

Oakfield Surgery

Patient Reference Group's (PRG) Profile 2016/17

<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 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: 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

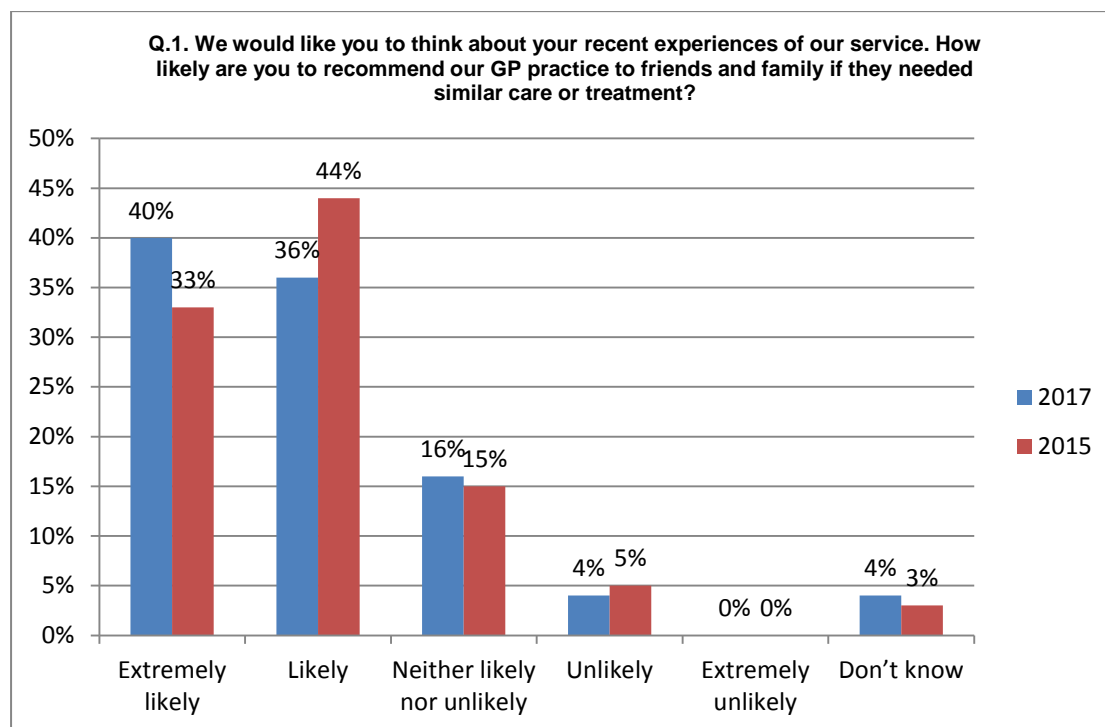
Friends and Family Test (FFT) questionnaire has been introduced to the patient survey this year.

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.

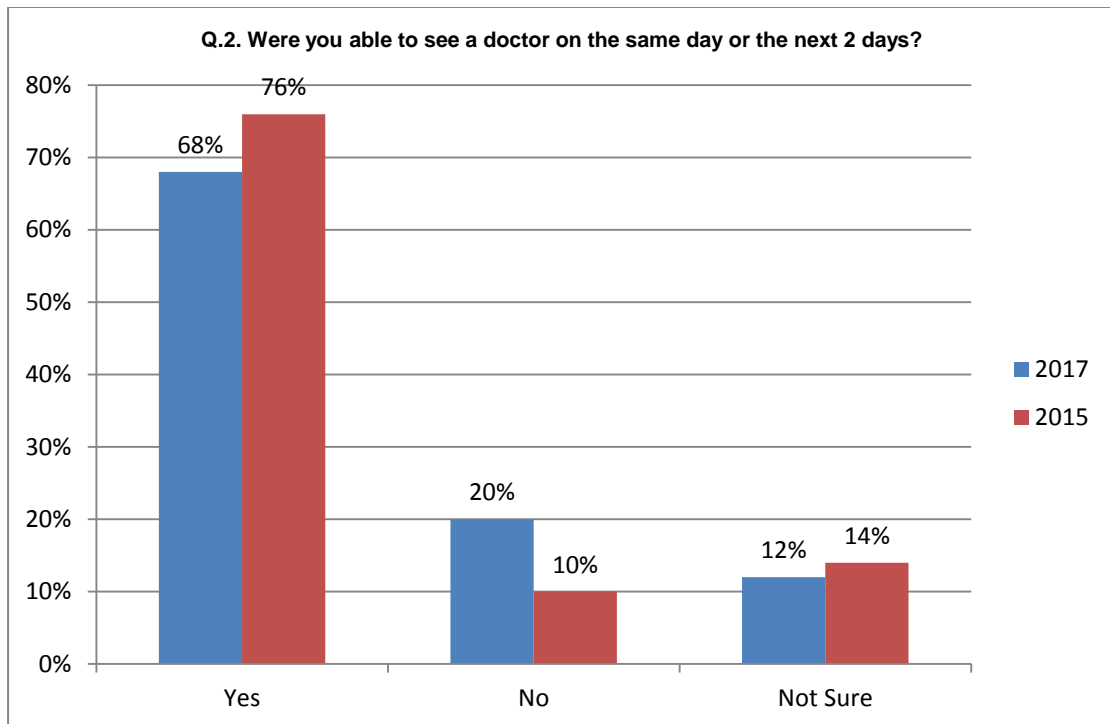
The analysis of the survey results are as follows:

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?



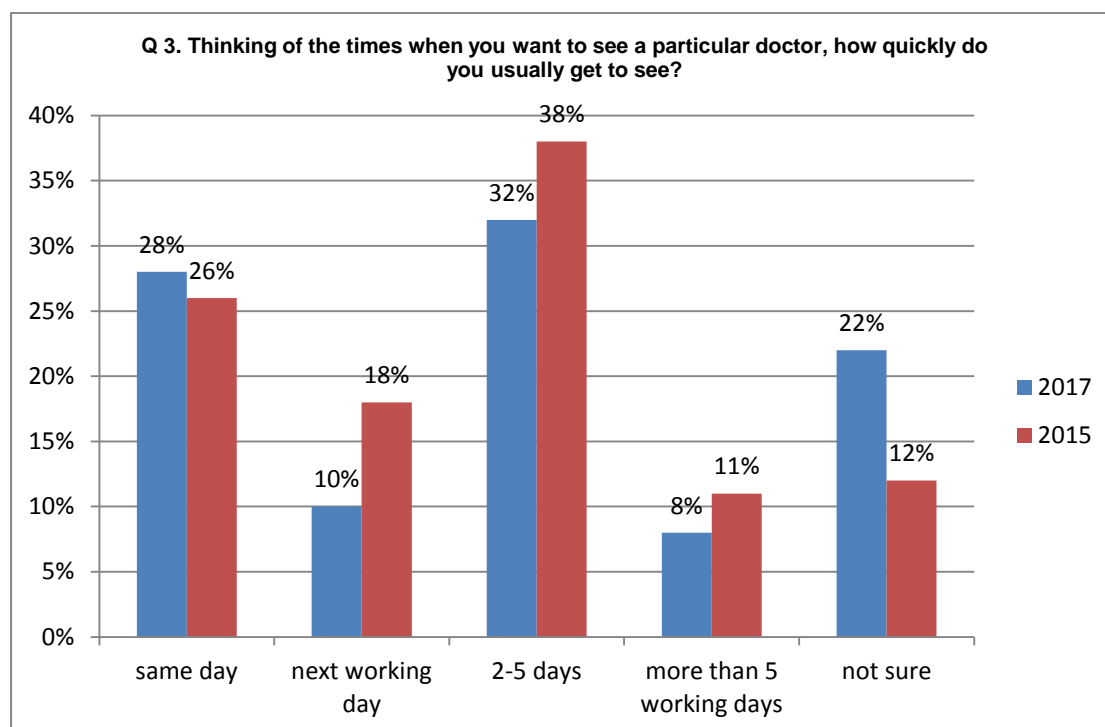
- 40% of patients surveyed said that it is extremely likely they will recommend the GP practice to friends in comparison to 33% in the last survey.
- 36% of patients surveyed said that it is likely they will recommend the GP practice to friends and family in comparison to 44% in the last survey.
- 16% of patients surveyed remained neutral in comparison to 15% in the last survey.
- 4% said unlikely compared to 5% in the last survey.
- 4% did not know compared to 3% 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.



