

Oakfield Surgery

Patient Reference Group's (PRG) Profile 2014/15

<http://www.oakfield-surgery.co.uk/>

The Practice Opening Times

These are displayed on the practice website as shown above, in our practice leaflet, within the surgery and on the NHS Choices website.

Surgery Times

Monday to Friday	08:00 - 18:30
Saturday	9:00 – 10:30AM <i>Extended Hours Surgery by appointments only</i>
Sunday	CLOSED

1. Validate that the patient group is representative

1.1. A description of the population of the members of the PPG

The profile of the Oakfield Surgery patient participation group is neither reflective nor representative of its practice population. The practice has found that the current membership reflects the types of patients who have a certain level of confidence, free time and have the flexibility to attend the meetings.

Gender

Male	Female
9	12

Age Group

Age Group (years)	No of Participants
10-19	1
20-29	2
30-39	1
40-49	5
50-59	5
60-69	3
70+	4

In trying to recruit members for the PPG the practice found the biggest interest came from the patients between the ages of 40 to 59 years and who seemed to have more time and courage to get involved in the practice life.

The practice has considered evening meetings to attract patients who are working, are in full time education or have children of school age.

Ethnicity:

Ethnicity	No of Participants
White British	7
Other white	6
Black Caribbean	5
Indian or Indian British	1
Other Asian group	1

Access to internet

All participants have access to internet

1.2 A description of what steps the Practice has taken to ensure that the PPG is representative of its registered patients and where a category of patients is not represented then what steps have been taken by the Practice in an attempt to engage with those patients:

The following steps were undertaken with an aim of increasing the membership to the group and making it more diverse:

- Posters were put at all the prominent places to persuade the patients to join the group (See Annex 1)
- New patients were also invited to join when they were registering with the practice.
- PPG registration forms were distributed to existing and newly registered patients. (See annexe 2).
- **“Our Patient Participation Group (PPG) Needs You”** campaign was launched using poster (see Annex 1 for example of poster) and registration forms that encouraged patients who were waiting on appointments to join.
- The registration forms were available at the reception for all the patients to join.
- The reception team were tasked with promoting the group to patients.
- Our reception staff and team of clinicians have actively encouraged patients to join the PPG.

3. Survey

3.1 A description to be entered in around how the Practice and the PPG determined and reached an agreement on the issues which had propriety within the Local Practice survey:

The practice was very keen on engaging patients to help deliver and design services around the needs of its patients.

The PPG is given the opportunity to comment about any aspect of the service or facilities of the practice and suggest issues that they want the survey to address.

Based on patient feedback as well as patients comments from the ‘comments and suggestion book’ that is available in the reception area, survey questions were formulated using the templates and guidelines of:

- The GP Patient Survey
- NHS In-Patient Questionnaire
- The National Survey of NHS Patients

Family and Friends Test question has been added to the practice patient survey this year.

Created survey was then presented to the PPG group for final review and approval. (See Annexe 4)

Oakfield Surgery **NHS**

Our Patient Participation Group (PPG) Needs **You!**



Patient Participation Group

The Oakfield Surgery's PPG is a small group of registered patients who meet with the practice staff to discuss the surgery and services. Through these meetings you are able to have a direct impact on enhancing the services we provide for you and other patients.

If you are interested in joining you would need to be available for our meetings which occur approximately every 12 weeks. Please contact the reception team at Oakfield Surgery either in person or by phone by calling **020 8776 6514**.

Annexe 3 - PPG registration form

Patient Participation Group Signup Form

We have a Patient Participation Group (PPG) that meet regularly with the practice staff to discuss how the practice can be enhanced by representing the patients' views of the services and by suggesting possible improvements.

If you wish to join our PPG please complete the form below.

Name: _____

Email Address: _____

Postcode: _____

The following information will help to make sure we try to speak to a representative sample of the patients that are registered at this practice.

Please tick your gender: Male Female

Please tick your age group:

Under 16		17 – 24	
25 – 34		35 – 44	
45 – 54		55 – 64	
65 – 74		75 - 84	
Over 84			

White

British		Irish	
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Mixed

White & Black Caribbean		White & Black African		White & Asian	
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Asian or Asian British

Indian		Pakistani		Bangladeshi	
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Black or Black British

Caribbean		African	
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Chinese or other ethnic group

Chinese		Any other	
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How often do you come to the surgery: Regularly Occasionally Very rarely

Annexe 4 – Patient survey

Oakfield Surgery – Patient Survey

Q1. We would like you to think about your recent experiences of our service. How likely are you to recommend our GP practice to friends and family if they needed similar care or treatment?

- Extremely likely Likely Neither likely nor unlikely Unlikely Extremely unlikely
 Don't know

Q2. Were you able to see a doctor (not necessarily the GP of your choice) on the same day or the next 2 days?

- Yes No Not Sure

Q3. Thinking of the times when you want to see a particular doctor, how quickly do you usually get to see?

- Same Day Next working day 2-5 Days More than 5 working days Not Sure

Q4. How do you rate the way you are treated by receptionists at our practice?

- Excellent Good Average Poor

Q5. Ease of getting through to the surgery on the phone:

- Haven't Tried Very Easy Fairly Easy
 Not very Easy Not at all Easy Came in & booked

Q6. How long do you usually have to wait at the practice for your consultation to begin?

- 5 minutes 6-10 minutes 11-20 minutes 21-30 minutes More than 30 minutes

Q7. Do you have access to the internet at all?

