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DR JUDY CHEN    MRS GILL SULTAN    DR ALBERTO FEBLES

## Year 3 Patient Participation DES

### Patient Participation Report - 2013/2014

#### Introduction

#### **Step 1: Establish a PPG comprising only registered patients and use best efforts to ensure PPG is representative.**

Rushey Green Group Practice has had an active patient participation group since 2006. Whilst over the years membership of the group has evolved, some of the members have been part of the group since 2006. Since it started, the aim of the group has been to ensure that patients are involved in decisions about the range and quality of services provided by the Practice. The group has been a valuable reference group and has supported the Practice since it was set up in 2006. For example, taking part in the interview process for the appointment of a Practice Nurse and Health Care assistant in 2010, and they have helped raised funds in the Practice for the Cancer Charity 'Wear it Pink' day.

We place regular adverts in the Practice newsletter, Practice website, Twitter, Facebook, and posters in the waiting room and provide patients with the opportunity to join the group.

The Patient Participation DES introduced by the government did not mean much change for the Practice as we have always engaged our group as described above.

#### Practice Profile

The Practice started in July 1995 with the appointment of two job-sharing salaried GPs Dr Judy Chen and Dr Byng. Dr Byng has since left the Practice. We started with a list of 1,200 patients and 2 receptionists. The aim of the Practice was to develop an innovative and academic group Practice in Catford, and we had formal links with the academic Department of General Practice at Guy's, King's and St. Thomas'. Until 2005, the Practice had delivered services from 2 separate buildings; one on Lewisham High Street and another on Canadian Avenue. The Practice grew rapidly after being assigned 2 further lists in 1998 and 1999 and with natural growth; we became a first-wave PMS Practice in 1999, ceased being funded by the Health Authority and became a partnership.

Since July 2005 the Practice has enjoyed a new purpose-built accommodation on Hawstead Road in Rushey Green; this project had been in existence since the creation of the Practice but over a period of 10 years had many set-backs. Eventually the premises were opened on 7<sup>th</sup> July 2005. The Practice's vision is to maintain the highest standards of medical care combining evidence based and patient centred approaches in a caring and learning environment. There are currently about 12000 patients on our Practice list; for the purpose of the DES, the list size as of April 2013 was.

**Step 1.1 Practice Population as at April 2013: 11382 – Actual Practice Population as at March 2014 - 12173**

Age	0-9	10-19	20-29	30-39	40-49	50-59	60-69	70-79	80-89	90-99	100+	Total
Female	1019	564	1114	1355	899	625	276	228	147	28	1	6256
Male	1033	603	852	1197	1012	652	260	192	102	14	0	5917

**Ethnicity**

Ethnicity	<b><u>Practice Population</u></b>		<b><u>Patient Group Population</u></b>	
	Number Practice Population	Percentage %	Number	Percentage %
White	3199	2	14	.44
Chinese	186	1.5		
Black African	1872	15	3	20
Black Caribbean	1984	16	9	.45
Other Black	249	2		
Bangladeshi	57	.47		
Pakistani	82	.67		
Indian	150	1.23		
Other Asian	295	2.42	1	.34
Mixed White/Black/Other	1371	11.26	2	.15
Unknown:	2586	21		
Other	142	1		
Total	12173			

**Step 1.2 Profile of Patient Group**

There are currently 29 members on our group consisting of 9 males and 20 females; many have been with the group since we started in 2006. The majority of the members (approx. 6 - 7) attend meetings regularly, and others due to the nature of their membership with the Time bank are usually around the practice premises, therefore available to provide comments or feedback. Others are mostly available for telephone or email conversation. The constitution has agreed to maintain 8 core PPG members including 3 Executive members consisting of the Chair, Secretary and Treasurer. A minimum of 5 members will form a quorum at Committee meetings, and 8 at the AGM.

Age	0-9	10-19	20-29	30-39	40-49	50-59	60-69	70-79	80-89	90-99	100+	Total
Female				2	5	4	3	5	1			20
Male					2	2	1	3	1			9

**Ethnicity – Patient Group Population**

<b><u>Practice Population</u></b>			<b><u>Patient Group Population</u></b>	
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White	3199	2	14	.44
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Mixed White/Black/Other	1371	11.26	2	.15
Unknown:	2586	21		
Other	142	1		
Total	12173			

**Step 1.3 – Steps taken to ensure that the PPG is representative of our registered patients**

Younger members have been targeted by text, Facebook and Twitter. We regularly invite patients to ‘like’ our Facebook page, that way, they can receive up to date information including invitation to Patient group meetings straight into their newsfeed

We continue to advertise for members in the Practice by displaying posters in the waiting room, invitations in the Practice Newsletter with dates of meetings, Twitter, Practice website, Facebook and word of mouth. However, whilst we acknowledge that it is unlikely for the Practice to have a reference group that is truly representative of all patients, we believe that we have very good links with all our patients by way of a suggestion box in the waiting room which we actively advertise and invite comments and use the Newsletter to publicise Practice initiatives and invite comments. That way, we are able to reach members of all ethnic communities registered with the Practice.

We engage with Healthwatch. During September 2013, we facilitated their engagement with our patients and PPG regarding the Lewisham Clinical Commissioning Group’s strategy.

The PPG is planning a series of summer fayres this year in the anticipation of attracting younger people.

## **Step 2: Agree areas of priority with the PPG**

**The PPG meeting on 6 August 2013** was attended by 5 PPG members. A total of 11 members had previously confirmed attendance. However, we were able to contact those who were not able to attend by telephone and text in order to include them in the discussions which focussed on services provided by the Practice, last year's survey and action plans, priorities for this year's survey and how the group wanted to continue in future.

