

2013-14 PATIENT PARTICIPATION REPORT

Chrisp Street Health Centre

<p>A description of the profile of the members of the PRG</p>	<p>The PPG comprises of 13 registered patients, 7 males and 6 females. This has increased in the last 6 months with 3 additional members. The original group consisted of 10 White British members with an average age of 50+ years. The new members are 35+ years, two of whom represent the Bangladeshi community (1 male and 1 female).</p> <p>The PPG meets on a quarterly basis at the Health Centre, face-to-face. The meetings took place on 16th April 2013, 16th July 2013, 15th October 2013 and 14th January 2014. We also held an extra one on 14th February 2014.</p> <p>These are chaired by Janet Pascoe, Deputy Practice Manager/Patient Experience Lead. They are also attended by Dr. Rebecca Rawesh, GP Partner and one of the Senior Receptionists. We also encourage GP Trainees to attend in order to understand the significance of the patient experience and the impact their contribution has on the patients' themselves.</p>
<p>The steps taken to ensure that the PRG is representative of our registered patients and where a category of patients is not represented, the steps we took in an attempt to engage that category</p>	<p>The Practice continues to adopt various recruitment methods with the aim of gaining a better cross-section of the practice population. (See Appendix1)</p> <p>These include the following:</p> <ul style="list-style-type: none"> • Flyers and posters in the waiting room advertising the PPG and inviting new members to join. • Message adverts for the PPG on the plasma screen in the waiting room. • Invitations given to all new patients as part of the registration process. • Information about the PPG and how to join on the Practice website and twitter account. • Clinicians and staff members encouraging patients to consider joining ad hoc. • Dates of forthcoming meetings are detailed in the Practice's newsletters which are produced every 2 months. These are placed in the waiting area, on the website and emailed to patients. <p>The 'core' group and the Practice are happy with the current representation but are still pursuing the establishment of a virtual group. This is done by obtaining email addresses from newly registered patients, on an optional basis and from registered patients' ad-hoc in the hope of attracting younger patients.</p>

Outline the issues that the practice covered in the local practice survey

The following was discussed in the meeting that took place on 16th April 2013. It was agreed that the action plan 2012-13 (see Appendix 2) and based on the data (see Appendices 3 & 4) obtained from the Practice audit re. telephone access data and the 'Productive General Practice' modules (undertaken in September 2012), that work would continue on the 2 areas previously identified as needing improvement:

1. Waiting times in the surgery
2. Getting through on the phones

All the objectives of the action plan were met through various audits (see Appendices 3 & 4).

Appendix 3 demonstrates 3 sets of data which further highlights that call answering should remain a priority:

1. Number of calls taken across an entire week at different times and the reasons for the calls
2. Screen shots from our phone system, taken randomly and highlighting areas where call answering was poor
3. Data collected by Simon Robinson and Janet Pascoe (PM & DPM), calling in at random times and noting the time it took to answer the call

The telephone system was upgraded, whiteboard installed and the appointment system reviewed in more detail.

The Practice recognised that the appointment system needed to be reconfigured to accommodate demand. This was further emphasised by the data collected in 2012 which demonstrated that many patients preferred to book their appointments and be seen on the same day. The changes implemented aimed to:

- Maintain provision for patients to pre-bookable routine GP appointments (See Appendix 4A)
- Allow on the day appointments in the morning and afternoon (See Appendix 4B)
- Encourage patients to call earlier if they want to be assessed on the day (See Appendix C)
- Endeavour to maintain the personal list whereby the patient sees their usual GP

The pilot scheme started on the 2nd April 2013 and was reviewed on a weekly basis by the different staff groups.

A review of the initial data showed:

	<ul style="list-style-type: none"> • A third of patients, who think they need to be seen by a GP, had their query dealt with on the phone. • When a patient makes the initial call to the surgery, they are called back within an average of 8 minutes. • Patients who had used the new system agreed they had been dealt with promptly. <p>As part of improving the telephone answering system, it was agreed with the PPG to introduce:</p> <ol style="list-style-type: none"> a) an appointments script for the receptionists - to ensure that patients book their appointments with the appropriate clinician. (See Appendix 5) b) an announcements script was devised. This would highlight key messages given out to the patients whilst they are in the telephone queuing system. (See Appendix 6)
<p>Details of the steps taken to determine and reach agreement on the issues which had priority and were included in the local practice survey</p>	<p>See above</p>
<p>The manner in which we sought to obtain the views of our patients</p>	<p>The meeting held on 16th July 2013 was not well attended due to the hot weather and Ramadan. We discussed with the 2 PPG members that attended, that the Practice had put a survey online using survey monkey in order to obtain feedback about the new appointment system. They agreed with this proposal.</p> <p>This was advertised in our newsletter, on our website, on the TV screen in the waiting room, via Twitter and in the PPG minutes.</p> <p>The results of the survey were discussed in an additional meeting held on 14th February 2014. (See Appendix 7).</p> <p>It was held at lunchtime to encourage attendance of a wider section of the practice population. This could lead to more patients becoming involved with the PPG or at least, participating in future surveys and discussions.</p> <p>10 patients attended (PPG and non-PPG members), the management team, Nurse Practitioner, 2x GP Partners and the 2 Senior receptionists.</p> <p>The survey remained online from the beginning of June 2013 until the end of September. 36 surveys were completed.</p> <p>The results were demonstrated as follows:</p> <ul style="list-style-type: none"> • Have you tried our triage system to request an on-the-day appointment? 58.33% - Yes

