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PATIENT PARTICIPATION REPORT 2013/14

Step 1: Develop a PRG

Step 2: Agree areas of priority with the PRG

Step 3: Collate patient views through use of a survey

Step 4: Provide PRG with opportunity to discuss survey findings and reach agreement on changes to services

Step 5: Agree action plan with the PRG and seek PRG agreement to implementing changes

Step 6: Publicise actions taken – and subsequent achievement

We would like to thank all those patients who took part in the survey and hope that by publishing the results and showing that we do take notice of what you are telling us, we will encourage more patients to participate in our surveys in the future.

FOREST GATE SURGERY- Survey Results Report

Over the last two years, the practice set up a Patient Reference Group to work alongside our existing Patient Participation Group. The Patient Reference Group (PRG) is mainly a virtual group which communicates with us by email and by mail. The PRG is invited to respond to practice surveys and actively helps us with two-way communication on ideas of improving services and understanding patient priorities and issues. The Patient Participation Group (PPG) is a committee of patients who meet at the practice regularly to support the practice with patient communication, service development and to collate and interpret PRG feedback. This Patient Participation Group (PPG) plays an active part in designing survey questions and interpreting results. Decisions are discussed at PPG meetings. We offer to all our PRG members an invitation to contact the Practice Manager should they wish to join the PPG. On average the PPG meets once a quarter at the practice.

Our new patient welcome pack includes details of both groups; PRG and PPG. New patients can be added to our PRG simply by providing their email address and desire to join the group when completing the new patient questionnaire in the welcome pack. Details of joining can also be found on our website www.forestgatesurgery.nhs.uk. Forest Gate Surgery also uses social media and newsletters to convey information to patients and invite new members to join these groups.

We strive to give all patients the opportunity of taking part in surveys conducted by the Practice. The surveys will be published to the website and are available in the waiting room as well as being available online. Members of the PPG are often on hand to help with the surveys and assist patients in completing the survey if required. All of our patients are welcome to give feedback via this group and patients will be contacted directly each time a survey is ready for completion. PRG members receive annual surveys from the practice via email or by post. The results of the surveys are shared with all of our patients using a variety of media including our practice website, newsletters and email updates as well as hard copies being available in the waiting room.

Step 1: Develop a PRG

The Practice Profile

Practice population profile		PRG profile		Difference
Age				
% Under 16	18%	% Under 16	2.9%	-15.1%
% 17 - 24	9%	% 17 - 24	14.4%	5.4%
% 25 - 34	12%	% 25 - 34	26.3%	14.3%
% 35 - 44	13%	% 35 - 44	15.5%	2.5%
% 45 - 54	17%	% 45 - 54	14.6%	-2.4%
% 55 - 64	13%	% 55 - 64	14.8%	1.8%
% 65 - 74	10%	% 65 - 74	7.9%	-2.1%
% 75 - 85	6%	% 75 - 85	2.9%	-3.1%
% Over 85	2%	% Over 85	0.7%	-1.3%

Ethnicity				
Unknown	47.4%	Unknown	0%	
% British or Mixed British	51.5%	% British or Mixed British	95.8%	
% Irish	0.08%	% Irish	0.5%	
% White & Black Caribbean	0.07%	% White & Black Caribbean	0%	
% White & Black African	0.08%	% White & Black African	0.5%	
% White & Asian	0.08%	% White & Asian	0.5%	
% Indian	0.2%	% Indian	0.5%	
% Pakistani	0.07%	% Pakistani	0%	
% Nepalese	0%	% Nepalese	0%	
% Bangladeshi	0.07%	% Bangladeshi	0.2%	
% Caribbean	0.07%	% Caribbean	0%	
% African	0.01%	% African	0.2%	
% Chinese	0.08%	% Chinese	0%	
% Any Other	0.2%	% Any Other	1.8%	
Gender				
% Male	51%	% Male	41%	
% Female	49%	% Female	59%	

Our practice has a low percentage of patients in ethnic minority groups. As the practice is situated in a modern residential area with a high degree of family homes, we have a lot of patients under 16 who are more naturally represented by their parents. This is reflected in the slightly higher percentages of feedback in parental age groups. That said, we are pleased to see that this year we attained a broad spectrum of responses over the majority of age groups. Our response rate was higher than the previous year and we managed to have reached a much higher percentage of younger people.

The surveys were completed online and by paper copy by patients when visiting the surgery. Many of these were completed by older patients who are not part of our reference group. As a point of interest, despite patients in the younger age group being a part of the PRG, still only a minority of surveys were completed online. This will continue to be an action point for future surveys.

In addition to the regular sessions at the surgery, our PPG members attended our Saturday flu clinics in the autumn to give out PRG and PPG sign up forms and talk to patients about the group. PPG representatives were present to assist patients in their completion of the survey and are a valuable resource to the practice.

The methods used to invite members to join the PRG

- Practice website
- Facebook and Twitter pages
- Practice newsletters
- All new patients registering at the practice are given a leaflet and form with advice on how to join the PRG and PPG
- PPG members actively sign up patients at their duty sessions in the waiting room and at Saturday flu clinics
- Forms and leaflets in the waiting room
- Waiting room posters
- Sending sign up forms out to patients on the back of clinical recall letters
- All registered carers were contacted
- GPs used sign up forms and information leaflets to target patients in clinic

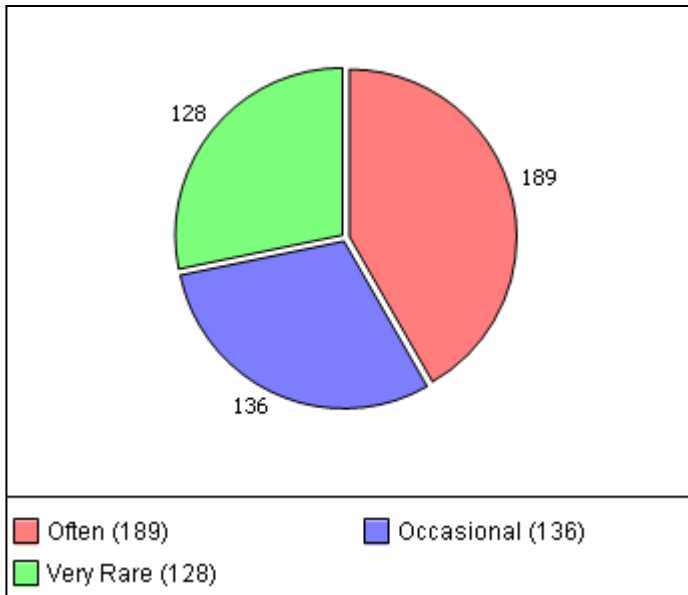
Our PRG Profile

Patient Reference Group (PRG)

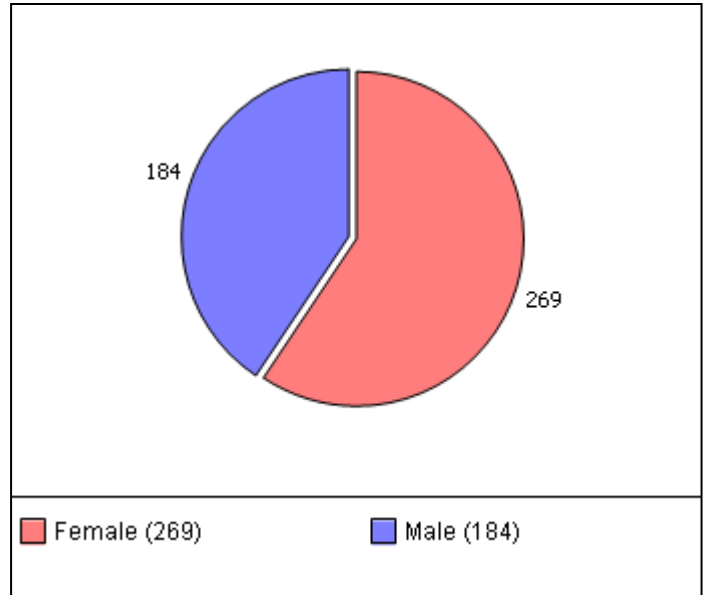
The patient reference group comprises 453 members on email. This group now makes up 3.4% of our practice population.

