

Oakfield Surgery

Patient Reference Group's (PRG) Profile 2018/19

<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
10	14

Age Group

Age Group (years)	No of Participants
10-19	0
20-29	3
30-39	1
40-49	4
50-59	7
60-69	4
70+	6

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	9
Other white	7
Black Caribbean	5
Indian or Indian British	2
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			

Please tick your ethnic group:

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?	
<input type="checkbox"/> Extremely likely	<input type="checkbox"/> Likely
<input type="checkbox"/> Neither likely nor unlikely	<input type="checkbox"/> Unlikely
<input type="checkbox"/> Extremely unlikely	<input type="checkbox"/> 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?	
<input type="checkbox"/> Yes	<input type="checkbox"/> No
<input type="checkbox"/> Not Sure	
Q3. How do you rate the way you are treated by receptionists at our practice?	
<input type="checkbox"/> Excellent	<input type="checkbox"/> Good
<input type="checkbox"/> Average	<input type="checkbox"/> Poor
Q4. Ease of getting through to the surgery on the phone:	
<input type="checkbox"/> Haven't Tried	<input type="checkbox"/> Very Easy
<input type="checkbox"/> Fairly Easy	<input type="checkbox"/> Not very Easy
<input type="checkbox"/> Not at all Easy	<input type="checkbox"/> Came in & booked
Q5. How long do you usually have to wait at the practice for your consultation to begin?	
<input type="checkbox"/> 5 minutes	<input type="checkbox"/> 6-10 minutes
<input type="checkbox"/> 11-20 minutes	<input type="checkbox"/> 21-30 minutes
<input type="checkbox"/> More than 30 minutes	
Q6. How do you normally book appointments?	
<input type="checkbox"/> Using Online-booking	<input type="checkbox"/> Coming in person to Book
<input type="checkbox"/> Booking in advance	<input type="checkbox"/> Telephone any time to book
<input type="checkbox"/> Calling on the day at 8AM	<input type="checkbox"/> All of the above
Q7. What additional hours would you like the practice to be open?	
<input type="checkbox"/> Early Morning	<input type="checkbox"/> Evenings
<input type="checkbox"/> Weekends	<input type="checkbox"/> None, I'm satisfied
Q8. 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?	
<input type="checkbox"/> Excellent	<input type="checkbox"/> Good
<input type="checkbox"/> Average	<input type="checkbox"/> Poor
Q9. How would you rate your overall experience making an appointment?	
<input type="checkbox"/> Excellent	<input type="checkbox"/> Good
<input type="checkbox"/> Average	<input type="checkbox"/> Poor
Q10. How do you rate the service that is provided by our Healthcare Professionals (GPs, Nurse, and Healthcare Assistant)?	
<input type="checkbox"/> Excellent	<input type="checkbox"/> Good
<input type="checkbox"/> Average	<input type="checkbox"/> Poor
Q11. Last time you saw or spoke with a healthcare professional (GPs, Nurse, and Healthcare Assistant) at your GP surgery, how good were they at listening to you?	
<input type="checkbox"/> Excellent	<input type="checkbox"/> Good
<input type="checkbox"/> Average	<input type="checkbox"/> Poor
Q12. Last time you saw or spoke with a healthcare professional (GPs, Nurse, and Healthcare Assistant) at your GP surgery, were you involved in your care and treatment?	
<input type="checkbox"/> Yes, definitely	<input type="checkbox"/> Yes, to some extent
<input type="checkbox"/> No, not at all	<input type="checkbox"/> Doesn't apply
Q13. Last time you saw or spoke with a healthcare professional (GPs, Nurse, and Healthcare Assistant) at your GP surgery, how good were they at treating you with care and concern?	
<input type="checkbox"/> Excellent	<input type="checkbox"/> Good
<input type="checkbox"/> Average	<input type="checkbox"/> Poor
Q14. Last time you saw or spoke with a healthcare professional (GPs, Nurse, and Healthcare Assistant) at your GP surgery, did you have confidence and trust in them?	
<input type="checkbox"/> Yes, definitely	<input type="checkbox"/> Yes, to some extent
<input type="checkbox"/> No, not at all	
Q15. Would you recommend this surgery to someone new to the area?	
<input type="checkbox"/> Definitely would	<input type="checkbox"/> Probably would
<input type="checkbox"/> Aren't sure	<input type="checkbox"/> Probably wouldn't
<input type="checkbox"/> Definitely wouldn't	<input type="checkbox"/> Don't know
For additional comments, please use the space over leaf.	

PATIENTS PARTICIPATION GROUP SURVEY RESULTS

OAKFIELD SURGERY

Survey Participants Details

Total no of patients participated in the survey: 50

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

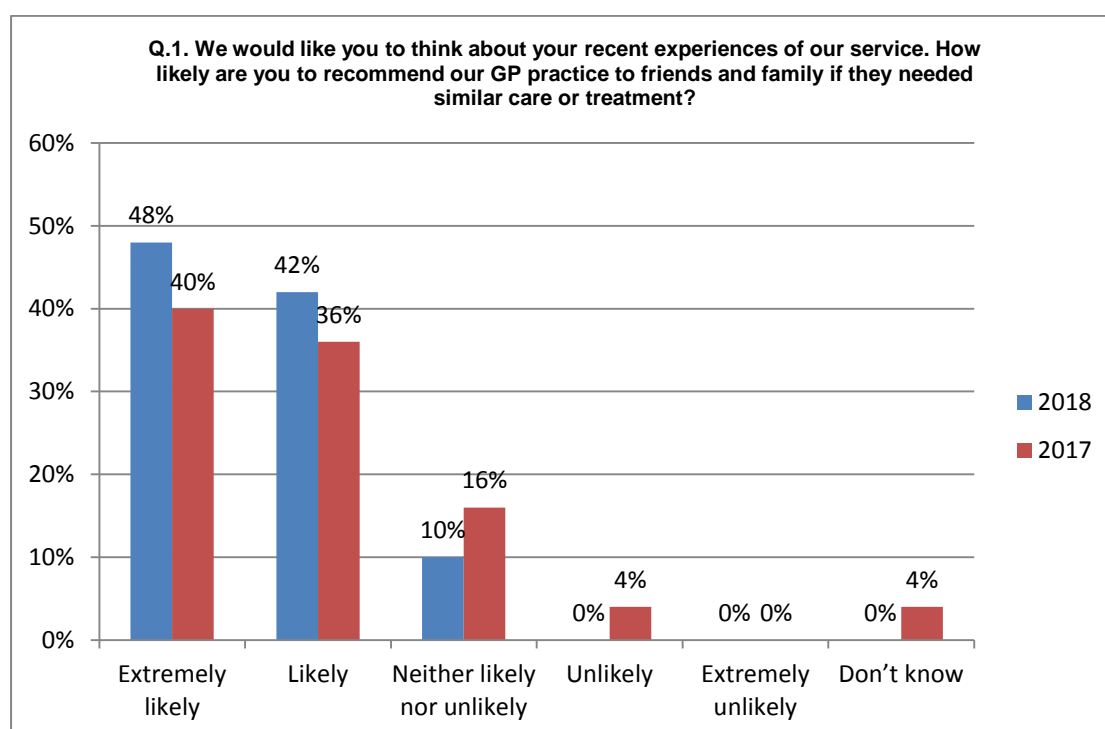
Some new questions have been introduced replacing some used in previous survey.

