

THE SELHURST MEDICAL CENTRE

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Introduction

Selhurst Medical Centre initially had a PPG set up in 2009. However work with the PPG ceased. In 2013, the practice signed up to the Patient participation DES, a government-led initiative to encourage better dialogue between GP practices and patients. The PPG was re-established and new members were recruited.

This report sets out a summary of the progress of the newly assembled PPG over the past 12 months and gives an update of the action plan that was agreed with the PPG following the presentation of the survey results, and the subsequent outcomes.

This report is intended to be read by all patients, PPG members and members of the Croydon CCG so the work done with the PPG and the outcomes are clearly stated and transparent.

Aims and Objectives

The aims and objectives of the PPG are as follows:

- To help improve services by providing feedback on various patients' related matters
- To monitor the accessibility of practice communication
- To explore the changing needs of patients
- To provide practical support to patients (e.g. helping with annual patient survey)
- To provide information on the changing structure of the NHS
- To input into newsletter
- To promote health activities

PPG Profile and Representation

Our group currently consists of 4 active members. In order to get a balanced view of patient opinions and suggestions, it was considered important to make sure the PPG is representative of the whole practice population. The following tables analyses the demographics of the practice with the PPG profile in terms of age, sex and ethnic group.

Age group	Practice %	PPG %
Under 16	23.9%	0.0%
16-24	11.0%	0.0%
25-34	18.2%	0.0%
35-44	16.9%	0.0%
45-54	13.4%	0.0%
55-64	7.3%	25.0%
65-74	5.4%	50.0%
75-84	3.2%	25.0%
85+	0.8%	0.0%
Total	100%	100%

Sex	Practice	PPG
Male	48.9%	50.0%
Female	51.1%	50.0%

Ethnicity	Practice	PPG
White	23.8%	50%
Black	32.8%	25%
Asian	12.7%	25%
Chinese	3.1%	0
Mixed	4.2%	0
Not recorded	23.0%	0
Total	100%	100%

Source: Exeter system, Primary Care support Service, 31 March 2012

The PPG has more members in the over 50's than is ideal. It has proved difficult to recruit younger members to the group. Our meetings are held during the day and it is difficult for them to attend. We will continue to work towards recruiting a group that is more representative of our surgery age demographics. However, the practice sex and ethnic profiles matches that of the PPG.

Meetings

The Patient Participation Group met on the following dates in the financial year 2013/14:

Friday 17th May 2013

Friday 27th September 2013

Friday 28th February 2014

The meetings took place in the practice between 1.00pm and 3.00pm. The practice is represented by the Practice Manager and the senior GP. The members are asked for agenda items in advance of the meeting. No PPG member was prepared to chair the meetings and this role continues to be undertaken by the Practice Manager. Copies of the minutes are circulated after the meeting. These are available on the Practice Website.

Action Plan April 2013 – March 2014

TIME SCALE	ACTIONS	ACTION BY
May-13	Create Patient Questionnaire for survey and get input from PPG	PM & PPG
May – June 2013	Distribute Patient Survey	Reception Staff
July – August 2013	Collate Survey Data	PM
Sep-13	Analyse Patient Survey and agree on actions	PPG, PM & Dr RD
Nov 2013- Jan 2014	Implement Actions from survey	PM
Feb-13	Review of Actions Agreed from Survey	PPG, PM & Dr RD

Patient Survey 2013

A Practice Survey was conducted in June 2013 which, in general, looked at how satisfied patients were with the care they receive from the surgery. 220 patients (8.5% of practice population) completed the questionnaire. The survey questionnaire was given direct to patients at the practice and was successfully completed over a period of 4 weeks.

Our Practice Survey aimed to gain knowledge of how patients viewed their access to their care and the services provided. The questionnaire consisted of questions relating to how satisfied patients are with:

- Patient treatment – are patients treated with courtesy and respect by both Doctor and Practice employees.
- Availability of appointments at convenient times - how difficult is it to get through to the surgeries?
- How do they find out Repeat Prescription service
- How do they rate the Premises – includes the waiting area, consultation rooms and toilets.

The opportunity to answer these questions were: unsatisfactory – satisfactory – good and excellent. There were 20 questions on the survey.