Distribution Details

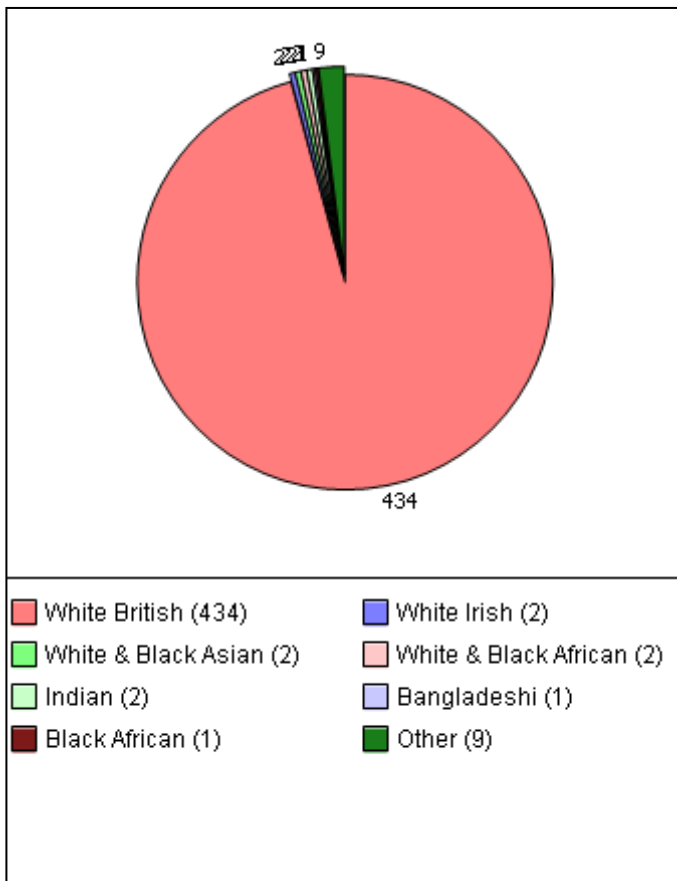
Attendance



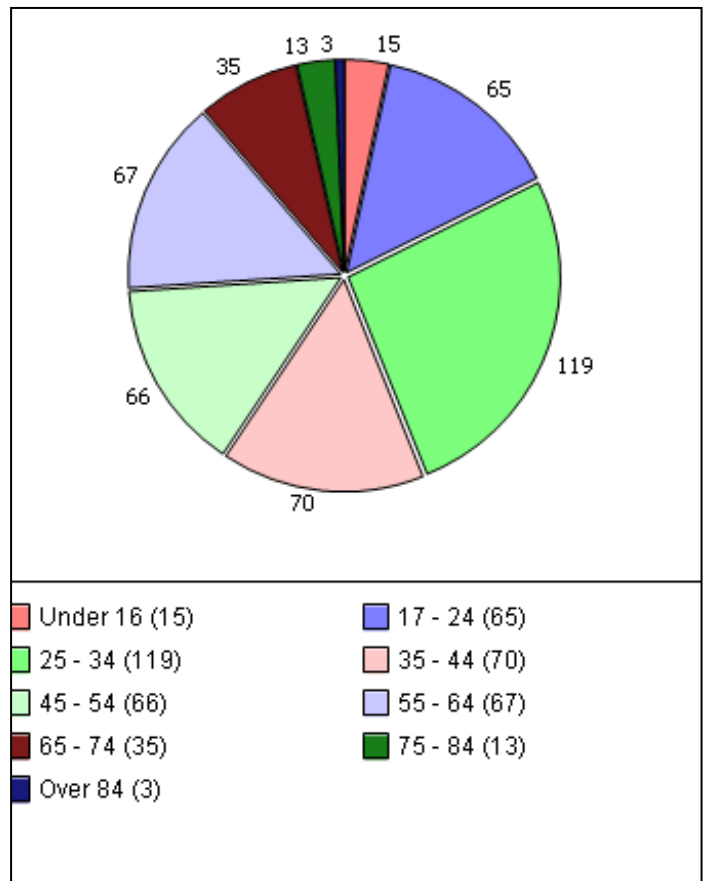
Gender



Ethnicity



Age



The rationale behind the PRG stems from the fact that the practice already had a face to face group known as a PPG (patient participation group) who were concerned at the lack of younger members in their group. It was agreed that a virtual group known as the PRG would be established.

- The PPG was set up in October 2009 and has been meeting every 2 months to quarterly since that time. We have had around 20 patients become PPG members and currently have 10 members who meet regularly. Members are mainly older or retired and we have slightly more females than males in this group.
- The PRG began in July 2011 and the practice has actively been recruiting new members since its inception. This group is growing faster than the PPG and we need to actively encourage new members to our PPG.

The Practice has approximately 13,332 patients. Our practice population has been calculated using our clinical system EMIS Web.

The practice makes every effort to gain as much information about our patients as possible so that we can understand their needs to the best of our ability. Information is requested when registering new patients, during appointment bookings and also feedback gained via patient surveys, website feedback, emails and regular sessions of PPG representation in the waiting room using mini surveys.

Step 2: Agree areas of priority with the PRG

It was agreed at the PPG meeting on 25th June 2013 that the PRG should be asked to complete a 'pre-survey' to help decide what topics were of greatest interest to our patients for further comment, ideas and debate. It was felt that the topics chosen represented most of the areas of patient involvement in the surgery. Ideas were also generated from:

- Previous PPG meetings held
- GP partners feedback from internal communications asking for ideas on this subject
- A management review of prominent topics within complaints received at the practice over the past year
- A PPG review of the comments and feedback forms used by the PPG in main reception
- Advice and ideas generated from staff, the GP partners and the patient group
- National GPAQ Survey website

Choice Questionnaire - The first survey was sent out by email to the PRG in August 2013 using our website software which was developed for this purpose. (See Appendix 1). It was also available on our website.

Step 3: Collate patient views through use of a survey

The main survey (using topics suggested from the results of the first survey) was sent by email to the PRG in mid-January 2014 and was also available via our website and in our reception area throughout January, February and early March. It was advertised on the website and on Facebook and Twitter. We continued to encourage patients visiting the surgery to complete the survey and we sent out a reminder message to the reference group towards the end of the survey period. The survey was slightly shorter in length to last year at the request of the PPG and in response to patient feedback and input.

Our website software provided the method of sending the survey to the PRG group by email and we also published it on our website for as many patients to see as possible. We have 2,267 patients registered for online appointment booking and prescription ordering, both of which are done through our website. We have an average of 7,553 'hits' on our website each month and we felt that this was a good a place for the survey to be published. It was also advertised on our Facebook and Twitter pages. Copies were handed out in the waiting room by our reception team and the PPG members helped with this. Doctors were also provided with copies of

the survey to hand to patients at the end of a consultation to encourage a good number of responses. This was seen as a positive step by patients and staff alike.

The questions were chosen to represent the variety of subjects initially laid out in our Choice Questionnaire. This included relationships and expectations with our Doctors and staff members, our repeat prescription service, receipt of test results and our new waiting room. Our free text questions tried to find any common themes or problems that patients might have experienced. (See Appendix 2 for the main survey)

Step 4: Provide PRG with opportunity to discuss survey findings and reach agreement on changes to services

The results of the survey were collated and discussed by the PPG on 4th March 2014 before sending the following summary and proposed action plan to all members of the PPG by email on 18th March 2014. The full results of the survey were published on the website on 28th March 2014. The summary and proposed action plan were sent to all PRG members on 19th March 2014 and patients in this group were invited to contact the Practice Manager to discuss any element of the survey findings or action plan.

On the whole, the results of the survey were very positive but as expected, we did receive many 'free text' comments, some of which highlighted issues where patients had experienced problems or felt that improvements could be made. Where this was identified as a trend, these have been included in the action plan.

2013/14 patient survey 'Forest Gate Surgery Practice Survey'

In addition to asking multiple choice questions to discover our patients' views regarding The Patient Experience, the practice also wanted to give patients a chance to express their opinions (questions 5, 9, 11, 16, 20). Firstly we should point out that there were many more positive comments than negative ones and we would like to thank all our patients for their support.

