

STREATHAM HIGH PRACTICE

PRG LOCAL PATIENT PARTICIPATION REPORT & ACTION PLAN

(In agreement with Patient Representative Group - PRG)

2013-14

Streatham High Practice

Local Patient Participation Report

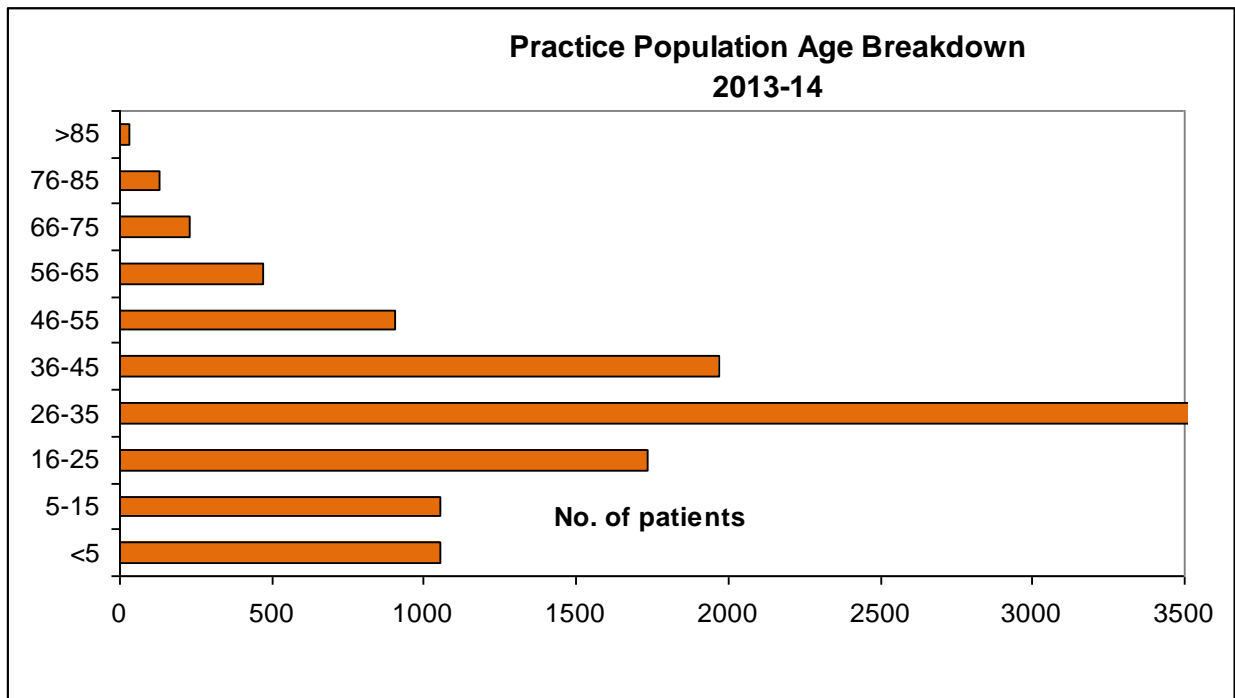
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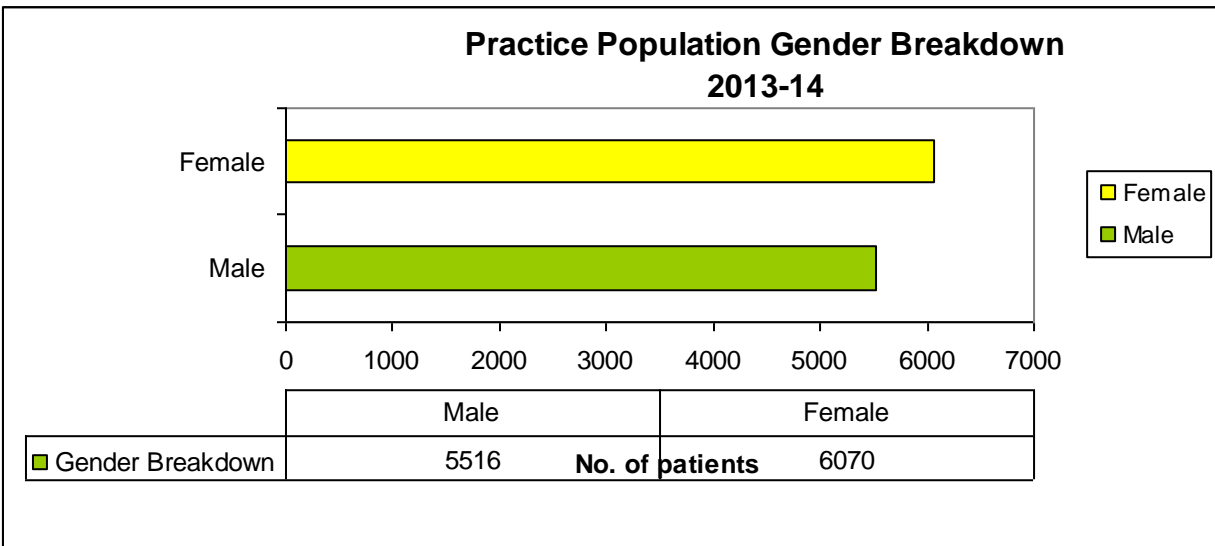
1 Profile of practice population and PRG – Component 1

