

Oakfield Surgery

Patient Reference Group's (PRG) Profile 2013/14

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
7	11

Age Group

Age Group (years)	No of Participants
10 to 19	1
20-24	2
25-29	0
30-39	1
40-49	8
50-59	1
60-69	3
70+	2

In trying to recruit members for the PPG the practice found the biggest interest came from the patients between the ages of 40 to 49 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	12
Other white	
Black Caribbean	5
Indian or Indian British	
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

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

Annexe 1 Poster "Help us to serve you better"

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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Please tick your ethnic group:

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. 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.

Yes No Not Sure

Q2. Thinking of the times when you want to see a particular doctor, how quickly do you usually get to see her:

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

Q3. How do you rate the way you are treated by receptionists at our practice?

Excellent Good Average Poor

Q4. 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

Q5. 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

Q6. Do you have access to the internet at all?

Yes No

Q7. 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

Q8. What additional hours would you like the practice to be open?

Early Morning Evenings Weekends None, I'm satisfied

Q9. How do you rate the service that is provided by our Nurses?

Excellent Good Average Poor

Q10. 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.

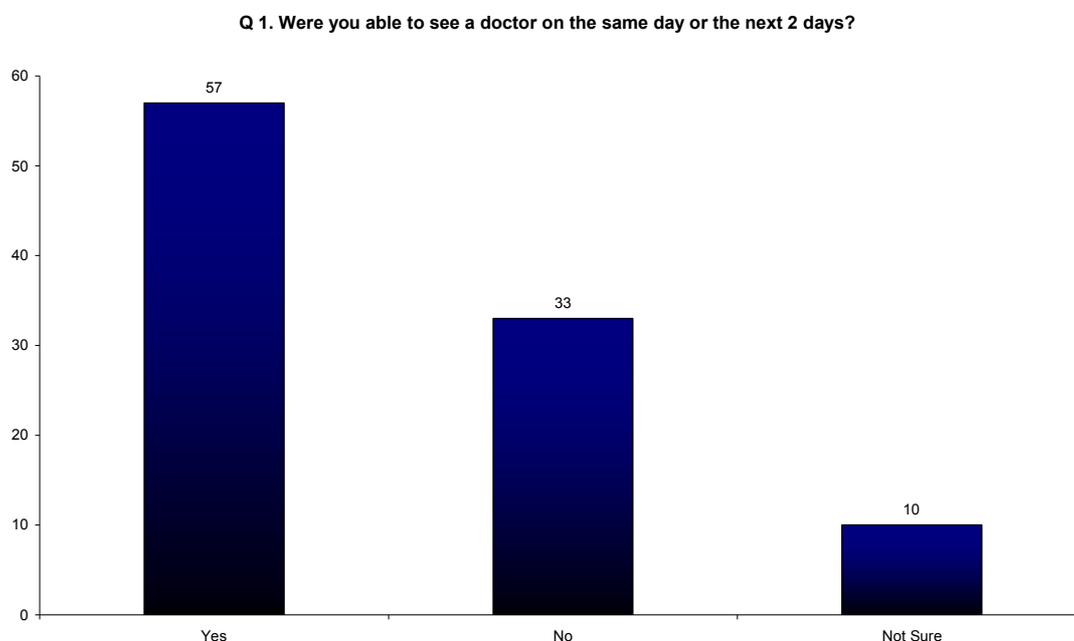
Survey forms were available for: all who visited the practice

Survey was anonymised

The Survey Results

Patients were asked to rate how satisfied they are with surgery by using a 1 to 10 scale. Where 1 means you are very dissatisfied and 10 means you are very satisfied.

Q1. 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.

