## Patient Participation Report 2013-2014

## Wordsworth Health Centre

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## 1: The History of the Patient Reference Group and the Patient Participation Report

2013-2014 saw year 3 of the Patient Reference Group known as the Wordsworth Patient Participation Group and the Patient Participation Report. Copies of the previous two Patient Participation Reports and minutes of meetings can be found on the practice website under Patient Participation.

The official membership of the group is the same as Year 2 and is comprised of registered patients. It was decided to close further entry into the group in order to maintain a manageable level of participation however, during the year a smaller core group emerged as several official members failed to attend meetings. It has recently been discussed (see Minutes January 2014/Appendix 3) to write to members who have stopped attending and to reopen membership of the group. The group are particularly interested in getting some younger members as it is felt they have not been well represented and so some publicity advertising the group will be designed specifically to appeal to young people. The remaining core group currently consists of about 50% retired and 50% working people. The gender balance slightly favours males and the group have a variety of health conditions. The number of meetings increased during 2013-2014 and 6 very lively meetings were held.

The composition of the group is currently as follows:

|  |  |  |  |
| --- | --- | --- | --- |
| Ethnicity | No of members | Ethnicity | No of members |
| African  | 2 | Indian | 5 |
| Caribbean | 1 | Pakistani | 2 |
| British | 3 | Other White | 1 |
| Gender | No of members |
| Male | 7 |
| Female | 7 |
| Age Group | No of members |
| 45-54 | 4 |
| 55-64 | 4 |
| 65-74 | 6 |

As the Patient Participation & Complaints Manager I have attended meetings, discussed the practice survey, ensured the smooth running of meetings, taken minutes when required and liaised with wider practice staff. The Chair and Vice-Chair have both chaired meetings and have shown praise-worthy dedication and commitment to their roles and provide a strong focal point for the core group

## 2: Steps taken to determine and reach agreement on issues of priority

##  for the Practice Survey

The initial steps taken for this year’s practice survey were taken at the October meeting of the Patient Participation Group (PRG) (See appendix 1 ). The PPG was informed that we would need to consider the following information as possible sources for questions on this years practice survey ie Complaints, Suggestion Box comments, Practice perspective, PPG perspective. We then produced a list of the main areas of concern.

I further explained that we needed to produce a short form asking for patient views about what they think should be on the survey and that we should use that information to select and prioritise the questions we would need to ask. They decided that I would produce a simple tick box form for patients and that they would then select the areas to focus on by seeing what items were ticked more frequently by patients. We went on to discuss the wording suggested by the Department of Health in explaining this to patients and the group decided to simplify it and produce their own wording (see Appendix 4 for the form produced). The group discussed how this form would be made available in order to optimise the number of responses and dates were set for this to be executed.

The final version of the form was agreed by email and the results were distributed before the next meeting which was on November 14th. The results I distributed to the PPG are shown below.

**Information for Practice Survey**

|  |  |
| --- | --- |
| Making Appointments | 15 |
| Referrals to other hospitals and organisations | 5 |
| Prescriptions | 6 |
| Opening Times & Days | 4 |
| Staff Attitude | 3 |
| Communications & Messages between patients & staff eg test results | 4 |
| Facilities for people with disabilities and mobility issues | 2 |
| Information to patients about the practice | 1 |
| Queuing at reception | 3 |
| Other services at the practice eg CBT, Physiotherapy | 2 |

From this information it became clear that the three main areas to focus on would be Appointments, Referrals and Prescriptions. At the November meeting of the PPG the main areas were agreed and the group agreed the type of questions they wanted to see on the survey, the number of questions that should be asked as well as the credibility of the survey methodology. (See Appendix 2/ November 14th Minutes of meeting)

Over the next two weeks I circulated examples of questions and got comments from the group. The final version of the survey was agreed via email and the survey was carried out in December 2013 (See Appendix 5/ Practice Survey 2013-2014)

## The Practice Survey – Results, Actions and the PPG

The initial results of the survey were collated and both statistical information and written comments were presented to the PPG at their January meeting. A number of proposed actions came from the group.( See Appendix 3,Minutes of Meeting January 15th) After the meeting a final version of the practice survey was produced. This was published on the website in February 2014 and included graphs, statistics, patient comments and actions. The graphic representation of the survey was also displayed in two places; near the front door and in the waiting area. The full document which is available on the intranet is copied below:

**Practice Survey 2013 -2014**

**Booking an appointment**

**Comments about the telephone system**

**(**Please note some of the lengthier comments have been summarised and some comments amended to remove identifiable details)

 **Time taken to phone**

* Engaged then long queue by the time my turn had come the appointment had gone, constantly tried for 2 weeks
* Sometimes frustrating as I can’t get through for 15-20mins
* Difficult never get through
* Easy sometimes but most times have to wait upto 15-20 mins
* The phone is constantly busy
* Not so easy as I have to ring back many/several times before I got to speak to a receptionist because of getting the engaged tone each time it rings
* Difficult because it is always busy and sometimes 100’s of calls to reach and talk to receptionist and then they decide yes or no, so frustrating, like racing to make a call
* Sometimes it is difficult depends on how busy doctor is
* Appointment system should be improved, mostly I had to call 70-80 times at 8:00am to get through
* Appointment systems need to be improved. I call from 8:00 in the morning and by the time I get through 8:10 all appointments are gone
* Difficult because cannot get through, always busy

 **Phoning at 8:00 am**

* Carers responsibilities as well as travelling to work
* Its hard for me to call in the morning
* Difficult as I am generally en route
* Automated system should work anytime of day not only before 8:00
* Extremely difficult to get an appointment by phone at 8:00am. The automated service does not work. Restrictions on only being able to book an appointment at 8:00 for next day or @17:00 for on a Wednesday for a Saturday appt.
* The period for making an appointment in the morning is narrow. The time slot needs to widen up
* Booking window too small

**Expense of phone call**

* -This is sometimes impossible waiting so long on the phone for simple appointment time and cost of calls and so long message on GP phone, no need to listen to messages
* It’s quite early and always takes long to get through. It’s not easy. Moreover telephone is expensive
* Your current appointment system is not for working people. Booking appointments from pay as you go mobile is very expensive to get through it takes at least 15 minutes and after that it’s like winning the lottery!!! If you are lucky.

 **Issues for working people**

* Been here 50 years at least. Can see trying to improve things all the time. Sometimes hard to get 9 am appointment which is easier when working
* I find booking an appointment extremely difficult especially when I don’t have access to a phone while Im at work
* Need to make more facility for emergency appointments for working people ie shift work

 **General appointment issues**

* Please try and change appointment system
* They must give you an appointment when you need it
* I was totally happy when I first registered but lately have been disappointed. I can hardly get an appointment with a specific GP or sometimes any GP.
* The automated system doesn’t work with this time slot. I’ve been asked by doctors to come back and see them after a certain time but it has been impossible to see any of them so my treatment is left hanging
* The appointment system is not very good, it should change and also the system dealing with complaints is very unsatisfactory
* Need more telephone lines so people can get through easy, not everyone wants to speak to an automated system
* The only problems I face here are to book an appointment apart from that all other things are very satisfied
* I would be happier to recommend if booking advance appointments were a tad easier, booking 7 days in advance rather than one day in advance.
* Difficult as you cannot predict being ill the next day,calls inundated as only booking time available elderly people are inconvenienced

**Actions to be taken**

* Telephone message to be shortened, improved and update by Practice Manager and Dr Goodyear to be completed by end of June 2014
* Review of online access by the Practice Manager and Operations Manager by end September 2014
* Review of access and appointment system by Practice Manager and GP’s by September 2014
* Installation of additional phone lines managed by the Practice Manager by April 2014
* Review of telephone GP triage appointments by Practice Manager by December 2014

**Prescriptions**

**Comments about Prescriptions**

**(**Please note some of the lengthier comments have been summarised and some comments amended to remove identifiable details)

* Doctor prescribed medication which was no longer manufactured for years
* Been told to buy over the counter when I am entitled to NHS prescription (was more expensive over the counter) and it is an ongoing prescription needed for several months a year

**Actions to be taken**

* Clear notice to be displayed indicating precisely what 48 hours means ie working days not including weekend. For example, prescription requested by 1:00pm on Friday to be collected after mid-day on Tuesday to be done by Operations Manager by end March 2014
* Review of online repeat prescribing requests Practice Manager and Operations Manager by end September 2014