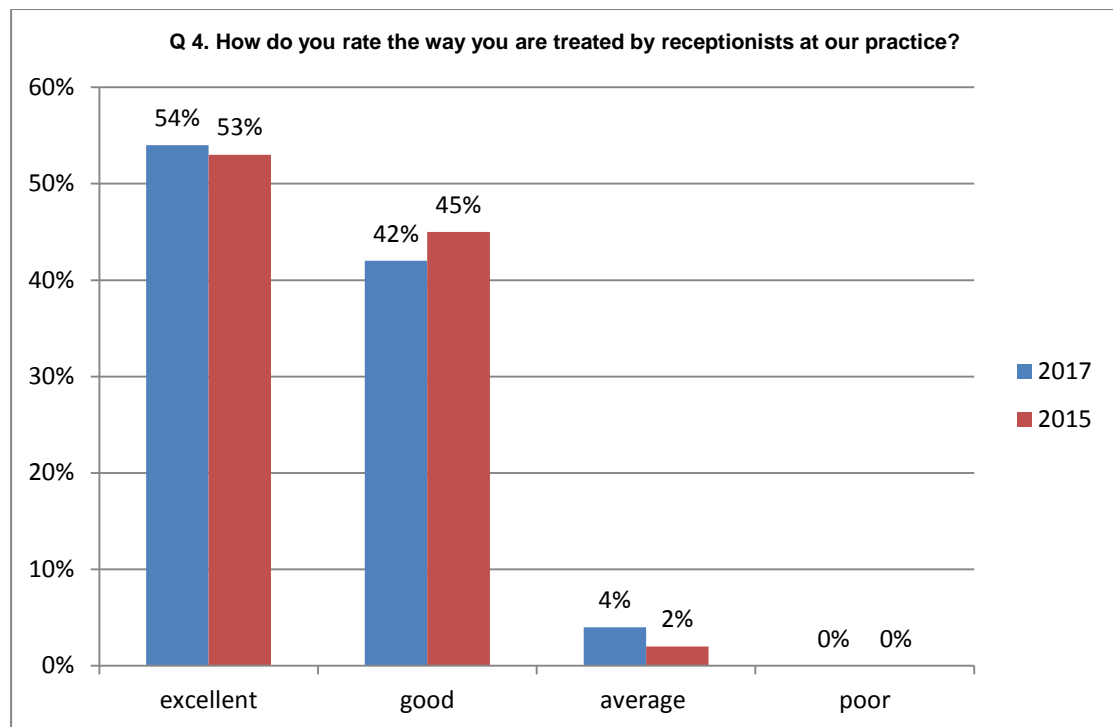
- 68% of patients surveyed said that they were able to see a doctor on the same day or the next 2 days compared to 76% in the last survey.
- 20% of patients said they were unable to see a doctor within next two days of their call or visit to the practice to make an appointment with the doctor in comparison to 10% in the last survey.
- 12% of patients were not sure compared to 14% in the last survey.