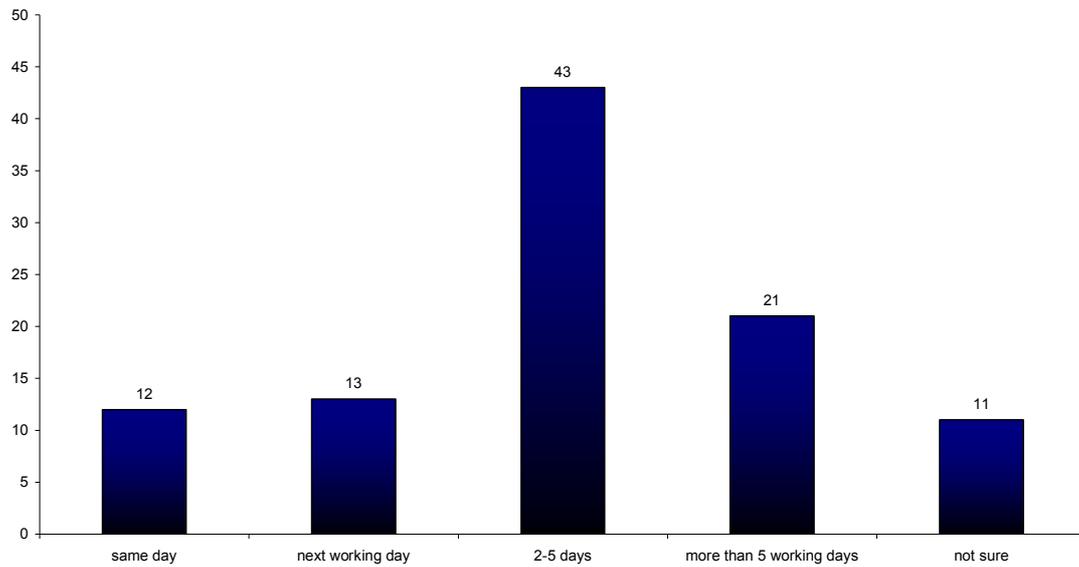


57% of patients surveyed said that they were able to see a doctor on the same day or the next 2 days

Only 10% of patients said they were unable to see the a doctor within next two days of their call or visit to the practice to make an appointment with the doctor

Q.2. Thinking of the times when you want to see a particular doctor, how quickly do you usually get to see her.

Q 2. Thinking of the times when you want to see a particular doctor, how quickly do you usually get to see her?



12 patients said that they were able to get the same day appointment to see the doctor.

13 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

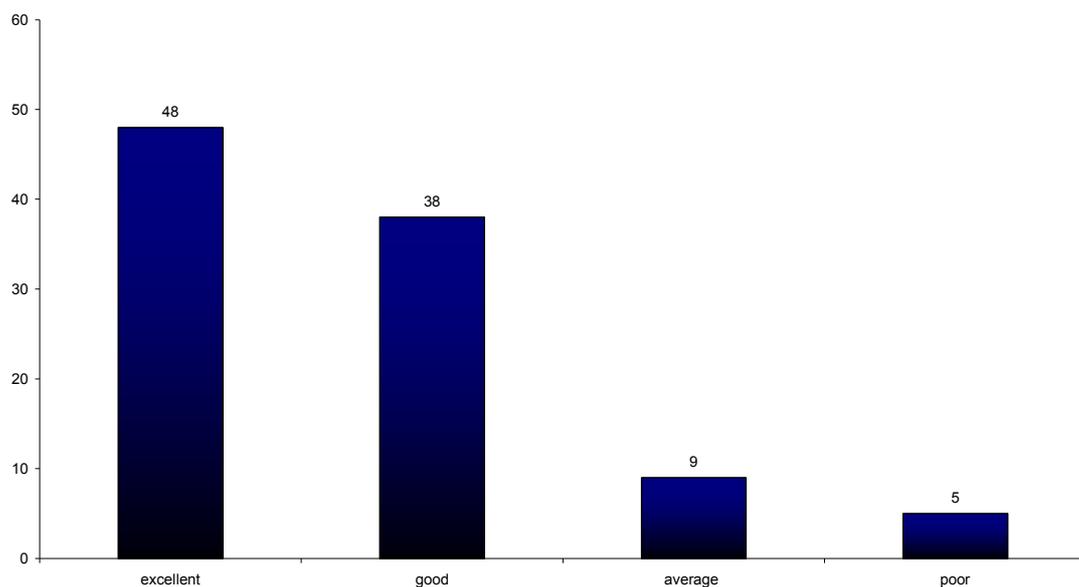
43 patients were able to see the doctor with in 2-5 days