- **Were you happy with the length of time it took to call back?**
65.52% - Yes
- **Were you happy with the advice you were given?**
64.29% Yes
- **Would you use the telephone triage system again?**
60.71% - Yes
- **Have you recently booked an appointment in advance to see your GP/nurse?**
79.41% - Yes
- **Were you happy with the date/time of appointment offered to you?**
41.18% Yes; 55.88% - No
- **Are you aware that you can book your appointments online?**
94.59% - Yes
- **Have you used the online service yet?**
52.78% - Yes
- **On a scale of 1-5 how happy are you with the recent changes to our service**
Average rating 3

Generally speaking, all were in agreement that the results were good and implied a vast improvement in many aspects.

Some of the following comments were made during the meeting:
 "Telephone consultations and triage are very positive. You receive reassurance from the professionals and direct intervention".
 "Patients get annoyed because they cannot see their own GP"
 "If you cannot see your own GP, there is always an alternative GP that you can see or you can wait to be called. The surgery tries to compromise by offering options"
 "Phone answering has improved 100%, especially on Monday mornings"
 "Telephone reminders are excellent. Patients like the fact that the text is specific – when, where, who and time"

Details of the steps taken by the practice to provide an opportunity for the PRG to discuss the contents of the action plan

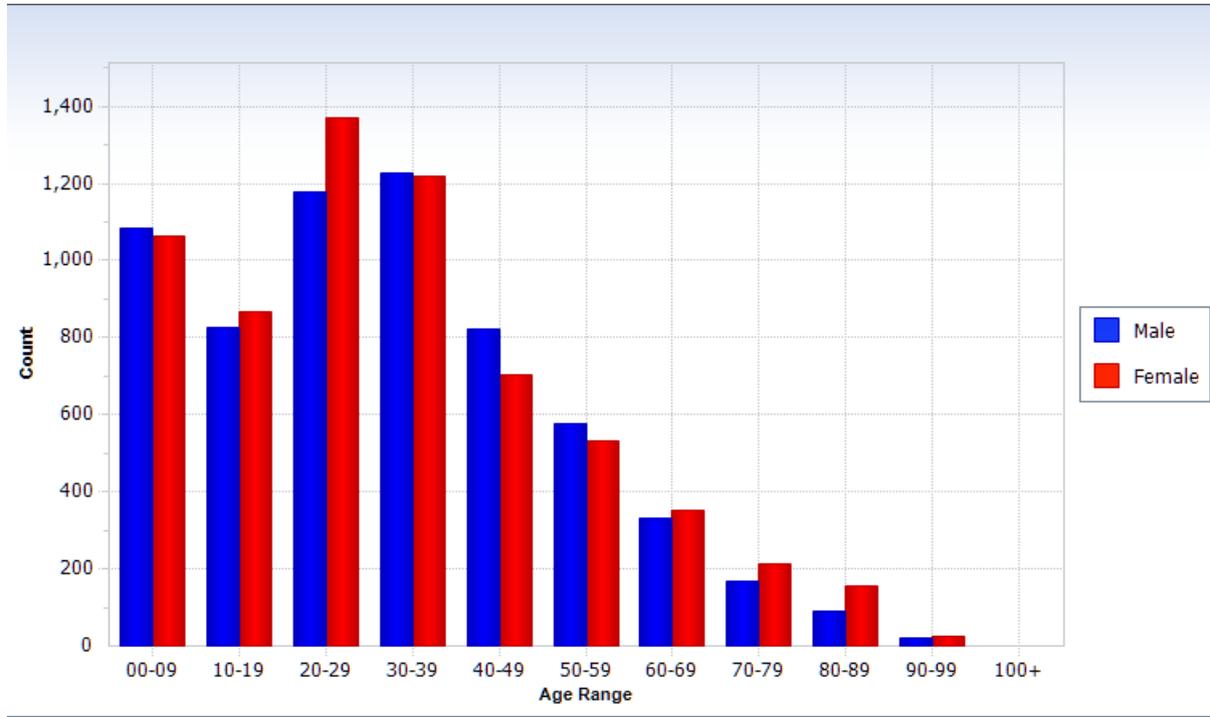
See above

<p>Details of the action plan setting out how the finding or proposals arising out of the local practice survey can be implemented and, if appropriate, reason why any such findings or proposals should not be implemented.</p>	<p>After discussing the outcomes of the survey, the group discussed what changes they would like to see take place over the next year. (See Appendix 8)</p>												