Survey Analysis

We had a PPG meeting 27th September 2013 to discuss findings of the practice survey and agreed on changes to services. Here is a summary of our discussion:

Things patients feel we do particularly well:

- ✓ Dr is friendly and welcoming.
- ✓ Dr gives excellent service.
- ✓ Warm and friendly atmosphere.
- ✓ Good approach to patient.
- ✓ Surgery is clean at all times.
- ✓ Practice show high-level of care.

Key Areas for improvement identified:	Actions recommended by PPG
Appointment availability Waiting times for routine appointments too long especially for patients in full time employment.	PPG suggested the extended hours should be allocated to patients in full time employment.
Patient access More extended surgery hours.	Allow patients to book appointment further in advance online. PM to work on getting system in place so patient can make online bookings No Action. We are a single handed GP practice and we already have extended hours weekly.
Premises	No Action. PPG felt it was not necessary because we

Screen to display patients name to go in for consultation.	only have one Dr.
Toys for children and Reading materials in Reception area	No Action. It's not advisable for infection control.
Music is too loud in waiting area.	No Action. Walls are thin and we need the background music so patients in waiting room do not hear the Clinicians.
Reception training Receptionists are rude, abrupt and not empathetic.	Training for Receptionist to improve communication skills.
Practice Website	Further advertising of practice website and increase awareness of PPG

Review of Actions from Survey

The Practice has extended its opening hours from January 2014. The telephone lines are now open: Mon – Fri (8am – 6.30pm) and the Reception desk is open: Mon – Fri (8am – 1pm) and Mon –Tues, Thurs - Fri (3-6.30pm). We hope this new opening hours will make it easier and more convenient for patients to have access to our medical service. The extended hours appointments are allocated first to patients in full time employment.

The practice introduced Patient Access in November 2013 so patients can book their appointments online and order repeat prescriptions online. As of February 2014, 280 patients (12% of patient population) have registered to use the online facility. Electronic Prescription Service was also launched in January 2014. Currently, there are 142 patients receiving their prescriptions through this system.

Reception staff members have attended training courses to improve their communication and interpersonal skills.

Future Initiatives

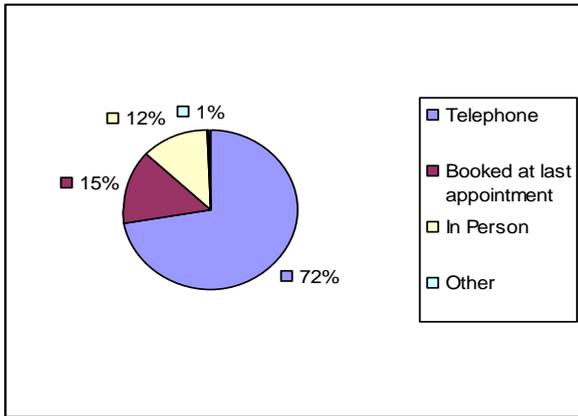
PPG members thought it would be a good idea to invite Guest Speakers to give talks and advice on health, social and other pertaining issues that were prevalent problems within our Practice Population. Members agreed that diabetes is a widespread problem so we plan to have our first Open Meeting on Diabetes in June/ July and all patients will be invited to attend.

We hope the Open Meetings will be a regular feature in our PPG. We plan to have 2 meetings per year, and possible future topics to be discussed in meetings are: Depression, Prostate cancer, Domestic violence, FGM and speakers from Citizen Advice Bureau and the Benefits Office.