21 patients were able to see the doctor more than 5 working days

11 patients were not sure

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

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

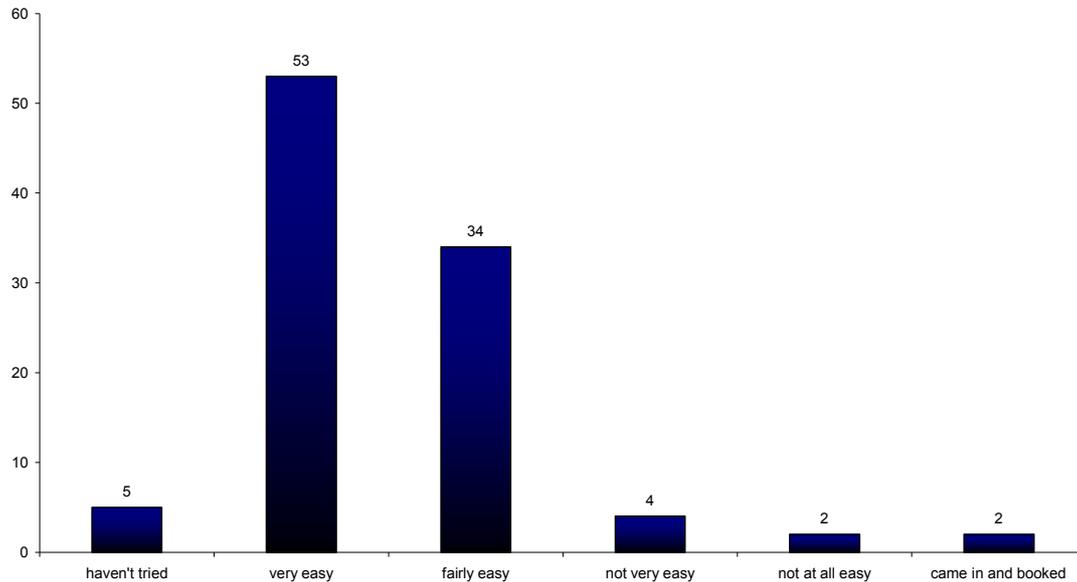


86% of patients' survey rated the way you are treated by receptionists at our practice to be Excellent and good.

9% rated it as average and 5% rated it as poor

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

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

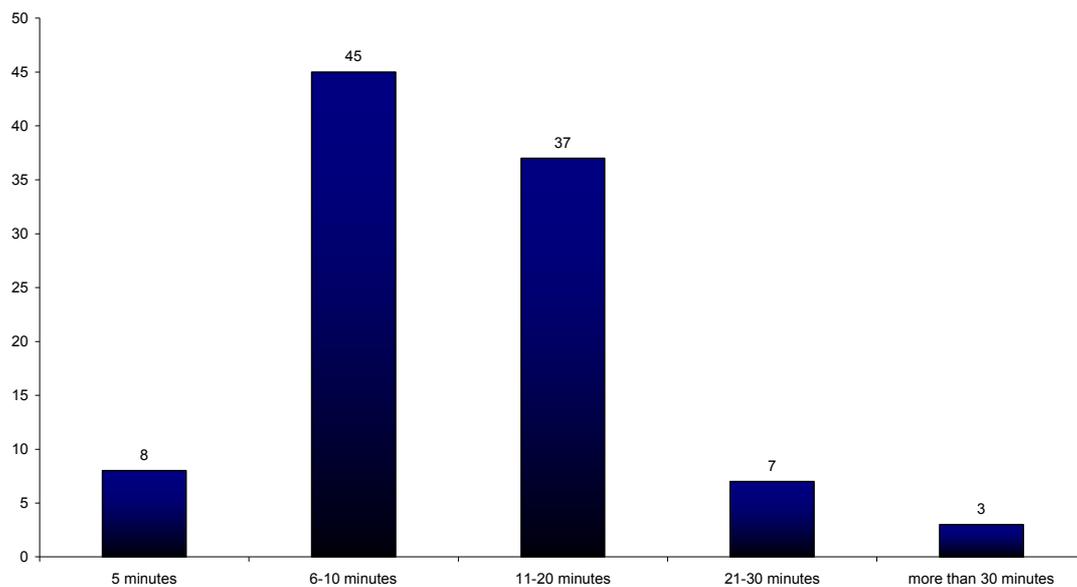


53% patients said it was very easy to get through to the surgery on the phone

34% patients said it was fairly easy and 4% said it was not very easy and 2% said it was not at all easy