<p>A summary of the evidence including any statistical evidence relating to the findings or basis of proposals arising out of the local practice survey</p>	<p>See Appendix 8</p>												
<p>Action Plan</p>													
<p>Changes we intend to take as a consequence of discussions with the Patient Representative Group in respect of the results, findings and proposals arising out of the local practice survey</p>	<p>See Appendix 8</p>												
<p>Outline actions taken on issues and priorities as set out in the Local Patient Participation Report 2011-12 (where the practice participated in the Scheme for the year 2011-12 (year 1)).</p>													
<p>The opening hours of the practice premises and the method of obtaining access to services throughout the core hours and extended hours arrangements (the times at which individual healthcare professionals are accessible to registered patients.</p>	<table border="0"> <tr> <td>Monday</td> <td>9.00am-12.00pm; 2.00-6.00pm</td> </tr> <tr> <td>Tuesday</td> <td>9.00am-12.00pm; 2.00-6.00pm; 6.30-7.30pm</td> </tr> <tr> <td>Wednesday</td> <td>9.00am-12.00pm; 2.00-6.00pm</td> </tr> <tr> <td>Thursday</td> <td>9.00am-12.00pm; 2.00-6.00pm; 6.30-7.30pm</td> </tr> <tr> <td>Friday</td> <td>9.00am-12.00pm; 2.00-6.00pm</td> </tr> <tr> <td>Saturday</td> <td>9.00am-12.00pm (1 Saturday per month)</td> </tr> </table>	Monday	9.00am-12.00pm; 2.00-6.00pm	Tuesday	9.00am-12.00pm; 2.00-6.00pm; 6.30-7.30pm	Wednesday	9.00am-12.00pm; 2.00-6.00pm	Thursday	9.00am-12.00pm; 2.00-6.00pm; 6.30-7.30pm	Friday	9.00am-12.00pm; 2.00-6.00pm	Saturday	9.00am-12.00pm (1 Saturday per month)
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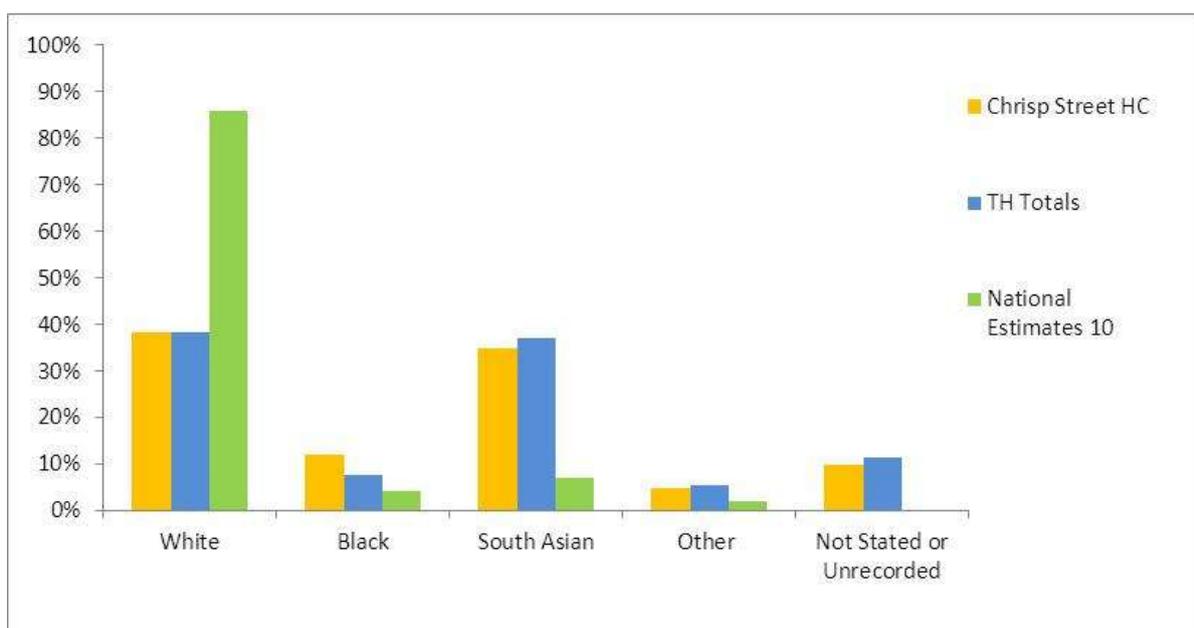
Appendix 1