- Yes No

Q8. Given the choice please mark which services you would like to be able to do online.

- Appointment Booking Repeat Prescription Change of details
 Emailing the practice for medical issues Medical record viewer None of the above

Q9. What additional hours would you like the practice to be open?

- Early Morning Evenings Weekends None, I'm satisfied

Q10. How do you rate the service that is provided by our Nurses?

- Excellent Good Average Poor

Q11. Overall, when you contact the surgery for help or medical advice how would you rate our ability to help you with any urgent problems or ongoing conditions?

- Excellent Good Average Poor

Any Additional Comments:

PATIENTS PARTICIPATION GROUP SURVEY RESULTS

OAKFIELD SURGERY

Survey Participants Details

Total no of patients participated in the survey: 100

The survey was actively given to the patients by the reception staff.

The survey was available at the reception desk in reach of the patients calling at reception with appropriate stationery to help them fill it in.

Survey forms were available for: all who visited the practice

Survey was anonymised

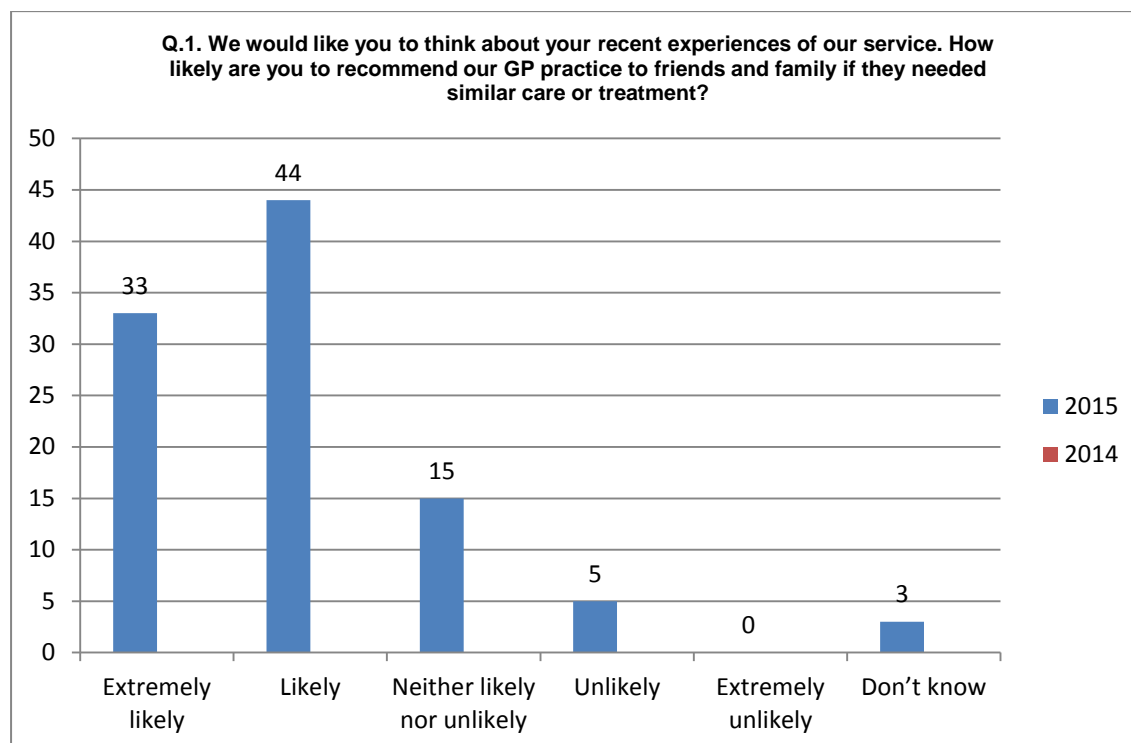
Friends and Family Test (FFT) questionnaire has been introduced to the patient survey this year.

The Survey Results

Patients were asked to rate how satisfied they are with surgery by using multiple choice questions; for example, giving a rating of Excellent, Good, Average or Poor. A comparison with last year's results was also made.