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.

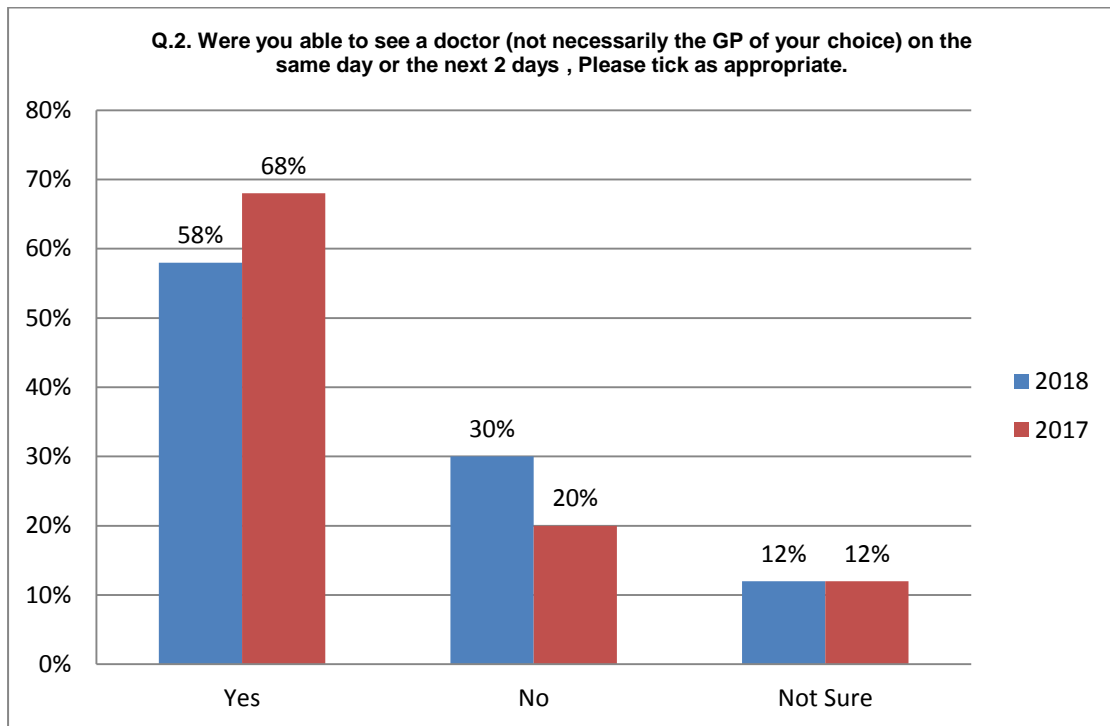
The analysis of the survey results are as follows:

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?



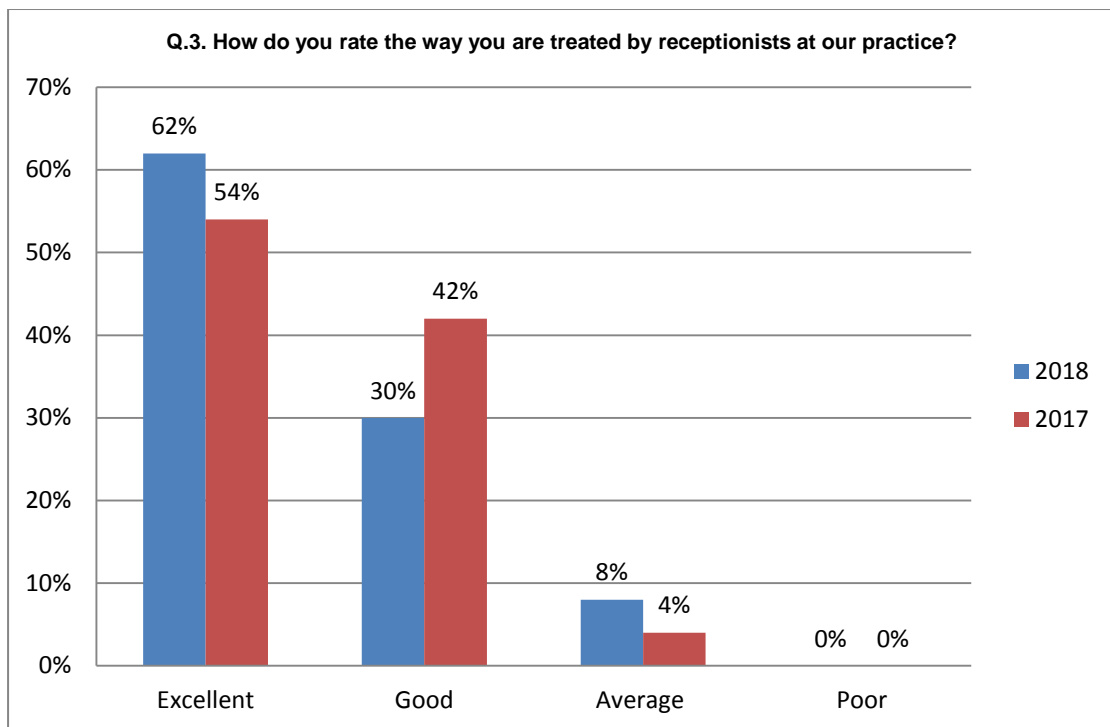
- 48% of patients surveyed said that it is extremely likely they will recommend the GP practice to friends in comparison to 40% in the last survey.
- 42% of patients surveyed said that it is likely they will recommend the GP practice to friends and family in comparison to 36% in the last survey.
- 10% of patients surveyed remained neutral in comparison to 16% in the last survey.
- None said unlikely compared to 4% in the last survey.
- None said did not know compared to 4% in the last survey.