A. Practice Population Summary

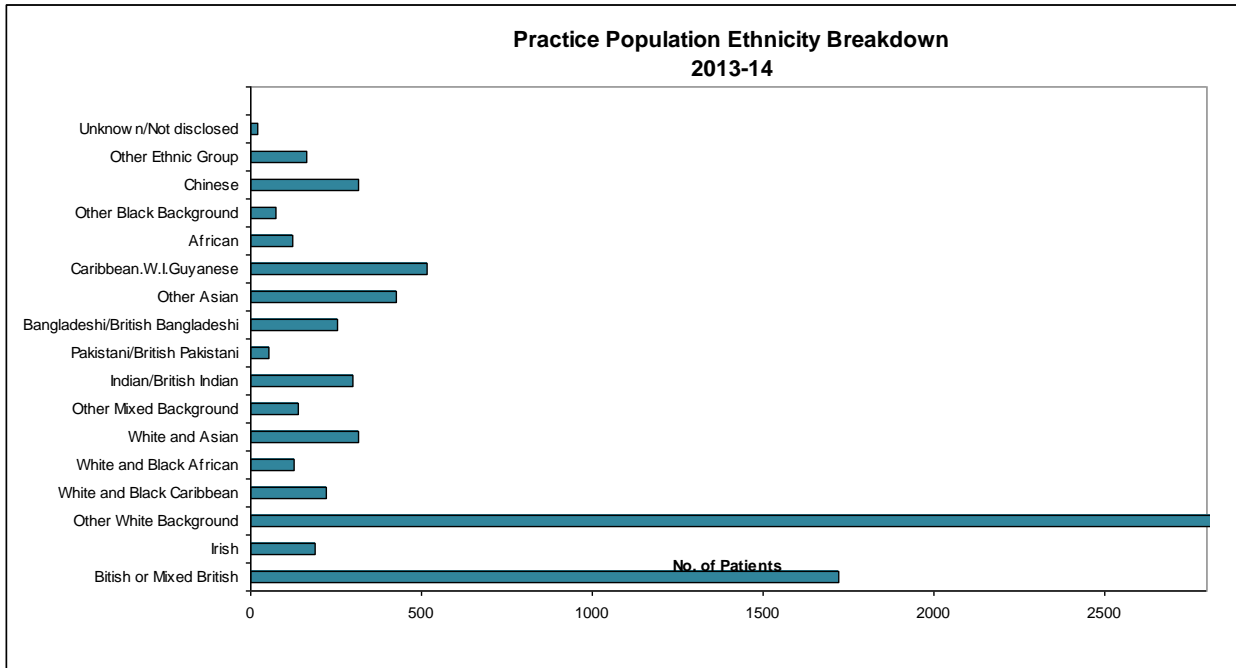
1. Age



2. Gender



3. Ethnicity



B. Practice Patient Representative Group Summary

The group comprises 13 members 2 of whom are virtual members. The age range is from 25 -84+, split 6 males and 7 female members. Ethnicity is largely representative of our population British White(7) /Black African(1) /Pakistani (1) /Black Caribbean(2).other white (1) Employment status reflects those retired(8), employed(3) and unemployed (2) and includes Carers(2) and patients with a Disability(2)

1. Age breakdown of PRG

25-34	2
35-44	1
45-54	1
55-64	4
65-74	3
75-84	2

2. Gender

Male	6
Female	7

3. Ethnicity

British or mixed British	7
Caribbean	2
African	1
Pakistani	1
Other White Background	1

4. Employment status

Employed	3
Unemployed	2
Retired	8
Volunteer	1

5. Carer

Carer	2
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6. Disability

Disability	2
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2 Process used to recruit to our PRG

As in Year 2 our group remains representative of the practice in 13/14.