### **Survey 2013-2014**

The group was asked what they feel should be included in the survey during 2013-2014. They noted that the questionnaires had been too long in the past and requested that it be shortened this time and suggested that this year's questions should be capped at 20.

The group was asked whether they feel the questionnaires should include any CQC related issues such as infection control or any other issues, or other national GP patient survey issues should be included. They felt that the questions needed to be shortened this time and moreover, as the Practice had received an inspection as part of the CQC pilot during the summer of 2012, they did not feel it was essential to include it this time.

After much deliberation, the following was suggested by the group for inclusion in this year's survey.

1. Access to the Practice - Telephone and appointments
2. Practice opening times
3. Length of Wait in Reception
4. Repeat Prescriptions/The use of Electronic and Automated Devices
5. Confidentiality

The draft questionnaire was emailed to members of the PPG for their comments. We also informed patients by Facebook and twitter that the draft questionnaire was available in the Practice for comments before it was finalised.

## **Step 3 Collate patient views through the use of a survey**

Patients were asked to complete the questionnaires and return them to reception staff. 25 questionnaires were allocated to each clinician. Respondents completed the questionnaires anonymously and were encouraged to be open and honest. We printed around 250 questionnaires. A total of 205 questionnaires were returned.

The survey was collated by the Practice Administrator, and analysed by the Practice Manager.

### **Step 3.1 Patient Survey – Manner in which we sought to obtain the views of our Patients**

**Over a 20 week period between November 2013 and March 2014**, 250 questionnaires were handed to all patients who attended the Practice for appointments with clinicians. The survey was advertised in the Practice Newsletter, posters in the waiting room, Practice website, Facebook and our twitter pages.

The Practice developed its own questionnaires which reflected the group's priorities based on discussions at the patient group meeting on 6 August 2013.

The draft questionnaire was emailed to members of the PPG for their comments. Patients were also informed via Facebook and twitter that the draft questionnaire was available in the Practice for comments before it was finalised.

The survey period had to be spread over a long period of time in order to cover consultations from as many clinicians as possible.

**Step 4 - Provide PPG with opportunity to discuss survey findings and reach agreement with the PPG on changes to services**

The survey was collated by the Practice Administrator and analysed by the Practice Manager. The report of the survey was shared firstly with members of the PPG at a meeting on **Thursday 20 March 2014** and then at the Practice's annual general meeting on Saturday 29 March 2014. Some of the PPG members who were unable to attend the meeting were emailed the report prior to the meeting, and telephone conversations were held with them in order to obtain their views.

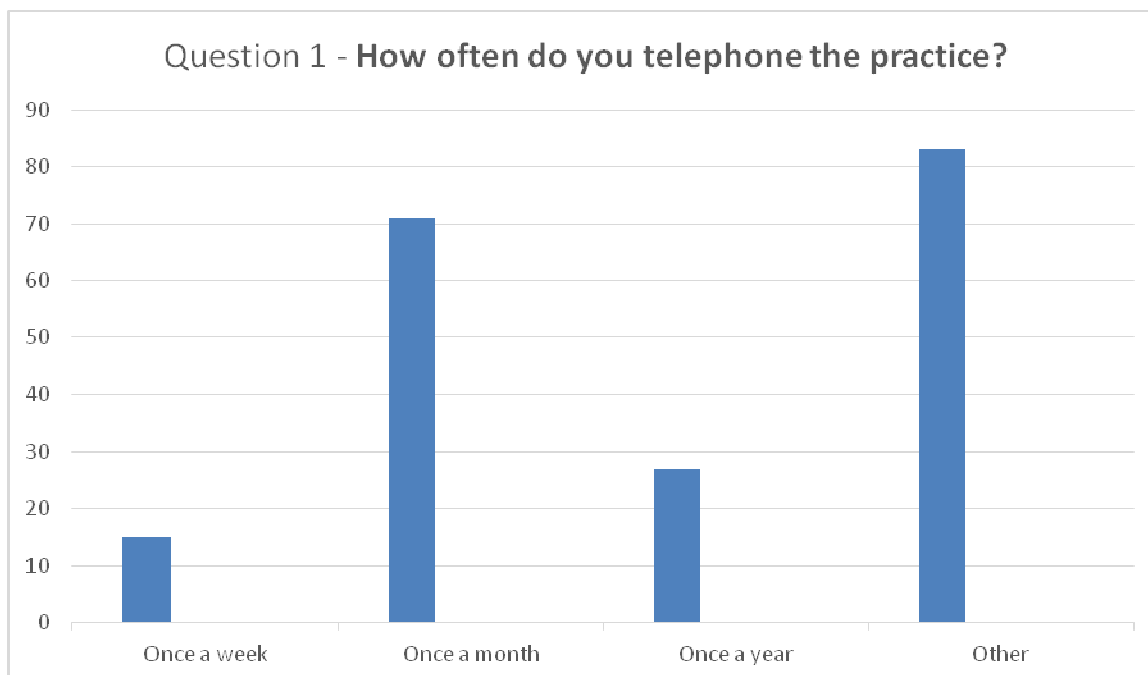
Whilst in general the results were encouraging; the survey highlighted the need for more work to be done by the Practice.