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



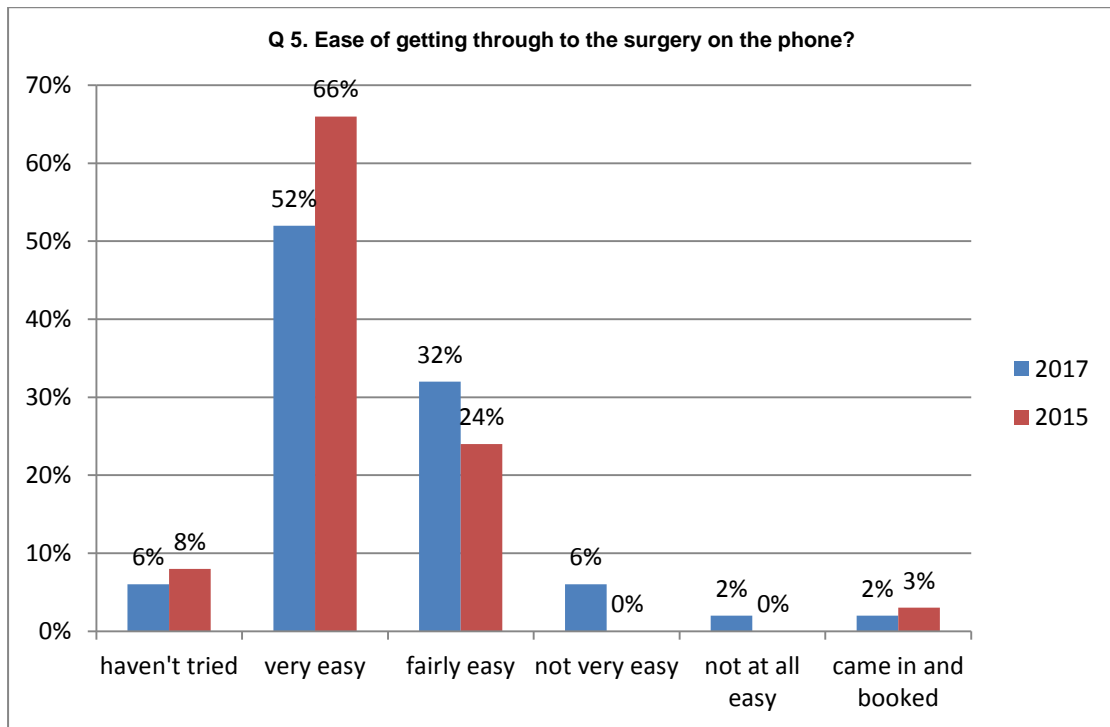
- 28% of patients said that they were able to get the same day appointment to see the doctor compared to 26% in the last survey.
- 10% of patients reported that they were able to see the doctor on the next working day when they wanted to book an appointment with the doctor compared to 18% in the last survey.
- 32% of patients were able to see the doctor within 2-5 days in comparison to 38% in the last survey.
- 8% of patients were able to see the doctor in more than 5 working days in comparison to 11% in the last survey.
- 22% were not sure in comparison to 12% in the last survey.

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



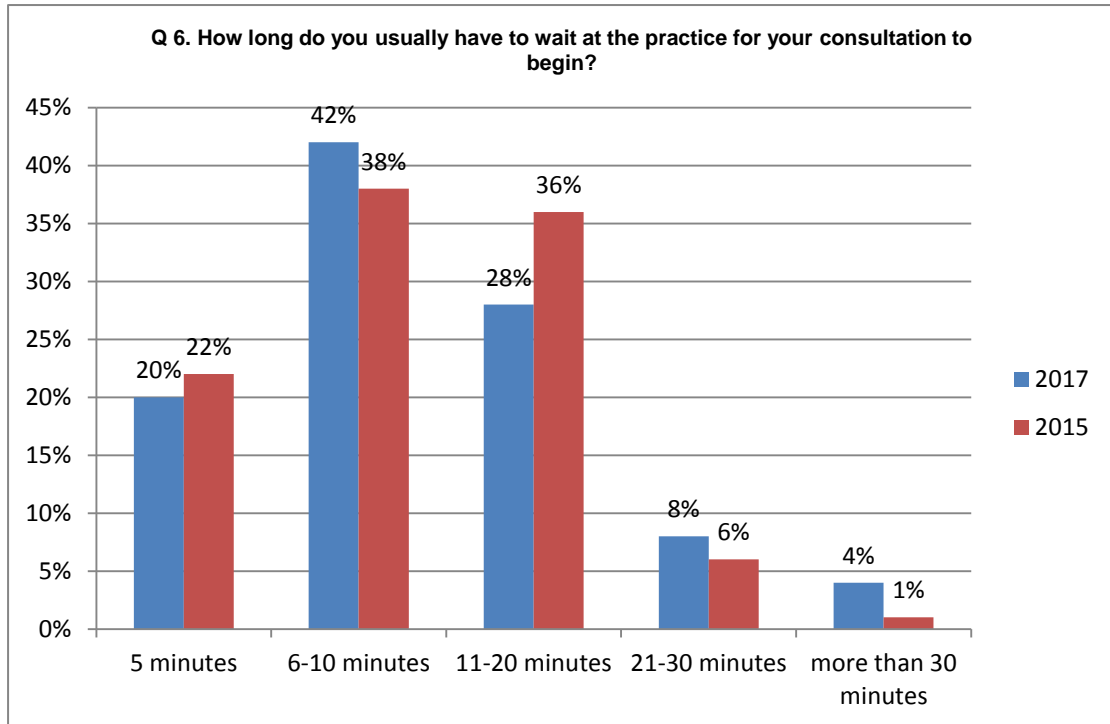
- 54% of patients rated the way they are treated by receptionists at the practice as excellent compared to 53% in the last survey.
- 42% rated it as good compared to 45% in the last survey.
- 4% rated it as average in comparison to 2% in the last survey.
- 0% rated it as poor same as in the last survey.