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.



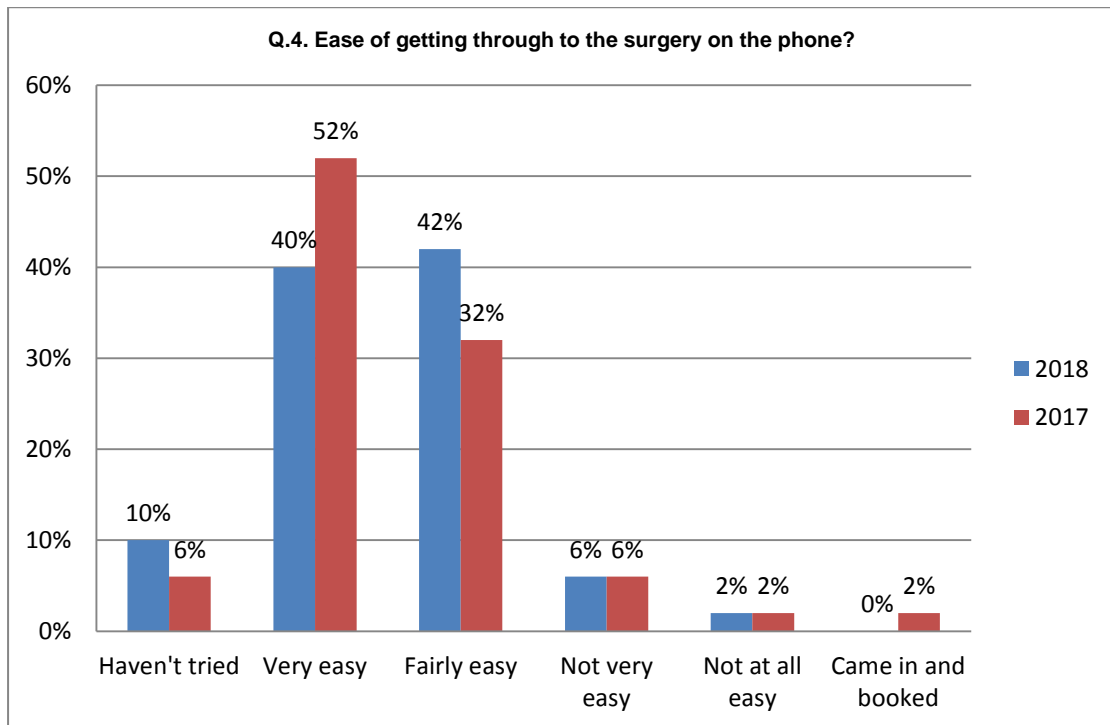
- 58% of patients surveyed said that they were able to see a doctor on the same day or the next 2 days compared to 68% in the last survey.
- 30% of patients said they were unable to see a doctor within next two days of their call or visit to the practice to make an appointment with the doctor in comparison to 20% in the last survey.
- 12% of patients were not sure same as in the last survey.

Q.3. How do you rate the way you are treated by receptionists at our practice?



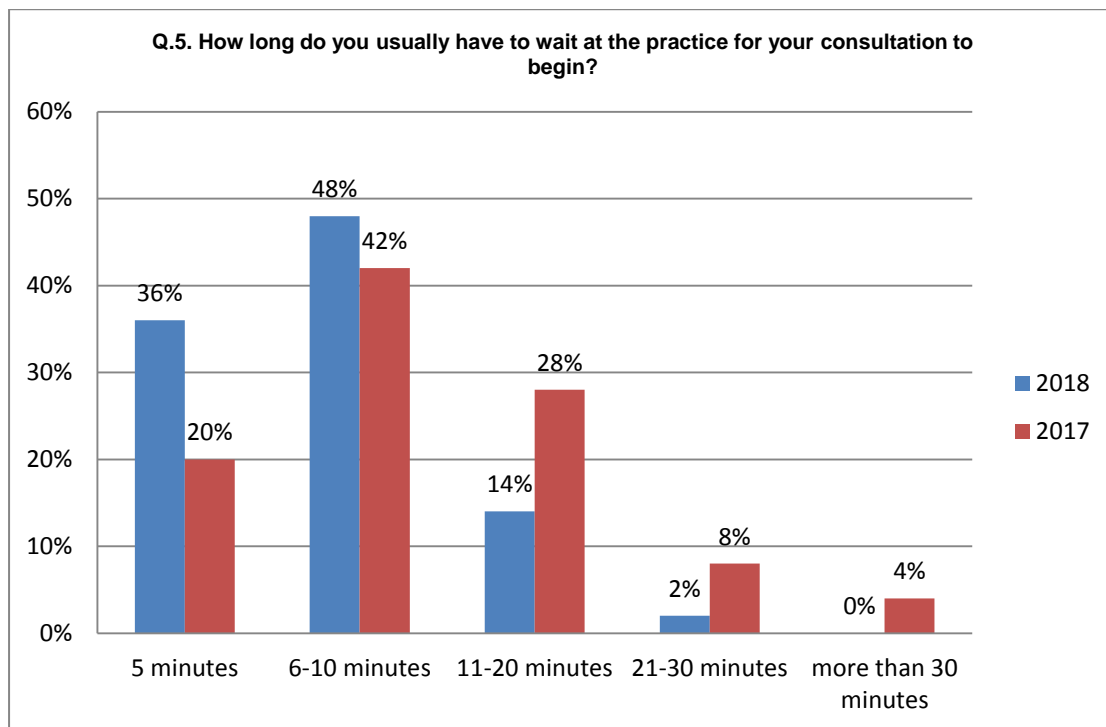
- 62% of patients rated the way they are treated by receptionists at the practice as excellent compared to 54% in the last survey.
- 30% rated it as good compared to 42% in the last survey.
- 8% rated it as average in comparison to 4% in the last survey.
- 0% rated it as poor same as in the last survey.