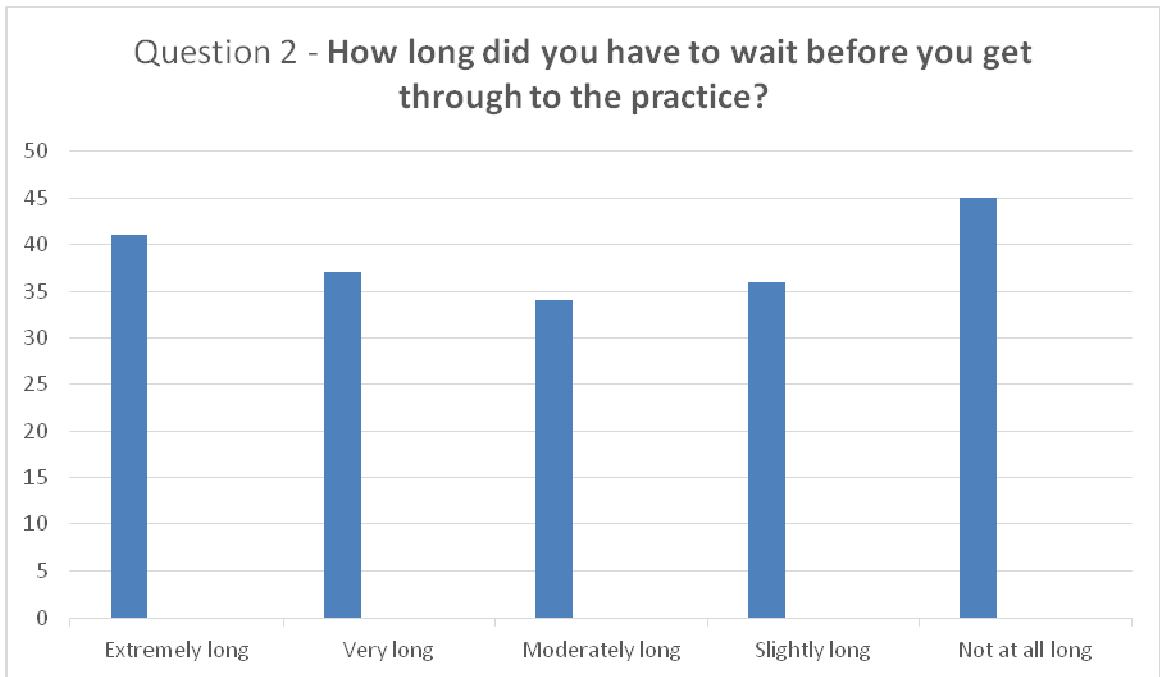
**A summary of the findings of the survey are as follows:**

**Step 4.1 Findings of the survey are as follows:**

**Telephone Access**

<b>Q1 How often do you telephone the practice?</b>			<b>Q2 How long did you have to wait before you get through to the practice?</b>		
		Percentage			Percentage
a) Once a week	15	7.65%	a) Extremely long	41	21.24%
b) Once a month	71	36.22%	b) Very long	37	19.17%
c) Once per year	27	13.78%	c) Moderately long	34	17.62%
d) Other	83	42.35%	d) Slightly long	36	18.65%
Total:	196		e) not at all long	45	23.32%
			Total	193	





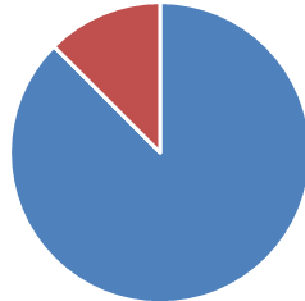
The PPG were very vocal in their concerns regarding the Practice’s telephone access. They reported that they had observed that although there are often 3 members of staff in Reception in the mornings, but quite often only 1 receptionist was seen to be dealing with the phones, whilst one was dealing with people on the queue and another one appeared to be dealing with paperwork at the back. The PM reported that the Practice had agreed in the past that all admin and reception staff are expected to deal with telephones in the mornings. The group stated this did not appear to be the reality. They suggested that the Practice reviewed this arrangement and consider having 4 people at a minimum during peak period

Action:

- 1) To ensure at least 4 people at a minimum on Reception during busy period.
- 2) To ensure no admin or paperwork are processed between 8.00am and 10.00am.
- 3) To ensure there is a navigator in Reception between 8.00am and 10.00am
- 4) To carry out spot test on automated system at least once a week.
- 5) To actively promote the use of internet booking

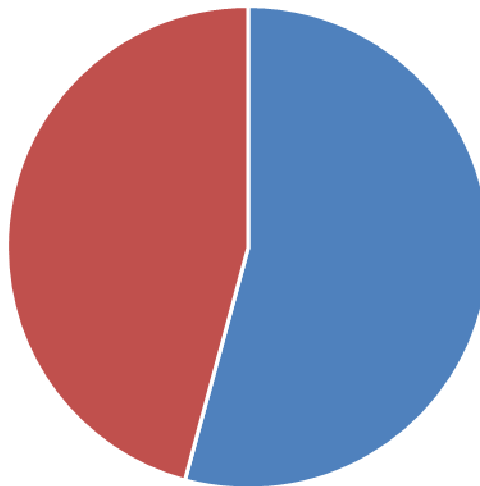
Q3 The practice’s telephone system allows you to book, cancel or change your appointment on the automated system using your date of birth and telephone number anytime day or night. Are you aware of this system?	%		Q4 Have you used this system?	%		Q5 How helpful do you find this automated system?	%	
a) Yes	175	88	a) Yes	109	54%	a) Extremely well	17	10%
b) No	25	13	b) No	92	46%	b) Very well	50	28%
						c) Moderately well	43	24%
						d) Slightly well	20	11%
						e) Not at all well	49	27%

**Question 3 - The practice's telephone system allows you to book, cancel or change your appointment on the automated system using your date of birth and telephone number anytime day or night. Are you aware of this system?**