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

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



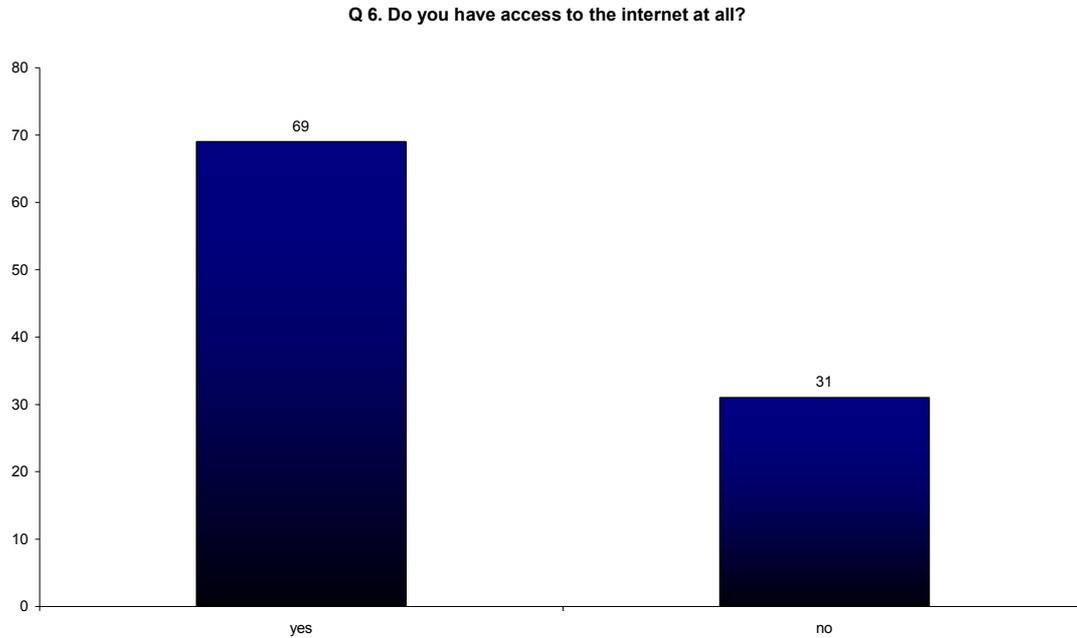
Highest no of patients said that they were seen by the doctors within 6-10minutes of their appointment time. Their percentage was 45%

8% of patients were seen within 5 minutes of their appointment time.

37% were seen within 11-20 minutes and 7% within 21-30 minutes of their appointment time.

3% had to wait more than 30 minutes to be seen by the doctors

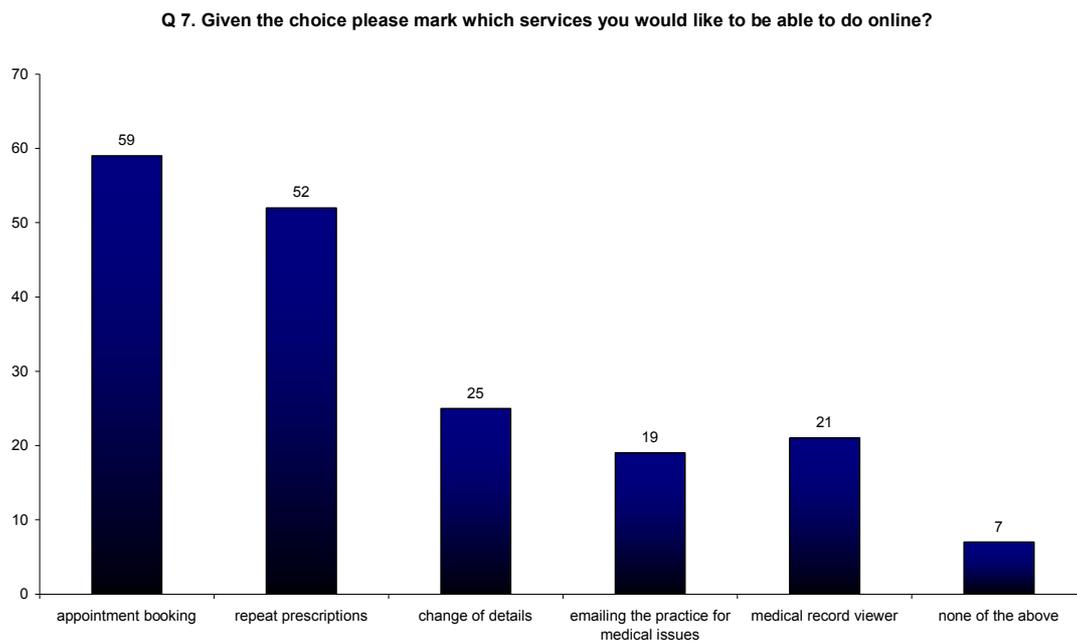
Q.6. Do you have access to the internet at all?