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



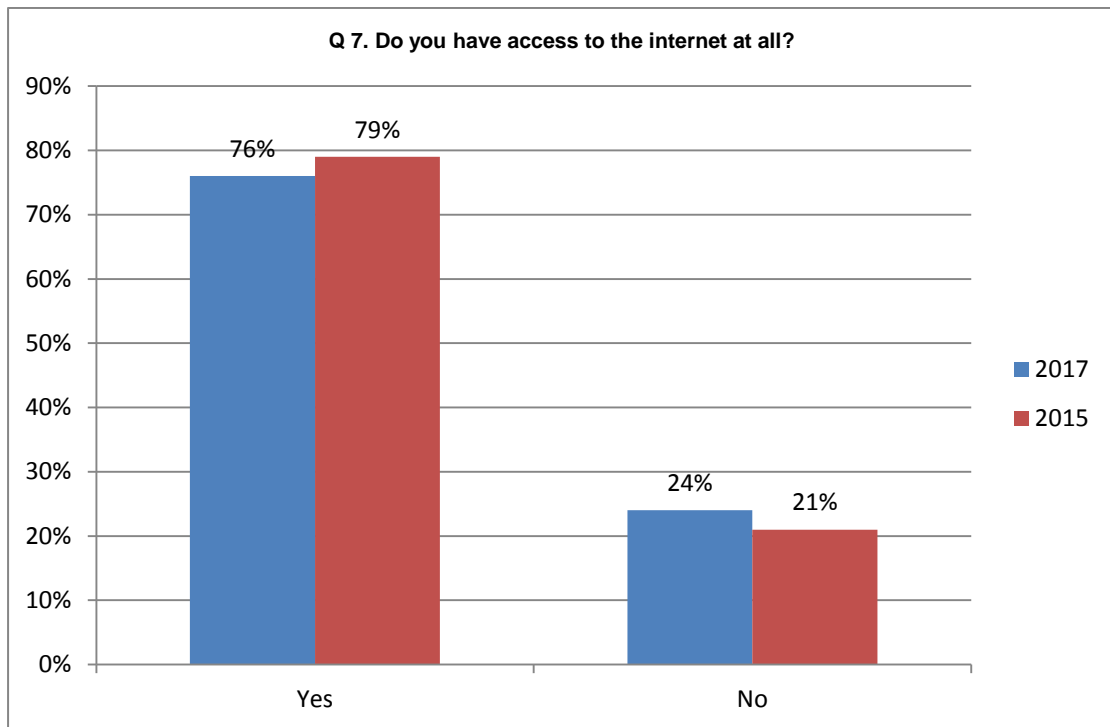
- 6% of patients said it was very easy to get through to the surgery on the phone compared to 8% in the last survey.
- 52% patients said it was fairly easy compared to 66% in the last survey.
- 32% patients said it was not very easy compared to 24% in the last survey.
- 6% patients said it was not at all easy compared to 0% in the last survey.
- 2% patients said it was not at all easy compared to 0% in the last survey.
- 2% of patients came in and booked compared to 3% in the last survey.