PRACTICE POPULATION

Age/Sex breakdown of our patients



The Main Ethnicities of our Patients

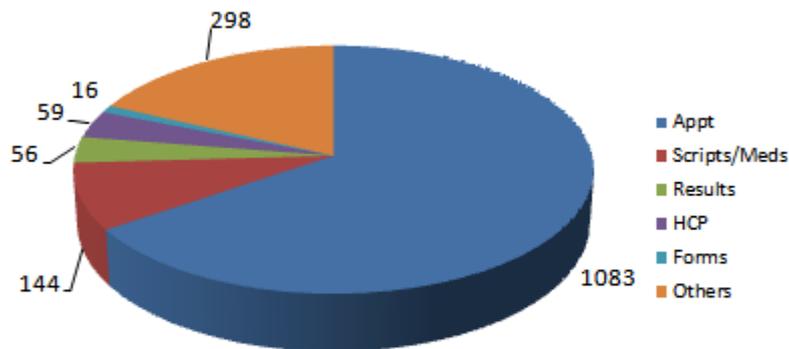


Appendix 2

Action	By
Waiting times (in the surgery)	
To audit the length of time patients are waiting from the time of their appointment to be called from the waiting room across all clinician surgeries (GP; nurse & HCA) over four weeks	<i>JP / RR</i>
To analyse data from the above audit to explore patterns / internal or external factors which may be contributing to delays– e.g. day of the week; time of day; consultant style	<i>JP / RR</i>
Discuss with clinicians their views on waiting times and whether they feel their surgeries are sufficiently tailored to meet their needs as consultants	<i>RR / GPs</i>
To keep patients updated and informed of delays through the introduction of a whiteboard in reception and to apologise when delays do occur	<i>JP / reception</i>
Telephone access	
To undertake an audit of the number of rings before telephone is answered	<i>JP / reception</i>
To optimise the proportion of telephone calls being answered within five rings	<i>JP</i>
Revisit the options given to patients on the automated telephone line	<i>JP / SR</i>
To scope the possibility for upgrading the telephone system to modernise access and customer service	<i>SR / Partners</i>

Appendix 3

Telephone access data



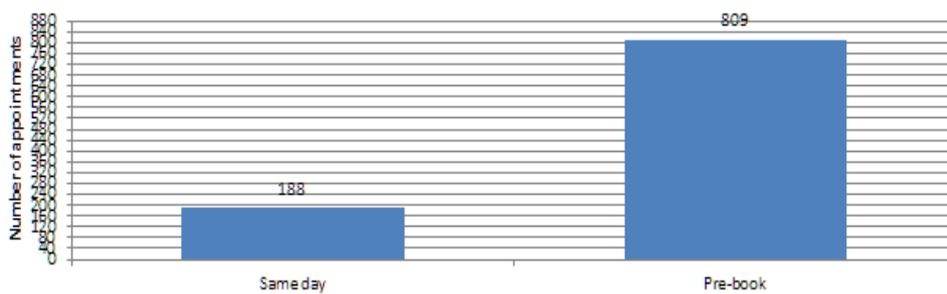
DATA FROM BCM SYSTEM			
Date Time	Connected	Waiting	Longest Wait time
Thur - 21/11 - 1.30	2	1	04:32
Thur - 21/11 - 2.30	0	2	03:17
Thur - 21/11 - 4.30	1	0	00:00
Fri - 22/11 - 4.30	1	5	08:34
Fri - 22/11 - 5.30	1	0	00:00
Mon 25/11 - 9.30	3	1	00:36
Mon 25/11 - 11.00	2	2	01:31
Mon 25/11 - 3.30	1	0	00:39
Mon 25/11 - 5.00	2	0	00:00
Weds 27/11 - 11.30	2	0	00:00
Weds 27/11 - 12.30	0	2	01:09
Weds 27/11 - 14.00	2	0	00:00
Thur - 28/11 - 9.00	2	2	01:40
Thur - 28/11 - 10.00	2	3	02:57
Thur - 28/11 - 11.00	2	1	01:05
Average	1.53	1.27	2min 06 sec

	8.30-9	9-10	10-11	11-12	12-2	2-3	3-4	4-5	5-6.30
Mon 11						02:25			03:52
Tues 12	00:04								
Wed 13				00:18					06:03
Thur 14									
Fri 15		01:17							00:05
Mon 18				00:05				09:45	00:10
Tues 19			01:45	02:30			01:45		
Wed 20						00:08			
Thur 21									
Fri 22			00:03					04:27	
Mon 25		01:12					00:15		
Tue 26				02:16					
Wed 27									00:46
Thur 28		00:08							
Fri 29									