On a positive note, you liked our use of technology and our online appointments system attracted a lot of praise. Our Doctors, Nurses and Staff also warranted praise with words such as "respectful, kind, helpful, caring, friendly, polite" being used extensively and many of you recognised that we are trying to do a good job under difficult circumstances.

Naturally the negative comments are harder to hear, however we recognise that this allows issues to be raised in order that we can see common themes and make changes to provide a better service for our patients.

Common Themes

Doctor/Patient Relationships

Patients have commented that overall they are happy with their relationship with the GP's with comments such as "brilliant", "helpful", "going that extra mile" and "an asset to the practice". The main area of constructive feedback was that patients sometimes found it difficult to see their usual GP or that it was more difficult to get a follow up appointment with the same Doctor.

On the whole patients felt that they had a good relationship with their Doctor; Doctors are polite, considerate and patients had confidence in them, although it was sometimes difficult to form a relationship if unable to see the same Doctor on a regular basis.

There was mention of Doctors' time keeping and that running late was sometimes an issue. Most patients however did seem to accept that some patients unfortunately take more than the allotted time, but more often than not it was worth the wait. It was also mentioned that previously patients were able to see if a

Doctor or Nurse was running late on the patient call-board, however since the change of clinical system this was no longer available.

On line prescriptions

It was mentioned that when making a request for a deviation from the usual prescription, it was not always actioned. Some patients said that there was no facility to request a medication change when their dose had been altered. When using our repeat prescription service it is important to remember it is for regular repeats only. The software does not allow the patients to make changes to dosages but it does provide the facility to request changes as a typed message attached to the request which we will always consider when prescribing.

Some patients preferred the old online service but the majority of our patients felt the new service was quick, reliable and easy to use. There were a few comments from patients who would like to use the online service but are unsure how to go about this. We will provide further information on how to sign up to our online service.

Staff/Customer Service

Overall customer service is thought to be excellent. Our staff members have been praised for being helpful & kind. It was mentioned that the Receptionist's telephone manner has improved greatly, although occasionally some can come across as being abrupt. Some patients stated that they are occasionally made to feel guilty about calling for an urgent appointment. This will be addressed in the action plan. Customer service is of the utmost importance to the practice and we will continue working and improving skills and knowledge to ensure that this remains an excellent standard.

Test Results

Most patients asked whether test results could be discussed over the telephone. Patients can already make an appointment for a telephone consultation to discuss test results.

There was a lot of interest in test results being sent out via e-mail or text. This is an attractive concept which we are considering. There are some logistical difficulties as the results for a patient may be received sequentially over several days and we wish to avoid a situation where patients are falsely reassured early on that their results are normal only to find the opposite is true a few days later. We are currently trying to work through how to make this process better and give patients the information they want in a timely manner.

Many patients stated that they have to chase the practice in order to find out their test results. We generally receive most blood tests and simple radiology results in a week and comment on the results as soon as they are received which will be readily available for the patient's consideration. Unfortunately more complex tests are extremely variable in how long they take to be returned to the surgery and there is no practical way to speed this process with the wide number of providers we use. We will however always be receptive if patients want a result expedited and work with our partners to hurry the process wherever possible.

Waiting Room

General comments state that the waiting room is very bright although the seating area is less than satisfactory. The layout is thought to be unsuitable when there is high demand for appointments and there is a queue at the reception desk. This makes access to consulting rooms more difficult for other patients. Many patients thought that there should be a separate exit door so that people don't have to walk back through patients waiting to check in.

It is also reported as being cold if seated by the doors. Some patients have said that there could be more room for wheelchairs and pushchairs and that there is not much privacy when talking to the reception staff.

It was mentioned that there are not enough chairs with arms for those who need help getting out of their seats.

Many patients approve of the new look and feel that the surgery is now brighter and more modern.

There have been several positive comments about the children's area.

General Comments

There were comments regarding the ethnicity section of the survey. Several patients objected to the term "White British" and would have preferred "White English". There was an option for "White Irish" but this option was intended for patients from the Republic of Ireland who were therefore not British. "White British" covers England, Scotland, Wales and Northern Ireland. These are the terms laid out by the 2001 census and the practice does not influence this use of terminology.

FOREST GATE SURGERY ACTION PLAN FROM 2013/14 PATIENT SURVEY

Actions to be agreed with the PPG/PRG	Indication of priorities	Timeframe for implementing these changes	Communication Plan for any changes identified
Notification of Doctor/Nurse running late	This was a feature with the previous clinical system. With an upgrade in software on our self-check-in monitor, this can be enabled on the self-check-in monitor. The Practice will review whether this is possible for the Jayex board. The practice is also looking at other display options.	0-6 months	Website Social media Newsletter Waiting Room Poster
Improve knowledge for patients to use online service	An updated guide on how to register/use the online service will be created and we will publish this on our website/Facebook/twitter/newsletter and copies will be in the waiting room.	0-3 months	Website Social Media Newsletter
Telephone manner of Reception Staff	Staff training is regularly carried out within the practice. Courses have already been identified for a number of individuals. Customer Service training is an on-going process and will continue to be monitored with feedback and performance appraisals.	Currently underway with on-going monitoring	
Test Results – Notifying patients of their results	Text messaging patients with their results has previously been discussed. This will be reviewed as to whether this can be offered with current clinical system and IT functions.	6-12 months	Website Social media Newsletter Waiting Room Poster
Wait Time for Test results	We will review SMS texting of results and implement this if practical and safe.	3-6 months	Website Social media Newsletter Waiting Room Poster

Waiting Room Layout – Not ideal	The seating was purchased due to the flexibility that it can offer with lay-out of the chairs. The practice will review whether it can be rearranged into a more convenient formation. The practice will review the request for additional chairs with arms and high backs to ensure seating is improved for patients.	0-6 months	Website Social media Newsletter Waiting Room Poster
Other	Other comments identified in the practice survey will be answered through a “Frequently Asked Questions” (FAQ) page on our website, which is being developed and is coming soon. This will also include information on the types of appointments that can be managed by the Nursing team. There will also be copies circulated throughout the waiting room.	0-3 months	Website Social Media Newsletter

Step 5: Agree action plan with the PRG and seek PRG agreement to implementing changes

The action plan was reviewed by members from both PRG and PPG. Feedback has been incorporated and therefore the practice can assume that the PRG are in agreement with the above plan. Responses received offered feedback on seating, informing patients when appointments are delayed, providing information and updates from the Department of Health and Government initiatives. Other elements for feedback and suggestions will be discussed as a practice team.

The PPG and PRG are aware that actions are followed up and changes are made as a result. In the previous year’s survey, actions were documented concerning the following themes; appointment difficulty, text messaging patients, renovation of the waiting room, staff training and waiting times.

In response to these points, the Practice provided better information to patients regarding booking of appointments, created more documentation on how appointments are created and reviewed the systems and procedures over several months after implementing the new clinical system. This has improved access to patients booking online and in general the appointments system and addressed wait times concurrently.

The use of text messaging has not yet been implemented but is still a priority for the Practice and patients are contacted on their mobile telephones if that is their wish.

The waiting room was renovated completely, new lighting has been put in, seating has been replaced, there has been a re-design of the reception desk and a new children’s area has been put in place. Whilst the Practice will never appeal to all patients, the renovations have been largely well received.

Staff training is a priority. Monthly training sessions are held with the staff and on-going training is provided as required. Examples of recent training include resus update, manual handling, customer services, telephone skills, prescribing courses and time management courses.

Step 6: Publicise actions taken – and subsequent achievement

The 4th column of the action plan shows how patients will be notified of any changes made. NHS Hampshire has not been formally notified of any changes as there are no legal or contractual areas affected by the results of this survey at the practice.

The survey results were published on the website on 12th March 2014. The action plan and survey report was published on our website and on our NHS Choices page by 31st March 2014.

