

**LOCAL PATIENT
PARTICIPATION
REPORT
2014/15**

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Document History

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1	March 2015	Local Patient Participation Report 2014/15	Tim Hodgson, Chatfield Health Care	Final	PPG members did not provide further comments for approval following meeting on 20 th March 2015

This report can also be accessed via our practice website via the following URL:

Website address: <http://www.chatfieldhealthcare.com/index.html>

If you are a registered patient and are interested in becoming a member of our Patient Participation Group (PPG) then we would love to hear from you. If you would like to join the group you can simply inform a member of staff or just turn up at the next advertised meeting.

LOCAL PATIENT PARTICIPATION REPORT 2014/15

1. Introduction

- 1.1. Chatfield Health Care has been engaging with a Patient Participation Group (PPG), formerly known as the Patient Liaison Group & Patient Reference Group, since its inception in 2006. The purpose of the PPG is to create a forum where patients, as much as possible representative of the practice population, can meet regularly to discuss any issues affecting them or the practice and to influence decisions about our current direction and future, including how the services we offer can be developed and/or improved.
- 1.2. Chatfield Health Care welcomes patient's suggestions and/or concerns and the PPG enables the practice to gain the views of our patients within a protected setting and offers the opportunity to review anonymised feedback of patient compliments and complaints with the very people that use our services.
- 1.3. The PPG consists of registered patients and staff members and aims to meet approximately 4-5 times a year. The lead GP partner and Practice Manager attend each meeting and share the chair and minute-taking of the meeting. The PPG have expressed that they wish the meetings to continue to be managed directly by the practice.
- 1.4. Unfortunately the membership of the PPG has continued to decline in recent years and we have lost another member this year who emigrated back to Jamaica. Although a core number of individuals have remained the Practice has struggled to attract new members that are as representative as possible of the practice population, especially young professionals in full-time employment, the young unemployed, mothers with young children, those from African descent and multiple ethnic groups, carers and patients with learning disabilities.

2. Current PPG Profile

- 2.1. Currently the PPG has 8 members, aged between 41-85 years old. Approximately two thirds of the membership is male. The PPG consists of individuals from varied ethnic backgrounds including those of White British, Caribbean, Indian, Chinese and Asian descent (categories according to 2001 census), which together only make up 37% of Chatfield Health Care's varied population. The PPG members come from varied accommodation, rental or owned, most are retired but a couple work part time, both paid and on a voluntary basis. Only one member of the PPG is a full time professional. In terms of health most of our PPG members have at least one long-term condition and two thirds have multiple long term conditions, the majority of whom suffer from the largest health factor that affects the Practice's population.

- 2.2. One of our members is heavily involved with the local Clinical Commissioning Groups (CCG) Patient Participation Group. We also have a member who is trained as a tutor on the “Expert Patient Programme” (EPP) in Wandsworth.

3. Ensuring that the PPG is representative of the practice population

- 3.1. The PPG agreed at the beginning of the year to try and attract a greater representation of people from the following groups: young professionals in full-time employment, the young un-employed, mothers with young children, those from African descent and mixed / multiple ethnic groups, carers and patients with learning disabilities. This was viewed as a priority area and was listed in the PPG action plan for 2014/15.
- 3.2. Unfortunately during this year the practice has failed to attract new members to the PPG even though we received some initial interest. Despite advertising the benefits to patients of becoming a member of the group via practice notices, mailouts and on registration the practice did not receive any interest from our patients to become involved. The practice also improved the publicity of PPG meetings within the practice with dates and times advertised well in advance, as well as scheduling meetings slightly later in the day but without any success. A new dedicated PPG section was also added to the practice website.
- 3.3. The practice continues to advertise the PPG in communal areas and has encouraged clinical staff to identify patients on an opportunistic basis and reception staff to actively invite patients to become involved in the PPG who present at the front desk. New strategies will continue to be developed during 2015/16 to improve and increase signposting of the PPG, which can be seen in this year’s action plan.

4. Review of the PPG Action Plan priorities for 2014/15 and implementation

- 4.1. At the first meeting of the year the PPG reviews the previous year’s action plan and agrees priority areas with the practice for the coming year based on the annual patient survey.
- 4.2. This year the PPG were involved in jointly agreeing priority areas around the following areas:
 - 4.2.1. To ensure the annual patient survey represented the views of a broader spectrum of the practice population;
 - 4.2.2. To increase patient education and the promotion of practice systems in order to facilitate patients’ understanding and improve their experience of accessing a GP and their choice of seeing their preferred GP;
 - 4.2.3. To improve patient waiting times and the overall patient experience when this is unavoidable;
 - 4.2.4. To increase the membership and improve the publicity of the PPG.
- 4.3. The table below lists the actions that were taken to address these priority areas and the subsequent results:

Priority Area	Actions	Results
<i>Annual Patient Survey</i>	<ul style="list-style-type: none"> • Link to annual patient survey added to practice website and static tablet in reception waiting area; • Clinical staff encouraged to distribute survey at the end of consultations; • Health Visiting Team asked to distribute to mothers during baby clinics; • Survey posted to different groups 	<ul style="list-style-type: none"> • No major change in representation of practice population; • Number of surveys increased by 1.3% from previous year (218 to 329); • Number of females completing survey increase by 57%
<i>Improving access and patient experience</i>	<ul style="list-style-type: none"> • Clearer promotion of online appointment bookings and extended hours; • Clearer signposting of practice opening hours /call back system and ability to request a telephone consultation with a GP; • Training of reception staff to promote access and triage calls appropriately including attendance on customer care workshops; • Greater availability of GPs throughout the week; • Review of appointment system; 	<ul style="list-style-type: none"> • Patient satisfaction increased slightly in most areas but still needs improving; • 13% of patients book and cancel appointments online; • Clearer information is displayed about current opening hours; • 80% of patients satisfied with opening times but still 20% patients not clear about availability of extended hours appointments ; • 20% increase in number of patients utilising on-the-day urgent appointments;
<i>Improving waiting times</i>	<ul style="list-style-type: none"> • Poor waiting times addressed with GPs directly by managers and raised at peer review / Management Team meetings; • Number of employed GPs increased and use of locum GPs decreased; • Training of reception staff to keep patients of waiting times and triage for double appointments; • Training of reception staff to keep communication open and manage expectations 	<ul style="list-style-type: none"> • Reduction in patient complaints about waiting times; • Greater understanding by reception staff to keep patients informed and how to handle patient expectations; • The number of people stating that they had to wait to be seen over 20 minutes after their appointment time decreased by 6% • The number of people unhappy with waiting times decreased by 2%
<i>Increase membership and publicity of PPG</i>	See section 3	See section 3

4.4. Throughout the year the PPG also suggests what services Chatfield Health Care could develop or improve and any changes within the practice that may benefit patients.

4.5. In addition to the areas prioritised in the PPG Action Plan, during 2014/15 the major focus was on improving telephone access and the overall

experience of contacting the surgery and speaking to a member of staff. The PPG was active in tendering for another telecoms provider and subsequently Chatfield Health Care has returned back to the use of a local number and implemented a new modern telephone system fit for purpose.

- 4.6. Following the agreement of the PPG Chatfield Health Care also submitted a bid to NHS England towards the end of the financial year, as part of national primary care infrastructure funding, to improve the practice premises by increasing the number of consultation rooms available in the practice in order to generate more capacity and ensure we can cope with current and future demand.

5. The Role of the PPG and the Annual Patient Survey

- 5.1. One of the roles of the PPG is to reach an agreement on the issues to prioritise for inclusion in the annual patient survey.
- 5.2. As requested by the PPG three additional questions were included on the final page of the patient survey as follows:
 - 5.2.1. To determine which type of appointment patients would prefer the practice to utilise more, greater bookable appointments in the future or more on-the-day urgent appointments;
 - 5.2.2. To understand patients' preferences to either early morning, late evening or weekend appointments;
 - 5.2.3. To determine the success of clinical decisions made by our GPs by patients rating the accuracy of clinical diagnosis against the actual outcome of the results of their condition(s).

6. Informing the PPG of the findings of the Annual Patient Survey 2014/15

- 6.1. The results of the survey were presented to the PPG on 20th March 2015.
- 6.2. The reception manager had collated the results on a pre-defined spreadsheet for each question, which were identified against a reference number clearly printed on each survey before they were distributed (from GPAQ1-GPAQ350). The deputy practice manager received the data that had been input into the spreadsheet and analysed the results via pivot tables and corresponding charts. The deputy practice manager used these charts to clearly present the outcomes of the annual patient survey to the PPG.
- 6.3. The annual patient survey was distributed to patients during the period of 4 months from November 2014 – January 2015, to those that came to see a GP or practice nurse for an appointment or who attended the reception desk for a prescription or another query. Additionally the survey was made available on the practice website and the static tablet in the reception waiting area. Receptionists were asked to encourage young professionals in full-time employment, mothers with young children, those from African descent and minority ethnic groups to complete the survey. A lot of patients declined to complete the survey but in total the practice received 329 responses.