Q.4. Ease of getting through to the surgery on the phone:



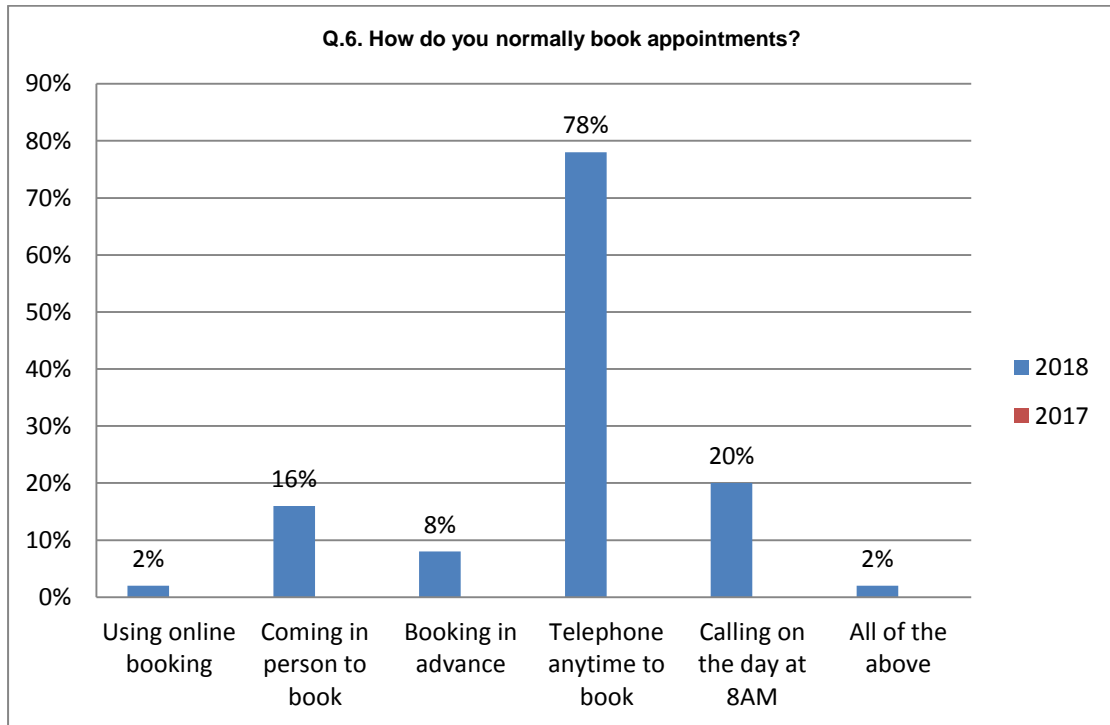
- 10% of patients said it was very easy to get through to the surgery on the phone compared to 6% in the last survey.
- 40% patients said it was fairly easy compared to 52% in the last survey.
- 42% patients said it was not very easy compared to 32% in the last survey.
- 6% patients said it was not at all easy same as in last survey.
- 2% patients said it was not at all easy same as in last survey.
- None said they came in and booked compared to 2% in the last survey.

Q.5. How long do you usually have to wait at the practice for your consultation to begin?



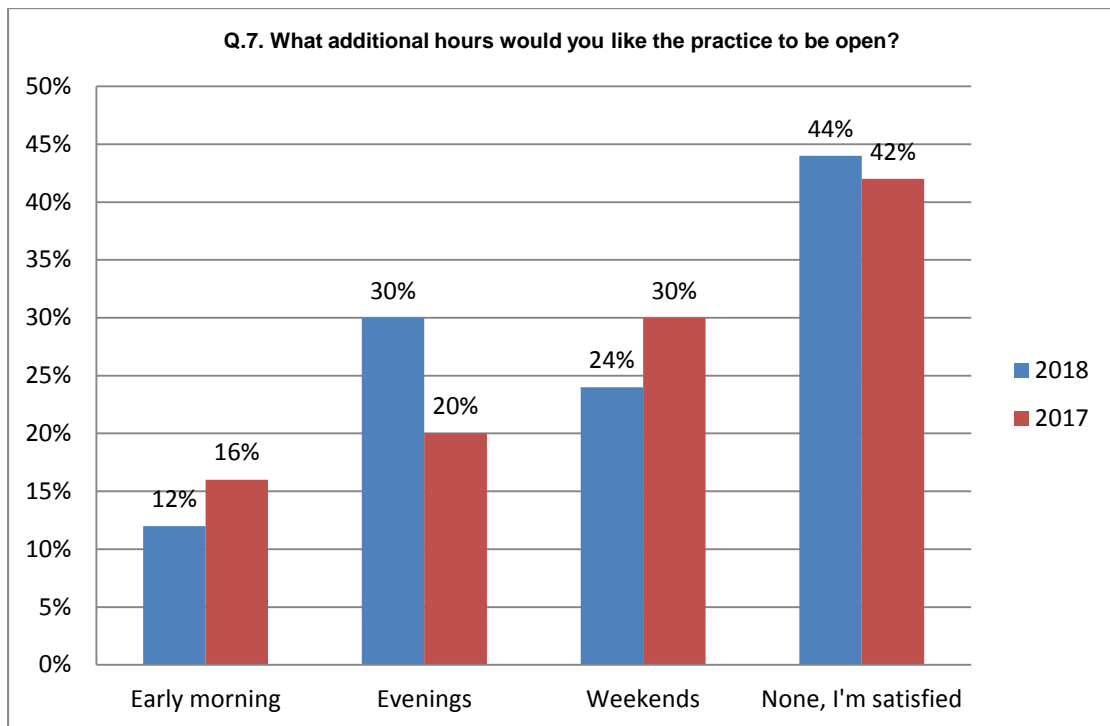
- 36% of patients said they were seen by the doctors within 5 minutes of their appointment time compared to 20% in the last survey.
- 48% of patients said they were seen within 6-10 minutes compared to 42% in the last survey.
- 14% were seen within 11-20 minutes compared to 28% in the last survey.
- 2% were seen within 21-30 minutes compared to 8% in the last survey.
- None waited more than 30 minutes compared to 4% in the last survey.

Q.6. How do you normally book appointments?