Forest Gate Surgery Opening Hours

Day of the Week	Reception Hours	Clinic Times
Monday	08:30 - 18:00	07:00 - 20:00
Tuesday	08:30 - 18:00	08:30 - 18:00
Wednesday	08:30 - 18:00	08:30 - 18:00
Thursday	08:30 - 18:00	08:30 - 18:00
Friday	08:30 - 18:00	07:00 - 18:00
Weekend	<i>closed</i>	<i>closed</i>

The practice provides care for all patients between the hours of 8am and 6.30pm, Monday to Friday with the exception of Bank Holidays. Outside these hours, cover is provided by the NHS 111 service and the local Out of Hours GP Service. Should you need urgent medical treatment outside of normal reception opening times, please telephone the surgery on **02380 663839** where you will be given information about the service most appropriate for you.

Please note that the surgery also offers routine booked appointments with a Doctor during extended hours from 7 - 8am on Mondays and Fridays and from 6.30 - 8pm on Mondays. Please telephone the above number to book an appointment. Normal reception services are not available during these extended hours.

Monday	0700 – 0800	Dr Detsios, Dr Hunt
Monday	1830 – 2000	Dr Arney, Dr Fowler
Friday	0700 – 0800	Dr Newman, Dr Myles, Dr King

Appendix 1

Forest Gate Survey Choice 2013

Number of Responses: **150**

Dear Patient,

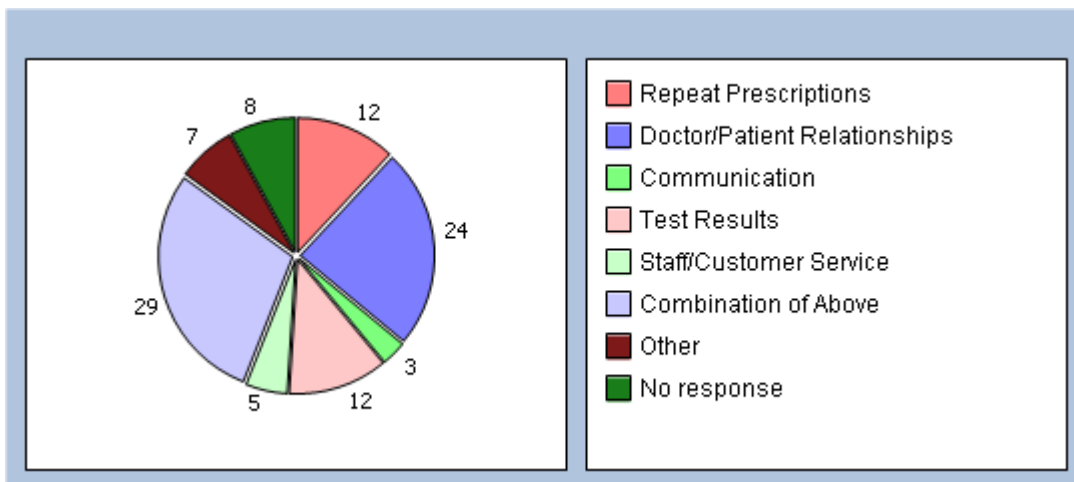
Thank you so much for agreeing to become part of our Patient Reference Group. We would be grateful if you would take time to help our practice choose a topic to survey this year and if possible, send us your replies before 20th September. Once we have your answers we will publish a more detailed survey on the topic chosen by the majority.

Last year's survey was on "The Patient Experience" and the results of this can be found in the Survey Results section on our website.

Please answer all of the questions and click Send when you are done.

Q1: Which of the following topics would you like to see surveyed in more detail?

Repeat Prescriptions 12%
Doctor/Patient Relationships 24%
Communication 3%
Test Results 12%
Staff/Customer Service 5%
Combination of Above 29%
Other 7%
No response 8%



Q2: If you answered Other, please give more details below?

Appendix 2

Survey Results

Forest Gate Surgery Patient Survey 2014

Number of Responses: **451**

Dear Patient,

Thank you for agreeing to take this short survey to help the practice understand how our patient experience can be improved. We know that getting through to the practice on the phone and getting an appointment are still top priorities for you and we are continuing to monitor these areas following our survey last year.

Please answer all of the questions and click 'Send Survey' when you are done.

Doctor/Patient Relationships

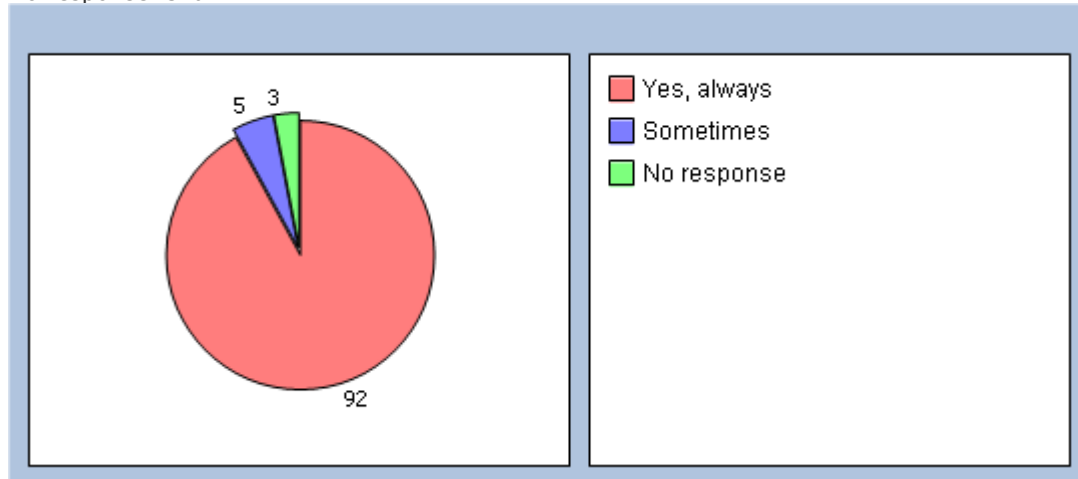
Q1. Do you have confidence that our GPs are honest and trustworthy?

Yes, always 92%

Sometimes 5%

No, not at all 0%

No response 3%



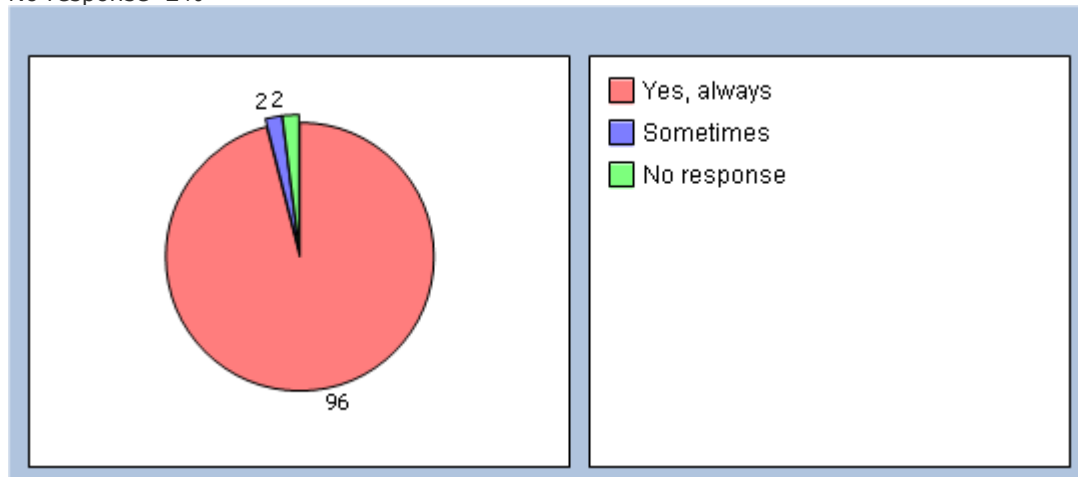
Q2. Do you have confidence that your doctor will keep your information confidential?