Lambeth has a mobile population which is also reflected in the practice. We have continued in Year 3 of the Patient Participation Des to ensure that we try to maintain an active patient group which is representative of the age, sex, ethnicity, socio economic, hard to reach groups which make up our practice. This has included 1:1 targeting of patients by our clinical and non clinical staff to promote inclusion and representation.

We also encourage patients to join our Patient Group through our website so they can register their interest electronically.

We have also tried to increase the patient group representation by encouraging virtual membership. Virtual membership is targeted at those patients who work, are housebound or through other commitments/reasons cannot attend in person

This year we also sent a text message to encourage patients to join.

We remain keen to continue to grow the membership in the coming years.

3 Priorities for the survey and how they were agreed- Component 2

We had a meeting with our PRG members to review previous priorities and actions and to decide new priority areas. Time was given for all members to come up with any ideas and all virtual members were called and the agreed ideas were discussed and confirmed before the survey was created. We also asked patients attending the practice for their ideas.

The agreed priorities were:

- Offering alternative methods of GP consultations i.e. Telephone and/or Skype consultations
- Patient awareness regarding seeing a clinician of their choice/preference
- Increase and maintain the uptake of online repeat prescriptions requests i.e. online ordering of repeat prescriptions
- Telephone access

Some of these priorities were built on the priorities from last year.

Update on the priority areas from last year:

Priority Area 2012-13	Update
Increase awareness on how to book telephone consultations	Since last year we have not only enabled patients to book a telephone consultation call back during the day , we have now introduced an additional 35 telephone consultations starting at 8am Monday to Friday where the patient can leave their details and the Dr will call them back that morning



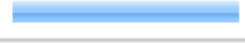
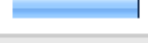
To establish on line booking	This is now operational but we feel there is still scope to increase awareness of this service
Newsletters and Notice Boards to display which days the Doctors work on to assist patients booking with a GP of their choice	This work has been completed. We are aiming to have a named GP for each of our over 75s for 2014.15
Ongoing monitoring to ensure access and quality of services are not compromised by growing list size	We continue to monitor capacity and demand and review our workforce quarterly to ensure sufficient staffing

4 Method and results of patient survey




Once the issues were decided and agreed with the PRG, these issues were used to create questionnaire. The questionnaire was created using the Survey Monkey. It was added to our website for patients to complete online. We sent out text messages to encourage patients to do the survey. Paper copies of the survey were also created and were offered to all patients attending the surgery during Feb 26th to March 20th 2014 258 were completed.

Survey results Component 3




1. In the past 12 months, how often have you visited the practice?

		Response Percent	Response Count
None		5.4%	14
Once or twice		22.9%	59
3 to 6 times		46.1%	119
7 or more times		25.8%	66
		answered question	258
		skipped question	0

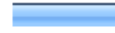




2. In the last 12 months, were you able to see a doctor/nurse on a day convenient to you?

		Response Percent	Response Count
Yes		88.0%	227
No		7.0%	18
Can't remember		5.0%	13
		answered question	258
		skipped question	0

3. Is there a particular doctor you prefer to see at the practice?

		Response Percent	Response Count
Yes		46.5%	120
No		39.1%	101
I didn't know I could see the doctor of my choice		14.3%	37
		answered question	258
		skipped question	0

4. How often do you see the doctor you prefer?

		Response Percent	Response Count
Always or most of the time		21.7%	56
A lot of the time		9.3%	24
Some of the time		26.4%	68
Never or almost never		6.2%	16
Not tried at this practice		36.4%	94
		answered question	258
		skipped question	0