- 2% said they use online booking
- 15% said they are coming in person to book.
- 8% said they book in advance
- 78% said they telephone anytime to book
- 20% said they are calling on the day at 8AM
- 2% said they use all of the above

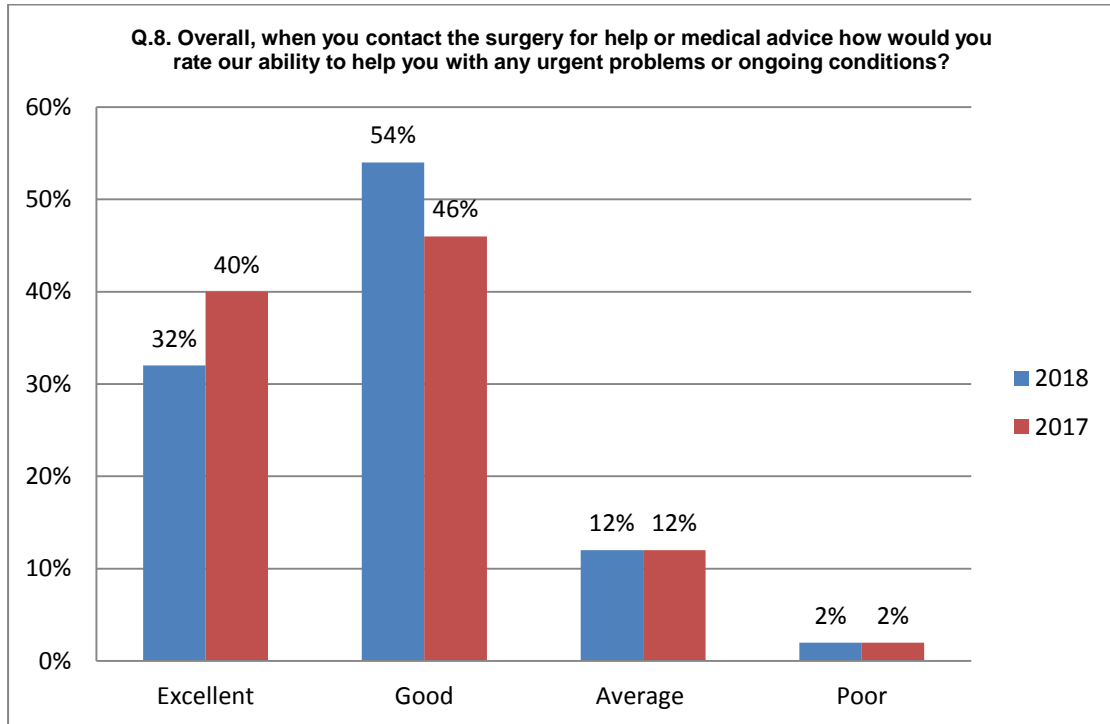
Q.7. What additional hours would you like the practice to be open?



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

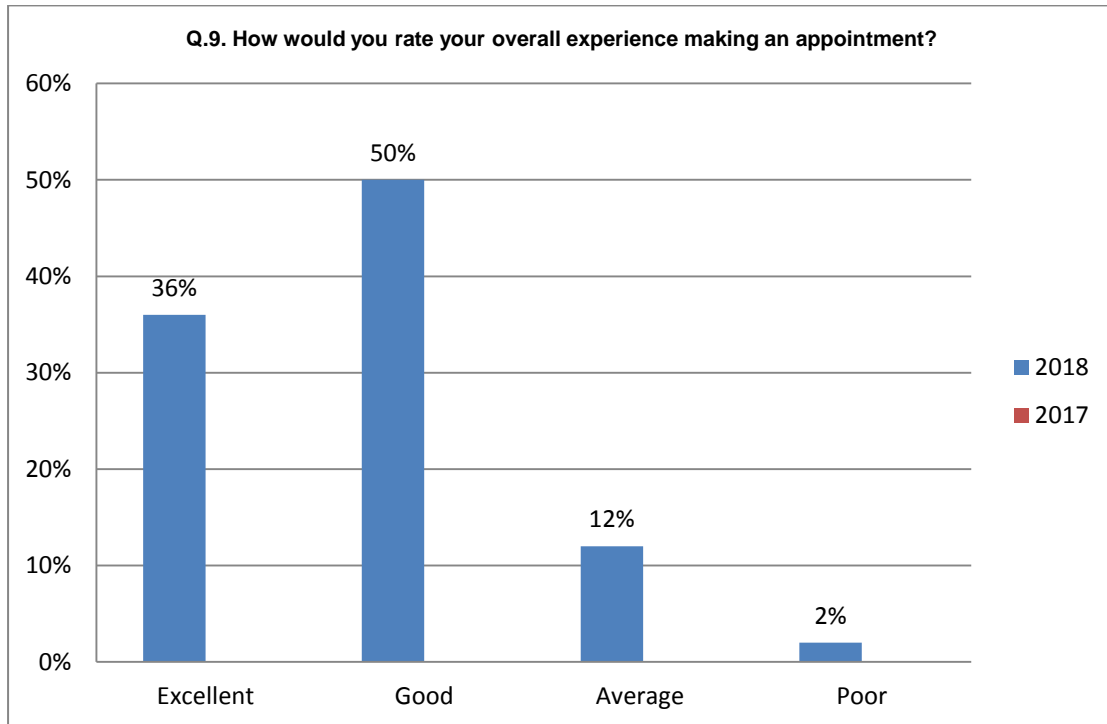
- 12% prefer early morning compared to 16% in the last survey.
- 30% prefer evenings compared to 20% in the last survey.
- 24% prefer weekends compared to 30% in the last survey.
- 44% said they are satisfied with the current opening hours compared to 42% in the last survey.

Q.8. 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?