69% of the patients have internet access

31% said they do not have internet access

Q.7. Given the choice please mark which services you would like to be able to do online.

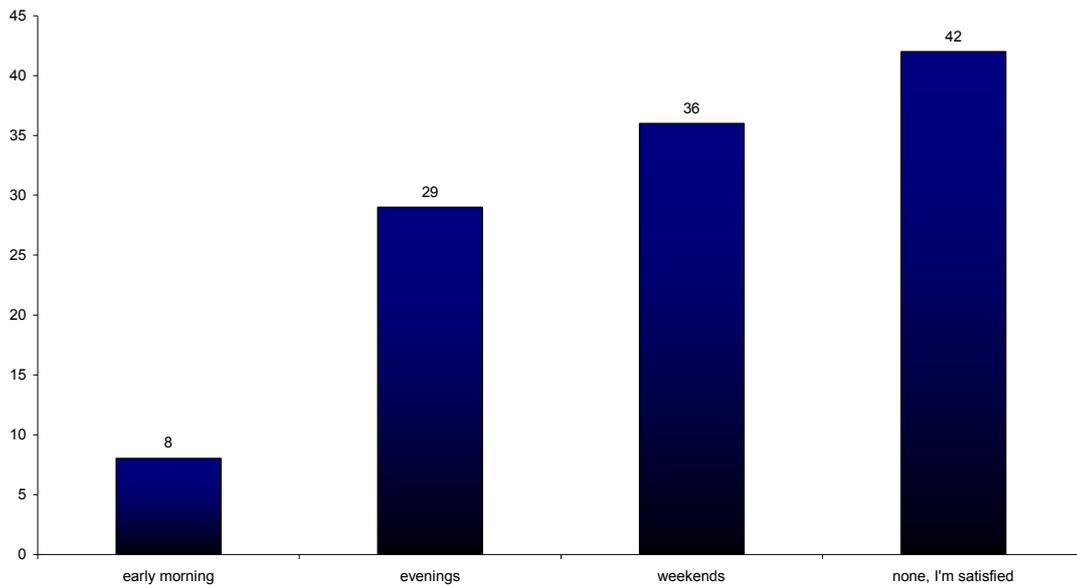


Many patients choose more than one option in response to this question

59% want to make online appointments.
 52% want to use internet facility to order their repeat prescriptions.
 25% want to use internet facility for change of details.
 19% would like emailing the practice for medical issues.
 21% would like to have access to their medical records online
 7% do not want any service through online access

Q.8. What additional hours would you like the practice to be open?

Q 8. What additional hours would you like the practice to be open?

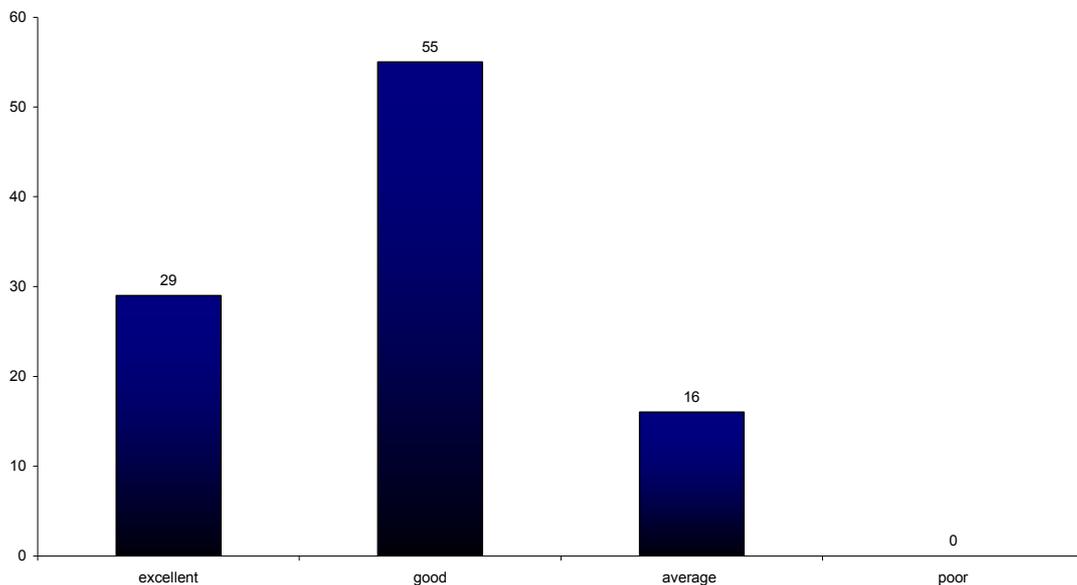


The practice believes in continuous improvement of the healthcare services we offer to our patients, though the 42 patients said they are satisfied with the current services.

