



Brigstock Family Practice

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1 Establishing a Patient Reference Group PRG

The Practice has worked hard to develop a Patient Group. In recognition of the need to ensure this group was representative of the full practice list a recruitment drive was implemented in the summer of 2013 and again in summer of 2017 to collect contact information of those who may be interested in joining the group. We were also keen to maintain a virtual group membership of patients who were unable to attend face-to-face meetings but wished to be involved in influencing decisions about their practice. An advertising campaign was launched. We:

- Put up posters in the practice (see our website for our posters)
- Offered leaflets to patients attending practice (see our website for our
- leaflets)
- Spoke to patients when they came into the Practice
- Telephoned patients who we had good communication with, to personally

invite them

Following the advertising campaign the practice endeavoured to ensure the Patient Participation Group was representative of the practice profile. To this end an analysis of the practice profile was undertaken. A summary of the dataset used in this analysis are provided below in tables 1 & 2 and Graphs 1 & 2.

Table 1. Number of patients registered with the practice by age and sex

Age group	Males Number	Females Number	Persons		Croydon %
			Number	%	
0-9	326	302	628	14%	7.1%
10-19	308	263	571	12.6%	13.4%
20-29	358	337	695	15.4%	11.2%
30-39	413	395	808	18%	16.1%
40-49	347	329	676	15%	15.1%
50-59	298	258	556	12%	14.6%
60-69	168	167	335	7.4%	9.9%
70-79	71	88	159	3.5%	6.8%
80-89	29	48	77	1.7%	4.2%
90+	6	3	9	0.2%	1.6%
Total	2,090	2,120	4,210	100%	100%

Graph 1. Population by age and sex, practice (bars) compared with Croydon (black line)

Graph 2. Population by ethnicity

The practice Patient Reference Group consists of nine members. 4 were recruited in the 2017/18 campaign. Two are male and seven are female. Three are white British, three are Black and three are Indian. They are aged 19, 33, 55, 64 and 65+.

The practice Patient Participation Group includes 22.3% male and 77.7% female. A mix of ethnic groups are represented in the PPG. The practice found particular difficulty finding representatives from all ethnic groups due to the high number of different groups in the practice population. A number of targeted phone calls to various patients with different ethnic backgrounds ensured that patients from 3 Ethnic backgrounds were represented in the PPG.

Due to the practice's high prevalence of diabetic patients it was felt necessary to include patients from this group within the PRG. The practice was able to ensure this group was well represented with 60% diabetic patient present in the PRG. The group includes patients between the ages of 19 and 75 years and with a wide range of medical needs, ranging from contraception, gynaecology, hypertension, IHT, concerned well to diabetes, thus providing a good representation of the practice profile.

In general it was felt that the PRG provided good representation, as it approximately matched the list profile in terms of gender, age, disease prevalence and ethnicity, although it was recognised that there was a need to attract more representatives from disabled groups. This was despite telephoning patients from this group directly and encouraging them to get involved.

2 Agreeing Priorities with the PRG

This group has mainly been engaged via email and MJOG messaging after a face-to-face meeting and agreeing to be a part of this group. Following feedback that the practice obtained from NHS choices and complaints the following themes were identified.

- Communication to patients regarding changes
- Getting Access to a Preferred Clinician
- Improvement in triaging system

The group was asked to provide feedback on which one of these themes should be the Practice's priority to focus on for this year.

The group agreed that Communication to patients and getting Access to clinicians was the two things we needed to concentrate on for this year and that a patient survey would be the most appropriate way to obtain feedback from existing patients. In response to this consultation, a Patient Survey was designed and patient feedback was sought. The questionnaires were given to patients coming to the reception and by the clinicians, who encouraged them to fill out the forms anonymously and place them in the box in the reception area. A series of questionnaires were also sent out by MJOG messaging

system to get feedback from patients. A copy of the Patient Questionnaire is provided in Appendix 1. The survey was conducted between September 2017 and February 2018.