Yes, always 96%

Sometimes 2%

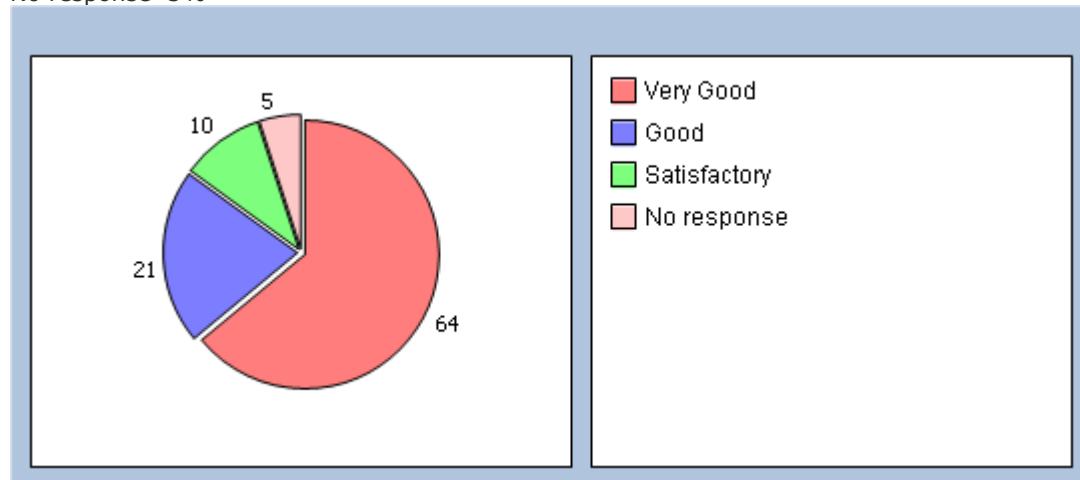
No, not at all 0%

No response 2%



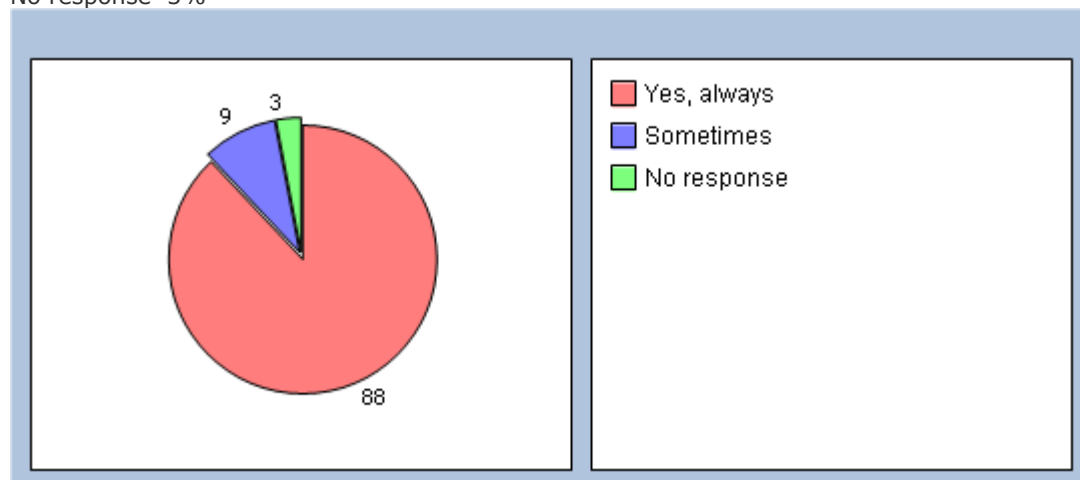
Q3. Do you have a good relationship with your usual GP?

Very Good 64%
Good 21%
Satisfactory 10%
Bad 0%
Very Bad 0%
No response 5%



Q4. Do you find our GPs polite and considerate?

Yes, always 88%
Sometimes 9%
No, not at all 0%
No response 3%

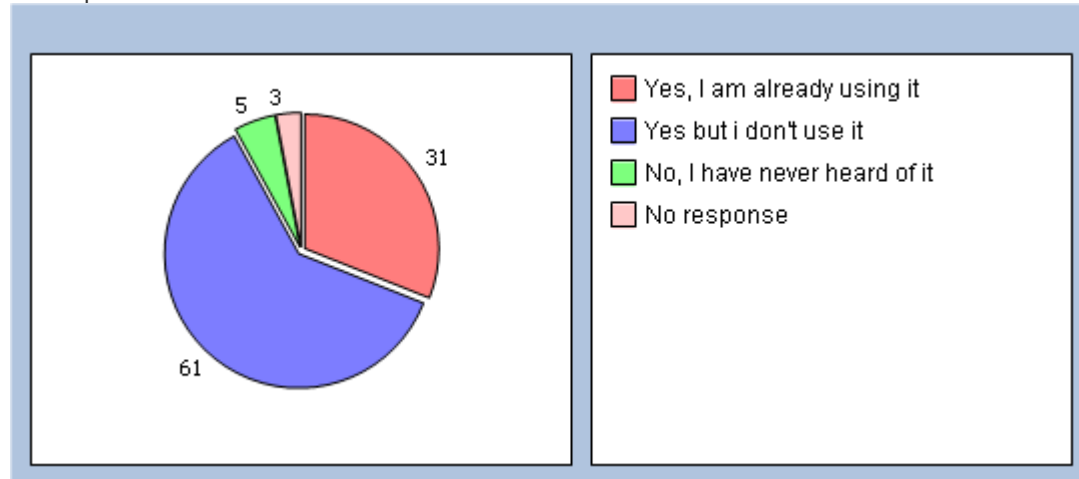


Q5. Any other Comments?

Repeat Prescriptions

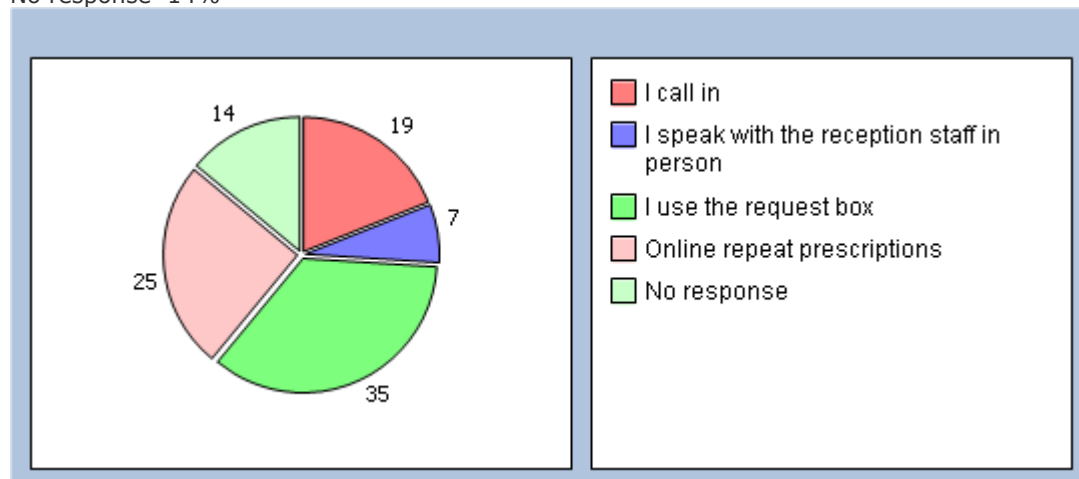
Q6. Are you aware of our online repeat prescription service?

Yes, I am already using it 31%
Yes but i don't use it 61%
No, I have never heard of it 5%
No response 3%



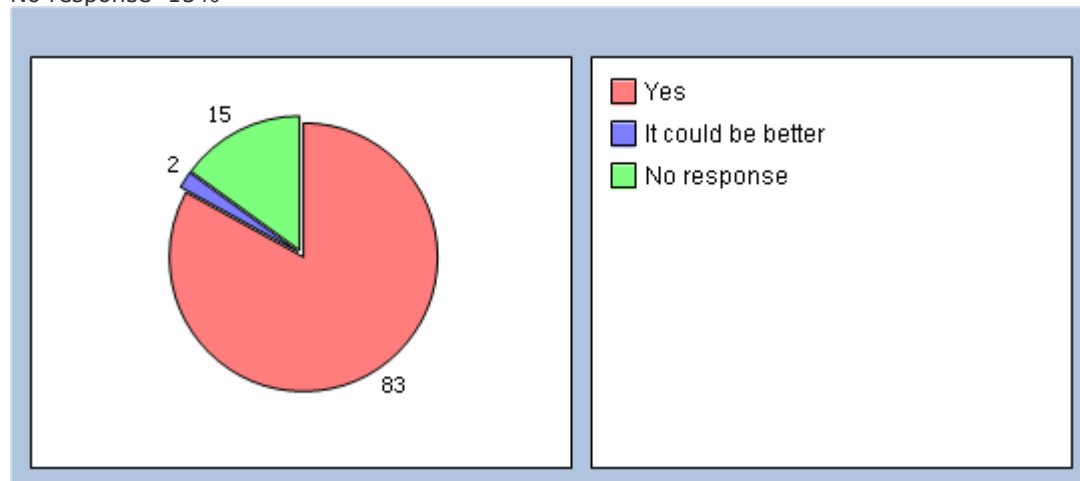
Q7. How do you usually request your repeat prescriptions?