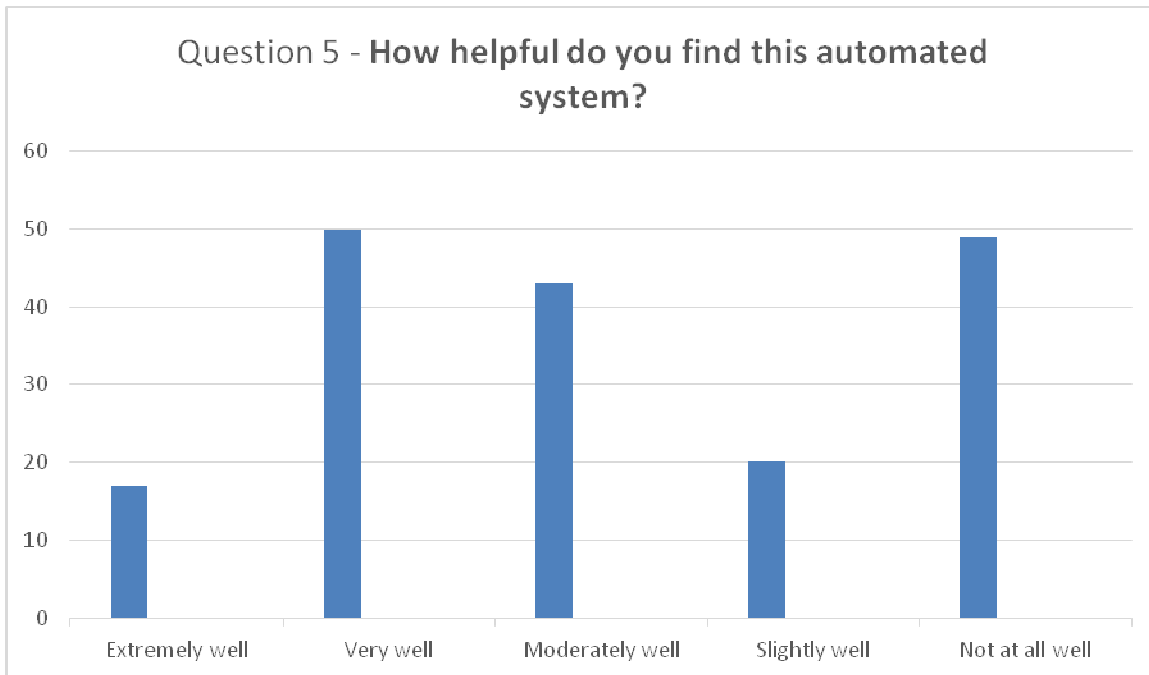


■ Yes (175) ■ No (25)

**Question 4 - Have you used this system?**



■ Yes (109) ■ No (92)



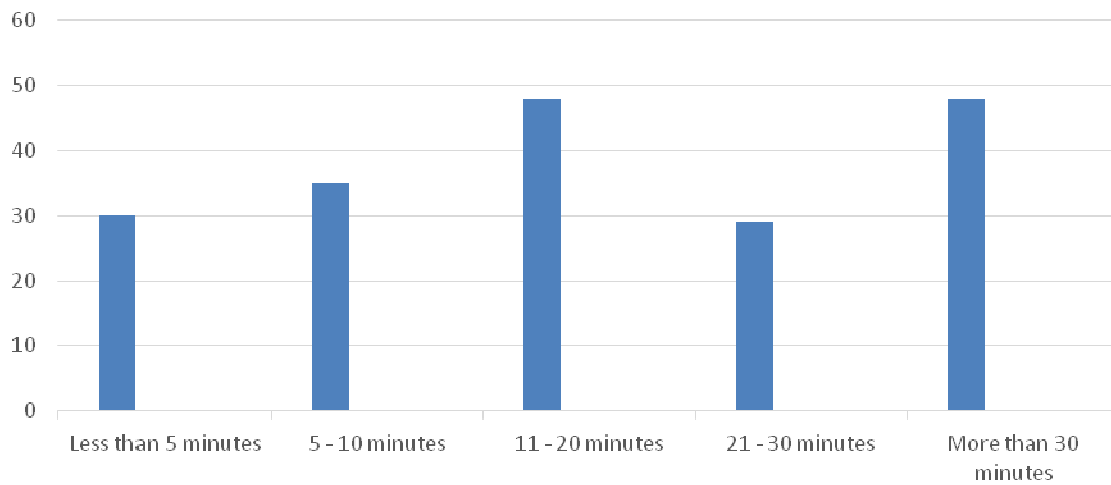
Members of the PPG reported that they had in the past used the automated system to book appointments. They stated that in principle, the system works for them if there are appointments available however, quite often especially for same day appointments it was always impossible to find any suitable appointments using the automated system. AM informed the group that urgent appointments are not available for booking on the automated system because these had to be triaged however there are other routine same day appointments that could be booked on the day. They noted that the earliest same day appointment at 10.10am made it difficult for those who have to go to work, they suggested that these be changed, making it 9.00am instead.