We reminded patients to complete the survey by:

- Advertising in the surgery using posters
- Asking our PRG members to ask friends and family who are patients to complete the survey
- Speaking to individual patients when they attended the surgery

3 Patient Survey Results

The following results are compiled based on responses from patients who completed the form:

- 86% of the patients were able to speak to a clinician on the day or within a week and they thought that this duration was excellent. The other 14% were able to access a clinician within 2 weeks.
- 43% of the patients were able to get an appointment to see a clinician on the day or within 1 week and at a time that was convenient for them.
- 45% were able to see a clinician within 2 weeks at a time that was convenient for them and 36% of them rated that length of time as poor.
- 14% of patients had to wait 3-4 weeks to see a clinician, which they rated as poor.

Some of the comments made by patients are as follows:

- "... I am happy with my GP today and what he is trying to do for my well-being."
- "Pre-booking with GP would help."
- "Why make appointment when you do not keep to the time..."
- "... I think that your appointment system is more appropriate for non-working person."

4 Proposed Action Plan arising out of the Patient Survey

The following actions have been put in place as a result of feedback received through the Patient Questionnaire and suggestions made by patients.

- It was agreed to have a Newsletter every 3m sent out to patients, telling them of any changes made.
- Changes to telephone script used by the Reception team was made after suggestions from patients.
- Less locum Drs and Nurses are being used and permanent Dr. has been recruited.
- A permanent Nurse is still being recruited for the surgery

5 Informing the PRG of the survey results and obtaining approval of the proposed action plan

A survey report of the findings was sent to the PRG members via an email and feedback sought. A face to face meeting is scheduled for 15/5/2018 to get feedback.

The following quotes were obtained from the PRG:

6 The Key Actions Agreed with the PRG

- Open at 8 am every day, and appointments available at the North Croyon extended access in the evenings and Saturdays .
- On Mondays, we are now open to see patients till 8 pm.
- Added 2 extra sessions of Nurse Appointment times.
- Add on-line booking slots in the appointment system to try and accommodate patients who cannot call to book.
- Better promotion of on-line booking facility through messages on the phone system, text broadcast and posters in the reception area

The PRG were generally pleased with the outcome of our Patient Survey and agreed with the results. There were no actions requested by the PRG that the practice would not agree to. The PRG will continue to monitor progress against the improvement plan with the practice.

7 Publicise the Local Patient Participation Report on the practice website and update the report on subsequent achievement

The Patient Participation DES report has been publicised within the Practice and added to our Practice Website:

www.brigstockfamilypractice.com

Progress made with Practice action plan

The survey and the PRG said	We did	The result is
57% of our patients waited more than a week for an appointment and 36% rated this as poor	Added two extra nurse appointment sessions	More appointments are available to meet patient demand.
	Added extra emergency slots into the appointment system	Reduced waiting times
The appointment system is more appropriate to non-working patients	Phone lines open at 8:00am	Better access for patients working normal working hours
	Surgery open until 8:00pm on Mondays	
	Opened the surgery until 6:30 pm on Wednesdays	
We need to better promote the online booking facility	Produced posters for the surgery reception	Practice population is better informed of the new facility
	Text message broadcast	
	Messages on the phone system	

Appendix 1: Patient Questionnaire

1. About you

a) Age - (Select only one.)

- 17 or less
- 18-25
- 26-35
- 36-45
- 46-55
- 56-65
- 66-75
- 76 or more

b) Sex - (Select only one.)

- Female
- Male
- Other

2. Accessing your GP Services & Making an Appointment

a) When did you last see or speak to a GP at the surgery?

- In the past 3 months
- Between 3 and 6 months ago
- Between 6 and 12 months ago
- More than 12 months ago
- I have never seen a GP

b) When did you last see or speak to a Nurse at the surgery?

- In the past 3 months
- Between 3 and 6 months ago
- Between 6 and 12 months ago
- More than 12 months ago
- I have never seen a nurse

c) Generally, how easy is it to get through to someone at the surgery by phone?

- Very easy
- Fairly easy
- Not very easy
- Not at all easy
- Have not tried

d) How Helpful do you find the receptionists at the surgery?

- Very helpful
- Fairly helpful
- Not very helpful
- Not at all helpful

- Don't know

e) Is there a particular GP you usually prefer to see or speak to?

- Yes
- No.....Go to question 2 g).

f) How often do you see or speak to the GP you prefer?

