We have e mail addresses for over 1500 patients now about 12% of our registered population. We again had a charity tea party, patient forum representatives attended the Saturday flu clinics and made tea, and we raised money for a local charity. The current chair and another member have attended the practice weekly and make themselves available in the waiting room to advertise the patient Forum and talk to patients about issues concerning them. We have had members attending the locality patient group although feedback from one member was the meetings were too full of jargon and did not discuss their agenda. Food for thought for the CCG!</p> <p>Practice Profile: On 24/3/2014 we had 12064 patients registered on our list with very large numbers of patients aged 25-35 (above Southwark average).</p>
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The patient reference group consists of members volunteers from the practice. It is a face-to-face and virtual group.
 Number of patients on PRG: 39
 Number who attend face to face meetings: 12-20
 Age range: 35-89
 Sex: 22 females 17 males
 Ethnicity: a varied and mixed ethnicity-Indian, British, Other, Black, some declined to state
 The PRG contains patients with disability, long term chronic illnesses, a carer. 'Very large numbers of patients aged 25-35 (above Southwark average)
 Slightly less deprived than Southwark average
 73% satisfied with phone access (Southwark average = 78%)
 38% with long term condition (below Southwark average)
 We have slightly less patients with long term conditions than Southwark average (expected for our young population) but average "income deprivation affecting children"

Component 2:
 Agree with the PRG which issues are a priority and include these in a local practice survey

Initially the patient forum decided the priorities in 2013-2014 were to survey patient's views of choose and book because of issues raised directly with them, (see minutes September 2013) but after we purchased a new telephone system, this was changed to surveying patient's views of how patient made an appointment (see minutes December 2013). This was because of previous comments about how difficult it was to get through on the telephone to members of the forum, but also informal comments to the practice.

<p>Component 3:</p> <p>Carry out the local practice survey and collate and inform the PRG of the findings</p>	<p>Questionnaire attached see appendix A “Making an appointment” Detailed report of survey attached</p> <p>The questionnaire was devised to find out what the experience was of patients making an appointment on the day and in advance, whether in person, on line or by telephone. (This was the priority of PRG) We used the same questionnaire as before. We consulted a patient representative on the questions when we previously ran this survey. All patients attending the surgery over one week in February 2014 were handed a questionnaire, 346 were returned (4%) The results were analysed by Dr Otty and a report written and presented to the patient forum on 7th March 2014.</p>
<p>Component 4:</p> <p>Provide the PRG with an opportunity to comment and discuss findings of the local practice survey. Reach agreement with the PRG of changes in provision and manner of delivery of services. Where relevant, notify NHS England of the agreed changes</p>	<p>The survey results were discussed at the patient forum meeting on March 7th.</p> <p>We notice a big improvement in the number of times a patient has to ring to get through (from 50% calling three times or more has dropped to 20%) and the time waiting. Some improvement in numbers who booked by internet but we may not be capturing them in this survey as the forms were handed out by reception and if patients booked in on screen they may not have taken a survey. Last year there were 40 comments critical of the telephone service, this year was only 17 and there were some positive comments. Results are displayed in the waiting room.</p> <p>The forum suggested again:</p> <p>Posters in reception Note on website Add to practice leaflet and newsletter</p> <p>We had already put into place their suggestions from last year which were as follows:</p> <p>When patients register suggest they request PIN and prompt on line booking (1828 now have=15%) All advance appointments to be available on internet (but NO on the day)</p> <p>New suggestions:</p> <p>To e mail all patients on the e mail list to inform them about the triage for urgent on the day access and also use the opportunity to publicise the patient forum via the minutes which for example explain we now have eight lines coming in</p>
<p>Component 5:</p> <p>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 NHS England</p>	<p><u>Action plan</u></p> <p>Posters in reception Note on website Add to practice leaflet and newsletter Continue to suggest to patients they have a PIN and prompt on line booking All advance appointments to be available on internet (but NOT on the day)</p> <p>New suggestion: To e mail all patients on e mail list to inform them about the triage (for urgent on the day access and also use the opportunity to publicise the patient forum via the minutes which for example explain we now have eight lines coming in</p> <p>To update the message on the website www.albionstreetgrouppractice.co.uk about urgent access.</p>