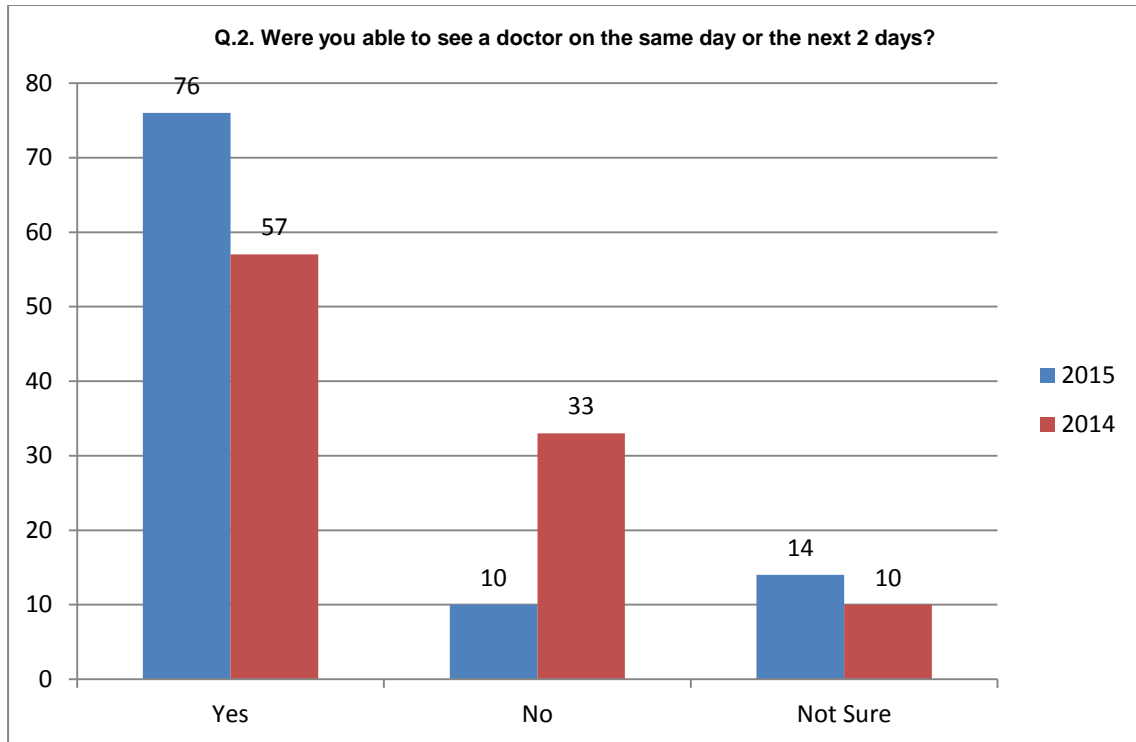
The analysis of the survey results are as follows:

Q.1. We would like you to think about your recent experiences of our service. How likely are you to recommend our GP practice to friends and family if they needed similar care or treatment?



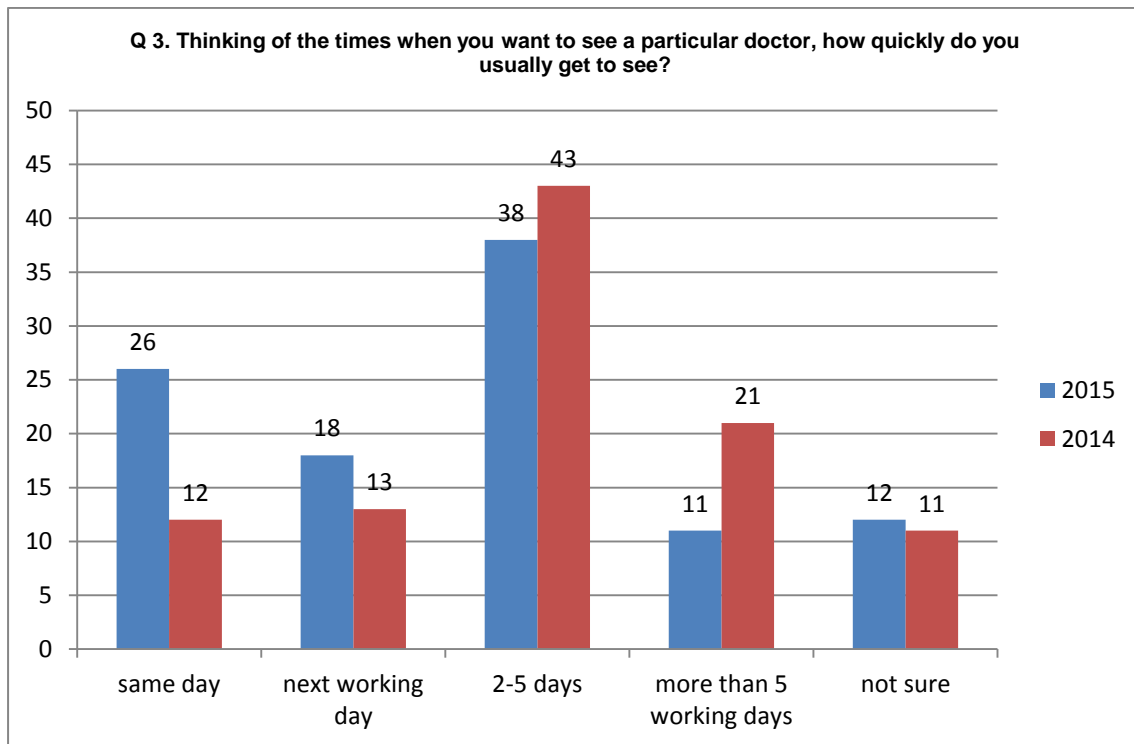
- 33% of patients surveyed said that it is extremely likely they will recommend the GP practice to friends and family.
- 44% of patients surveyed said that it is likely they will recommend the GP practice to friends and family.
- 15% of patients surveyed remained neutral.
- 5% said unlikely
- 3% did not know

Q.2. Were you able to see a doctor (not necessarily the GP of your choice) on the same day or the next 2 days, Please tick as appropriate.