7. Summary of findings from the Annual Patient Survey

- 7.1. The following represents a summary of the findings during the presentation of the results of the annual patient survey to the PPG on 20th March 2015.
- 7.2. The total number of responses to the patient survey that were received equates 3.6% of the patient population, higher than 2013/14 (1.3%) and in fact the last 4 years. This uptake rate was slightly above the PPG target of a 3% response rate during 2014/15.
- 7.3. The number of female patients completing the survey has increased by 57% since last year but the ration between female and male respondents remains the same 71%:29%. The PPG felt that this confirms last year's assertion that this is probably due to the fact that men are less likely to come and see a GP for less urgent medical care or attend with their children than women
- 7.4. Only 41% of those that completed the patient survey considered themselves to have a long term condition (a reduction of 5% from the previous year
- 7.5. The majority of patients completing the survey were between the ages of 25 -54. Last year it was felt that the 20-35 year olds were under-represented and demonstrated to the PPG that the practice had been successful in encouraging younger patients to submit their views.
- 7.6. Over half of the respondents (59%) indicated that they were either in full or part-time employment. The number of respondents who were retired from paid work had reduced (18%) but were still over-proportionally represented in relation to current demographics (9%). Conversely unemployed patients (6%) were still under-represented in this year's survey in relation to current population figures (19%).
- 7.7. The PPG and the Practice were encouraged to note that the number of patients who stated that they would recommend Chatfield Health Care to someone moving into the area had increased by 3% to 97%.
- 7.8. Patient confidence in the Practice's opening times were consistent with last years' results, 80% of the patients surveyed viewed the opening times as "Excellent", "Very Good" or "Good" and 16% rated this service as "Fair". Nevertheless, it seems that 20% of respondents still remain unclear about the availability of extended hours appointments and 58% were still requesting additional opening hours over the weekend, evenings and lunchtimes, all of which are provided by the Practice. This still requires to be further addressed during 2015/16 even though the PPG acknowledged that it felt that the opening times were now clearly publicised.
- 7.9. It was acknowledged that patients were now more aware of urgent on-the day appointments as there was a 20% increase in the number of respondents utilising these. It was understood that this increase had been due to reception staff signposting patient's better and encouraging non-

urgent patients to book other appointment slots. The PPG still want the practice to improve patient education in this area and provide further training to reception staff to enable them to manage this even more efficiently.

- 7.10. Patients continue not to be fully satisfied with the Practice waiting times to see specific doctors but the number rating this service as “Poor” or “Very Poor” had reduced from 19% to 16%. Only 8% of respondents stated that they had to wait over 30 minutes to be seen, compared to 12% in the previous year. The PPG noted that long-standing and elderly patients would still like see/contact their preferred choice of GP practice and encouraged the practice to prioritise this area.
- 7.11. It appears that telephone standards have continued to improve. The patient experience of telephoning the surgery has improved by 8% compared to last year following the implementation of the new telecoms system. Of those surveyed only 8% rated the phone service as poor.
- 7.12. It was apparent from the survey results that the health care services provided by Chatfield Health Care are probably the main reason for patients recommending the Practice to others. The majority of patients completing the survey displayed their confidence in the doctors and nurses who treated them with between 88% - 94% satisfaction rates (“Excellent”, “Very Good” or “Good”) relating to the professional care and treatment they received, concerning their needs and welfare, involving them in decisions, and helping them to understand and cope with their conditions.
- 7.13. In relation to patients’ experiences of local services it appeared that more people were accessing NHS 111. Compared to last year a further 1% (12%) rated the service as good but 64% still signalled that this question did not apply to them. The experience of external walk-in services and overall satisfaction of the local Emergency Care Centre/Services continue to improve. The patient experiences of A&E services at our 2 main local hospitals have improved by 7% (St Georges Hospital) and 5% (Chelsea & Westminster Hospital) since last year’s responses.

8. PPG Action Plan 2015/16 following Annual Patient Survey

8.1. The following actions were agreed by PPG members at the same meeting on 20th March 2015.

Improvement Area	Objective(s)	Tasks	Success Criteria	Time Frame	Resources
1. Access to preferred choice of GP	To enable more patients to speak to and/or book an appointment with their preferred GP.	<ul style="list-style-type: none"> i. Allocate all patients a named GP ("Usual Doctor"). ii. Register all new patients with new GP partners / new salaried GPs. iii. Duty Doctors to be encouraged to send a message to patient's preferred GP to contact the patient if appropriate. iv. Add telephone consultations to all doctors' clinics so that patient can choose which doctor they wish to speak to v. Doctors to follow up results of tests they have booked vi. Further training of reception staff to manage appointment system more flexibly and book with named GP where possible vii. PM to review systems with doctors and reception manager 	<p>All patients allocated a named GP</p> <p>Increased satisfaction rate in next year's annual patient survey</p> <p>Results of national patient survey</p>	<p>April 2015 – March 2016</p> <p>Review named GP allocation October 2015</p>	<p>Practice Manager / Clinical staff/ Receptionists / Admin</p> <p>Reception training course - Masterclasses</p>
2. Opening Hours	To improve publicity to patients of the surgery's opening times, including the availability of early morning, evening and weekend appointments	<ul style="list-style-type: none"> i. Clearer messages on new practice website / new practice leaflet / patient call screen (Envisage TV) 	<p>Improved satisfaction responses in next year's annual survey</p>	<p>April-June 2015</p>	<p>Practice Manager / Reception Manager/ Receptionists / Admin</p>

