

## **Patient Participation Group report 2013**

There are 17 members of the group who are aged between 49 and 86 years old , 11 of these are over retirement age. 13 of these are from the Welling surgery and 4 from the Avery Hill surgery and they are all white British.

If the group were to be more reflective of the practice population it should be of a mixed age and ethnicity range. However, after a failed attempt to engage with a mixture of the patient base, the practice decided to let those patients who wanted to become part of the group apply, resulting in the group we have. There is also a poster on the PPG notice board asking patients to join. The group is expanding and they are looking into setting up a virtual group, which would lend itself to having a broader spread of people from different age and ethnic groups. There have been 8 meetings between 1.4.12 and 31.2.13.

The group discussed at the meeting of 12/12/2012 issues they felt patients would like to comment on. These points were added to the basic survey already established by the practice manager which was passed by the group at the meeting.

Surveys were given out to all patients who visited the practice in a 2 week period in February. They were given out by the group on a rota basis during morning and afternoon surgery.

Action plans resulting from the patient survey were discussed with the group at a meeting on the 5/3/13 and finalised in a meeting on the 19/3/13. The action plan can be found on our website together with the results of the survey. Actions are listed below:-

- The system of getting an appointment and trying to get through on the telephone to get an appointment needs addressing. The Group have decided to put together a mini survey to try to address just this area as this is an ongoing problem, which we have tried to address with a change in the telephone system, and the introduction of telephone consultations.
- A large proportion of patients do not seem to know that you can book an appointment up to 2 weeks in advance. This appears on the electronic system at Welling and is in the practice leaflet but we will look into getting an electronic display installed at the Avery Hill surgery and also put up notices in the waiting room of the appointments procedure.
- A large proportion of patients would attend either surgery depending on the availability of appointments. Although we have tried cross surgery appointments and this wasn't particularly successful, we will look in to doing so again.

- There were 65% of patients who did not know how to make a complaint. There is a complaints procedure on the wall in the waiting room and it is also on the electronic display at Welling but we will ensure that there are PALS leaflets in both waiting rooms.
- Patients need to know about choices other than A & E as they may be attending when not necessary. The group are going to look at the possibility of running a campaign and will speak to Phillippa about the 'Choose Well Campaign', although there are posters in both reception areas about choosing where to go.
- The majority of patients did not seem to know about the Patient Participation Group. The group have produced a newsletter and are looking to issue this once a quarter to advertise themselves and give information. They are reviewing whether they need to change the position of their board at Welling to a more prominent position. They are also looking in to setting up a virtual group as the group is getting bigger and they may not have the space for everyone to attend in person.

The above actions resulted in the following statistics:-

- 60% described their experience at the practice as 'good' when they last visited and 32% described their experience as 'very good'.
- 36% described it as 'difficult' to get an appointment at the practice, while 40% described it as 'easy'.
- 53% said that they did not know they could book an appointment up to 2 weeks in advance.
- 57% said they would take an appointment on the other site if there was a sooner appointment on the other.
- 67% said they agreed that the clinician took an interest in what they presented to them, while 25% strongly agreed.
- 68% agreed that their problem/treatment was explained in full, while 24% strongly agreed.
- 71% agreed that they understood what they were told at their appointment, while 25% strongly agreed.
- 68% agreed that the cleanliness of the consulting room was of a high standard, while 29% strongly agreed.
- 72% said that the reception area was clean, while 27% said it was very clean.

- 65% found the reception staff welcoming, while 22% found them very welcoming.
- 42% said that getting through on the telephone was good while 37% said it was poor.
- 65% said they did not know how to make a complaint to the practice.
- 69% have not attended A & E in the last 12 months.
- 66% have not used the GRABADOC out of hours service.
- 52% said that they had considered an alternative before going to A & E while 30% did not answer.
- 13% were aware that there is a Patient Participation Group, although 21% knew there was a PPG suggestion box in reception.

The practice core opening hours are 08.00-18.30 Monday to Friday. Patients may call into the practice in person or telephone during these times. They can also e-mail the practice generic e-mail address.