**Helpfulness of GP or Nurse**

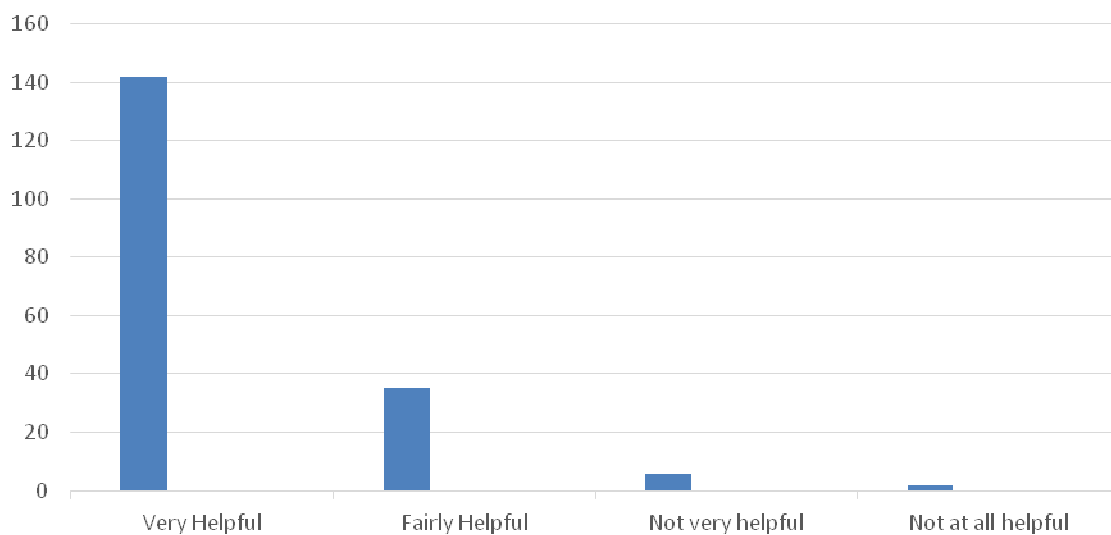
<b>Q6 Thinking about the GP or Nurse you saw today, how long did you wait for your consultation to start?</b>			<b>Q7 How helpful did you find the GP or Nurse you saw today</b>			<b>Percentage</b>
Percentage						
a) Less than 5 minutes	30	15.79%	a) Very Helpful	142	76.76%	
b) 5-10 minutes	35	18.42%	b) Fairly Helpful	35	18.92%	
c) 11-20 minutes	48	25.26%	c) Not very helpful	6	3.24%	
d) 21-30 minutes	29	15.26%	d) Not at all helpful	2	1.08%	
e) More than 30 minutes	48	25.26%				



**Question 6 - Thinking about the GP or Nurse you saw today, how long did you wait for your consultation to start?**



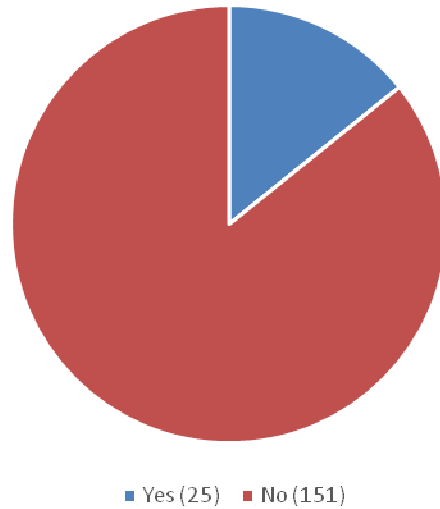
**Question 7 - How helpful did you find the GP or Nurse you saw today**



**Q8 Do you think the GP or Nurse could have done anything differently?**

		Percentage
a) Yes	25	14.20%
b) No	151	85.80%

Question 8 - Do you think the GP or Nurse could have done anything differently?



Action:

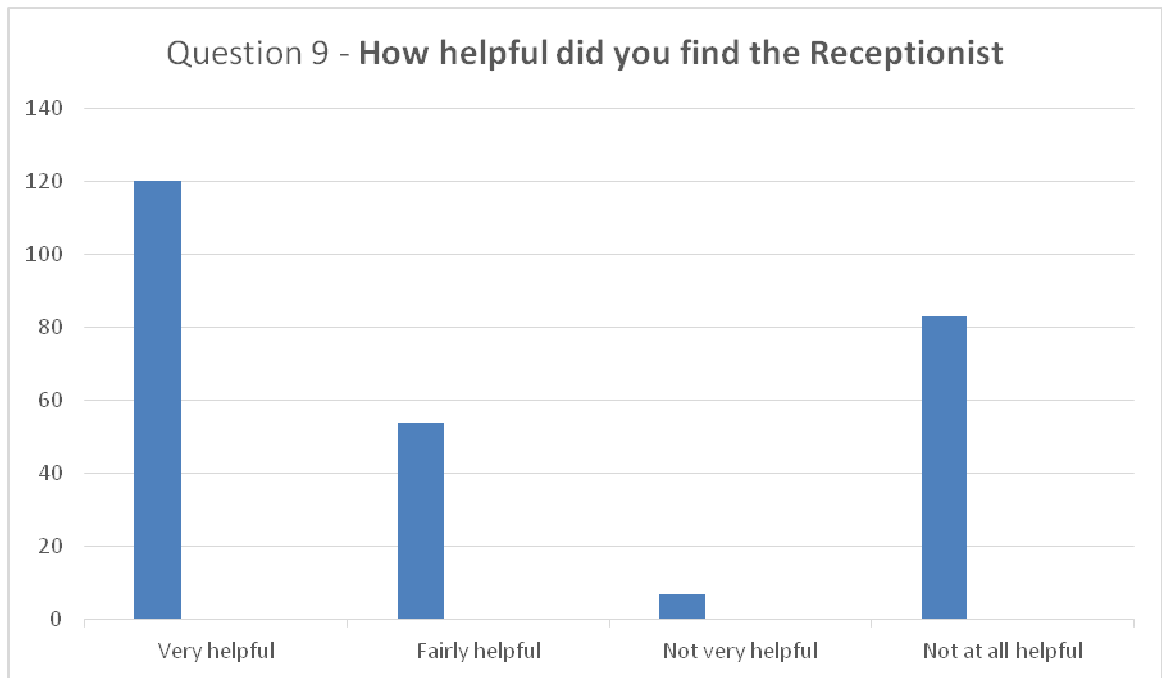
- 1) **PPG believe that in general patients are aware that GPs will sometimes run late, however, they would appreciate an explanation from staff and advance warning if this is the case. PI explained that Receptionists general do this but sometimes it is difficult.**
- 2) **PPG noted that signs are in reception but these get missed. Agreed that the signs need to be updated with different colours to continue to catch patients' attention**