<p>Component 6:</p> <p>Publicise the Local Patient Participation Report on the practice website and update the report on subsequent achievement</p>	<p>Summary: (See full results at appendix B)</p> <p>1468 patients attended during the survey two weeks (3rd to 14th December 2012) Questionnaires returned by 733 (50% response rate)</p> <p>Booking</p> <p>About a third booked on the day and two thirds in advance 40% of those who booked on the day had to call three times or more, and 36% of those booked in advance.</p> <p>Satisfaction</p> <p>People who booked in person were very satisfied. Satisfaction decreased with the number of attempts to dial and the length of time it took to call. Only 13 people booked in advance by internet this was around 3%.</p> <p>Update on and achievements since 2013 Report</p> <p><u>2013 Action plan</u></p> <p>1) Encourage use of on line booking by promoting PIN numbers: <i>we now have 1828 patients with PIN numbers.</i> (Poster, newsletter, at registration, website, more appointments available on line (all achieved)</p> <p>2) Investigate a new telephone system capable of holding more calls- <i>new system installed November 2013 increase from 2 to 8 incoming lines</i></p> <p>3) Increase information for patients about booking appointments (<i>Poster, newsletter, at registration, website all were used</i>)</p> <p>4) Practice training for receptionists <i>training held at protected learning time (June 2013), and July 2013, and again at discussion about complaints March 2014</i></p>
<p>The opening hours of the practice premises and the method of obtaining access to services throughout the core hours and extended hours arrangements (the times at which individual healthcare professionals are accessible to registered patients.</p>	<p>Opening hours: Reception and telephone open 8am to 6.30pm Monday to Friday</p> <p>Extended hours Tuesday 7am to 8am Three doctors (health care assistant from 8am) Wednesday 7am to 8am Three doctors and one nurse Extended hours Thursday 6.30pm to 7.30pm one doctor one nurse practitioner Appointments bookable on line, by telephone or in person. On the day appointments for urgent medical problems by discussion with duty doctor between 8.30 and 10 and 3 and 4 pm</p>

Appendix A Questionnaire used

Time
Date
On day Total seen
Total questionnaires
By telephone
In person

How many times did you ring to get through One
two
three
More than 3

How many people were ahead of you when you were put in the queue to speak to the doctor one
two
three
More than three
not answered

Booked in person Rang first? total from line 5
Rang first?
not answered

How long did it take you to book the appointment by phone 0-5 mins
6-10 mins
More than 11 mins
not answered

Were you satisfied with the process of booking the appointment Satisfied very
Satisfied fairly
neither
Dissatisfied
not answered

In advance

How did you book?

In advance

Total seen
Total questionnaires
Telephone
Coming to surgery

Telephone:

How many times did you ring to get through

Internet
Someone else booked it

One
two
three
More than 3
not answered

How long did it take you to book the appointment by phone

0-5 mins
6-10 mins
More than 11 mins
not answered

Were you satisfied with the process of booking the appointment

Satisfied very
Satisfied fairly
neither
Dissatisfied
not answered

In person:

If you booked in person

Total
Yes tried to phone
Yes tried to book by internet
Did not phone
Did not use internet
not answered

did you phone or try internet first

How many times did you try to phone

One
two
three
More than 3

How long did it take you to book the appointment in person

0-5 mins
6-10 mins
More than 11 mins
not answered

Were you satisfied with the process of booking the appointment

Satisfied very
Satisfied fairly
neither
Dissatisfied
not answered

If you could not book by internet please explain why

Internet analysis

How long did it take you
to book the appointment
phone or in person

Were you satisfied
with the process of
booking the appointment

Total

0-5 mins

6-10 mins

More than 11 mins

not answered

Satisfied very

Satisfied fairly

neither

Dissatisfied

not answered

Appendix B Patient survey results:

Albion Street Group Practice**2014 Survey of patient's views on how they make their appointments****Background**

The patient participation group (PPG) decided in October 2013 the next survey should be about the telephone, to assess satisfaction with the new telephone system.

Aims

- 1) To evaluate how patients book their appointments.
- 2) To evaluate their satisfaction with the process of booking their appointments

Objective

Conduct a patient survey asking about method of booking and satisfaction.

Method

A questionnaire was devised in conjunction with the PPG and handed out to all patients who attended for 1 week beginning 24/2/2014

Results: How did patients book appointments*

			%		Last year
Patients actually seen					
Surveys returned		307	About % response		About 50% response
Booked on day		108	35% of surveys		40% of surveys
Telephone		81	82% book by tel		85% book by tel
	Called 1	35	About 43%		About 50%
	Called 2	11			
	Called 3+	17	20% called 3+		40% called 3+
	No ans	17			
How many were in queue?	One	22			
	Two	16			
	three	15			
	Not ans	24			
Length of time to book	<5 mins	59	72%		75%
	6-10 mins	19			
	11+ mins	17			
	Not ans	17			
Booked in person		26	25% book on day in person		25% book on day in person

Rang first		4	25%		25%
Booked in advance		209	65%		65%
Telephone		119	56% advance by tel		56% advance by tel
	Called 1	64	53%		41%
	Called 2	26			
	Called 3+	28	25% called 3+		25% called 3+
Length of time to book	<5 mins	80			
	6-10 mins	26			
	11+ mins	11			
Booked in person		82	39%		42%
Rang first?		10			
Booked by internet		6			

* Not all respondents answered all questions

Results. How satisfied were patients with the booking system?

Patients who booked on the day

	Total	Very satisfied	Fairly satisfied	Neither	Dissatisfied
In person	26				
By telephone	119	69	27	3	2

Patients who booked in advance

	Total	Very satisfied	Fairly satisfied	Neither	Dissatisfied
In person*	82	56	14	2	0

By telephone	119	63	34	11	5
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Main points

About 42% of those who attended returned a survey.