**Referrals**

**Comments about referrals**

**(**Please note some of the lengthier comments have been summarised and some comments amended to remove identifiable details)

* Waited 6 weeks for appointment NUHT
* MRI scanning is always busy
* Ultra sound at Newham Hospital/ if you visit the hospital in person you can leave with a booked appointment later the same day but if the practice fax it then it can take a month to receive a response
* 3 separate referrals sent to wrong organisations on separate occasions all of which I had to chase up. One fax sent to wrong number. One organisation did not receive my details or medical records therefore my appointment was delayed due to practice incompetence and lack of care. The practice is incapable of keeping up-to-date contact details of medical institutions. Mistakes continue to be made despite a number of complaints to the practice.
* At hospital I have to wait 2-3 months for an appointment
* My pain clinic booked an appointment for me then cancelled it without informing me. Then I had to be referred to the Pain Clinic again.
* Referral was asked for on 3/10/13 on 29/11/13still no appointments
* I had been waiting for almost 3 months for appointment for my daughter. I made a query and got to know referral was not sent or no referral was made

**Actions to be taken**

* Clear notice to be on display in every Doctors consulting room stating that if the patient has not heard back from organisation to which they have been referred within a specific time frame then they should inform the doctor by Operations Manager by end of March 2014

**Levels of satisfaction**

**Comments about levels of satisfaction**

**(**Please note some of the lengthier comments have been summarised and some comments amended to remove identifiable details)

**Reception staff**

* Receptionists should be a bit helpful and their attitude towards patients should be changed. Sometimes they seem very irritated and ignore the person in front of them. They are there behind the reception area to help us not to look at the monitor screen and act they are very busy. We the patients are also very busy in our personal life.
* (Name withheld) is best receptionist, most of them are good.
* Very pleasant and helpful staff
* Very friendly staff and helpful
* Receptionists need to understand that people have difficult circumstances
* Very happy with staff but not very happy with automated system
* Staff tend to be helpful
* Reception telephone number repeatedly on silent tone and not answered

**Doctors**

* Doctors are good
* Need to have more Doctors. Dr (name withheld) is very pleasant and helpful. Dr (name withheld) is good. I miss Dr (name withheld), he was very good doctor
* Need more GPs like Dr (name withheld) and Dr (name withheld) – 2 top gentleman, very professional and caring.
* People that work in this clinic are really appreciated. Especially Dr (name withheld) for identifying my TB. If I compare it with another clinic this surgery is very good.
* In GP is not so many doctors, that would be possible to give for continuity a very good service

**Waiting to be seen**

* I answered ok due to several occasions I have had to wait for over an hour to be seen sometimes just for an injection
* When you come for an appointment and your turn comes you often have to wait long

 **Overall experience**

* I have good experience at this surgery always treated very well
* Again Im always thankful to doctors and people working in this clinic.
* It would be great if there was a better blood taking service
* I am very happy and satisfied with your services
* Poor handling of medical records
* Letter sent claiming a verbal communication had been made but untrue
* No faith in management or patient care, management seems uninterested in improvement or taking complaints seriously
* Posters with out of date information about booking times left in waiting room
* No consistency in information given out by staff

**Actions to be taken**

* Publicise an explanation that it is often unavoidable that appointments are delayed due to the clinical nature of consultations on the electronic display board by the Operations Manager by end June 2014
* Regular checks on posters and information displayed in waiting area. To be done by the Operations Manager start as soon as possible and reviewed on a monthly basis.
* Positive feedback of good service to staff named in the survey. By Practice Manager at the next reception meeting in March 2014.