I call in 19%
I speak with the reception staff in person 7%
I use the request box 35%
Online repeat prescriptions 25%
No response 14%



Q8. Are you happy with the repeat prescription service in general?

Yes 83%
No 0%
It could be better 2%
No response 15%

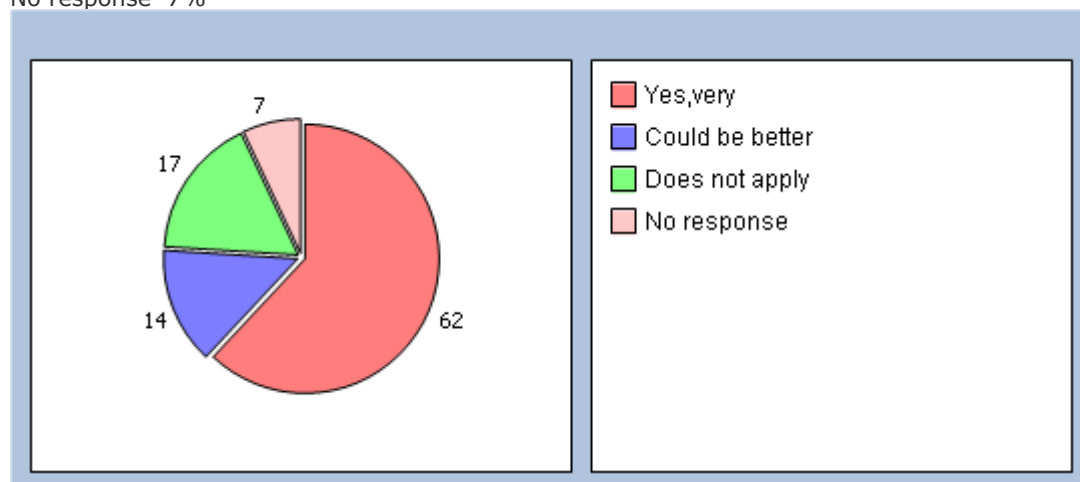


Q9. Any other Comments?

Test Results

Q10. Are you happy with how you currently receive your test results?

Yes,very 62%
Could be better 14%
Not happy at all 0%
Does not apply 17%
No response 7%

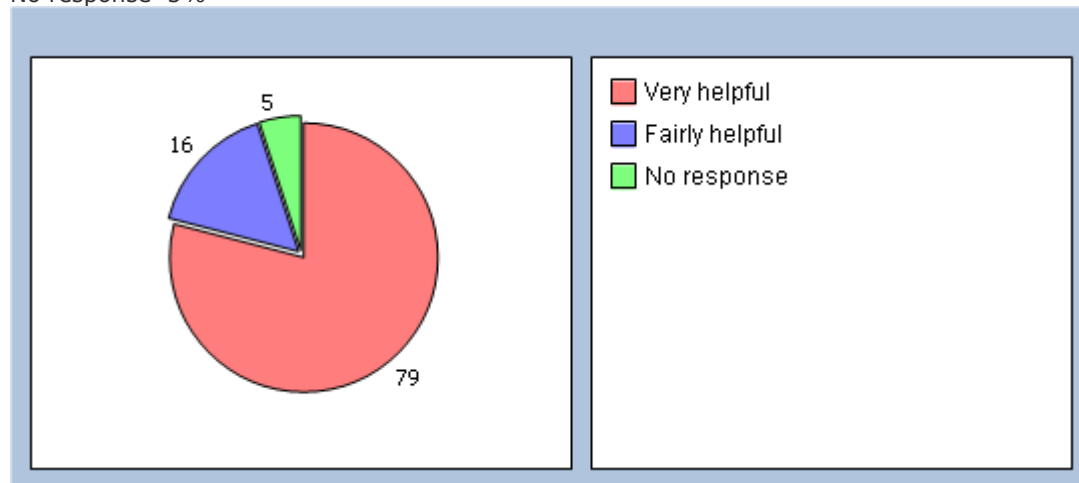


Q11. Any other Comments?

Staff/Customer Service

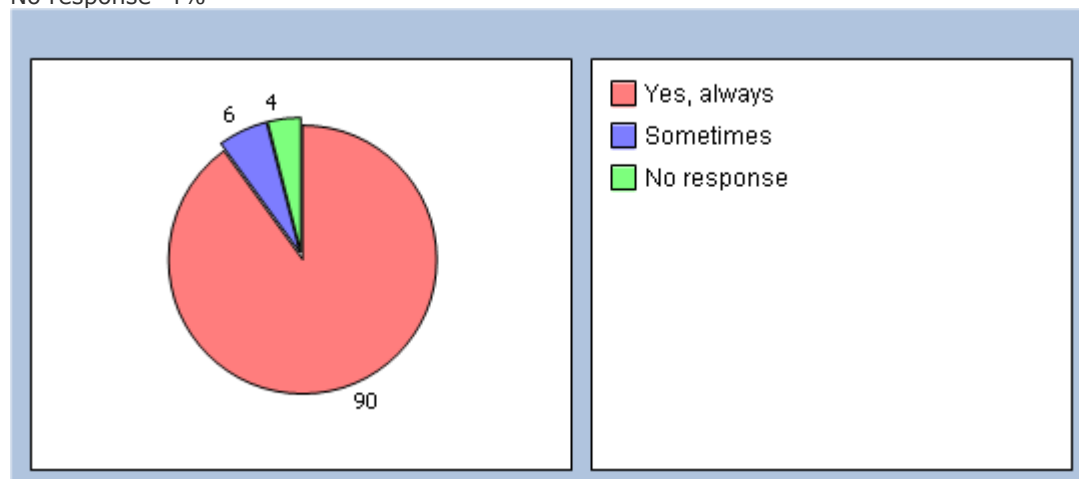
Q12. How helpful do you find the staff at Forest Gate Surgery?

Very helpful 79%
Fairly helpful 16%
Unhelpful 0%
Very unhelpful 0%
Does not apply 0%
No response 5%



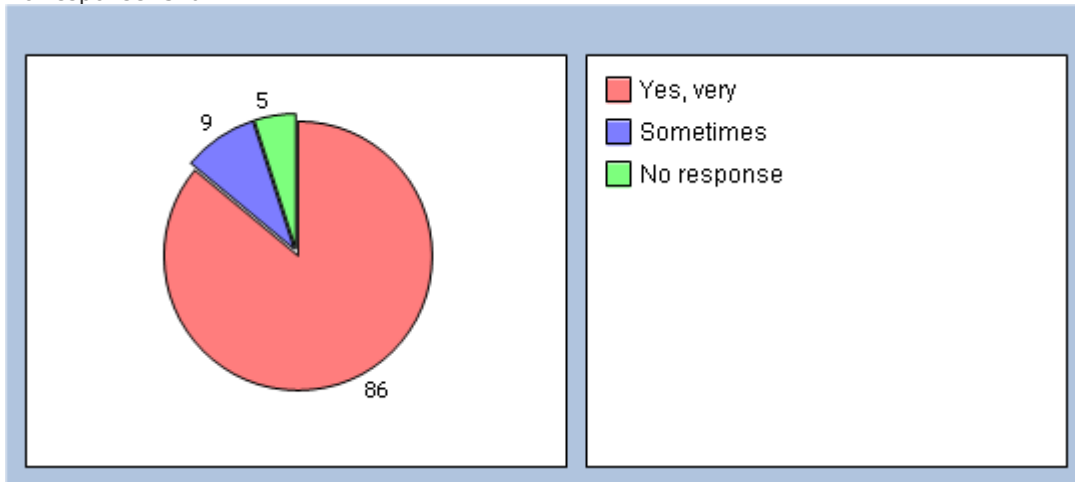
Q13. Do staff treat you with dignity and respect?