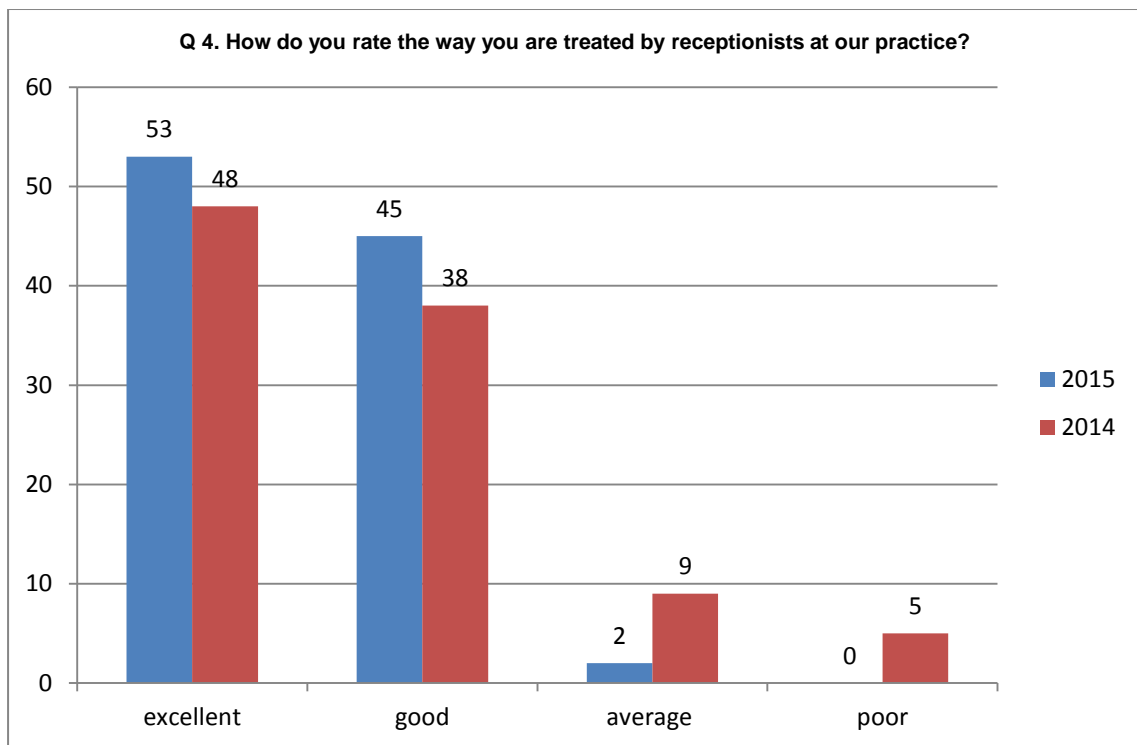
- 76% of patients surveyed said that they were able to see a doctor on the same day or the next 2 days compared to 57% last year.
- 10% of patients said they were unable to see a doctor within next two days of their call or visit to the practice to make an appointment with the doctor in comparison to 33% last year.
- 14% of patients were not sure compared to 10% last year.

Q.3. Thinking of the times when you want to see a particular doctor, how quickly do you usually get to see?



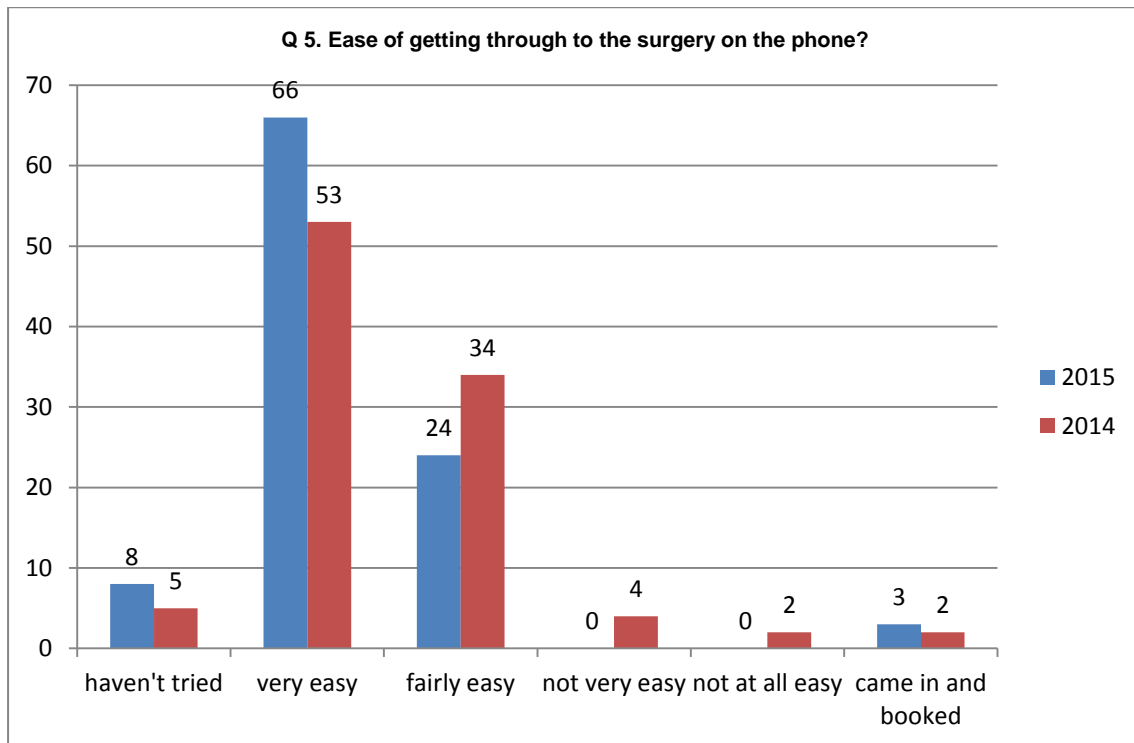
- 26% of patients said that they were able to get the same day appointment to see the doctor compared to 12% last year.
- 18% of patients reported that they were able to see the doctor on the next working day when they wanted to book an appointment with the doctor compared to 13% last year.
- 38% of patients were able to see the doctor within 2-5 days in comparison to 43% last year.
- 11% of patients were able to see the doctor in more than 5 working days in comparison to 21% last year.
- 12% were not sure in comparison to 11% last year

Q.4. How do you rate the way you are treated by receptionists at our practice?