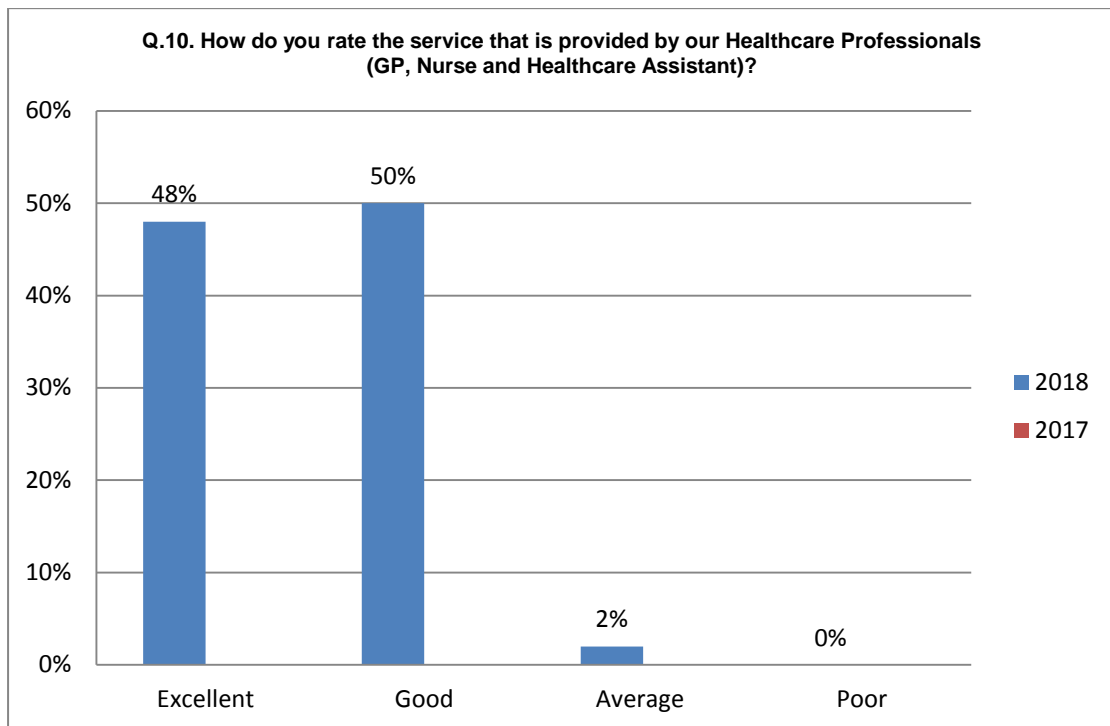
- 32% rated practice's overall ability to help them or provide medical advice as Excellent, compared to 40% in the last survey.
- 54% rated the overall service as Good compared to 46% in the last survey.
- 12% rated it as Average compared same as in the last survey.
- 2% rated as poor compared same as in the last survey.

Q.9. How would you rate your overall experience making an appointment?



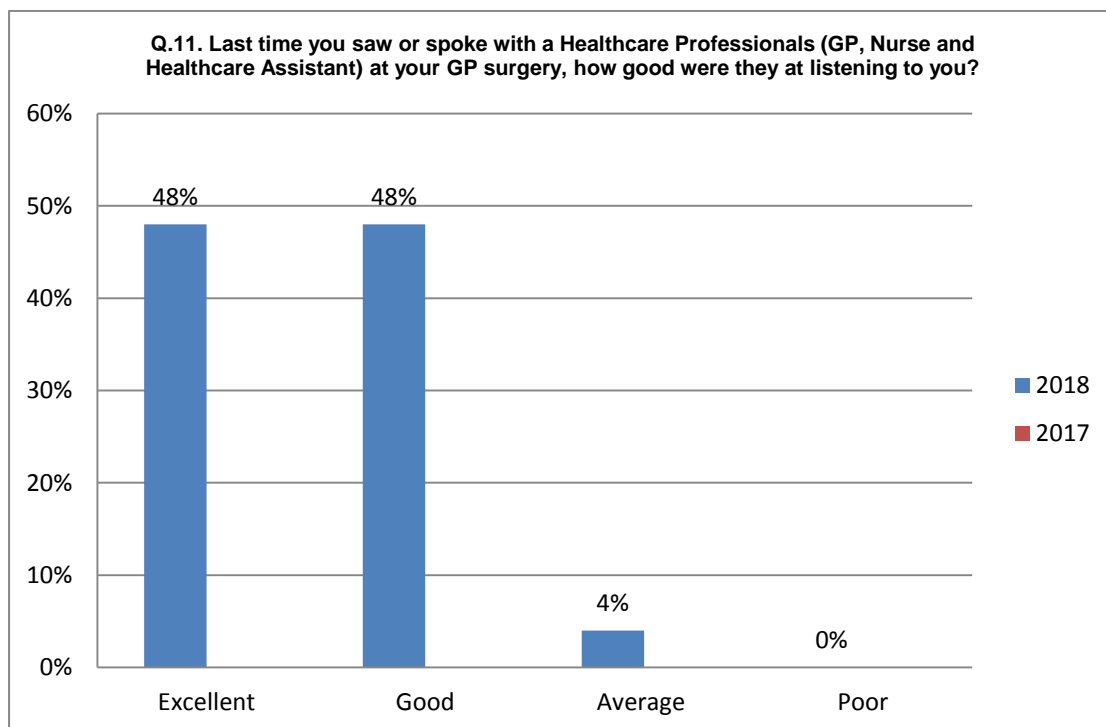
- 36% rated their overall experience of making an appointment as Excellent.
- 50% rated their overall experience of making an appointment as Good.
- 12% rated their overall experience of making an appointment as Average.
- 2% rated their overall experience of making an appointment as Poor.

Q.10. How do you rate the service that is provided by our Healthcare Professionals (GP, Nurse and Healthcare Assistant)?



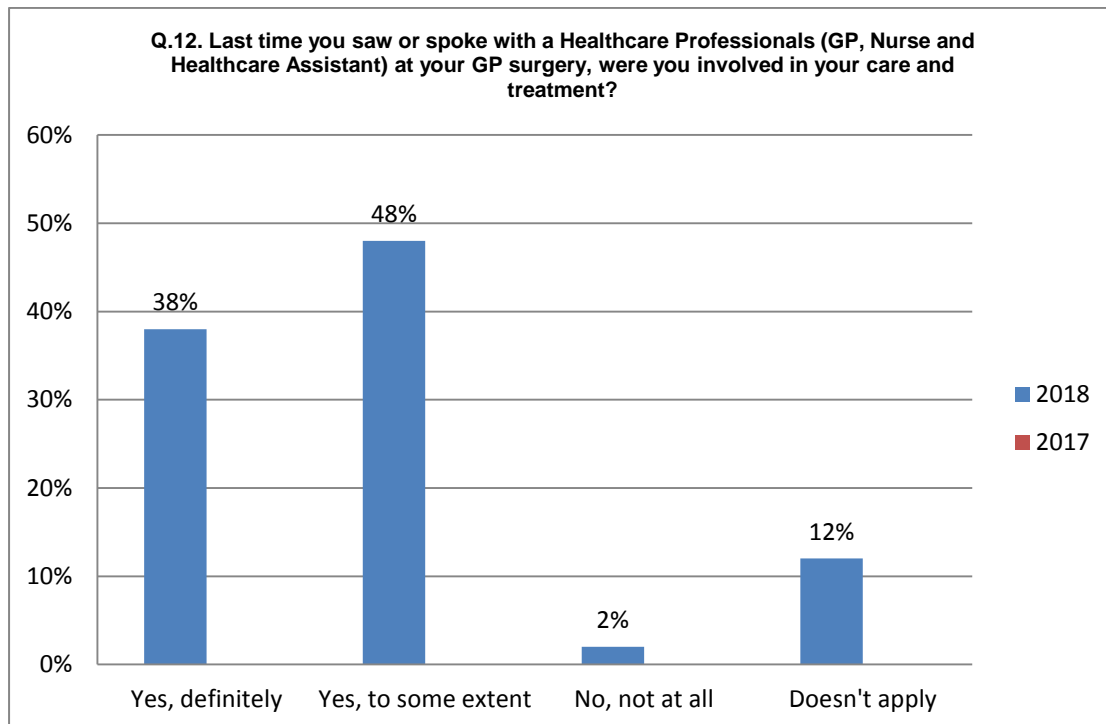
- 48% rated the service that is provided by our Healthcare Professionals (GP, Nurse and Healthcare Assistant) as Excellent.
- 50% rated the service that is provided by our Healthcare Professionals (GP, Nurse and Healthcare Assistant) as Good.
- 2% rated the service that is provided by our Healthcare Professionals (GP, Nurse and Healthcare Assistant) as Average.
- None rated the service that is provided by our Healthcare Professionals (GP, Nurse and Healthcare Assistant) as Poor.