**Participant profile**

 **Are you male or female?**

|  |  |
| --- | --- |
| Male | 26.6% |
| Female | 70.4% |

 **How old are you?**

|  |  |  |  |
| --- | --- | --- | --- |
| Under 18 | 0% | 55 - 64 | 6.6% |
| 18 – 24 | 5% | 65 - 74 | 6/6% |
| 25 – 34 | 28.4% | 75 - 84 | 3.3% |
| 35 – 44 | 15% | 85 and over | 0% |
| 45 – 54 | 31.7% |  |  |

 **What is your ethnic group?**

1. **White**

|  |  |
| --- | --- |
| British | 11.6% |
| Irish | 5% |
| Any other white background | 3.3% |

1. **Mixed**

|  |  |
| --- | --- |
| White & Black Caribbean | 0 |
| White & Black African | 1.6% |
| White & Asian | 0 |
| Any other Mixed background | 0 |

1. **Asian or Asia British**

|  |  |
| --- | --- |
| Indian | 28.4% |
| Pakistani | 26.6% |
| Bangladeshi | 6.6% |
| Any other Asian background | 3.3% |

1. **Black or Black British**

|  |  |
| --- | --- |
| Caribbean | 6.6% |
| African | 1.6% |
| Any other Black background | 0 |

1. **Chinese or other ethnic group**

|  |  |
| --- | --- |
| Chinese | 0 |
| Any other ethnic group | 1.6% |

 **Are you currently in full or part-time employment?**

|  |  |
| --- | --- |
| Yes | 53.4% |
| No | 38.4% |

 **How many times have you visited a GP at the Wordsworth Health Centre in the last year?**

|  |  |
| --- | --- |
| One visit (1) | 3.3% |
| Two visits (2) | 11.6% |
| Three visits (3) | 10% |
| Four to six visits (4-6) | 28.4% |
| More than six visits (6+) | 15% |
| Cant remember  | 23.2% |

## The Action Plan Summary 2013-2014

|  |  |  |  |
| --- | --- | --- | --- |
| Problem Identified | Proposed Action | Who  | When  |
| Cost of phone calls | Telephone message to be shortened, improved and updated | Practice Manager and Dr Goodyear | End of June 2014 |
| Phone lines are too busy | Review of online access  | The Practice Manager and Operations Manager | End of September 2014(**action completed March 2014**) |
| Phone lines are too busy | Installation of additional phone lines  |  Practice Manager | April 2014 |
| Problems getting appointments | Review of access and appointment system  | Practice Manager and GPs | September 2014 |
| Problems getting appointments | Review of telephone GP triage appointments  | Practice Manager | December 2014 |
| Expectation that 48 hours means 7 days a week | Clear notice to be displayed indicating precisely what 48 hours means ie working days not including weekend.  | Operations Manager | End March 2014 |
| Improve patient experience and convenience | Review of online repeat prescribing requests  | Practice Manager and Operations Manager | End September 2014 |
| Patients not hearing back from referrers within a reasonable time frame | Clear notice to be on display in every Doctors consulting room stating that if the patient has not heard back from organisation to which they have been referred within a specific time frame then they should inform the doctor.  | Operations Manager | End of March 2014 |
| Managing patient expectations about being kept waiting and not being seen at exact appointment time | Publicise an explanation that it is often unavoidable that appointments are delayed due to the clinical nature of consultations on the electronic display board  | Operations Manager | End of June 2014 |
| Out-dated information being displayed | Regular checks on posters and information displayed in waiting area.  | Operations Manager | Start as soon as possible and reviewed on a monthly basis |
| Pass on positive feedback about staff | Positive feedback of good service to staff named in the survey. By at the.  | Practice Manager | Next reception meeting in March 2014 |