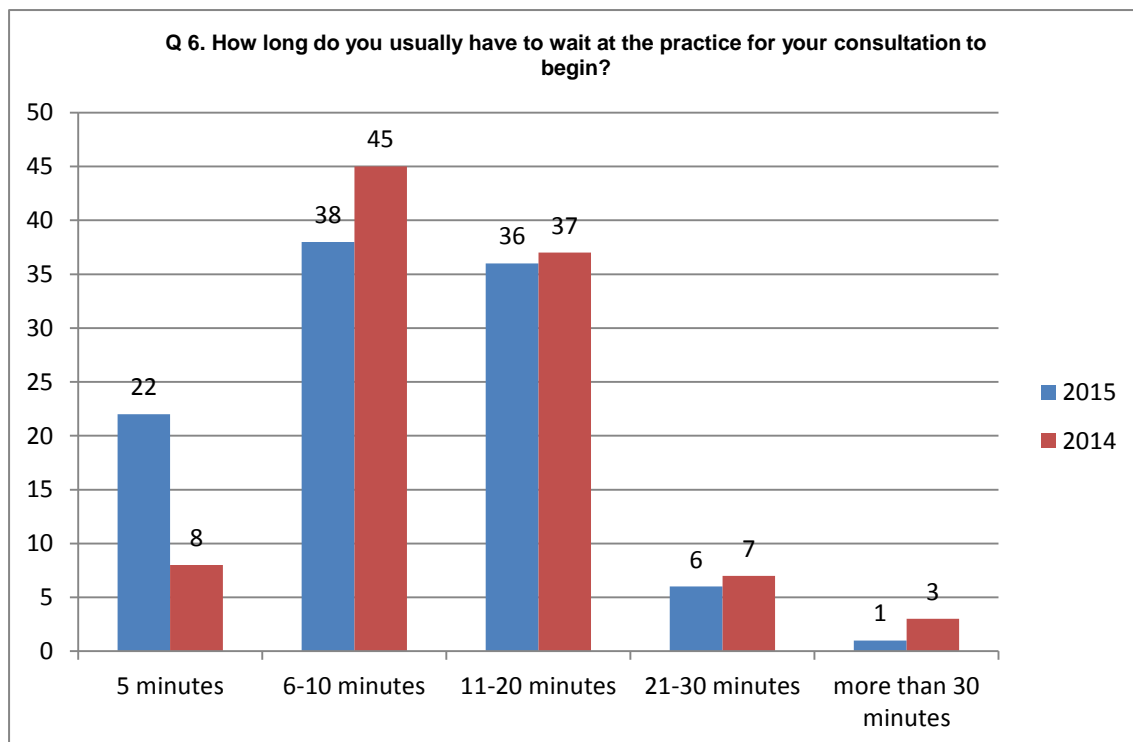
- 53% of patients rated the way they are treated by receptionists at the practice as excellent compared to 48% last year.
- 45% rated it as good compared to 38% last year.
- 2% rated it as average in comparison to 9% last year.
- 0% rated it as poor compared to 5% last year

Q.5. Ease of getting through to the surgery on the phone:



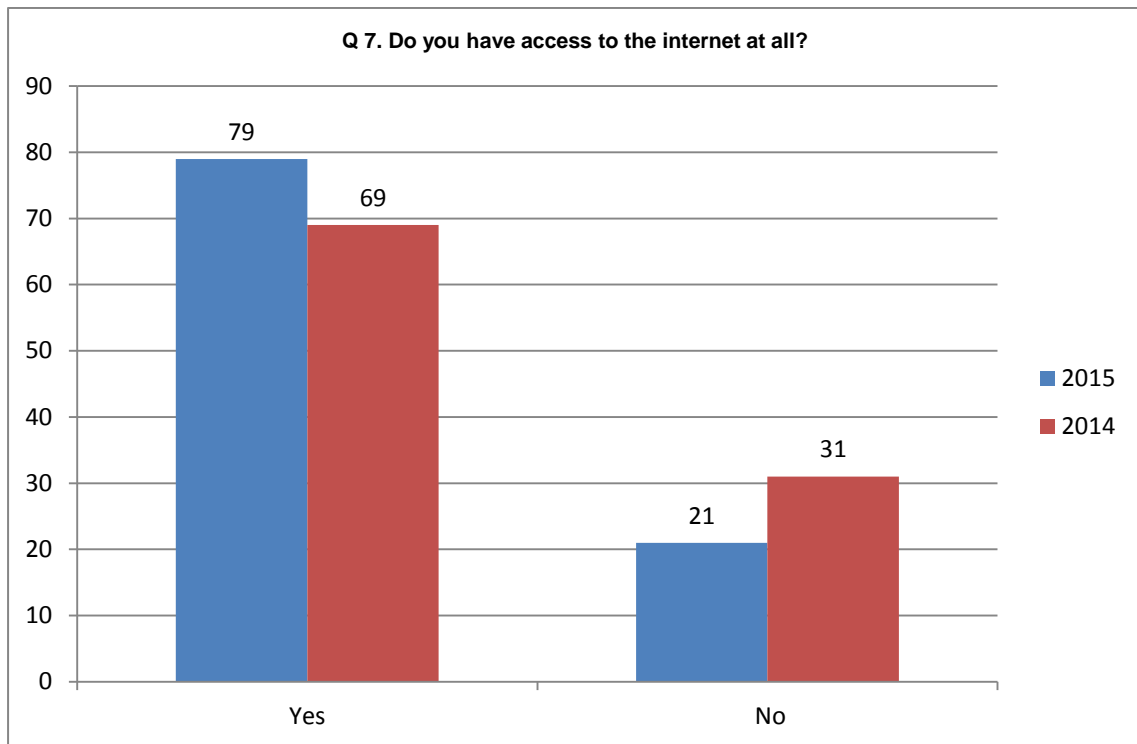
- 66% of patients said it was very easy to get through to the surgery on the phone compared to 53% last year.
- 24% patients said it was fairly easy compared to 34% last year.
- 25% patients said it was not very easy compared to 14% last year
- 0% patients said it was not at all easy compared to 2% last year
- 3% of patients came in and booked compared to 2% last year