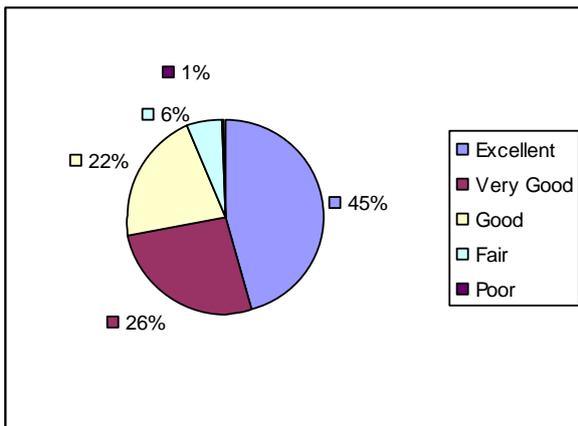
Appendix 1

Patient Survey Results 2013

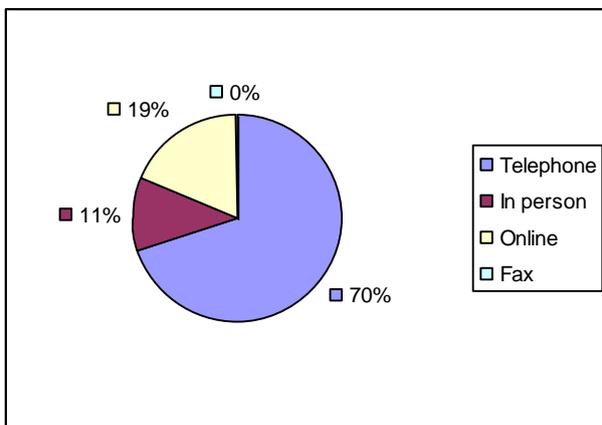
Q1: How did you make this appointment?



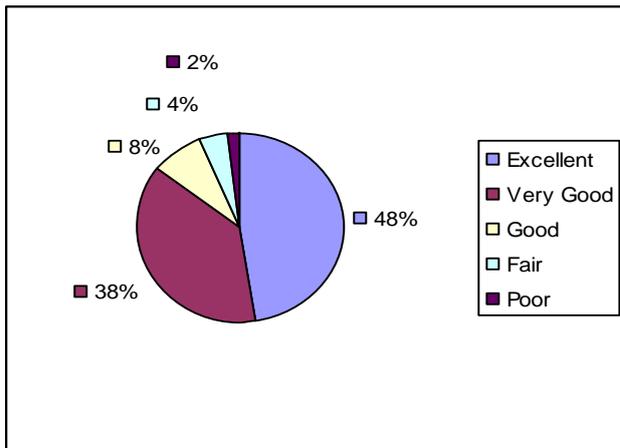
Q2: Did you find it easy to make this appointment?



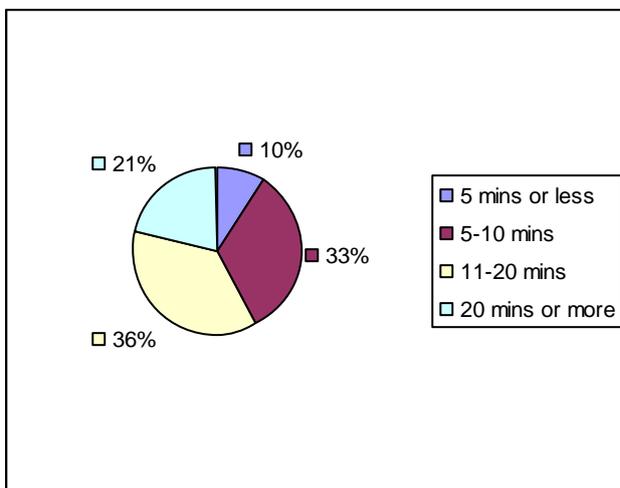
Q3: How would you prefer to book your appointment?



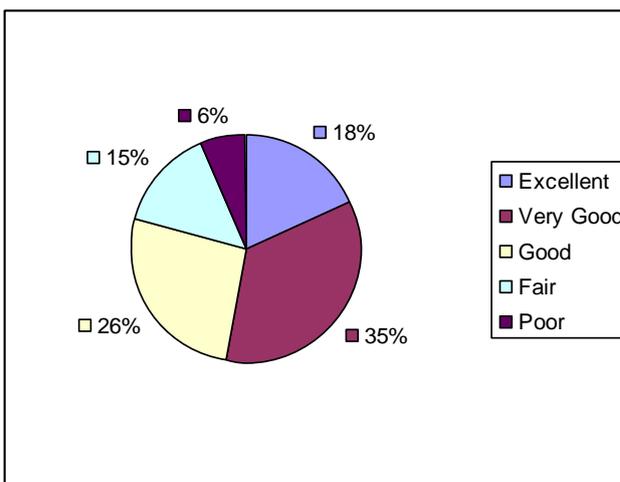
Q5: How helpful have you found the receptionists?