## Publication and Update on previous Action Plan

**2012-2013 Action Plan Update (previously published in waiting room area)**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | **You said** | **Action proposed** | **How and by whom** | **When** | **We did** |
| 1 | Disabled access to building – automatic door keeps breaking down and/or being tampered with | Feasibility study to be done on finding an automatic door that is tamper proof | Practice manager and Chair to visit 2 other local practices (Tollgate and Market Street) and see what systems they use and how they overcome tampering. | End of June | Visits were made to 2 local practices –Stratford Village Practice & Market Street. Tampering overcome by automatic sensors.  |
| 2 | Electronic telephone system – need to improve awareness of this method to book and cancel appointments | a)Research possibility of using new TV facilities for scrolling messagesb)New ‘special promotions board’ which is changed on monthly basis and is colourful . Use a colourful star with selected monthly promotions on it to draw attention. Can also be used for highlighting other issues eg flu jabs. Based on supermarket idea.c)Better distribute leaflets about use to patients | a)Practice Manager to look into what facilities are availableb)Practice Manager to look for suitable promotion board and allot duty to update to administrative personnelc)Remind reception to distribute to new patients and to elderly | End of JuneEnd of JuneEnd of May | a)Scrolling message facility obtained and messages publicised. b) New board obtained.Patient Participation Group publicised as suggested.c)Leaflets left on seats in waiting area so more accesible to patients. Also sent to patients that have DNAs and highlighted on practice web site. Reception staff reminded. |
| 3 | Improving availability of test results by phone | a)Request nurses doing tests to remind patients to phone after 10:00 in morningb)Use future survey to ask more questions about what the actual difficulties (for normal and abnormal results) are so that action can be more targeted | a)Practice Manager to remind nursesb)Practice or Project manager to add new questions to the survey | By end of AprilSeptember | a)Nurses were reminded but appointment system changed in September 2012 in order to improve number of available appointments for patients who need their condition managed eg LTC, baby checks etcb) This was not a priority identified by patients this year |
| 4 | Waiting after the appointment time without informing patients | a)Explore possibility of new TV system to scroll messages | a)Practice Manager to investigate functionality of system | End of June | Apology for delay put on scrolling system on Jayex Board Communiyty TV to be used to advertise PPG |
| 5 | Increase membership and representation of patient participation group  | a)Find successful solutions used by other practicesb)Promote PPG on new promotions board | a) Chair and PPG to contact Communities Leading for Health to discussb)Chair to work with Practice Manager on promotion used | SeptemberSeptember | Ideas tried to increase membership are ; social event, community TV messagePPG promoted in new patient information pack, website and on new Board and via social events eg tea & biscuits drop in. |

## Opening hours & method of obtaining access to services during core hours

**Opening times**

|  |
| --- |
| Reception opening times  |
|  | **Session 1** | **Session 2** |  |
| **Monday** | 08:00 - 13:00 |  13:00 - 19:00 |  |
| **Tuesday** | 08:00 - 13:00 |  13:00 - 19:00 |  |
| **Wednesday** | 08:00 - 13:00 |  13:00 - 19:00 |  |
| **Thursday** | 08:00 - 16:00 |  |
| **Friday** | 08:00 - 13:00 |  13:00 - 19:00 |  |
| **Saturday** | 08:00 - 14:00 |  |
| **Sunday** | Closed |

Accessed via telephone or in person

## Extended Hours Access Scheme

Saturdays from 8:00-13:30 GP available and from 9:00-13:00 Practice Nurse available

# Appendix 1 – PPG Meeting Minutes October 2013

**Wordsworth Patient Participation Meeting Minutes**

**Thursday 3rd October 2013**

**18:00- 19:30**

**Attendees**

Manjit Kalsey (Vice Chair)

Mehrunissa Bax

Patricia Mitchell

Michael Wilson

Franco LaFaci (Practice Manager)

Monica Zenonos (Patient Participation Manager)

1: **Welcome and Apologies**

 Apologies received from Chair (RR)

 MZ (Patient Participation Manager) welcomed to meeting

**2: Agreed postponement of usual business to next meeting**

**3: Patient Survey**

 MZ discussed additional requirements for annual patients survey and that it was necessary to get wider patient population views on what should be in this year’s survey.

 The wording used to ask this of patients was discussed and finalised and a list of topics to propose to patients for a tick box response was agreed.

 MZ agreed to send copy of final document to Chair and Vice-Chair so that it can be forwarded to rest of PPG for information.

**4: Formal thanks and farewell to PM who is moving out of London and will no longer be attending the meetings.**

**5: AOB**

 None

**6: Date of next meeting** – to be decided

# Appendix 2 – PPG Minutes November 2013

**Wordsworth Patient Participation Group**

**Minutes of Meeting held:**

**Thursday 14th November 2013 (6:00-8:00)**

**Attendees**

Manjit Kalsey ( Vice Chair)

Mehrunissa Bax

Michael Wilson

Franco LaFaci (Practice Manager)

Dr Goodyear (GP)

Monica Zenonos (Patient Participation & Complaints Manager)

**Apologies:**

 Ronald Reid (Chair)

Tamara Suppiah

---------------------------------------------------------------------------------------------------------------------------

**1: Welcome & Apologies**

**2: Minutes of previous two meetings approved**

**3: Draft Survey (MZ**) Following the collection of patient opinion (20 repsonses) about what needed to be on the survey the 3 principle areas were decided.