Comments:

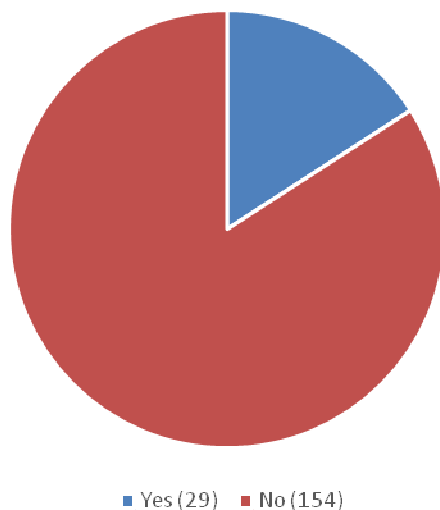
- excellent staff & GP's
- Very good doctor and nurses. Excellent extremely helpful
- listen more
- send me to private doctor in Lewisham
- She rushed through pt and not sympathetic to my medical needs.
- Excellent service today
- they work for the improvement of health care in this group practice
- nurse to make appt
- Complain to head office demanding more time. 10 mins time slot is not long enough for me having to wait 1 hour 18 minutes just to be seen for 6 mins is so not fair
- don't seem to listen to all I have to say
- I understand I was late for an appt and take full responsibility, however, making a pt (baby) wait an additional 1 hour 15 minutes is ridiculous! Please note I was 13 mins late, is this additional wait time justified?? Please also note, on occasions when I have arrived early, on time, my wait has always been around 20 minutes. 1 hour 30mins on one occasion
- give me an appt (not necessary) for next day
- They should change appt system. We can't make appt easily.
- Address the issue more effectively. Give a more holistic view to pt.
- to ask more questions because majority of the time they only give advice which is not helpful therefore have to come back again regarding the same issue
- Dr was hoping to obtain some advice from gynae staff at UHL, before advising me further. To date no feedback from GP (a few months ago)
- If I did not have to wait 30 minutes to be seen they the doctor would not have rushed. Anytime I make an appointment I am never seen on time.
- She did not have the medical information I required and need to research and contact me at a later day, which leaves me worried about my condition.

Receptionists and Appointments:

Q9 How helpful did you find the Receptionist			Q10 Do you think the Receptionists could have done anything differently		
		Percentage			Percentage
a) Very Helpful	120	65.57%	a) Yes	29	15.85%
b) Fairly Helpful	54	29.51%	b) No	154	84.15%
c) Not very helpful	7	3.83%			
d) Not at all helpful	2	1.09%			



Question 10 - **Do you think the Receptionists could have done anything differently?**



PPG are generally very happy with the Receptionists. They acknowledge that they work very hard and are mostly very helpful. The group has asked for this to be noted that the team are appreciated. They singled out 2 members of the reception team who seem to work well together as things appear to run smoothly when they were on duty.

The PPG raised concerns about the number of people queuing up at reception in the mornings. They suggested that the Practice review the appointment system so as to reduce the number of patients having to queue up in the mornings for appointments.

It was also noted that not everyone was queuing for appointments some were also queuing for blood tests and family planning.

The PPG suggested that an outline of the day should be displayed on a white board informing patients where to go if they have not come to see the GP to ease the number of patients waiting in line.

**Action:**

- 1) **Change Layout of appointments so that earlier same day appointments are available for same day booking**
- 2) **Put notices in reception informing patients about room numbers for services not connected to GPs and also location of blood test and family planning clinics**

**Comments:**

- the receptionist are understaffed and do the best they can given the circumstances
- give more specifically so you can understand even if they are early or late
- dealing with patients and answering phones at same time can be frustrating waiting
- could have found out how long my appointment was delayed
- Apologised for the long wait. The other could have articulated they would be taking calls
- they are very patient and helpful and give the best advise they can
- yes, smile more, not with boring face
- pt witnessed argument between another pt and rec staff. Felt like the rec team were in the wrong and the father was pleading for his son's urgent wellbeing.
- I think the reception staff need additional training in customer care, listening to patients and not trying to fob patients off when they need to see a GP emergency and /or when information is needed and has not been carried out
- Didn't see receptionist today, but find they can be sometimes unhelpful. But I think it's' because the practise is so busy and the booking system is rubbish, so people are frustrated and rude to them. If the booking system was better I expect everyone's mood would improve!

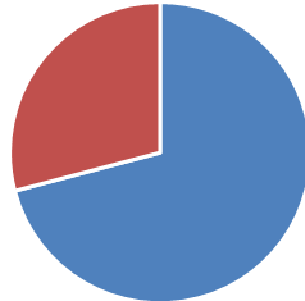
- The long queues at 8.00am show that few patients have much faith in the telephone facility. More receptionists need to be available to process queues more quickly
- talk to patients
- Pick up the phones, you're under staffed. You should have more staff on reception taking calls
- you can't do much when they are serving and on telephone at the same time
- Not very helpful the one who made appointment. But the one I spoke to after was ok and sorted an appointment
- having a discussion about something else - all of them and 1 other member we were completely ignored
- the receptionists are under pressure due to the appt system you have in place, it is extremely difficult to get appointments unless it is in 3 weeks' time
- Always very nice and accommodating
- If they didn't have appt - they should show us the right thing to do.
- employ more people at the reception as waiting time is very long
- Be more quite about other peoples and myself business. VERY UNPROFESSIONAL
- the receptionists can at times be helpful as on this occasion otherwise they are always passing the buck as well

### **Internet Booking**

The PPG stated that whilst in general they are aware of internet booking they are hindered by the need