Q6: On average, how long do you have to wait to be seen?

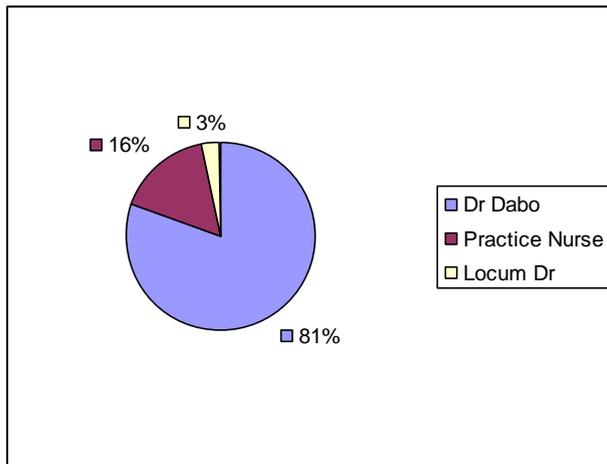


Q7: How do you rate this?

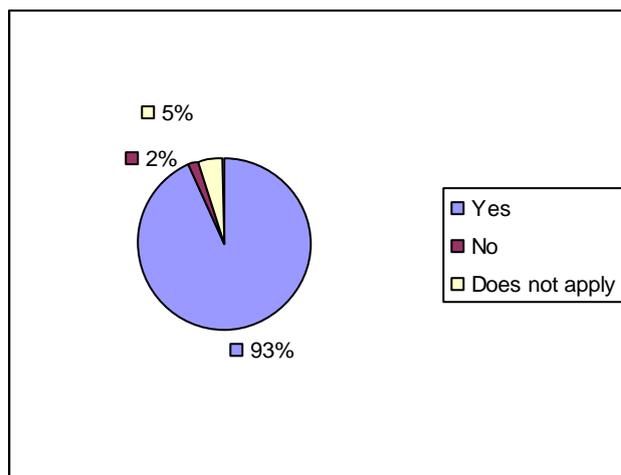


Your consultation:

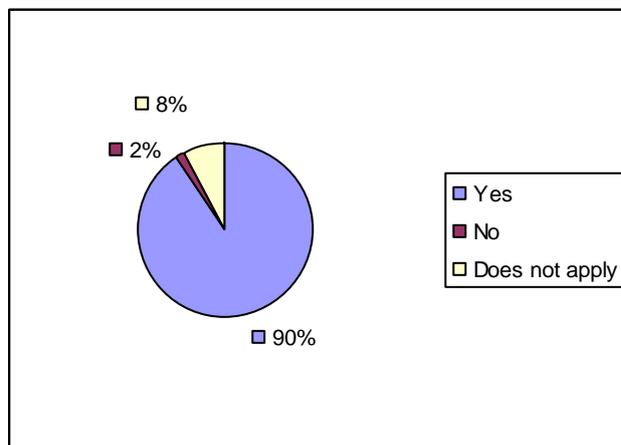
Q8: Which clinician did you see?



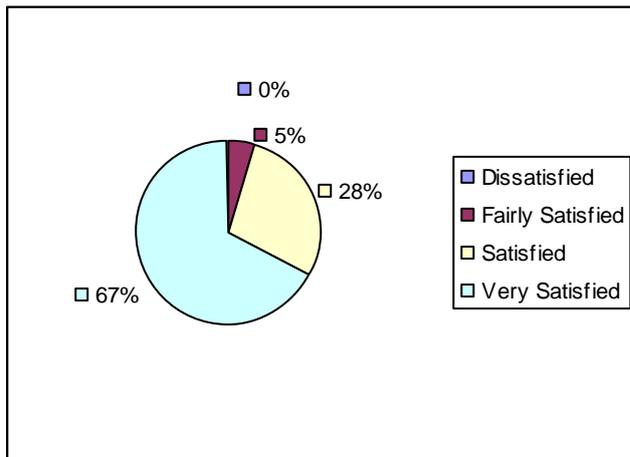
Q9: Do you feel the clinician listened to you?