5. In the past 12 months, how easy have you found the following?

	Haven't tried	Very easy	Fairly easy	Not very easy	Not at all easy	Don't know	Rating Count
Getting through on the phone	5.1% (13)	42.7% (109)	40.0% (102)	7.5% (19)	1.6% (4)	3.1% (8)	255
Speaking to a doctor on the phone	36.1% (91)	22.6% (57)	19.8% (50)	6.7% (17)	2.4% (6)	12.3% (31)	252
Speaking to a nurse on the phone	52.6% (132)	12.4% (31)	6.8% (17)	4.0% (10)	1.6% (4)	22.7% (57)	251
Getting test results on the phone	39.8% (100)	19.5% (49)	14.3% (36)	6.0% (15)	3.2% (8)	17.1% (43)	251
Getting repeat prescriptions	35.8% (91)	28.3% (72)	15.7% (40)	4.7% (12)	0.8% (2)	14.6% (37)	254
Ordering repeat prescriptions online	54.0% (135)	10.4% (26)	5.2% (13)	1.2% (3)	2.4% (6)	26.8% (67)	250
Booking/cancelling appointments online	49.0% (124)	16.2% (41)	8.7% (22)	1.2% (3)	2.0% (5)	22.9% (58)	253
						answered question	258
						skipped question	0

6. How long after your appointment time do you normally wait to be seen?

		Response Percent	Response Count
I am normally seen on time		21.3%	55
Less than five minutes		19.4%	50
Five to 15 minutes		40.7%	105
15 - 30 minutes		18.2%	47
More than 30 minutes		0.4%	1
		answered question	258
		skipped question	0






7. How do you feel about how long you normally have to wait?

		Response Percent	Response Count
I don't usually have to wait long		66.3%	171
I have to wait a bit too long		22.5%	58
I have to wait far too long		2.3%	6
No opinion/doesn't apply		8.9%	23
		answered question	258
		skipped question	0


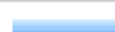



8. How do you normally book your appointments to see a doctor or nurse at the practice? Please tick all that apply

		Response Percent	Response Count
In person		23.3%	60
By phone		87.6%	226
By fax		0.4%	1
Online		3.5%	9
Never tried		0.8%	2
		answered question	258
		skipped question	0






9. Which of the following methods would you prefer to use to book an appointment at the practice? Please tick all that apply

		Response Percent	Response Count
In person		23.3%	60
By phone		82.6%	213
By fax		0.8%	2
Online		35.7%	92
No preference		1.9%	5
		answered question	258
		skipped question	0



10. How do you normally request your repeat medications? Please tick all that apply

		Response Percent	Response Count
In person		70.2%	181
By phone		21.3%	55
By fax		7.4%	19
By email		6.2%	16
Online system		5.0%	13
		answered question	258
		skipped question	0

11. Which of the following methods would you prefer to request your repeat prescription? Tick all that apply

		Response Percent	Response Count
In person		47.3%	122
By phone		38.0%	98
By fax		3.1%	8
By email		23.6%	61
Online system		36.8%	95
answered question			258
skipped question			0




12. Did you know that we offer services such as: Online appointments Online ordering of repeat prescriptions Updating your information online Message to Doctor via Patient Access Doctor Telephone Triage appointments where you can speak to the Doctor on the day And Online registrations!

		Response Percent	Response Count
Yes		37.2%	96
No		62.8%	162
answered question			258
skipped question			0

13. How could we improve access for patients who do not have a computer?

	Response Count
	32
answered question	32
skipped question	226






14. Have you used our Doctor on the day telephone consultation appointments within the last 6 months?

		Response Percent	Response Count
Yes		38.4%	99
No		38.4%	99
Never heard of it		23.3%	60
answered question			258
skipped question			0




15. In future, which service would you use? Please rank them in the order of your preference where 1 being the lowest and 5 being the highest.

	1	2	3	4	5	Rating Average	Rating Count
Doctor Telephone Consultations	22.9% (50)	9.7% (25)	27.1% (70)	14.7% (38)	25.6% (66)	3.10	258
Skype2GP Consultations	41.5% (107)	13.2% (34)	22.1% (57)	8.5% (22)	14.7% (38)	2.42	258
Face to Face Consultations	13.6% (35)	1.0% (5)	6.2% (16)	8.1% (21)	70.2% (181)	4.19	258
answered question							258
skipped question							0





16. How long do you normally have to wait before your call gets answered by our receptionist?

		Response Percent	Response Count
I usually book appointments online		2.3%	6
Less than 1 minute		31.4%	81
Between 1 - 2 minute		34.1%	88
2-3 minutes		19.0%	49
More than 3 minutes		13.2%	34
		answered question	258
		skipped question	0