8 suggest early morning opening times, 29 suggested late evening times, and 36 to open practice at the weekends.

Q.9. How do you rate the service that is provided by our Nurses?

Q 9. How do you rate the service that is provided by our Nurses?

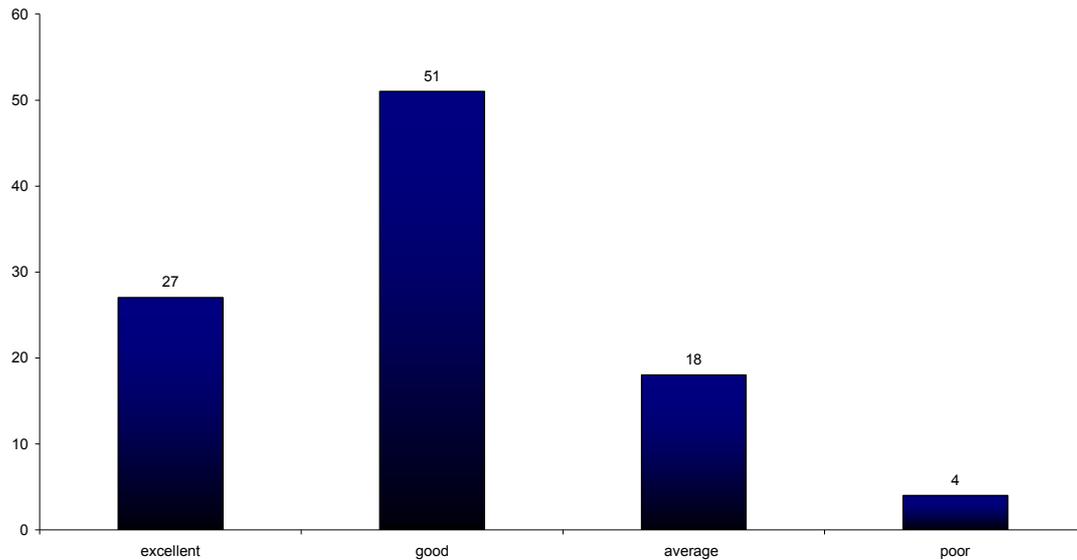


84% of the patients rated the service provided by the Nursing staff at the practice as Good and Excellent

16% of the patients said it was average.

Q.10. 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?

Q 10. 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?



27% rated practice ability to help them or provide medical advice as Excellent

51% rated it as Good

18% rated it as Average

4% rated as poor

OTHER COMMENTS:

Very happy with service

Staff are always polite and welcoming and the doctors listen which they don't always do.

It would be good if the appointments for say x-rays etc. could be automated so the surgery could confirm once the doctor ask for it on the same day as it is requested. Also all details for specialist etc. are updated on patient records to confirm that medical records are accurate and up to date for prescriptions, tests, appointments.

Staffs are friendly and helpful. Doctors are nice and it is a good surgery overall.

The service I get is eleven out of ten. They are excellent in all departments.

Staff is helpful and friendly, patient to listen and understand what you need.

Very good staff, keep up the good work.

The receptionist staff are efficient.

I want the surgery to be open for longer times.

Whenever I call the surgery for an appointment for the same day I am always told that only if it is an emergency I can see the doctor then or I have to wait for the next week to get an appointment. I usually call in the morning at 8'o clock.

I feel like I am not listened to enough. For example I asked for a counsellor but I always get sent back to the start.

They really don't care about patients. I think that they work for free, which is not true.

Action Plan for implementation (Changes suggested by PRG)

	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	March 2014
2	Ordering prescriptions online	To review and activate the online prescription module	Practice Manager	March 2014
3	Electronic Prescription Service (EPS)	To review and make the service available	Practice Manager	March 2014