About a third booked on the day and two thirds in advance.

*43% of those booking on the day called once and only 20% called three times or more (last year 53% and 40%) **Big improvement***

We improved in telephone booking in advance as 53% called once (last year was 41%) but 25% still had to call three times or more same as last year

Satisfaction decreased with the number of attempts to dial and the length of time it took to call similar to last year.

Patients who booked in person were very satisfied

Only 6 people booked in advance by internet about 3%.

The 52 comments were: (LAST YEAR 86)

Positive about overall service 16 (18)

Critical of telephone service 17 (40)

Asking for more (or some) internet access 4 (17)

Negative about another aspect 5 (7)

Suggestions 12 (4)

Discussion

We notice a big improvement in the number of time a patient has to ring to get through (from 50% calling three times or more has dropped to 20%)

Some improvement in numbers who booked by internet but we may not be capturing them in this survey as the forms were handed out by reception and if patients booked in on screen they may not have taken a survey. Last year there were 40 comments critical of the telephone service, this year was only 17 and there were some positive comments. Results are displayed in the waiting room.

:

Recommendations

Repeated from last year:

Posters in reception

Note on website

Add to practice leaflet and newsletter

When patients register suggest they request PIN and prompt on line booking

All advance appointments to be available on internet (but NOT on the day) (Achieved)

Plus they suggest using the e mail addresses we have and e mailing all patient the report when written.

Report will be on our website

Comments;

It will be good if we are put into the queue when we ring first instead of getting a busy tone the queue may take longer to clear but it is comforting to know you are in a queue

In future it would make life easier if the doctor could book the appointment in advance for high blood pressure I had to wait over a month and made this appointment today

Quite happy

I would like to be able to choose the doctor (on day)

If we need to see urgently every time phoning

Your telephone automated system is very bad please bring back a personal service

having more telephone operators at 8am when I finally got through I was fourth in queue (on day)

I am always happy with the service apart from waiting weeks to see my favourite GP but that can't be helped

Why are we blocked for making a routine appointment before 10am, I rang at 9:30am but had to call back and the automated message was not turned off so called again when it was off (ADVANCE)

I always get a friendly professional receptionist on the phone who is well informed and efficient can't ask for more

No change it's either by phone or come to surgery and that's already in progress

Internet: Availability of appointments were quite far in the future but I appreciate they get booked up quickly

Not understanding your system for booking the nurse

get a different line for booking and it should take no more than 5 minutes long waiting time (advance)

Have a queue kept getting engaged tone

I had to ring three times because when I rang at 8:30 message said it was closed and to ring back later
Improve telephone service

think the phone booking system/duty is brilliant and seems very efficient

Could direct people to the website if daily appointments are available on line

It is excellentfrom walk in patient

No changes suggested today's app.

Sometimes the queue for the telephone is long but expected..walk in pt

It is easy to book in person but more difficult over the phone from.. walk in pt

internet or app for personal booking

very difficult when you have to book an appointments two weeks in advance for smear as hard to know

when to book would be helpful to have more flexibility for these bookings

I would like to be able to book nurse appointments on line

Good services at the moment thank you

reception staff was helpful but lack of early and late appointments made it more difficult for her to find one that suited my needs

I think the old method of phoning and call answered by the lovely ladies were more preferred than the waiting method adopted

Sometime/usually takes 15 minutes

On arrival I booked in on the screen but the screen information did not tell me that the doctor was upstairs

The receptionist was very helpful but it was a couple of weeks before I could have an appointment

Good in comparison with previous surgery quicker access to EMIS I would prefer to use internet booking
more telephone lines available

An option to book same day appointments by phone internet to fill any slots in the event of cancellations would be useful

Written card to aid memory please

you are very efficient

put all you doctors on the on line booking system eg registrars

Rarely phone without being put on hold

Getting through by phone can be tricky if I fail to get through I walk over and make appointment

Extra staff to answer the phone

I don't like the system of pushing buttons

All my attempts to book an appointment have been very satisfactory

System is overloaded lot of pressure for doctors and staff

(on day) Service should be made available to patients who want to come from 7 to 8.30

It was an excellent service and staff are always most helpful and try their best to fulfil your needs

Efficient phone service to reduce waiting times

I'm really interested to take my appointments you internet is very easy but something is wrong with the website or probably I don't know how to do that. It looks like the website need to give some details that probably the NHS need to give to me before to apply And also if I just need a prescription I have to take an appointment 20 days is that normal it will be an emergency then.

Too long at getting an appointment and not getting the doc I wanted

1) open more than one line 2) Have one of two receptionists who can handle long calls so that the general receptionists can handle short calls quickly 3) allow someone to book slots which are free due to cancellations not only at 8am but through out the whole day

App be on time every time I come to the surgery I wait at least 20 minutes for app after app time then get my appt and told to hurry up it is just ten minutes

Keep up the good work