

Local Patient Participation Report 2011/2012 (DES)

Putneymead Group Medical Practice

Putneymead Group Medical Practice is a large NHS practice with 25,000 patients. It is the result of a recent merger between three local practices. In 2011 the practice went through a great deal of change including moving premises. This was the ideal time to engage patients in the changes that were occurring and establish ways of obtaining the views of our population.

Establishing a Patient Reference Group

The practice sought help from a local LINK representative in the early stages of establishing a PRG. We also sent an email to all local patient participation groups who may have had patients from our practice as members via a PPI representative from the PCT.

We then set up a “steering group” which initially consisted of a LINK representative and a patient from Putneymead Group Medical Practice (PGMP). The initial priority for the group was engaging patients from the practice. We used a number of different approaches detailed below to try and ensure that the message reached as many patients as possible.

Internet

Streetlife, SW15 website.

We set up an email account specifically for the group and its correspondence. We posted a message of both of these local websites and received some responses.

Posters and Flyers

We have had posters in the waiting areas. These suggested interested patients complete a form at reception to enable us to contact them. For each meeting we have distributed flyers both at the reception desks and in the community i.e. local libraries/nurseries/playgroups/ post boards and at the Putney Society.

Local Press

We placed an article in a local issue of “Time and Leisure” prior to our first patient forum to help engage patients who might not attend the surgery frequently.

Registration

We adjusted the registration forms to include a section on the group. This enables patients to express an interest when they register and allows us to add them to our email/contact list.

Website

We have a section on our website dedicated to the patient group. This has contained information about the meetings and now also enables patients to make suggestions and view minutes from previous meetings. It advertises the patient group email address so interested patients can be added to our contact list.

Patient Participation

Internet

We have an email list of around 85 patients who have expressed an interest in the group. We email this group regarding practice and group issues as they arise.

Steering Group

We have maintained the “steering group” which has between 5-8 patients represented at each meeting. This meets on a monthly basis and includes GP, practice management and reception / administration staff representation.

Patient Forums

These meetings are held every 2 months and aim to have a theme and therefore engage wider groups of patients. An average of 20-30 patients have attended the forum meetings.

The forums we have held so far are detailed below.

“Questions and Answers about the new practice”

“Services for the elderly”

“Caring for children under 2 years”

“Looking after your mental health”- April meeting.

Ensuring a representative group

The practice has a predominantly young working population. It is an area of low social deprivation. The population is transient and has a higher than average proportion of patients coming from outside the UK.

It was noted by the Steering Group that those engaged were not strictly representative of the practice population as there is a higher proportion of middle age- elderly patients represented. The ethnic mix of the group mirrors that of the practice population.

A number of measures were taken to try and address this:

- Specific forums to attract under- represented groups e.g. parents/carers of under two's
- Improving the website and encouraging email engagement
- Holding the meetings after usual working hours

Suggestions

We have a suggestions box at reception and suggestions can also be posted via the website. We have a “suggestion log” which is updated and can be viewed on the website so that patients are able to see their feedback and any response to it.

Patient complaints

These are monitored and can be fed into the patient group through the management team.

Participation within the Locality Group

Putneymead Patient Group is represented within, contributes to and benefits from learning points within a Group being developed across all Practice Patient Groups in the Locality, meeting monthly

Local Practice Survey

Through the steering group, patient forums, patient complaints and suggestions/feedback gathered at reception and through the email account several areas of priority were established.

Access

- Telephone- identified some difficulties getting through on the telephone
- Continuity- some having difficulties seeing the same doctor
- Booking appointments in advance

Our current system allows for both same day and advance booking. Patients can book appointment in person or on the telephone. The practice is open from 8am-8pm Monday –Friday and 8am-11.30pm on Saturday. The telephone lines are open from 8am-6.30pm Monday-Friday.

Reception

Developing the survey

The survey was discussed at the steering group meeting in December 2011 (please see minutes). It was agreed that, with the timescale involved we would use the GPAQ version 3 survey. Although the questions were not exactly how we may have asked them it was felt to cover the main areas of priority. As a survey it also had the advantage of providing national benchmarks.

The patient survey was carried out in January 2012.

The surveys were available in both waiting areas. Patients from the group kindly helped with engaging patients in completing the survey as well as reception staff. Our sample size consisted of 610 completed surveys and the results were analysed by Intimedata. This was thought to be a representative sample size for our practice list..

Survey results

The results of the survey were discussed at a Steering Group meeting in February 2012 (see minutes). The survey was published on the website and posters displayed in the waiting areas. The results were also emailed to those patients on the group's email list.

The survey did confirm that there could be improvement in the areas which had been identified as priorities by the group. An action plan was drawn up following this meeting.

Action plan

Priority Area	Survey result	Action	Review date	Progress
Improve telephone access to practice	Phone access just below national average	1.Review current telephone system-incoming lines (KH) 2.Optimise staffing levels (KH/DK)	2/4/2012	Maintel our phone system engineers are planning OOH work to the programming of the switch towards the end of April to separate incoming / outgoing lines. Reception will be at full staffing levels from mid April
Online booking system	26% would like to book online	1.Investigate how an online booking system might work (BT)	June 2012	
Improve continuity of care	58% would like to see or speak with a particular Dr, this happens just over half of the time.	1.Seek independent review of appointment system (BT)	May 2012	Dr Carson visited in March after data submitted. BT to develop this.
Improve advance booking	90% say it is important to be able to book appointments in advance. 65% say they can	As above	May 2012	As above
Reception issues	83% said reception were helpful (above national average)	1.Reception supervisor to attend steering group for Q&A	2/4/2012	

Our next meetings will be:

Steering Group 02/4/2012 11.30 Putneymead Group Medical Practice
 Patient Forum 26/4/2012 19.00 Putneymead Group Medical Practice