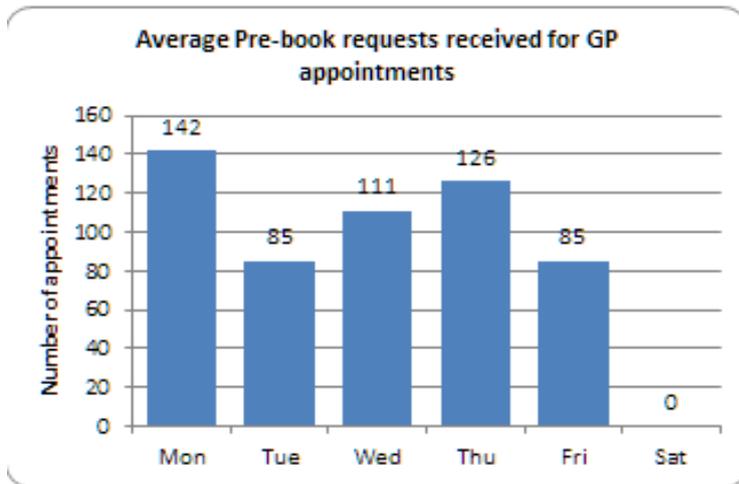
Appendix 4

EXTRACT FROM DATA COLLECTED ACROSS 1 WEEK

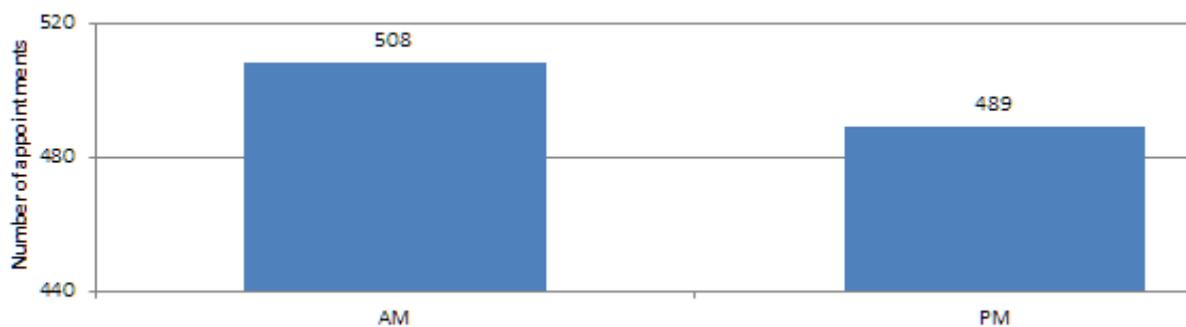
A: NUMBER OF PATIENTS ASKING FOR PRE-BOOKABLE ROUTINE APPOINTMENTS AND ON THE DAY APPOINTMENTS WITH A GP



A: PRE-BOOKABLE GP APPOINTMENTS – BREAKDOWN OF DAYS REQUESTED BY PATIENTS

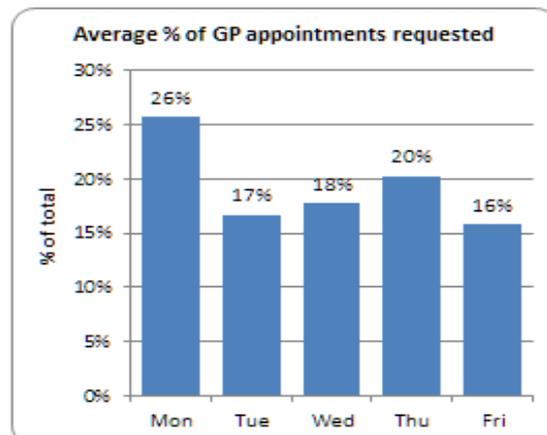
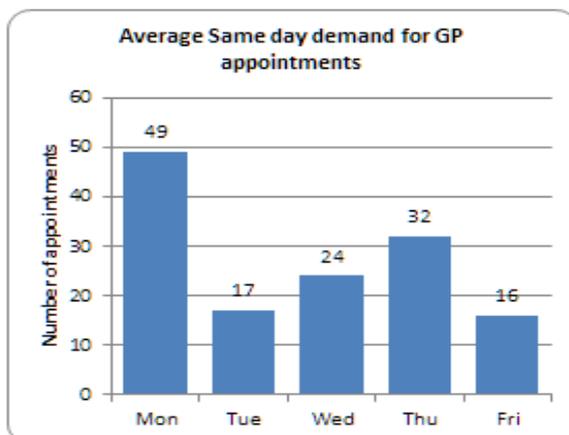


B: ON THE DAY APPOINTMENTS – MORNING & AFTERNOON – BREAKDOWN OF REQUESTED TIMES



C: SAME DAY DEMAND

The left hand chart shows average number of same day appointments wanted. Right hand chart shows the percentage of patient contacts that led to a same day appointment being requested.