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



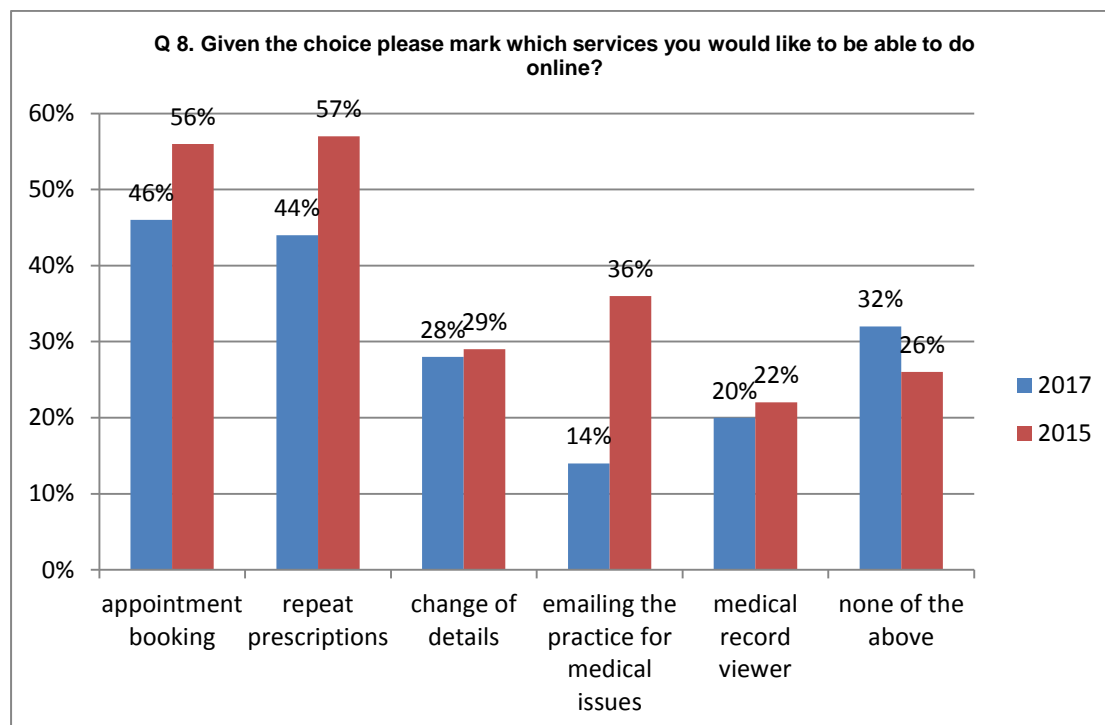
- 20% of patients said they were seen by the doctors within 5 minutes of their appointment time compared to 22% in the last survey.
- 42% of patients said they were seen within 6-10 minutes compared to 38% in the last survey.
- 28% were seen within 11-20 minutes compared to 36% in the last survey.
- 8% were seen within 21-30 minutes compared to 6% in the last survey.
- 4% waited more than 30 minutes compared to 1% in the last survey.

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



- 76% of patients said yes to having access to internet compared to 79% in the last survey.
- 24% said they do not have internet access compared to 21% in the last survey.

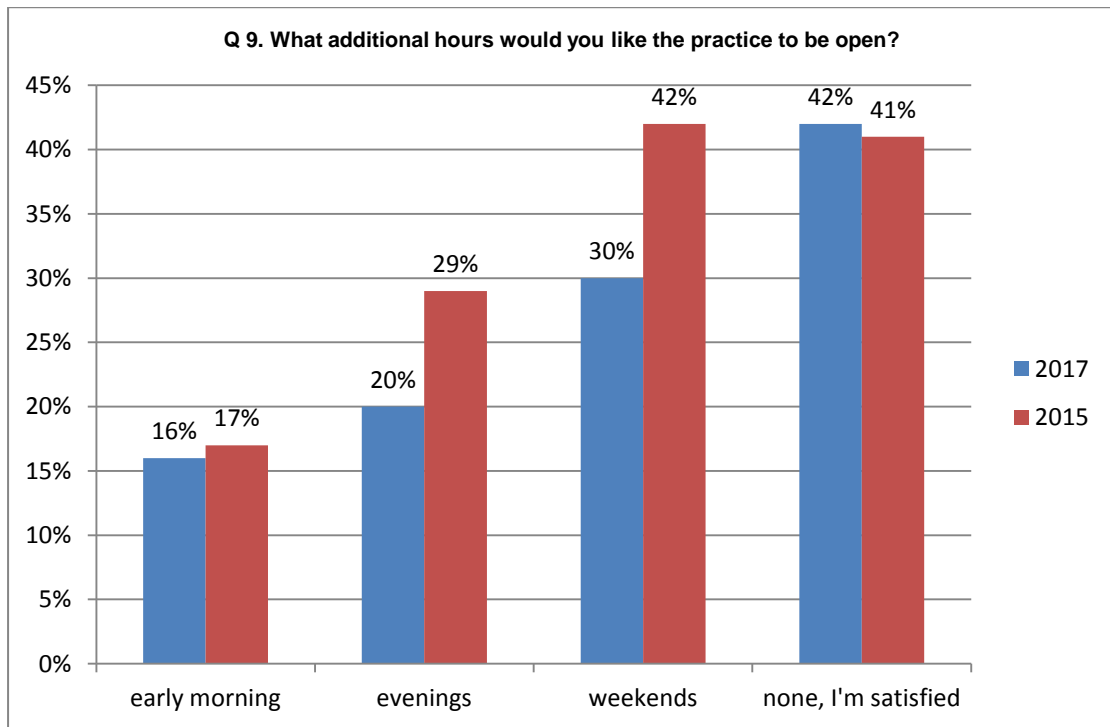
Q.8. Given the choice please mark which services you would like to be able to do online.