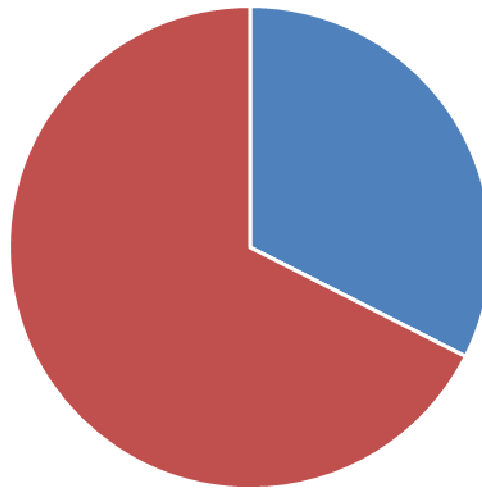
<b>Q11) The Practice has a system which allows you access to your records, book an appointment, cancel or request prescriptions on the internet from the comfort of your home or any other place of choice. Are you aware of this?</b>	<b>%</b>	<b>Q12 Have you used this system?</b>	<b>%</b>	<b>Q13) If yes, how helpful do you find it?</b>	<b>%</b>			
a) Yes	134	71	a) Yes	62	33	a) Extremely well	23	28
b) No	55	29	b) No	129	68	b) Very well	22	26
						c) Moderately well	20	24
						d) Slightly well	4	5
						e) Not at all well	13	16

Question 11 - The Practice has a system which allows you access to your records, book an appointment, cancel or request prescriptions on the internet from the comfort of your home or any other place of choice. Are you aware of this?

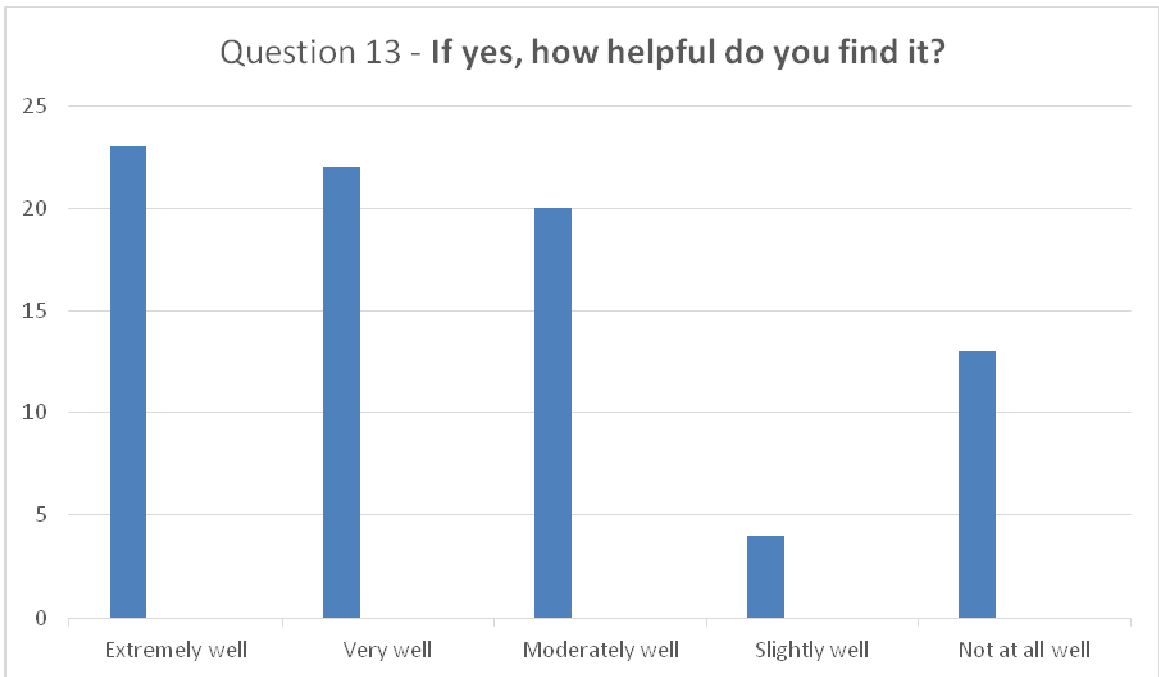


■ Yes (134) ■ No (55)

Question 12 - Have you used this system?



■ Yes (62) ■ No (129)



To have to come into the Practice to change passwords if they forget their passwords or are locked out of the system. This is reflected in the variation in the percentage of people who are aware of how much they can do online and how many actually use the online facilities. The PM feedback that the Practice is not responsible for the online booking system however, agreed to take this up with EMIS online.

The PPG stated that the 55% who stated that they were unaware of the online facilities were a true reflection of the Practice population and suggested that the Practice worked on this as this would help reduce telephone traffic. They suggested that the Practice should also consider making additional appointments available online

**Action:**

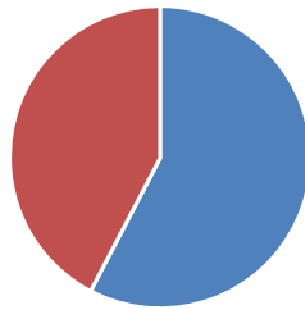
- 1) To investigate the possibility of password reset by email.
- 2) To actively publicise the online facilities so as to reduce telephone traffic.
- 3) To consider making additional appointments available online