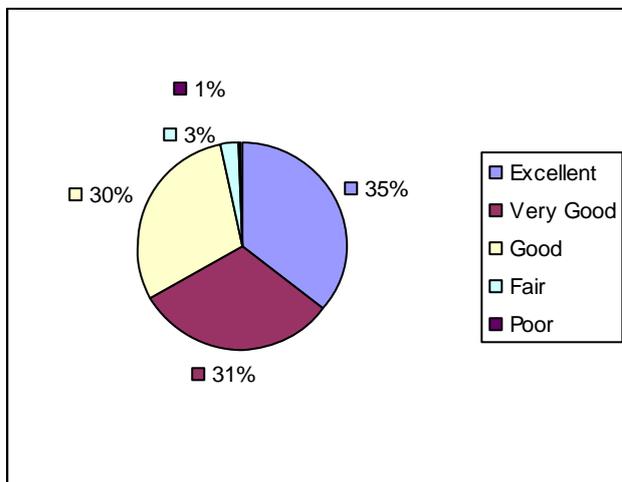
Q10: Do you think the clinician involved you in decisions about your care?



Q11: Overall, how satisfied are you with your consultation today?

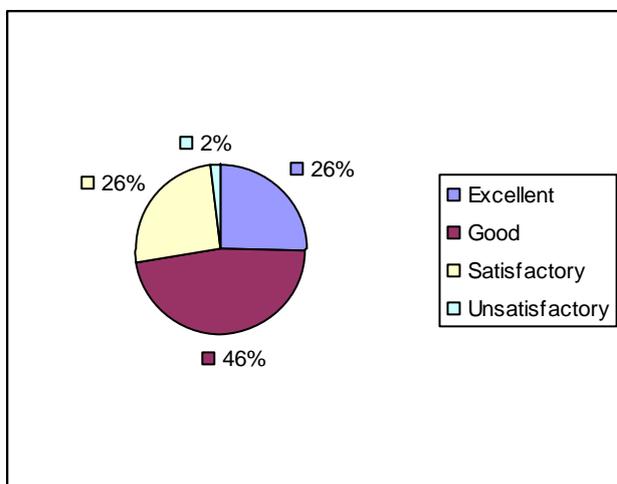


Q12: How do you find our Repeat Prescription Services?

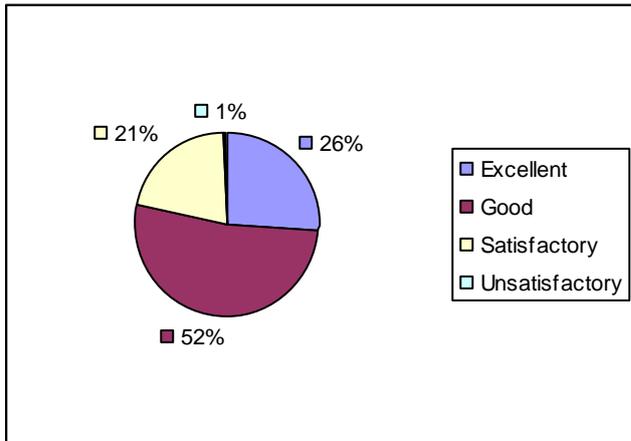


The premises:

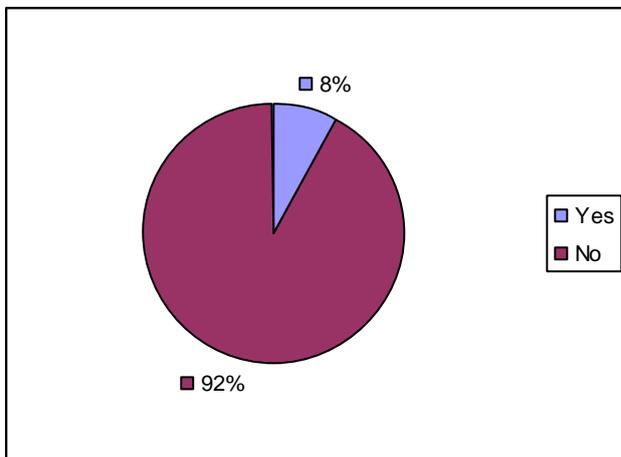
Q13: How do you rate the waiting area?