Yes, always 90%
Sometimes 6%
Not at all 0%
Does not apply 0%
No response 4%



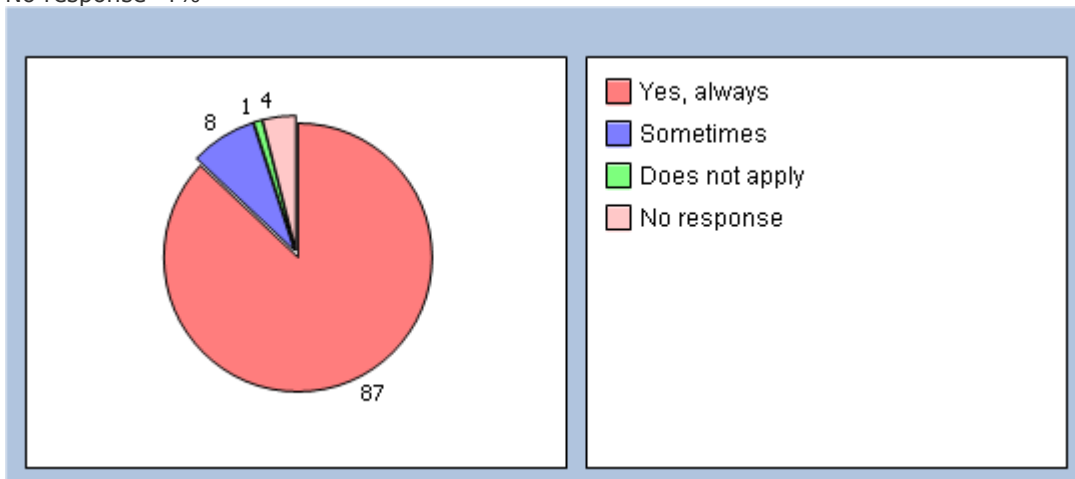
Q14. Do you find Forest Gate Surgery staff friendly and approachable?

Yes, very 86%
Sometimes 9%
Not at all 0%
Does not apply 0%
No response 5%



Q15. When calling the surgery are you spoken to in a courteous and professional manner?

Yes, always 87%
Sometimes 8%
Not at all 0%
Does not apply 1%
No response 4%

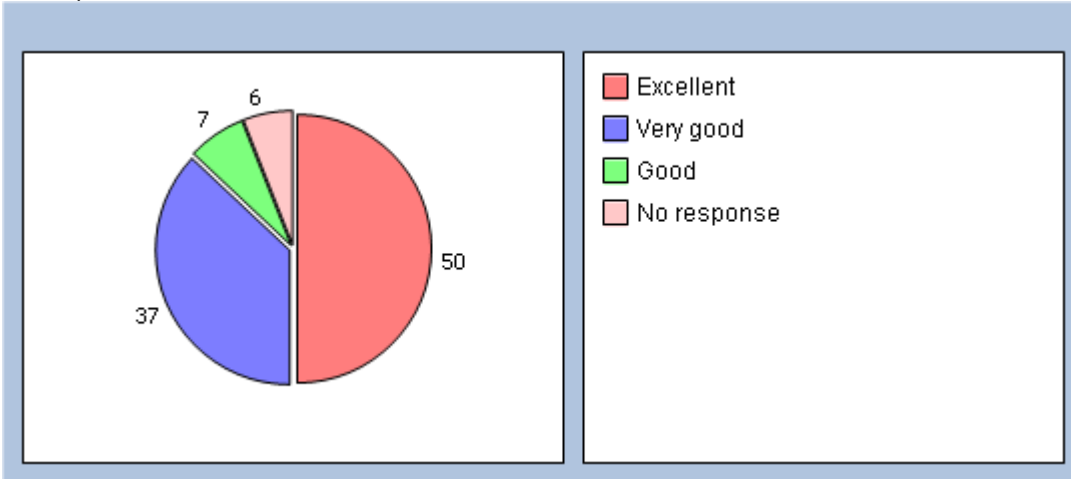


Q16. Any other Comments?

General

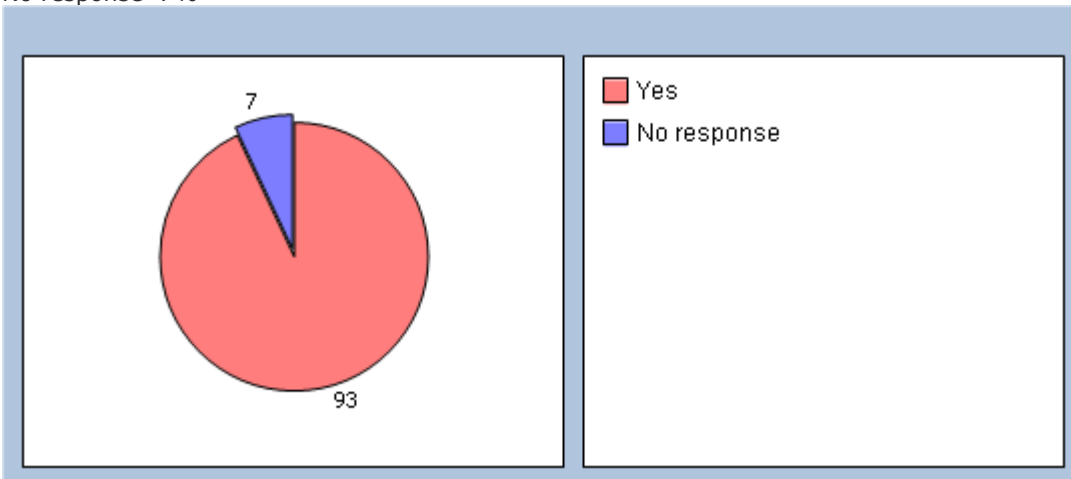
Q17. How would rate your overall experience at Forest Gate Surgery?

Excellent 50%
Very good 37%
Good 7%
Fair 0%
Poor 0%
Very poor 0%
No response 6%



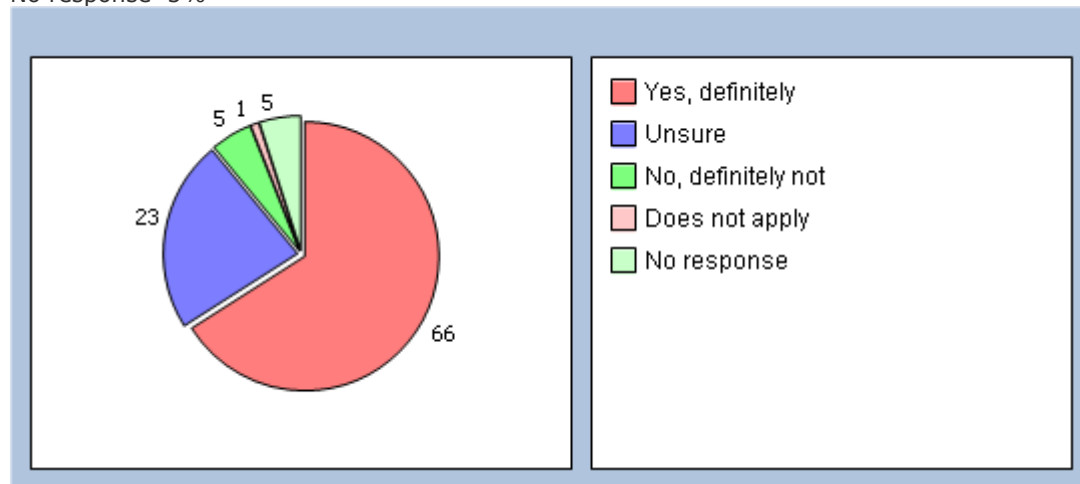
Q18. Would you recommend Forest Gate Surgery to a friend?