Q.11. Last time you saw or spoke with a Healthcare Professionals (GP, Nurse and Healthcare Assistant) at your GP surgery, how good were they at listening to you?



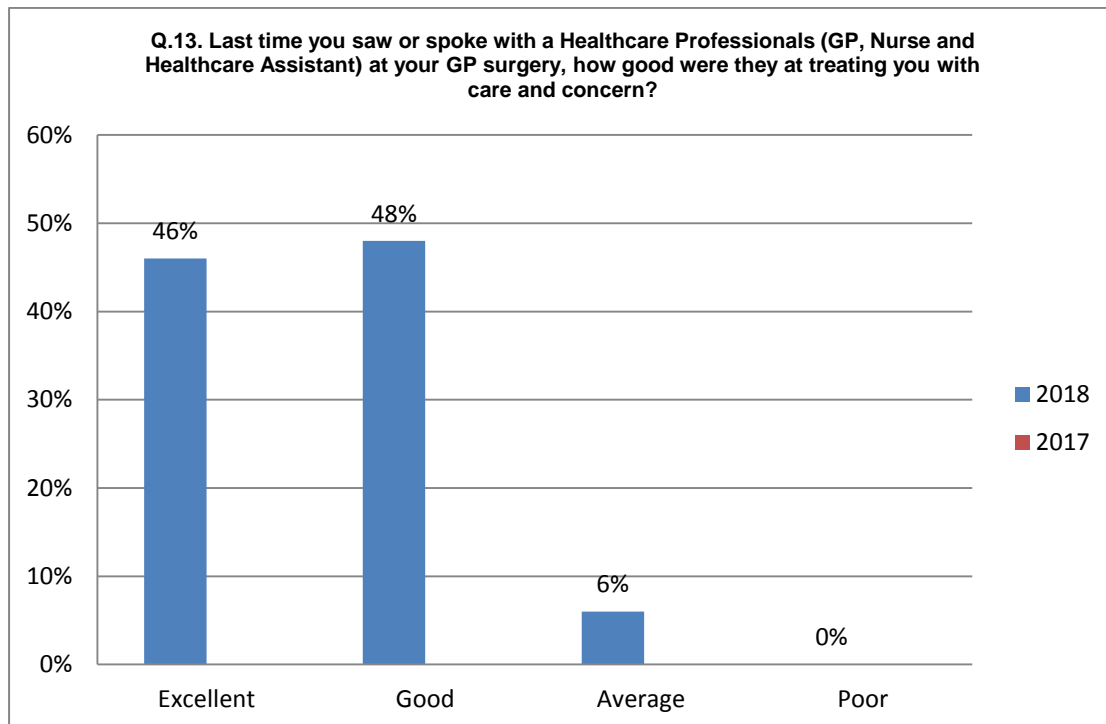
- 48% rated Excellent.
- 48% rated as Good.
- 4% rated as Average.
- None rated as Poor.

Q.12. Last time you saw or spoke with a Healthcare Professionals (GP, Nurse and Healthcare Assistant) at your GP surgery, were you involved in your care and treatment?



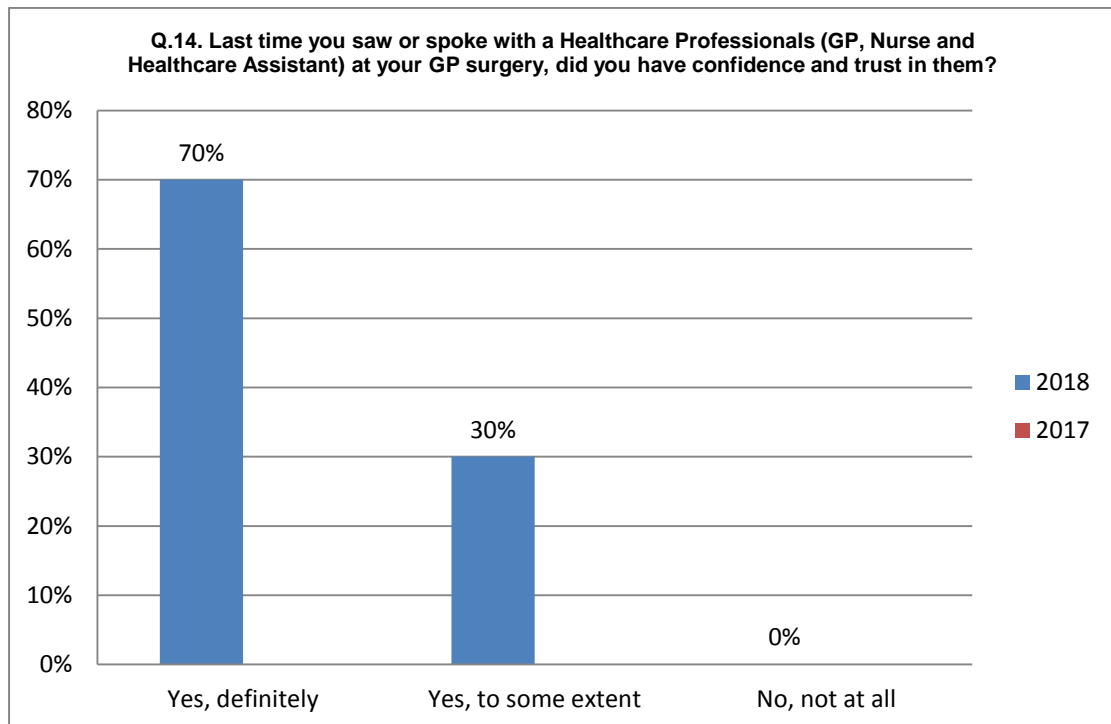
- 38% said Yes, definitely.
- 48% said Yes, to some extent.
- 2% said No, not at all.
- 12% said not applicable.