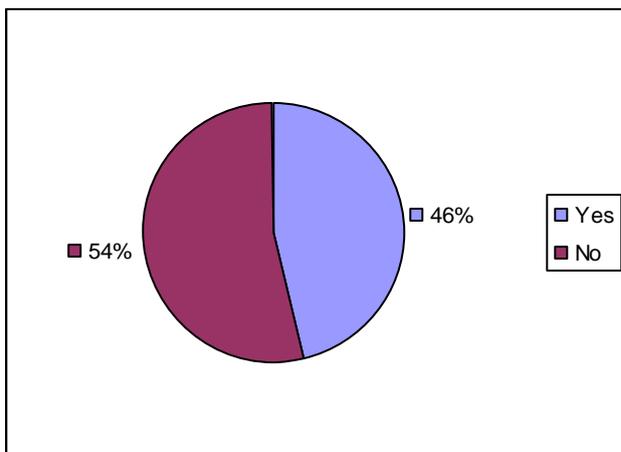
Q14: How do you rate the other areas of the surgery (consultation room and toilet)?



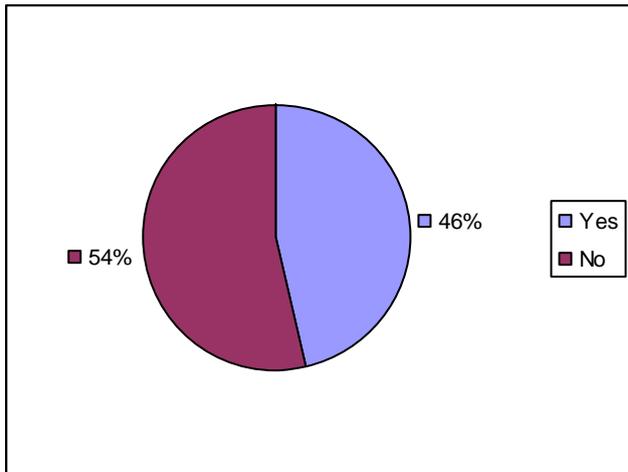
Q15: Have you visited our website?



Q19: Are you aware that there is an active patient participation group in the practice?

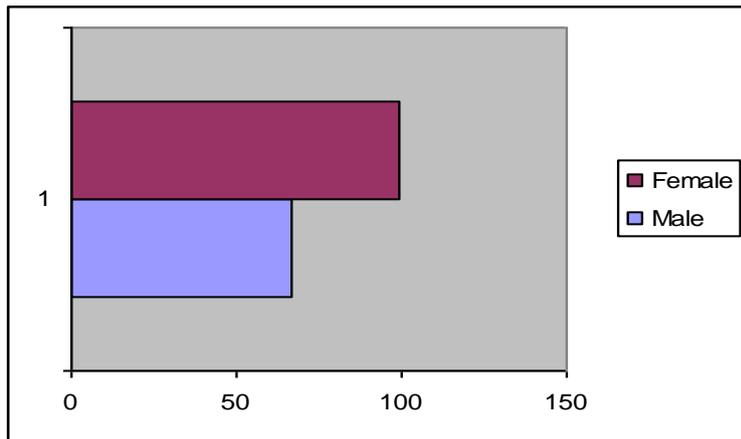


Q20: Would you be interested in finding our more about this?