Appointments

Prescriptions

Referrals

MZ designed a draft survey and sent it out to the patient group via email and got 3 responses and suggestions. The draft was discussed in more detail at this meeting and the following suggestions were made:

Q1 – Change wording and format to

telephone-----automated

 ------ receptionist

GP booked it

Other

Can't remember

How would you prefer to book appts?

Q2 'electronic' confusing.... Automated telephone system better

Q3 additional question

Couldn't get through before 8.20

Q4 ok

Q5 are you currently receiving a repeat prescription from the surgery?

Q6 getting rpt prescription

Q7 Other box needs to be bigger

Q8 ok

Q9 no problems

Problems.... What was it that was the problem

Q10

How satisfied where you with your experience of the surgery.... Smiley faces And would u recommend surgery

Add some additional questions to ‘Some questions about you’ section

Are you in employment

How many times have you visited your GP in the last year ?

 Question about disability

Any other comments generally at the end

There was a discussion about how best to disseminate survey and suggestions ranged from

Stick on internet for people to fill in

Sai solanki Duncan's to give out and return them (put ph on top to indicate pharmacy)

MZ advised that it will be given to aptients between 2-14 December and that results, changes and implementation by end March 2013

Findings to be presented at next ppg

**4:** There were some suggestions for future discussions on the following

Way to book appointments

Extended hours for those out of hours etc....

Way to request prescriptions....email/internet Referral process..... Handing letter into being called and referred

**5: Aob**

-Coffee morning for Philippines .....? Franco to discuss internally and seek help from ppg if necessary Michael May be free to assist if necessary

-Some emails sent to a PPG member is being returned and so there is a problem re attendance....? MZ to forward her email contact for the member

-Squad of people but champions a core group discussion Agreed to get younger rep involved.... Lizi has a contact from children and young persons grp

-Grp feels pm and GP rep is essential... For whole meeting not just 10mins half the time

**6: Next steps**

-Monica revise survey and send out to grp by next Thursday

-1 ppg group a month since sept which is good going **well done everyone**

-Special thanks to change in reception attitude noticed by members , a few 'diamonds' noticed.. Franco will email everyone via email to congratulate and motivate

-And to say v sad news regarding the passing away of Dr Peter Jones

**7: Date of next Meeting**

 Thursday 16th January 2014 5pm-7pm

# Appendix 3 – PPG Minutes January 2014

Wordsworth Health Centre Patient Participation Group

Minutes of the meeting

16th Jan 2014

List of Attendees

Ronald Reid (Chair)

Manjit Kalsey (Vice-Chair)

Franco La Faci (Practice Manager)

Lizi Goodyear (GP)

Mehrunnisa Bax (PPG Member)

Monica Zenonos (Patient participation & Complaints Manager)

1.0 Welcome & apologies

2.0 Minutes to be deferred until next time as not printed... no actions came to light

3.0 patient Surveys

3:1 Disappointing no. of surveys. 60 (usually around 300). thought to be due to staffing issues Didn't seem to get to the pharmacists as previously discussed.

Although the 60 did have lots of information within them... reflection on quality rather than quantity.

Q1- seemed to create problems with split box... too many ticks, telephone no.s written.. not really satisfactory enough info. to form a conclusion or response to. agreed to ignore

Q2 Higher than expected % for booked immediately 33%

Q3 specified dr issues didn't really reveal anything conclusive

Q7 prescription not ready in 48hrs was striking and important to reflect on 10%

Q8 41.6% referred to hospitals/organisations!!!!

Q9 waiting for appt and then found not been sent... something about process in which referrals are sent

Q11 19% didn't respond... 20% said didn't know which is difficult to interpret

COMMENTS

Phones busy, not able to get through, cost of calls, message too long Issues for working people mostly +ve reception and doctor comments some complaints about waiting to be seen

PPG some concern re reception staff attitude, but also the way patients speak to reception.... expectations on both sides and responsibilities discussed... patient perception PPG expressed support and understanding about way reception staff are sometimes treated. Monica felt that comments are fair and seem to reflect the complaints that she has been dealing with The overall response is much better than last year

Agreement that Franco and Dr Goodyear will address the phone message. shorter and better options Franco has been assessing calls and the costings... sometimes up to 45p/min.