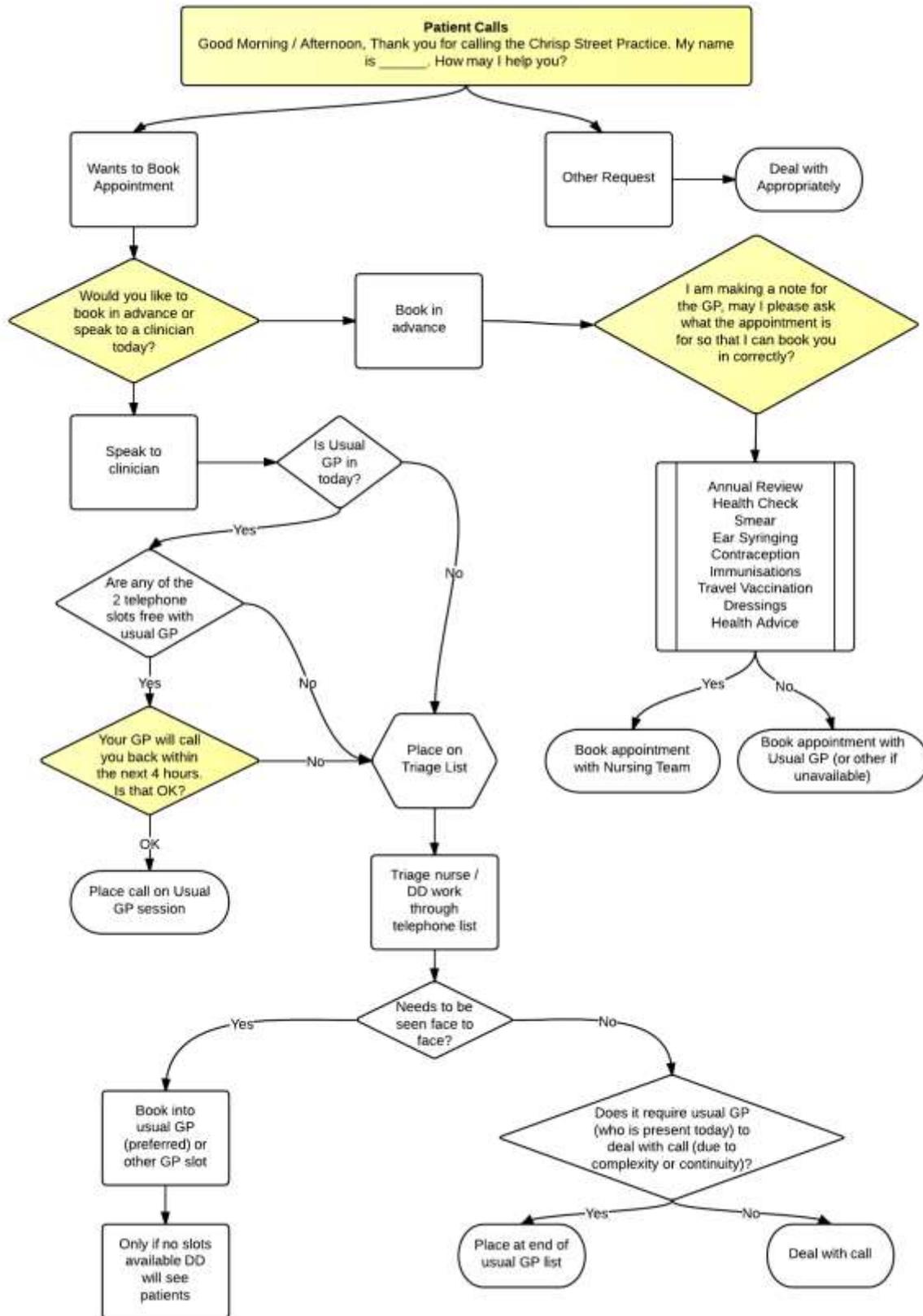




North East London and the City

Appendix 5

APPOINTMENTS TRIAL AND SCRIPT ALGORITHM USED BY RECEPTION TEAM WHEN TAKING CALLS



Appendix 6

SCRIPT DETAILS:

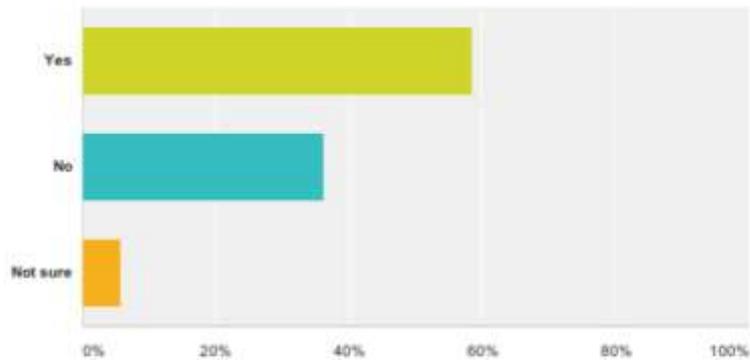
- Your call is held in a queue and will be answered as soon as possible
- If you need to speak to or see a doctor on the same day please ring early to book an appointment. Our lines open from 8.30 in the morning. Please call before 11.30 if you need to be seen on the day.
- We thank you for your patience whilst we handle your enquiry. Did you know you can book and cancel appointments and order your repeat medicines online? Ask at the reception desk for details or visit our website www.chrispstreet.org for further details.
- Your call is moving up the queue and will be answered as soon as possible
- We apologise for keeping you waiting. Whilst on the phone you might be interested to know that we offer services such as benefits advice and stop smoking sessions please ask for more details.
- Have you visited our website? It contains lots of useful information about your Practice? Visit www.chrispstreet.org
- Why not join our Patient Group and make your voice heard in the running of the Practice. We thank you for your patience; please continue to hold to keep your place in the queue.
- Have we got your correct contact details? Let us know if you change your telephone number or address.