17. How do you feel about how long you normally have to wait on the phone?

		Response Percent	Response Count
I don't usually have to wait long		76.0%	196
I have to wait a bit too long		17.1%	44
I have to wait far too long		7.0%	18
		answered question	258
		skipped question	0





18. How helpful do you find the receptionists at the practice?

		Response Percent	Response Count
Very helpful		57.0%	147
Fairly helpful		27.9%	72
Average		13.6%	35
Not very helpful		1.6%	4
Not at all helpful		0.0%	0
Never spoken to a receptionist at the practice		0.0%	0
		answered question	258
		skipped question	0

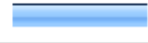
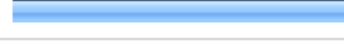


19. In evaluating your most recent experience at the practice, was the quality of service you received:

		Response Percent	Response Count
Very good		49.2%	127
Good		37.6%	97
About average		10.5%	27
Poor		1.6%	4
Very poor		0.8%	2
Don't know		0.4%	1
		answered question	258
		skipped question	0

20. In general, how satisfied are you with the care you get at the practice?

		Response Percent	Response Count
Very satisfied		53.1%	137
Fairly satisfied		33.3%	86
Neither satisfied nor dissatisfied		9.3%	24
Quite dissatisfied		4.3%	11
Very dissatisfied		0.0%	0
		answered question	258
		skipped question	0

21. What is your Gender?

		Response Percent	Response Count
Male		27.1%	70
Female		68.6%	177
Other		0.4%	1
Prefer not to say		3.9%	10
		answered question	258
		skipped question	0

22. How old are you?

		Response Percent	Response Count
Under 18		0.4%	1
18 - 24		9.3%	24
25 - 34		37.2%	96
35 - 44		27.5%	71
45 - 54		10.1%	26
55 - 64		5.8%	15
65 - 74		3.9%	10
75 - 84		0.4%	1
85 and over		0.0%	0
Prefer not to say		5.4%	14
answered question			258
skipped question			0

23. What is your ethnic group?

		Response Percent	Response Count
White British		32.9%	85
White Irish		4.3%	11
Other white background		24.0%	62
White & black Caribbean		1.6%	4
White & black African		2.3%	6
White & Asian		0.8%	2
Other mixed background		2.3%	6
Indian		0.8%	2
Pakistani		1.6%	4
Bangladeshi		0.0%	0
Other Asian background		2.3%	6
Caribbean		8.1%	21
African		4.3%	11
Other Black background		1.2%	3
Chinese		0.4%	1
Other Asian group		1.2%	3
Other ethnic group		3.1%	8
I would prefer not to say		8.0%	23
		answered question	258
		skipped question	0

24. Which of these best describes your employment status? If more than one of these applies to you, please tick the main one

		Response Percent	Response Count
Full-time paid work (30 hrs or more a week)		46.9%	121
Part-time paid work (under 30 hrs a week)		16.7%	43
Fulltime education (school, college, university)		3.1%	8
Unemployed		8.5%	22
Permanently sick or disabled		0.8%	2
Fully retired from work		4.7%	12
Looking after the home		4.3%	11
Other		15.1%	39
		answered question	258
		skipped question	0

Page 9, Q13. How could we improve access for patients who do not have a computer?

1	text message
2	phone
3	telephone messaging or letters
4	give access to computer
5	inform people of services
6	book through the day
7	text
8	BY PHONE
9	via auto telephone booking service
10	regular phone calls
11	by letter
12	easier to phone
13	phone calls
14	telephone
15	send letter
16	phone & letter
17	phone & letters
18	coming to their houses
19	make mobile accessible e.g via app
20	offer more than one phone number to access
21	text system
22	phone
23	dont know
24	making phone appointments quicker & easier.
25	by text
26	by phone
27	Phone
28	Text
29	I guess through kiosks or similar
30	Not sure

5 Resulting action plan and how it was agreed – Component 4

To develop the action plan, the practice issued the results of the Survey in advance of meeting/speaking with virtual members on 26th March 2014

To get comments from the PRG on the draft action plan we:

- Met with them and spoke to virtual members on 26th March 2014

All members agreed on the following areas where practice needs to develop:

- Offering alternative methods of GP consultations i.e. Telephone and/or Video Consultations
- Patient awareness regarding seeing a clinician of their choice/preference
- Increase and maintain the uptake of online booking and on line ordering of prescriptions