- Always or almost always
- A lot of the time
- Some of the time
- Never or almost never

g) How long after initially contacting the surgery did you actually see or speak to a GP or a Nurse?

GP

NURSE

- | | |
|--|--|
| <input type="checkbox"/> On the same day | <input type="checkbox"/> On the same day |
| <input type="checkbox"/> On the next working day | <input type="checkbox"/> On the next working day |
| <input type="checkbox"/> A few days later | <input type="checkbox"/> A few days later |
| <input type="checkbox"/> A week or more later | <input type="checkbox"/> A week or more later |
| <input type="checkbox"/> Can't remember | <input type="checkbox"/> Can't remember |

h) How convenient was the appointment you were able to get?

- Very convenient
- Fairly convenient
- Not very convenient
- Not at all convenient

i) If you weren't able to get an appointment or the appointment you were offered wasn't convenient why was that?

- There weren't any appointments for the day I wanted
- There weren't any appointments for the time I wanted
- I couldn't book ahead
- Another reason

j) What did you do on the occasion?

- Went to the appointment I was offered
- Got an appointment for a different day
- Had a consultation over the phone
- Went to A&E
- Saw a pharmacist
- Used another NHS Service
- Decided to contact my surgery another time
- Didn't see or speak to anyone

k) Overall, how would you describe your experience of making an appointment?

- Very good
- Fairly good
- Neither good nor poor
- Fairly poor
- Very poor

3. Waiting Times

a) How long after your appointment time do you normally wait to be seen?

- Less than 5 minutes
- 5 to 15 minutes
- More than 15 minutes
- Can't remember

4. Last GP & Nurse appointment

a) Last time you spoke to a GP or Nurse, how good was that GP at each of the following?

Giving you enough time

GP

- Very good
- Good
- Neither good nor bad
- Poor
- Very poor
- Doesn't apply

NURSE

- Very good
- Good
- Neither good or bad
- Poor
- Very poor
- Doesn't apply

Listening to you

GP

- Very good
- Good
- Neither good nor bad
- Poor
- Very poor
- Doesn't apply

NURSE

- Very good
- Good
- Neither good or bad
- Poor
- Very poor
- Doesn't apply

Explaining tests and treatments

GP

- Very good
- Good
- Neither good nor bad
- Poor
- Very poor
- Doesn't apply

NURSE

- Very good
- Good
- Neither good or bad
- Poor
- Very poor
- Doesn't apply

Involving you in decisions about your care

- | GP | NURSE |
|---|--|
| <input type="checkbox"/> Very good | <input type="checkbox"/> Very good |
| <input type="checkbox"/> Good | <input type="checkbox"/> Good |
| <input type="checkbox"/> Neither good nor bad | <input type="checkbox"/> Neither good or bad |
| <input type="checkbox"/> Poor | <input type="checkbox"/> Poor |
| <input type="checkbox"/> Very poor | <input type="checkbox"/> Very poor |
| <input type="checkbox"/> Doesn't apply | <input type="checkbox"/> Doesn't apply |

Treating you with care and concern

- | GP | NURSE |
|---|--|
| <input type="checkbox"/> Very good | <input type="checkbox"/> Very good |
| <input type="checkbox"/> Good | <input type="checkbox"/> Good |
| <input type="checkbox"/> Neither good nor bad | <input type="checkbox"/> Neither good or bad |
| <input type="checkbox"/> Poor | <input type="checkbox"/> Poor |
| <input type="checkbox"/> Very poor | <input type="checkbox"/> Very poor |
| <input type="checkbox"/> Doesn't apply | <input type="checkbox"/> Doesn't apply |

Did you have confidence and trust in the GP or Nurse you saw or spoke to?

- | GP | NURSE |
|--|--|
| <input type="checkbox"/> Yes, definitely | <input type="checkbox"/> Yes, definitely |
| <input type="checkbox"/> Yes, to some extent | <input type="checkbox"/> Yes, to some extent |
| <input type="checkbox"/> No, not at all | <input type="checkbox"/> No, not at all |
| <input type="checkbox"/> Don't know, can't say | <input type="checkbox"/> Don't know, can't say |

5. Opening Hours

a) How satisfied are you with the hours the surgery is opened?