Q.13. Last time you saw or spoke with a Healthcare Professionals (GP, Nurse and Healthcare Assistant) at your GP surgery, how good were they at treating you with care and concern?



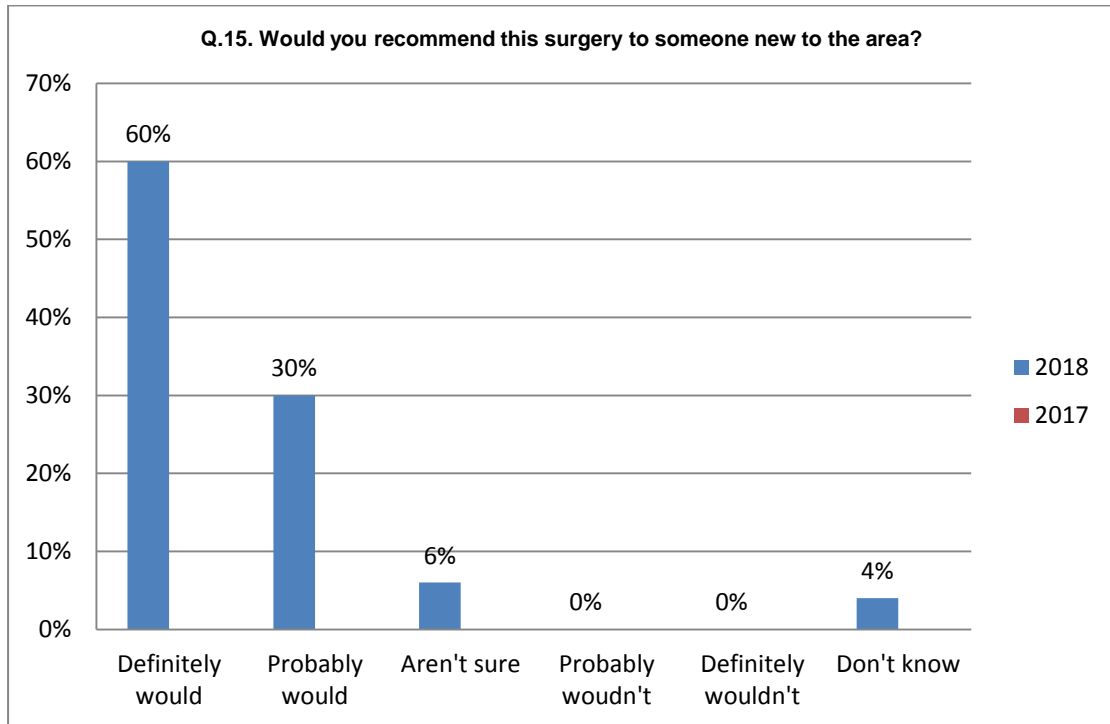
- 46% rated Excellent.
- 48% rated as Good.
- 6% rated as Average.
- None rated as Poor.

Q.14. Last time you saw or spoke with a Healthcare Professionals (GP, Nurse and Healthcare Assistant) at your GP surgery, did you have confidence and trust in them?



- 70% said Yes, definitely.
- 30% said Yes, to some extent.
- None said No, not at all.

Q.15. Would you recommend this surgery to someone new to the area?



- 60% said definitely would.
- 30% said probably would.
- 6% aren't sure.
- None said probably wouldn't
- None said definitely wouldn't
- 4% said they don't know

Other Comments:

<ul style="list-style-type: none">• Never had problem, they look after my wife who suffered with cancer.
<ul style="list-style-type: none">• I am very satisfied with the treatment and service I receive from the whole team. The receptionists are absolutely excellent with impeccable customer services.
<ul style="list-style-type: none">• I have told and advised a number of people to move to this practice in which I believe they have.
<ul style="list-style-type: none">• Have been with Oakfield Surgery for many years and have had no problems/concerns what so ever.
<ul style="list-style-type: none">• Thank you.
<ul style="list-style-type: none">• I take confidentiality of my information very seriously, and I have noticed on many occasions that receptionists have to make me give out aloud my details while others are queued or around me. I would expect that this can be collected in a better way that doesn't expose my details to another.
<ul style="list-style-type: none">• The receptionist is very nice.
<ul style="list-style-type: none">• Good service, polite, overall happy.
<ul style="list-style-type: none">• Excellent surgery staff, polite. Doctors very caring.
<ul style="list-style-type: none">• I must add that one of the receptionists from Oakfield Surgery is 10 out of 10.

Action Plan 2016/17

Recommendation And Suggestions		Action required	Practice Lead	Time frame for changes
1	Provide in-house smoking cessation clinics	To employ HCA. However this will be possible when we move to the new premises hopefully by June 2017	Partners/ Practice Manager	Actioned
2	Provide in-house phlebotomy service	To sign up for phlebotomy DES.	Partners/ Practice Manager	Being provided by GP alliance at the premises
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

Action Plan 2018/19

Recommendation And Suggestions		Action required	Practice Lead	Time frame for changes
1	Promote patient online access	Promotion by leaflets, website, new patient registration and SMS texts	Practice Team	31 st March 2019
2	Improve the screening uptake for Bowel, Breast and Cervical screening	Dedicated team to contact patients who miss their screening appointments by SMS, phone call or letter	Practice Team	On-going
3	Provision for patients to be able to email the practice.	This is work in progress.	Practice Team	On-going
4.	E-consultations	To provide e-consultations to the registered population as an alternative mode of consultation.	Practice Team	On-going