Q.6. How long do you usually have to wait at the practice for your consultation to begin?



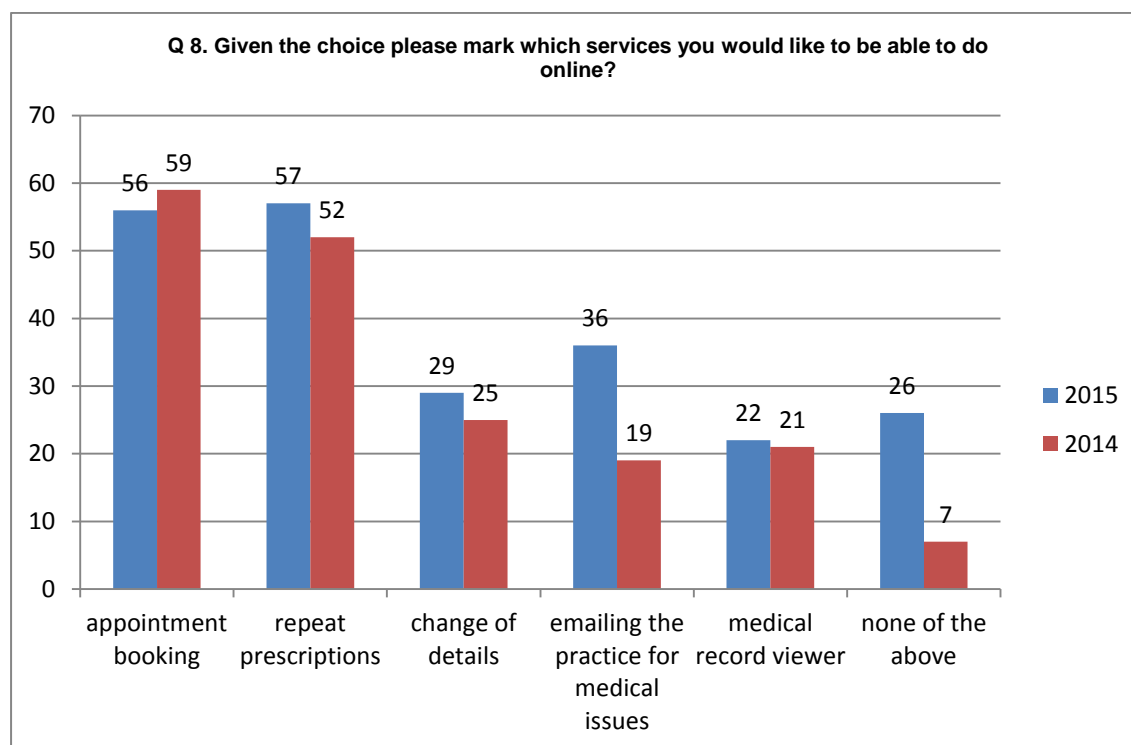
- 22% of patients said they were seen by the doctors within 5 minutes of their appointment time compared to 8% last year.
- 38% of patients said they were seen within 6-10 minutes compared to 45% last year.
- 36% were seen within 11-20 minutes compared to 37% last year.
- 6% were seen within 21-30 minutes compared to 7% last year.
- 1% waited more than 30 minutes compared to 3% last year.

Q.7. Do you have access to the internet at all?



- 79% of patients said yes to having access to internet compared to 69% last year.
- 21% said they do not have internet access compared to 31% last year