Appendix 7

NEW APPOINTMENT SYSTEM (SURVEY MONKEY RESULTS)

Q1 Have you used our Telephone Triage system to request an on-the-day appointment?

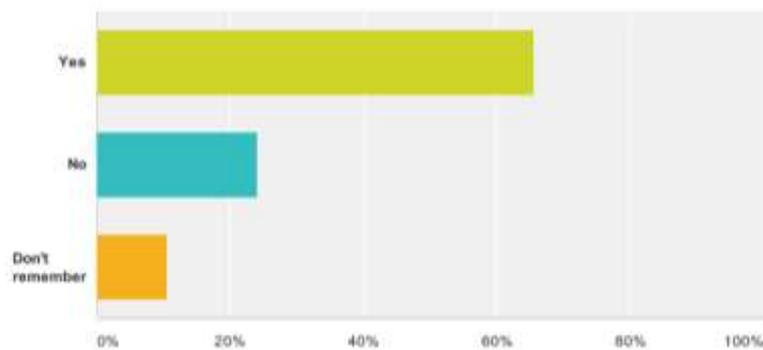
Answered: 36 Skipped: 1



Answer Choices	Responses	Count
Yes	58.33%	21
No	36.11%	13
Not sure	5.56%	2
Total		36

Q2 Were you happy with the length of time it took to be called back?

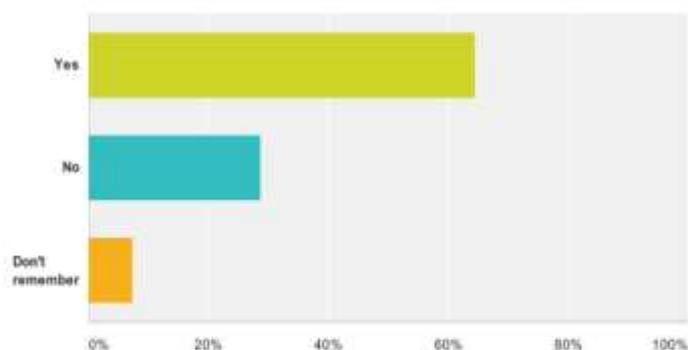
Answered: 29 Skipped: 0



Answer Choices	Responses	Count
Yes	65.52%	19
No	24.14%	7
Don't remember	10.34%	3
Total		29

Q3 Were you happy with the advice you were given?

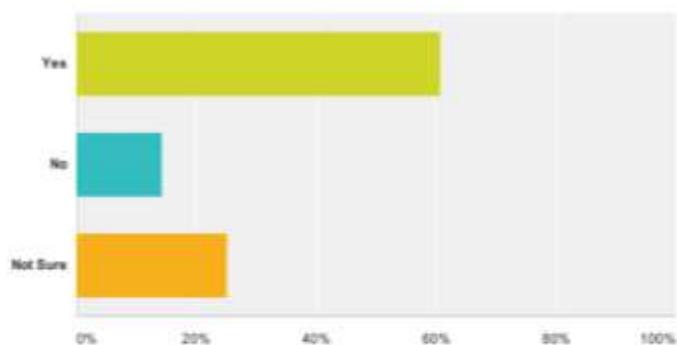
Answered: 28 Skipped: 0



Answer Choices	Responses	Count
Yes	64.29%	18
No	28.57%	8
Don't remember	7.14%	2
Total		28

Q4 Would you use Telephone Triage again?

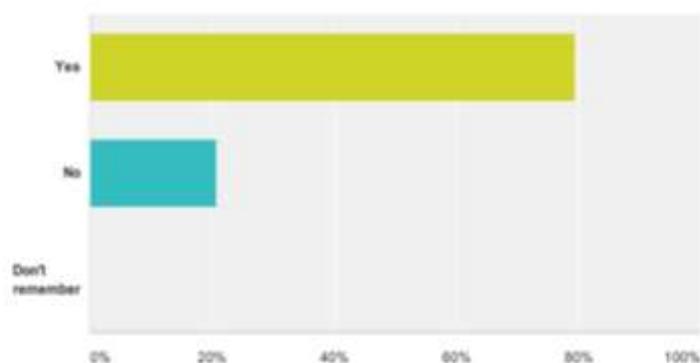
Answered: 28 Skipped: 0



Answer Choices	Responses	Count
Yes	60.71%	17
No	14.29%	4
Not Sure	25%	7
Total		28