- Very Satisfied
- Fairly Satisfied
- Neither satisfied nor dissatisfied
- Fairly Dissatisfied
- I'm not sure when the surgery is open

b) Which of the following additional opening times would make it easier for you to see or speak to someone?

- Before 8am
- After 7:30pm
- On a Saturday
- On a Sunday
- None of these

6. Overall

a) Overall, how would you describe your experience of the surgery?

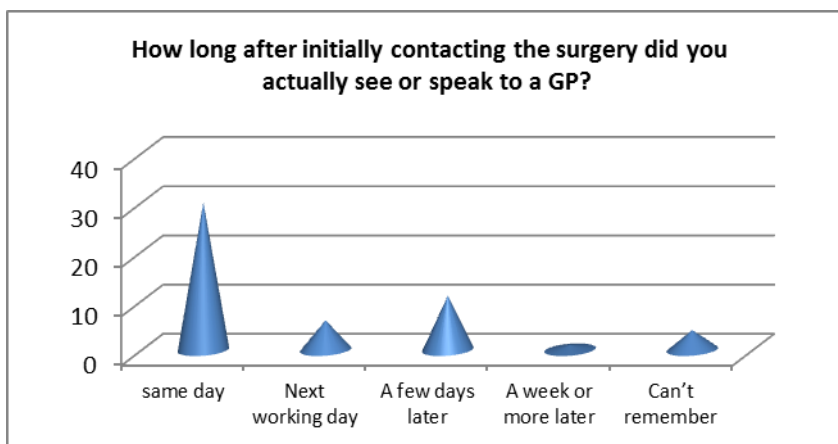
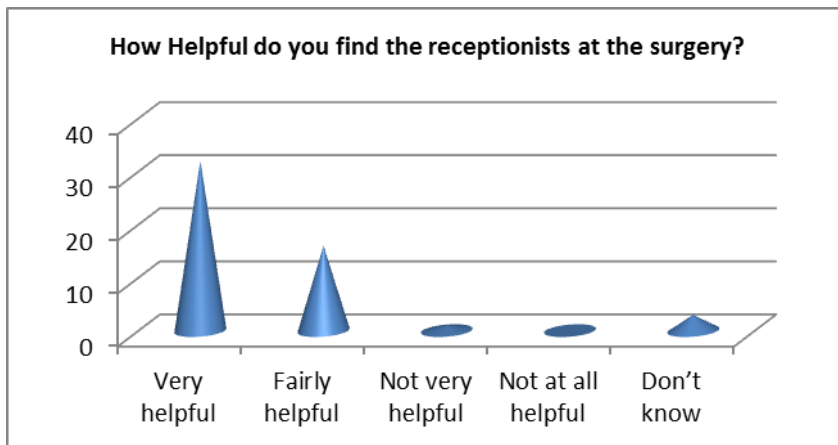
- Very good
- Fairly good
- Neither good nor poor
- Fairly poor
- Very poor

b) Would you recommend your GP surgery to someone who has just moved into the area?

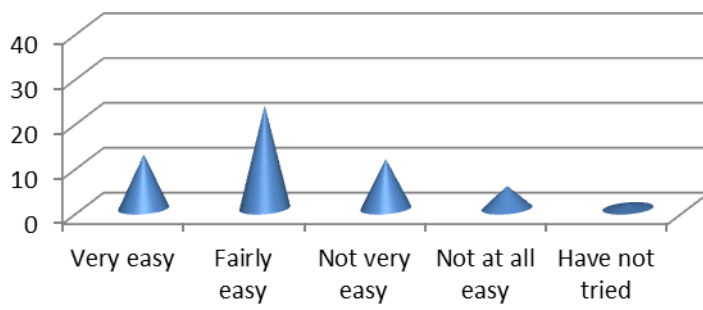
- Yes, would definitely recommend
- Yes, would probably recommend
- Not sure
- No, would probably not recommend
- No, would definitely not recommend

Please inform reception if you would be interested in joining our PPG (Patient Participation Group).