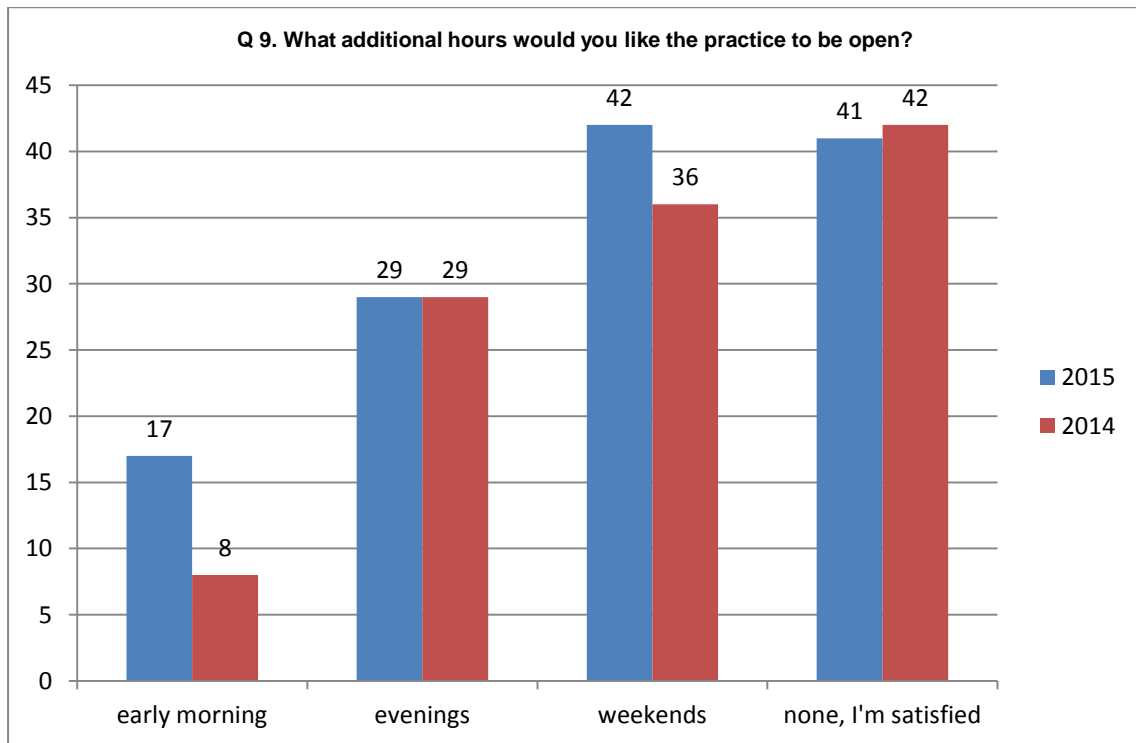
Q.8. Given the choice please mark which services you would like to be able to do online.



Most patients choose more than one option in response to this question

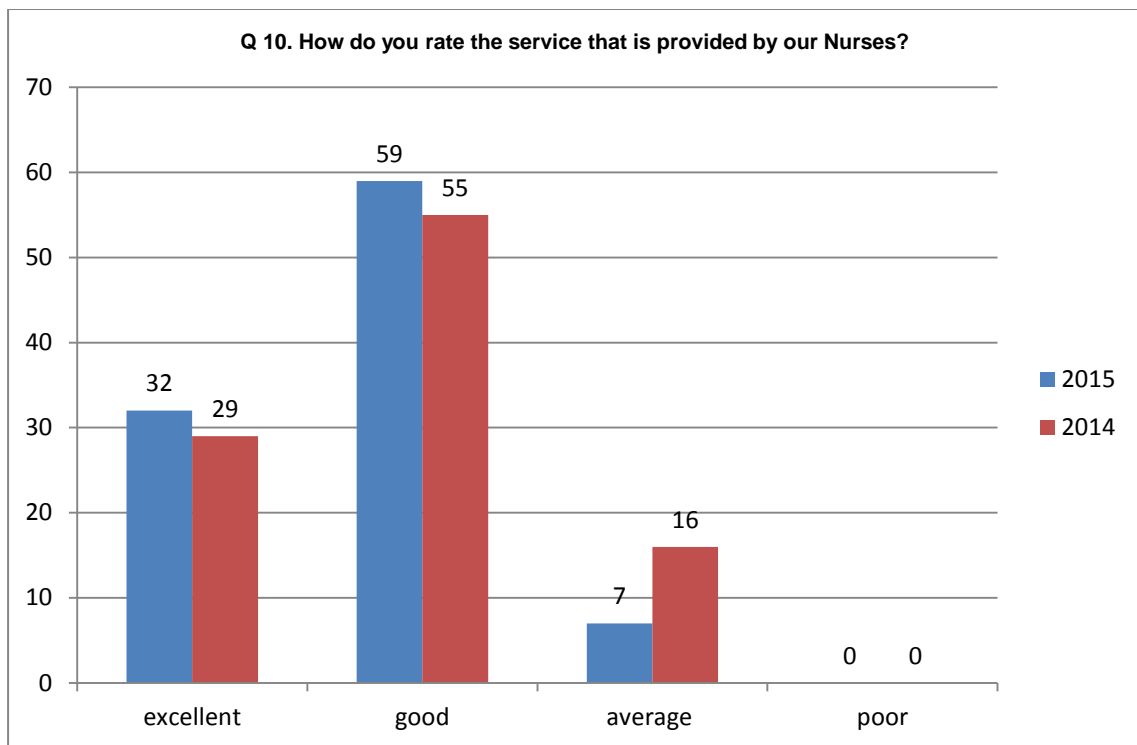
- 56% would like to book appointments online compared to 59% last year
- 57% want to order their repeat prescriptions online compared to 52% last year.
- 29% would like to be able to change their details online compared to 25% last year.
- 36% would like to email the practice about medical issues compared to 19% last year.
- 22% would like to be able to view their medical records online compared to 21% last year.
- 26% do not want any service through online access compared to 7% last year.

Q.9. What additional hours would you like the practice to be open?