Discussion about appt system and solutions... Dr Goodyear explained access meeting the practice has had, the juxaposition between patient expectation of need and health need.. the concept of triage and pre booked appts

Mehrunissa suggested a process by which another health professional could perhaps speak to people identified as accessing the system a lot to help change health behaviours...

Ron mentioned a 111 like process for reception to use to be able to identify problems and need better... mixed feelings

Discussion about triage.. total triage versus system arrangements different ways of accessing

Comment about needing better phlebotomy service ... PPG felt amazing service that we provide and can be +ve about advertising this to patients (esp as is not funded)

Referrals not being received... agreed process has been looked at... something about handing responsibility to patients... agreed a sign to be placed in reception area stating if not heard about referral within certain time to contact surgery

prescriptions not ready 48hrs.... items not issued, requested on saturday? or 5pm on 1 day.. expectations around 48hrs

4.0: AOB question from mehrunnisa about whether a GP led unit for midwifery still exists... No

Treasurer Mehrunissa appointed and signed appropriate mandate forms in meeting (Susan has not been tracked left 7y back £505 in account)

Discussion about recruitment... item next meeting to discuss terms of membership- roles and responsibilties

Discussion next meeting about use of 500 quid and whether fun day or...

5.0 SUMMARY OF ACTIONS

-Minutes form last time Monica

-Thank you from PPG to all staff re improvement on patient survey Franco

-Telephone message to be improved up dated Lizi & Franco

-Sign in GP rooms/reception about referrals and to contact surgery if not heard in certain time - -

-Franco more phone lines Franco reviewing access and appt systems

-Practice partners clear message about rpt prescription due dates.. ie. if in before 1pm then 48hrs, after 72hrs on working days

-Franco messages about appts being 10mins long and that sometimes there may be a wait. franco ---

-Standing item about pt survey on each meeting rather than cramming into 6/12

-Recrutiment notice in reception for PPG Monica

6.0 Date of next meeting 27th Feb 5pm

# Appendix 4 – Form used for wider patient population

**Information for the Practice Survey**

We are planning this year’s practice Survey.

 **What do you think our priorities should be?**

Can you ask at reception or your GP for a Survey list and tick 3 areas that you think are important and then put them into the Suggestion Box at Reception.

The areas are:

* Making Appointments ⃝
* Referrals to other hospitals and organisations ⃝
* Prescriptions ⃝
* Opening Times & Days ⃝
* Staff Attitude ⃝
* Communications and messages between patients & Staff eg test ⃝

results

* Facilities for people with Disabilities and mobility issues ⃝
* Information to patients about the practice ⃝
* Queuing at Reception ⃝
* Other services at the Practice eg CBT, Physiotherapy ⃝

# Appendix 5 – Practice Survey 2013-2014

**THE WORDSWORTH HEALTH CENTRE PRACTICE SURVEY**

1. **Making an Appointment**

**Q1 How did you book your last appointment?**

|  |  |  |
| --- | --- | --- |
| Telephone | Automated System |  |
| Receptionist |  |
| Face to face with Receptionist |  |
| GP booked it |  |
| Other |  |
| Can’t remember |  |

**Q2 If you have used the automated telephone system to book an appointment, how long did it take to book the last time you used it?**

|  |  |
| --- | --- |
| Booked immediately |  |
| Phoned more than once on same day |  |
| Phoned on two different days |  |
| Phoned on three different days |  |
| Phoned on four or more different days |  |

**Q3 If you had to call on at least 2 days to get an appointment, why were you unable to book on the first day?**

|  |  |
| --- | --- |
| I phoned **before** 8.20 am but couldn’t get through |  |
| I phoned **before** 8:20a.m and there were no appointments for **ANY** doctor available |  |
| I phoned **before** 8.20a.m and there were no appointments for a **SPECIFIC** doctor available | Please tick and name GP |
| I phoned **after** 8:20a.m and there were no appointments for **ANY** doctor available |  |
| I phoned **after** 8:20 a.m and there were no appointments for a **SPECIFIC** doctor available | Please tick and name GP |