Below is the summary of evidence including any statistical evidence relating to the findings or basis of proposals arising out of the local practice survey:

15. In future, which service would you use? Please rank them in the order of your preference where 1 being the lowest and 5 being the highest.							
	1	2	3	4	5	Rating Average	Rating Count
Doctor Telephone Consultations	22.9% (59)	9.7% (25)	27.1% (70)	14.7% (38)	25.6% (66)	3.10	258
Skype2GP Consultations	41.5% (107)	13.2% (34)	22.1% (57)	8.5% (22)	14.7% (38)	2.42	258
Face to Face Consultations	13.6% (35)	1.9% (5)	6.2% (16)	8.1% (21)	70.2% (181)	4.19	258
					answered question		258
					skipped question		0

There is clearly a growing interest in the number of patients wanting to explore telephone consultations and Skype consulting.

Patient awareness regarding seeing a clinician of their choice/preference:

- 14.3% of the patients who completed the survey were unaware they could see the doctor of their choice.

Increase and maintain the uptake of online booking and ordering of repeat prescriptions requests online

- 35.7% of the patients who completed the survey would prefer to requests their appointments online and 36.8% of patients would like to reorder their prescriptions on line.

There are no contractual considerations which needed to be agreed with the CCG/NHS England.

We agreed the action plan (see below) with the group on 26th March 2014.

The main actions were:

- Offering alternative methods of GP consultations i.e. Telephone and/or Video Consultations
- Patient awareness regarding seeing a clinician of their choice/preference
- Increase and maintain the uptake of online booking and ordering repeat prescriptions requests

6 Action Plan and progress made with the action plan Component 5 &6

Below is the Action Plan and the summary of the progress as of March 2014 is:

You said...	We did...	Next Steps.....
Offering alternative methods of GP consultations i.e. Telephone and/or Video Consultations	We have already in the last month started offering more telephone consultations via our Frontline Doctor service which runs every morning from 8am	Continue with these services, but we need to advertise and promote them more so patients are aware we are offering these services. Start offering video conferencing consultations via our Skype2GP service.
Patient awareness regarding seeing a clinician of their choice/preference	Standing item in practice newsletter the surgery informing patients they are able to see a clinician of their choice whenever booking an appointment. Reception staff are asking patients which doctor they would like to see when booking appointments. Test results/hospital letters are being given to the doctor who referred the patient to support continuity of care.	Continue with these steps, and ensure that new staff are aware of the importance of continuity of care.
Increase and maintain the uptake of online booking and online ordering of repeat prescriptions requests i.e. online ordering of repeat prescriptions	Reception team continue to promote online booking at every patient contact. Clinicians are giving patients the option of online ordering when they begin a repeat medication.	All patients who call to request their repeat medication are being given information on how to request their medication online. Advertise this service around the surgery and on the website so all patients who would like to use this service, know how to use it.

7 Confirmation of our opening times

Our Patient Participation Report is published at www.streathamhighpractice.co.uk

As a result of the survey, there is no change in our opening times. They are:

Monday	8.00 am - 8.45 pm
Tuesday	8.00 am - 8.45 pm
Wednesday	8.00 am - 8.45 pm
Thursday	8.00 am – 8.45 pm
Friday	8.00 am – 18.30 pm
Saturday	9.30 am - 12.00 pm

You can call the surgery during the above mentioned opening times on 020 3049 4850 or visit the practice.

The surgery's telephone lines and reception is open as below:

Monday	8.00 am - 8.45 pm
Tuesday	8.00 am - 8.45 pm
Wednesday	8.00 am - 8.45 pm
Thursday	8.00 am – 8.45 pm
Friday	8.00 am – 18.30 pm
Saturday	9.30 am - 12.00 pm

Normal Surgery/Clinic times are:

8.30 am 8.45 Monday to Thursday 8.30am - 6.30 pm Fridays Surgeries and clinics are staggered throughout the day. 09.30 -12.00 Saturday
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Extended Surgery/Clinic times for Doctor/Nurse are:

Mon, Tues, Wed, Fri	6.30 pm – 8.45 pm
Sat	9.30 am – 12.00 pm

We are open at evenings and weekends and you can see a doctor or a practice nurse.
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Outside of these times please call Out of Hours on 111.