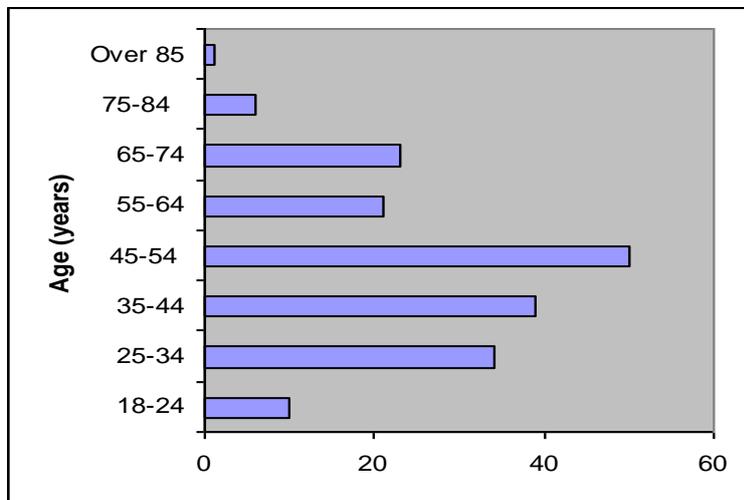


About you:

Q21: Sex



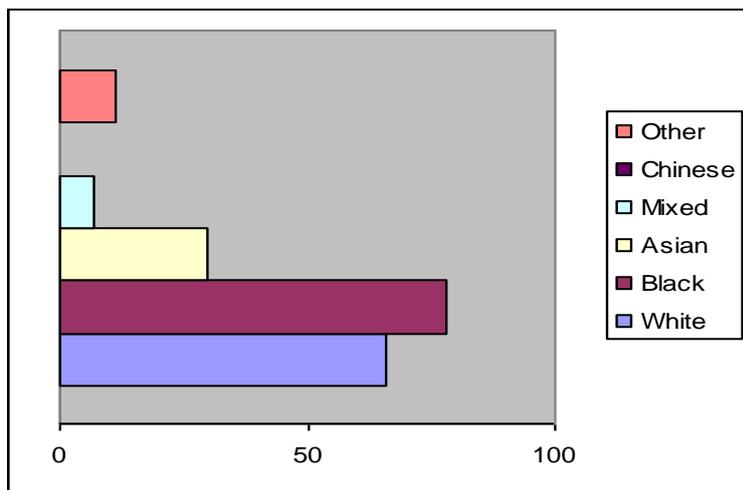
Q22: Age Range



Q23: Employment status



Q24: Ethnicity



Appendix 2

PPG Meeting Minutes

17th May 2013

Attendees: Mrs PH, Ms CR, Mr YP, Mr EI

Representing Practice: Dr RD, AC -Practice Manager

1. Introductions

Dr RD welcomed attendees.

2. New Practice Manager

AC introduced herself as new Practice Manager taking over from Mrs. Rani Sanadaran. AC started her new role in December 2012.

3. CQC & CCG

AC informed group member with effect from 1st April 2013, Croydon PCT is replaced by CCG and the practice is registered under the CQC. The CQC is a national regulatory body that checks standards in GP surgeries.

Dr RD discussed cost cutting measures the practice were taking in line with the CCG's drive to control the budget. We talked about the Drug Waste campaign and ways to spread this information out to patients. The group members suggested Dr RD to limit prescription to monthly supply to cut down on drug waste.

4. Patient Profile

Dr RD discussed with Group our Patient Profile. We looked at areas with low rank and needed improvement. These were: helpfulness of Receptionist, Care provided by nurse and A&E attendance.

To improve rating for nurse care, members suggested that patients are informed of all tests/procedures to be carried out in each clinic. This information will also be available to patients on our website.

PM to regularly remind Receptionists to be professional at all times and to take care not to be overheard in the Reception area.

A&E attendance rank was very low. The group agreed we should work on informing patients where to go for non-emergency help. AC informed group that this information is available in the practice and on our website. AC to include PharmacyFirst information on website.

Practice had low rank on ease of access on telephone. Group agreed that for a small practice like ours there is no need to have extra lines. Receptionists will have to explain this to patients.

5. Patient survey

AC discussed the aim of the survey is to get feedback from patients so we can improve our services. Group is given sample Patient survey and was asked to give some feedback and suggestions on ways

to improve it. The survey will start next week for a sample size of 200. The survey results will be discussed at our next meeting. AC to send survey result to group two weeks prior to next meeting.

6. Practice Website

AC informed group about Practice website going live. Online appointments and prescriptions not yet functional but we hope to work on this when we migrate to EMIS web in September.

7. AOB

Group member suggested we liaise with PPGs in other surgeries to get tips and ideas on how to improve our service.