Improvement Area	Objective(s)	Tasks	Success Criteria	Time Frame	Resources
Continued.		<ul style="list-style-type: none"> ii. Consider further methods of communication, including bulk text messages; iii. Management to consider opening doors later than 6:30pm iv. Further training of reception staff to manage appointment system more flexibly 	<p>Results of national patient survey</p> <p>Less DNAs in extended hours clinics</p>	January – March 2016	<p>New Practice website / new practice leaflet / patient call screen</p> <p>iPlato/MJog</p> <p>Security</p>
3. Urgent Access	To ensure that urgent cases are given same-day appointments	<ul style="list-style-type: none"> i. Receptionists' training to triage calls / patients that present at reception ii. To display specific messages on patient call screen (Envisage TV), website and notice boards 	<p>Feedback from Reception Manager / GPs – that reception staff can clearly identify patients who require urgent on the day appts</p> <p>Outcome of audit</p> <p>Improved satisfaction responses in next year's annual survey</p>	<p>September 2015 – February 2016</p> <p>Review November 2015 & February 2016</p>	<p>Reception Manager/ Receptionists/ GPs</p> <p>Reception training course - Masterclasses</p> <p>Practice audit</p> <p>Annual Patient Survey</p> <p>New Practice website / new practice leaflet / patient call screen / In-house notices</p>
4. Waiting Times	To continue to identify more efficient systems / new ways of working to improve patient waiting times and the overall patient experience when this is unavoidable	<ul style="list-style-type: none"> i. Reception staff to keep patients informed of delays and triage patients for double appointments ii. Consider new technology to inform patients of waiting times / delays iii. Further receptionists' training to keep communication open and manage patient expectations 	<p>Feedback from staff / Patients</p> <p>Outcome of audit</p> <p>Less complaints & improved satisfaction responses in next year's annual survey</p>	<p>May 2014 - June 2014</p> <p>Review Sept – Oct 2014 & Feb – Mar 2015</p>	<p>Practice Manager / GP partners / Assistant GPs / Nurses / HCAs / Receptionists</p> <p>Texts (sms) / patient call screen</p> <p>Appointment System (EMIS Web)</p>

Improvement Area	Objective(s)	Tasks	Success Criteria	Time Frame	Resources
5. PPG membership	To improve PPG membership and attendance at meetings	i. Improve info on website / in communal areas advertising benefit to practice and pts of PPG group	Increase in PPG membership numbers New PPG members become further representative of the practice's diverse population	September – December 2015 Review Feb – Mar 2016	Practice Manager / clinical staff/ Receptionists / Admin Practice website / leaflet / telephone system Twitter account

APPENDIX 1.

Chatfield Health Care's Opening Hours and Access to Services

Day	Core Hours	Extended Hours Clinics (by appointment only)
Monday	8am – 6:30pm	6:30pm – 8pm
Tuesday	8am – 6:30pm	6:30pm – 8pm
Wednesday	8am – 6:30pm	
Thursday	8am – 6:30pm	6:30pm – 8pm
Friday	8am – 6:30pm	
Saturday		9am – 12pm

New and registered patients can access Chatfield Health Care throughout core hours via the main reception desk on the 1st Floor of the practice premises or via telephone. Routine appointments with a GP, nurse or health care assistant are available throughout the day from Monday to Friday and can be booked up to six by calling the surgery at any time during core hours. Chatfield Health Care also offers on-the-day appointments with a GP for urgent healthcare problems.

There is a duty doctor on-call Monday to Friday during core hours, offering telephone consultations for urgent advice and for triage. If the duty doctor is not immediately available, a receptionist will take the patient's details and ask the doctor to call back. Routine call backs with a patients preferred doctor are also available for patients to discuss non-urgent medical problems, organise tests or referrals and to discuss results.

Routine appointments with a GP can also be booked online via *Patient Access* by patients who have registered for this service. Repeat prescriptions can also be requested via this service but on the day and nurse appointments are not available. Patients must be registered with the surgery in order to use *Patient Access*.

Patients can also access a GP, nurse or health care assistant via our extended hours clinics on Monday, Tuesday and Thursday evenings by appointment only. Pre-bookable appointments are also available with a GP on Saturday mornings.