Q5 Have you recently booked an appointment in advance to see your GP/nurse

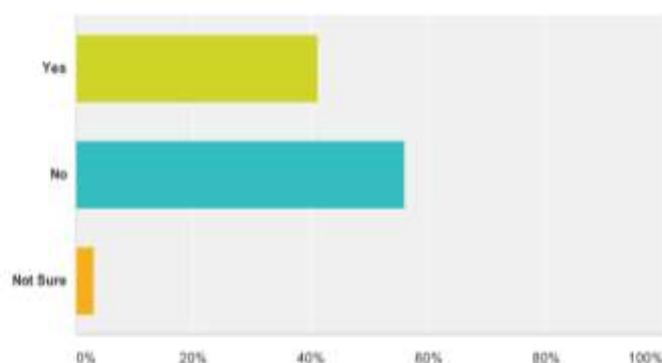
Answered: 34 Skipped: 0



Answer Choices	Responses	
Yes	79.41%	27
No	20.59%	7
Don't remember	0%	0
Total		34

Q6 Were you happy with the date/time of the appointment offer to you?

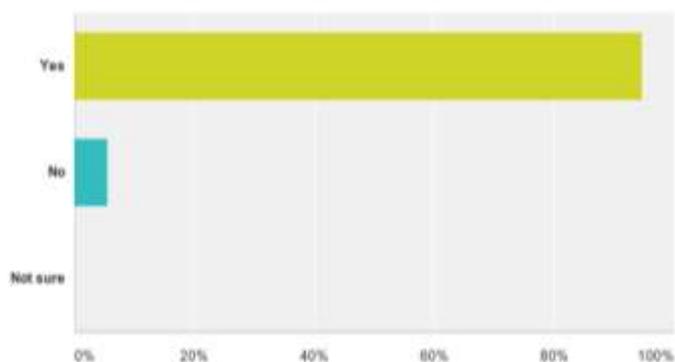
Answered: 34 Skipped: 0



Answer Choices	Responses	
Yes	41.18%	14
No	55.88%	19
Not Sure	2.94%	1
Total		34

Q7 Are you aware that you can book appointments online?

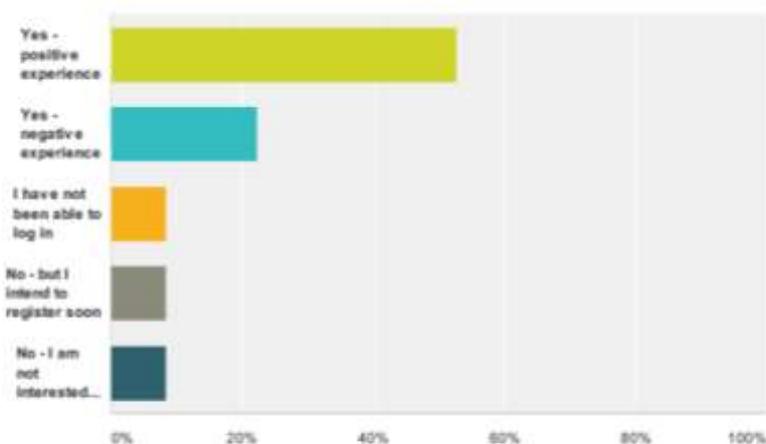
Answered: 37 Skipped: 0



Answer Choices	Responses
Yes	94.59% 35
No	5.41% 2
Not sure	0% 0
Total	37

Q8 Have you used the online service yet?

Answered: 36 Skipped: 1



Answer Choices	Responses
Yes - positive experience	52.78% 19
Yes - negative experience	22.22% 8
I have not been able to log in	8.33% 3
No - but I intend to register soon	8.33% 3
No - I am not interested in registering	8.33% 3
Total	36

Q9 On a scale of 1-5 (5 being highest) how happy are you with recent changes to our service

Answered: 34 Skipped: 3



	1	2	3	4	5	Total	Average Rating
(no label)	23.53% 8	8.82% 3	20.59% 7	38.24% 13	8.82% 3	34	3.00

Appendix 8

ACTION PLAN 2014/15

Audit telephone wait times - Monitored on an hourly basis by the Senior receptionists; data imported into Excel and discussed with Managers and Partners	DW/RB/JP/SR/Partners	Ongoing
Increase patients involvement in the participation of surveys - Utilise growing numbers of patients email addresses of patients - Conduct face to face survey in 2014/15 to ensure those without email can participate	JP/PPG	6 months
Continue with texting appointment times to patients - Investigate methods of improving attendance through this	MC	Ongoing
Publicise DNA's and add the number of non-attenders to letters sent out to patients who miss appointments	SR	Weekly
Greater involvement of PPG in Practice and community events e.g. Diabetes care in young people via education Poplar Health and Wellbing Network events	PPG	Throughout the year

Explore ways of attracting new patients to join the Practice e.g leafletting; marketing via estate agents; open evening	SR/JP	Throughout the year
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