Yes 93%
No 0%
No response 7%



Q19. Are you pleased with our new reception area?

Yes, definitely 66%
Unsure 23%
No, definitely not 5%
Does not apply 1%
No response 5%

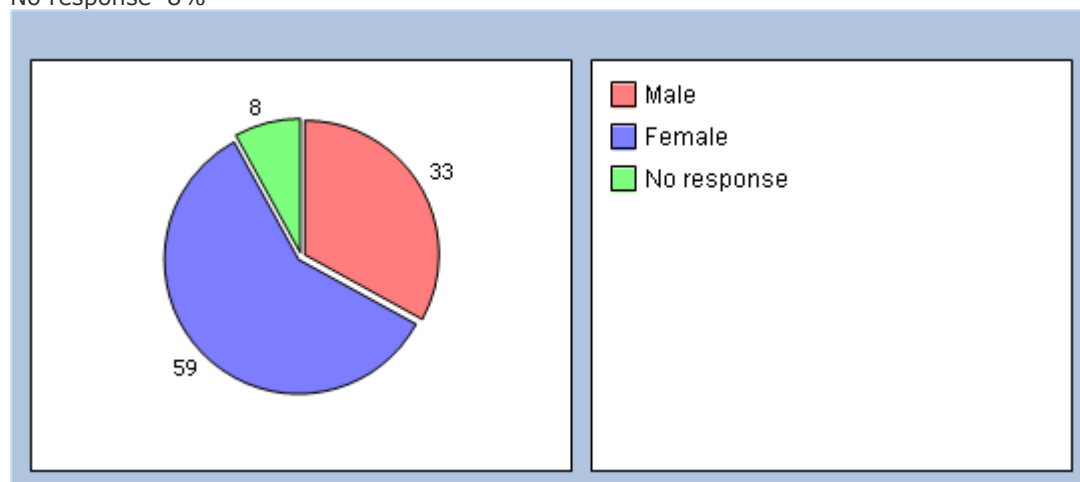


Q20. Any other Comments?

To help us analyse your answers please tell us a few things about yourself:

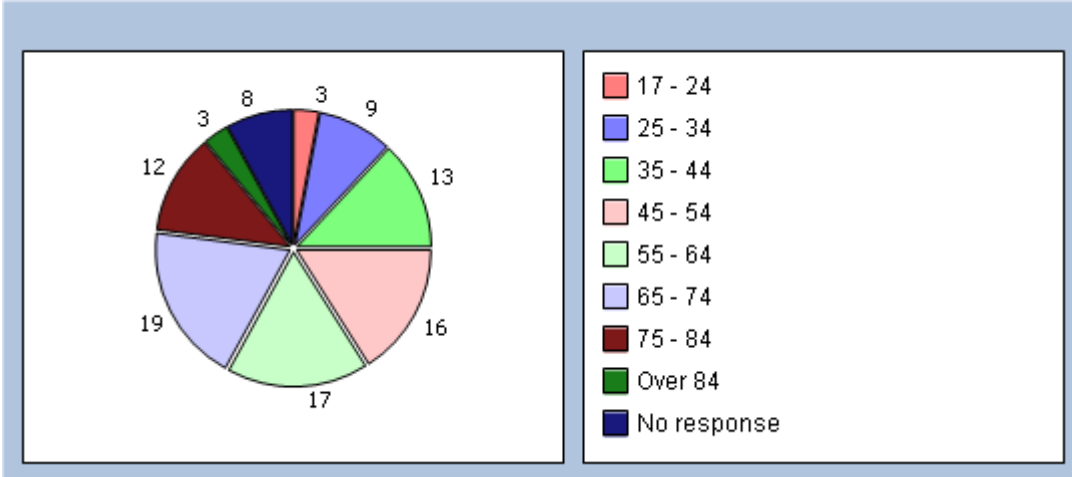
Are you male or female?

Male 33%
Female 59%
No response 8%



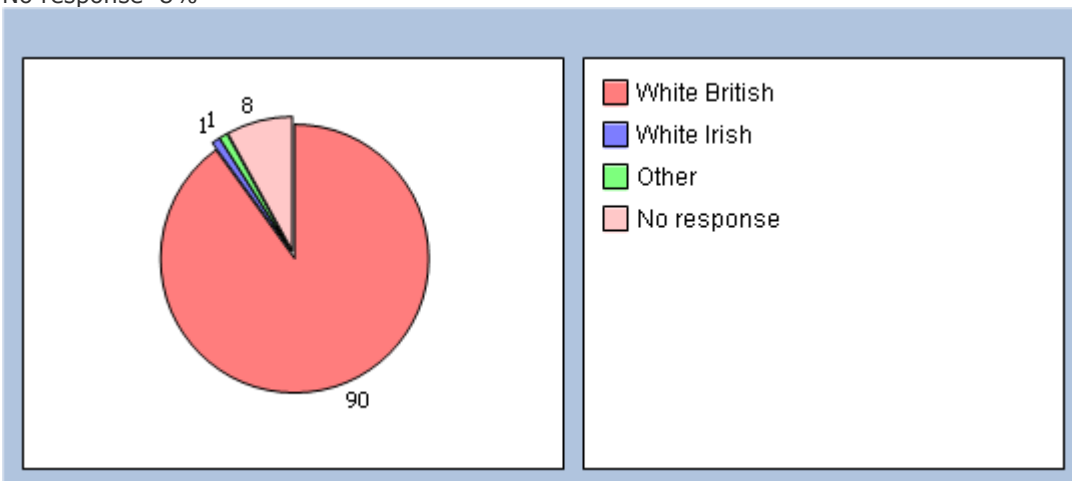
What age are you?

Under 16 0%
 17 - 24 3%
 25 - 34 9%
 35 - 44 13%
 45 - 54 16%
 55 - 64 17%
 65 - 74 19%
 75 - 84 12%
 Over 84 3%
 No response 8%



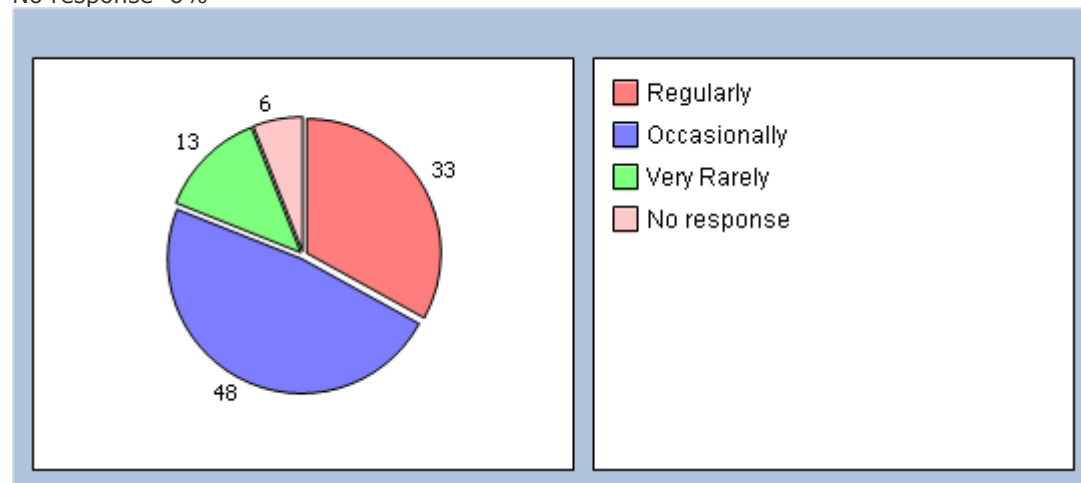
What is the ethnic background with which you most identify?

White British 90%
 White Irish 1%
 Mixed White & Black Caribbean 0%
 Mixed White & Black African 0%
 Mixed White & Black Asian 0%
 Indian 0%
 Pakistani 0%
 Bangladeshi 0%
 Black Caribbean 0%
 Black African 0%
 Chinese 0%
 Other 1%
 No response 8%



How would you describe how often you come to the practice?

Regularly 33%
Occasionally 48%
Very Rarely 13%
No response 6%



Many thanks for your time in answering the questions on this survey.