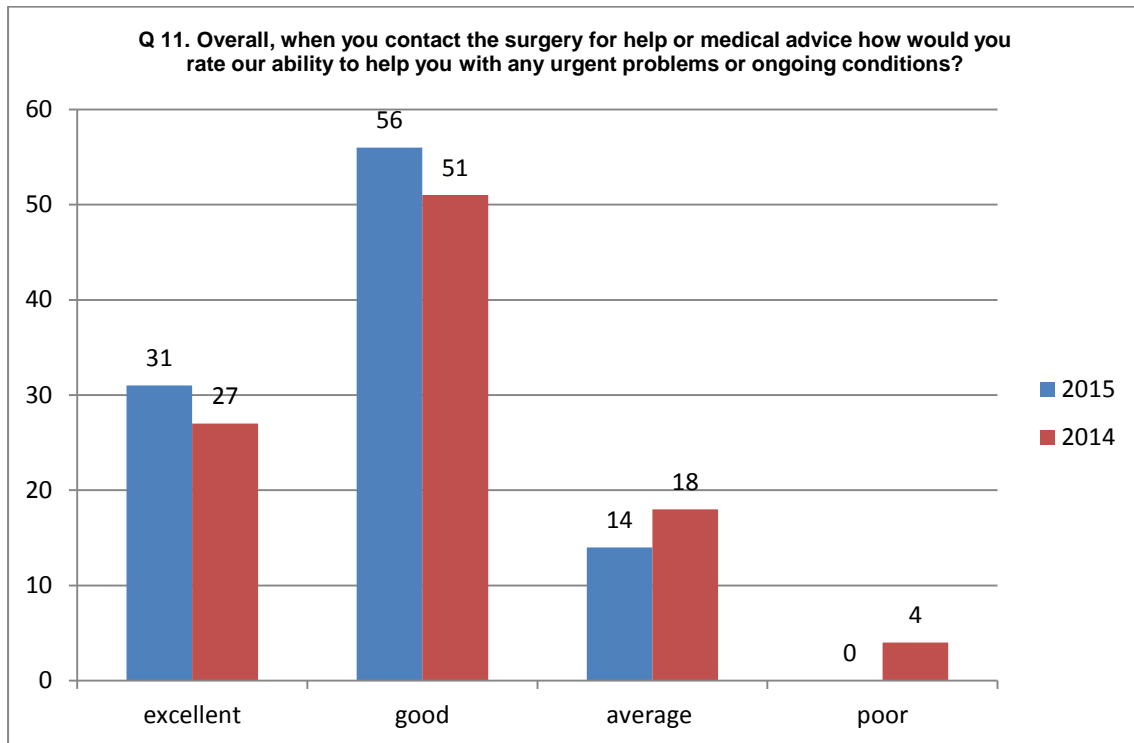
- 17% would like the surgery to be open early morning compared to 8% last year.
- 29% would like evenings same as last year at 29%.
- 42% prefer weekends compared to 36% last year.
- 41% are satisfied with the current opening hours compared to 42% last year.

Q.10. How do you rate the service that is provided by our Nurses?



- 32% of the patient rated the service provided by the Nursing staff at the practice as Excellent compared to 29% last year.
- 59% of patients said the service was good compared to 55%.
- 7% rated the service as average compared to 16% last year.
- None said poor, same as last year.

Q.11. Overall, when you contact the surgery for help or medical advice how would you rate our ability to help you with any urgent problems or ongoing conditions?



- 31% rated practice's overall ability to help them or provide medical advice as Excellent, compared to 27% last year.
- 56% rated the overall service as Good compared to 51% last year.
- 14% rated it as Average compared to 18% last year.
- 0% rated as poor compared to 4% last year.

Other Comments:

- I think they are extremely busy (Doctors) and this can lead to frustration but generally do a very good job.
- Q3. I don't mind to see any doctor
- Continue doing good
- Reference to Q9, it will be highly beneficial to service users if the practice will be able to open on weekends.
- None, quite happy
- Repeat and acute medications should be available online
- Can improve with additional evening appointments
- Very warm, caring and reassuring staff and doctors! I am extremely pleased with my doctors' practice.
- No complaints with surgery or doctors whatsoever. Waiting time today about 8 minutes.
- My last 2 visits have been amazing. It's like a new surgery. Much improved front reception service.
- The service has improved quite a lot in the last year. The receptionist (*name omitted*) is outstanding.
- Email facility is important and will make life easier
- Email facility can overcome many problems.
- Excellent doctor. Very caring. Given the no of patients visiting surgery. I am very satisfied with the service provided.
- As good as gold.
- I would like to get prescription on time
- Better doctors because some aren't very helpful and rude. Thanks.
- Good service overall – staff visibly happy.

Action Plan 2013/14 Reviewed with PPG (All Actions Completed)

	Recommendation And Suggestions	Action required	Practice Lead	Time frame for changes
1	Making appointments online	Decide and allocate available number of appointments online per day. Activate the Online booking system	Partners/ Practice Manager	Completed
2	Ordering prescriptions online	To review and activate the online prescription module	Practice Manager	Completed
3	Electronic Prescription Service (EPS)	To review and make the service available	Practice Manager	Completed

Action Plan 2014/15

	Recommendation And Suggestions	Action required	Practice Lead	Time frame for changes
1	Provide patients online access to some of their medical records including Allergies and Medications.	Enable access for patients who request the service. Raise awareness.	Partners/ Practice Manager	31 st March 2015
2	Have a distinct Practice Notice Board in the waiting area.	Notice board purchased, ready for installation.	Partners/ Practice Manager	31 st March 2015
3	Provision for patients to be able to email the practice.	Email facility for nursing home patients in place. To review provision for all patients in future.	Partners/ Practice Manager	On-going