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

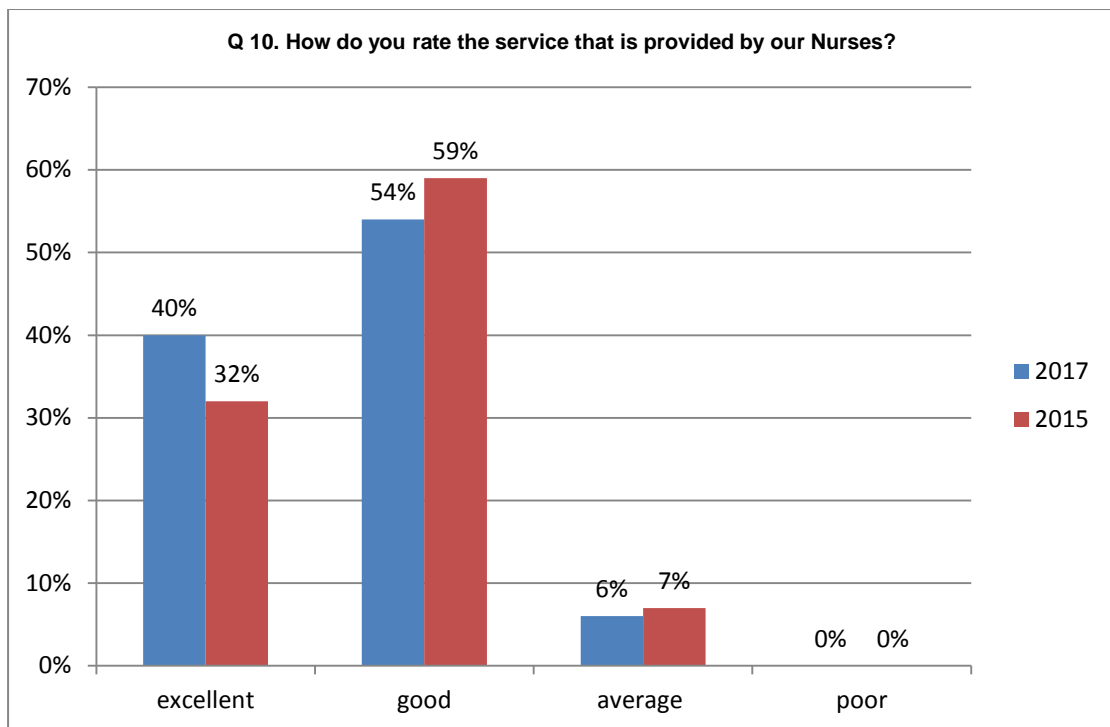
- 46% would like to book appointments online compared to 56% in the last survey.
- 44% want to order their repeat prescriptions online compared to 57% in the last survey.
- 28% would like to be able to change their details online compared to 29% in the last survey.
- 14% would like to email the practice about medical issues compared to 36% in the last survey.
- 20% would like to be able to view their medical records online compared to 22% in the last survey.
- 32% do not want any service through online access compared to 26% in the last survey.