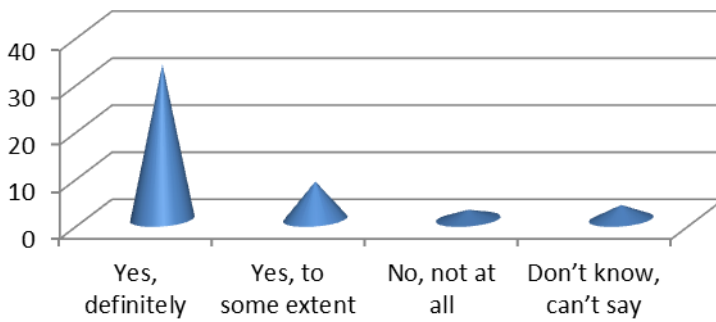
Appendix 2: Results of the Patient Questionnaire



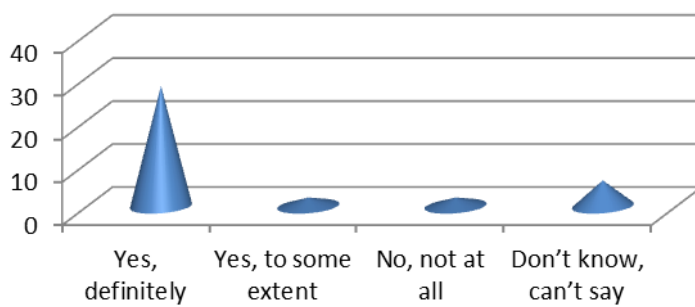
Generally, how easy is it to get through to someone at the surgery by phone?

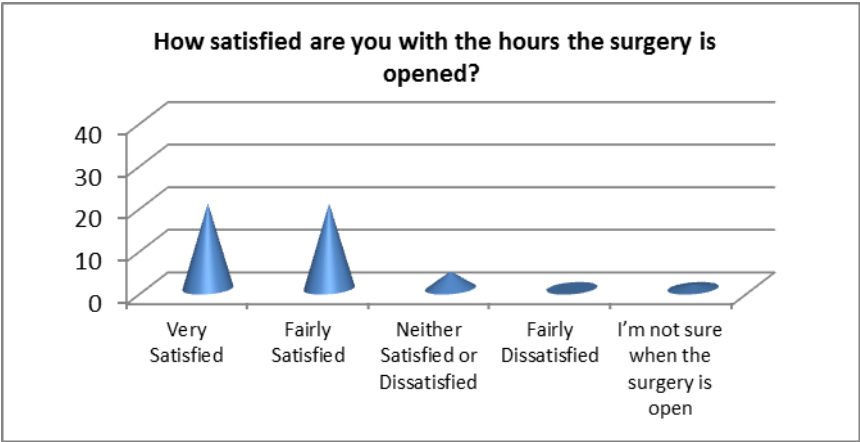


Did you have confidence and trust in the GP you saw or spoke to?



Did you have confidence and trust in the Nurse you saw or spoke to?





Appendix 3: Surgery Core and Extended Opening Hours

The surgery opening hours are as follows:

Monday 08:00 to 20:00

Tuesday 08:00 to 19:00

Wednesday 08:00 to 19:00

Thursday 08:00 to 19:00

Friday 08:00 to 19:00

How to see a doctor or a Nurse:

Appointments can only be provided for patients registered with the surgery. Registration is very simple and just requires patients to come in to the surgery with a piece of photographic ID like a passport and some proof of your address like a utility bill. You can book an appointment with a doctor up to one week in advance for a routine problem. If your problem is urgent please call as at 08:00. Your problem will be assessed by the doctor and a same day appointment made if necessary. The surgery will endeavour to comply with any reasonable preference of practitioner expressed by patients.

The surgery offers telephone appointments to patients who do not need to be seen in the surgery. An appointment with the nurse can be booked up to one week in advance. Please make sure you arrive on time as you will be asked to re-book if you are more than 15 minutes late.

Appointments can be obtained by calling 020 8689 7800. Online appointments can also be booked through the patient.co.uk website for those patients registered. Details on how to register and download the telephone appointment apps can be obtained from our receptionists.

The surgery also offers appointments outside of our core hours through the extended hours enhanced service. This allows patients to book appointments with one of our clinicians in the normal way. The extended hours appointments are available on Mondays and patients are offered the choice of two clinicians; one providing appointments until 19:15 and the other until 19:30.