8. Next Meeting – TBA

Appendix 3

PPG Meeting Minutes

27th September 2013

Attendees: Mrs PH, Ms CR, Mr YP, Mr EI

Representing Practice: Dr RD, AC -Practice Manager

1. Introductions

PM welcomed PPG members to the meeting. Mr IE informed us that he attended the Patient and Public Forum on 11th September 2013. He shared information from the meeting.

2. Meeting Notes – 17th May 2013

PM went over the minutes of last meetings. The following actions were done from previous meeting:

- a) Website updated with information of tests and procedures carried out in all clinics.
- b) Website has information on Pharmacy First to help cut down inappropriate A&E attendance.

Dr suggested we give out handouts on tests/procedures in diabetic clinic to patients, as many patients do not have online access. PM to add this information on patients' prescription slips.

3. CQC

PM to send out future CCG invitations to PPG members.

4. Future Initiatives

Dr RD informed PPG members that the Practice will be using Telehealth to remotely monitor patients.

5. Patient survey

We went through the practice survey. PPG members were very pleased with overall results from the survey and felt it gave a true reflection of the practice.

Summary of comments on things patients feel we do particularly well:	
<ul style="list-style-type: none">• Dr is friendly and welcoming.• Dr gives excellent service.• Warm and friendly atmosphere.• Good approach to patient.• Surgery is clean at all times.• Practice show high-level of care.	
Summary of things to improve on:	Actions recommended by PPG
Waiting times for routine appointments too long especially for patients in full time employment.	PPG suggested we allocated 3 sessions in extra hours for patients in full time employment.
Allow patients to book appointment further in advance online.	PM to work on getting system in place so patient can make online bookings

More extended surgery hours.	No Action
Screen to display patients name to go in for consultation.	No Action
Toys for children and Reading materials in Reception area.	No Action
Music is too loud in waiting area.	No Action
Some Receptionists are rude, abrupt and not empathetic.	Annual survey will be carried out to get feedback from patients on Receptionists.
<p>We agreed the following actions are needed:</p> <ul style="list-style-type: none"> • Further advertising of practice website. • Provide online booking service – to make it easier for patients to make their own bookings. • Increase awareness of PPG. 	

Appendix 4

PPG Meeting Minutes

28th February 2014

Attendees: Ms CR, Mr YP

Absentees: Mrs PH, Mr EI

Representing Practice: Dr RD, AC -Practice Manager

Meeting Notes

PM went over the minutes of last meeting – 27th September 2013. She told members that since Patient Access was implemented in November 2013, 280 patients (12% of patient population) have registered to it. She has received many positive feedbacks from Patients about this service. EPS was also launched in January 2014 and it has proved to be very popular with patients. We currently have 142 patients receiving their prescriptions through this system.

New Opening Hours

PPG members were reminded of new opening hours which came into effect in January 2014. Our telephone lines are now open: Mon – Fri (8am – 6.30pm) and the Reception desk is open: Mon – Fri (8am – 1pm) and Mon –Tues, Thurs - Fri (3- 6.30pm). We hope this new opening hours will make it easier and more convenient for patients to have access to our medical service.

Summary Care Records (SCRs)

Some members were concerned about having their information shared on SCRs. Dr. RD explained that this is a national initiative to provide healthcare staff treating patients in an emergency or out-of-hours with faster access to key clinical information. Patients have the option to Opt out, and we have some patients who have chosen to do so. Members were advised that the Opt out forms are available at Reception, if they needed one.

Future Initiatives – Guest Speakers

PM discussed plans with members to invite Guest Speakers to give talks and advice on health, social and other pertaining issues that were prevalent problems within our Practice Population. Members agreed that diabetes is a widespread problem so we plan to have our first Open Meeting on Diabetes in June/ July and all patients will be invited to attend.

We hope the Open Meetings will be a regular feature in our PPG. We plan to have 2 meetings per year, and possible future topics to be discussed in meetings are: Depression, Prostate cancer, Domestic violence, FGM and speakers from Citizen Advice Bureau and the Benefits Office.

PM and Ms CR to attend Croydon PPG Patient Forum on 26th March.

Next Meeting - PM to book next meeting date.