**Q4 I find phoning for an appointment at 8:00 a.m …**

|  |  |
| --- | --- |
| Easy  |  |
| Difficult/impossible because I am travelling to work |  |
| Difficult/impossible because I am at work and unable to use the phone |  |
| Difficult/impossible because I have carer responsibilities |  |
| I have no-one to phone for me and I am unable to use the phone myself |   |
| Other, please specify below: |  |

1. **Prescriptions**

**Q5 Are you currently receiving a repeat prescription from this Surgery?**

|  |  |
| --- | --- |
| Yes |  |
| No |  |
| Can’t remember |  |

**Q6 How would you describe your experience of getting repeat prescriptions at the Wordsworth Health Centre?**

|  |  |
| --- | --- |
| Always Good |  |
| Usually Good |  |
| Not Usually Good |  |

**Q7 If you responded ‘not good’, which of these problems have you experienced?**

|  |  |
| --- | --- |
| Prescription not ready in 48hrs |  |
| Communication issues between pharmacy and Practice (please name pharmacy if you select this one) |  |
| Someone else’s prescription mistakenly provided |  |
| Incorrect quantity or medication |  |
| Other , please explain below: |  |

1. **Referrals**

**Q8 Have you had a referral to another hospital or organisation within the last year?**

|  |  |
| --- | --- |
| Yes |  |
| No |  |

**Q9** How was your experience with the referral process?

|  |  |
| --- | --- |
| No problems |  |
| Some problems with hospital/organisation and length of wait for appointment (if yes, please name type of referral and organisation) |  |
| Some problems with referral being sent from the Practice. Please explain below: |  |

1. **Your Overall Satisfaction**

**Q10 How satisfied are you with your experience at Wordsworth Health Centre?**

|  |  |
| --- | --- |
| MC900423171[1] Very happy |  |
| MC900433823[1] OK |  |
| MC900423165[1] Not Happy |  |

**Q11 Would you recommend the Surgery to someone who has just moved to your local area?**

|  |  |
| --- | --- |
| Yes |  |
| No |  |
| Don’t know |  |

**Q.12 Any other comments (continue on back of page)**

1. **Some questions about you**

The following questions will help us to see how experiences vary between different groups of the population. We will keep your answers completely confidential

**Q12 Are you male or female?**

|  |  |
| --- | --- |
| Male |  |
| Female |  |

**Q13 How old are you?**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Under 18 |  |  | 55 - 64 |  |  |
| 18 – 24 |  |  | 65 - 74 |  |  |
| 25 – 34 |  |  | 75 - 84 |  |  |
| 35 – 44 |  |  | 85 and over |  |  |
| 45 – 54 |  |  |  |  |  |

**Q14 What is your ethnic group?** (Chose one section from A to E below, then select the appropriate option to indicate your ethnic group)

1. **White**

|  |  |  |
| --- | --- | --- |
| British |  |  |
| Irish |  |  |
| Any other white background |  |  |

1. **Mixed**

|  |  |  |
| --- | --- | --- |
| White & Black Caribbean |  |  |
| White & Black African |  |  |
| White & Asian |  |  |
| Any other Mixed background |  |  |

1. **Asian or Asia British**

|  |  |  |
| --- | --- | --- |
| Indian |  |  |
| Pakistani |  |  |
| Bangladeshi |  |  |
| Any other Asian background |  |  |

1. **Black or Black British**

|  |  |  |
| --- | --- | --- |
| Caribbean |  |  |
| African |  |  |
| Any other Black background |  |  |

1. **Chinese or other ethnic group**

|  |  |  |
| --- | --- | --- |
| Chinese |  |  |
| Any other ethnic group |  |  |

 **Q.15 Are you currently in full or part-time employment?**

|  |  |
| --- | --- |
| **Yes** |  |
| **No** |  |

 **Q.16 How many times have you visited a GP at the Wordsworth Health Centre in the last year?**

|  |  |
| --- | --- |
| **One visit (1)** |  |
| **Two visits (2)** |  |
| **Three visits (3)** |  |
| **Four to six visits (4-6)** |  |
| **More than six visits (6+)** |  |
| **Cant remember**  |  |

**Thank you for completing the survey**

**The results will be displayed at the Wordsworth Health Centre by 31st March 2014**