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



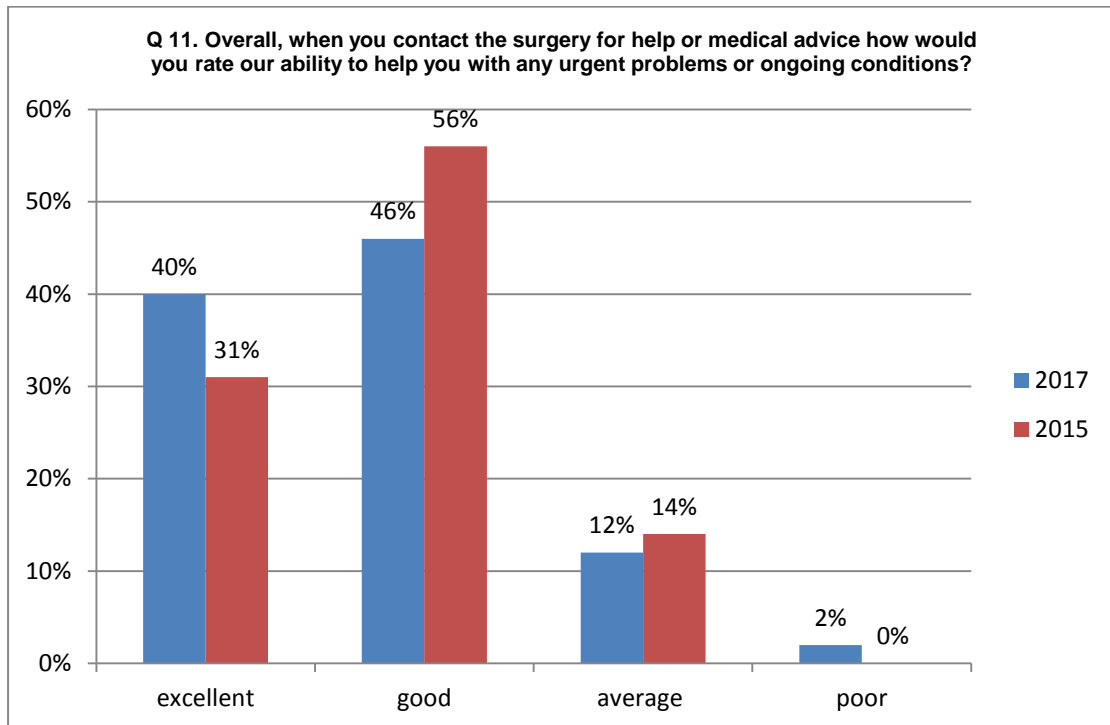
- 16% would like the surgery to be open early morning compared to 17% in the last survey.
- 20% would like evenings compared to 29% in the last survey.
- 30% prefer weekends compared to 42% in the last survey.
- 42% are satisfied with the current opening hours compared to 41% in the last survey.

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



- 40% of the patient rated the service provided by the Nursing staff at the practice as Excellent compared to 32% in the last survey.
- 54% of patients said the service was good compared to 59% in the last survey.
- 6% rated the service as average compared to 7% in the last survey.
- None said poor, same as in the last survey.

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?



- 40% rated practice's overall ability to help them or provide medical advice as Excellent, compared to 31% in the last survey.
- 46% rated the overall service as Good compared to 56% in the last survey.
- 12% rated it as Average compared to 14% in the last survey.
- 2% rated as poor compared to 0% in the last survey.

Other Comments:

<ul style="list-style-type: none">• Please add hand sanitizer
<ul style="list-style-type: none">• Do not visit GP on a regulat basis
<ul style="list-style-type: none">• The services of Oakfield Surgery are extremely good. Please keep it up. Thanks.
<ul style="list-style-type: none">• Great service. Everyone is very helpful + informative
<ul style="list-style-type: none">• I am a new patient so I am unable to be more helpful with most of the questions
<ul style="list-style-type: none">• In my view I should have access to have consultation with my GP on email also.
<ul style="list-style-type: none">• This is a fantastic surgery with excellent staff. THE BEST!! Thank you.
<ul style="list-style-type: none">• Fantastic people who work here
<ul style="list-style-type: none">• Not happy with the waiting time for consultation to begin
<ul style="list-style-type: none">• Fantastic doctors and receptionists
<ul style="list-style-type: none">• I have not long changed my doctors and I am glad I did. What a difference. Nice feeling and good response from doctors so far. Receptionists nice & Friendly

Action Plan 2014/15 - Review with PPG (All Actions Completed)

	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

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	30 th June 2017
2	Provide in-house phlebotomy service	To sign up for phlebotomy DES.	Partners/ Practice Manager	30 th June 2017
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