**Electronic Prescribing**

<p><b>Q14) The Practice has a system which allows your GP to send your prescription electronically to a Pharmacy of your choice. Which means you can collect your medications from a pharmacy near to</b></p> <p style="text-align: right;">%</p>	<p><b>Q15 Have you used this system?</b></p> <p style="text-align: right;">%</p>	<p><b>Q16 How helpful do you find it?</b></p> <p style="text-align: right;">%</p>
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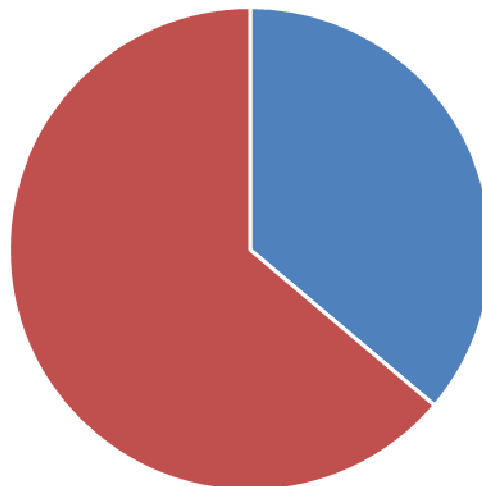
<b>where you work or shop. This is called electronic prescription. Are you aware of this?</b>		
a) Yes            109   58	a) Yes            68   36	a) Extremely well            44   48
b) No             80   42	b) No             120   64	b) Very well                 25   27
		c) Moderately well            8   86
		d) Slightly well                6   6.4
		e) Not at all well               10   11

Question 14 - The Practice has a system which allows your GP to send your prescription electronically to a Pharmacy of your choice. Which means you can collect your medications from a pharmacy near to where you work or shop. This is called electronic pr



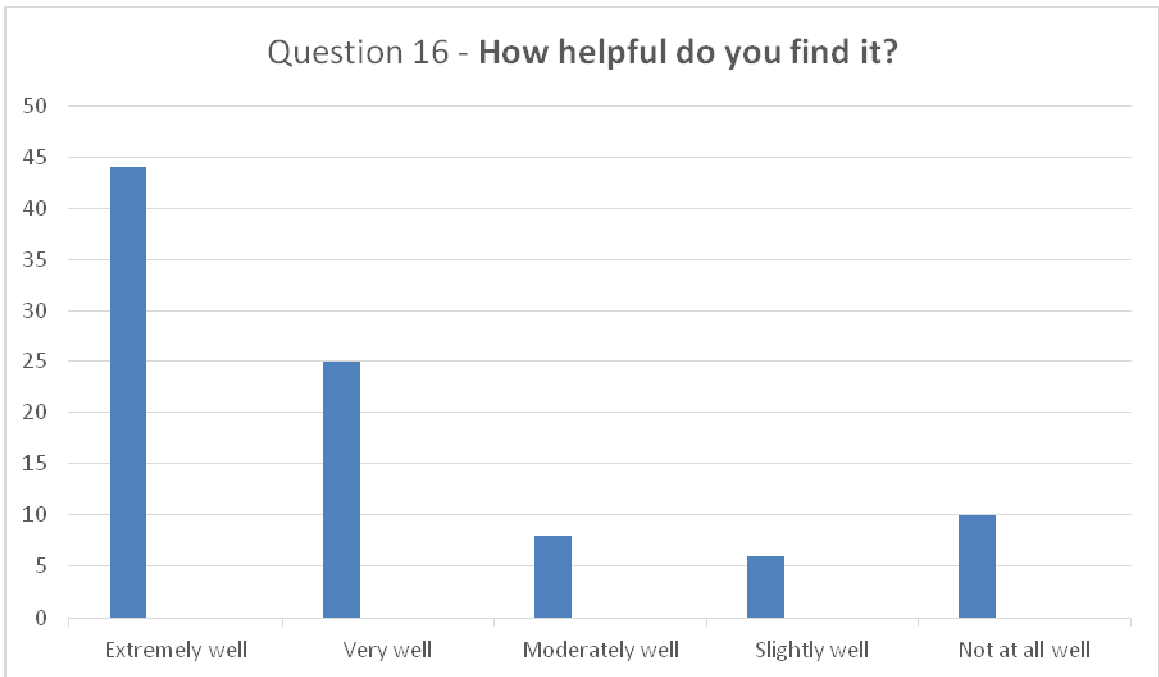
■ Yes (109) ■ No (80)

Question 15 - Have you used this system?



■ Yes (68) ■ No (120)





As with the online system, the PPG would like to see improved uptake in the Practice's electronic systems and again suggested that the number of patients who stated that they were unaware of the electronic prescribing at 42% was high therefore suggested that the Practice publicise this further.

**Action:**

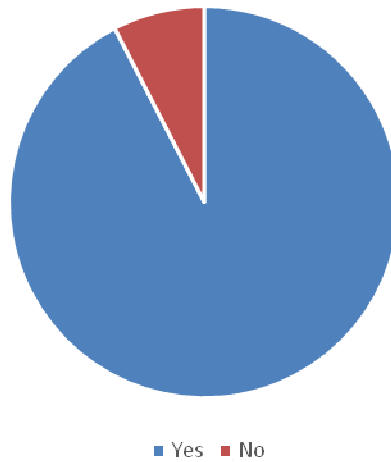
**To actively publicise the online facilities so as to reduce telephone traffic**

**Practice's Opening Times:**

**Q17 The Surgery is currently open from 8.00am to 8.00pm Monday to Friday, and 9.00am to 11.00am on Saturdays. Are these opening times convenient for you?**

a) Yes	171	93
b) No	14	8

Question 17 - The Surgery is currently open from 8.00am to 8.00pm Monday to Friday, and 9.00am to 11.00am on Saturdays. Are these opening times convenient for you?



The PPG are satisfied with the practice's opening hours and are not in agreement for additional hours on a Saturday they have however requested that the Practice consider an earlier weekday appointment by offering appointments are 8:00am instead of the current 9:00am.

**Action:**

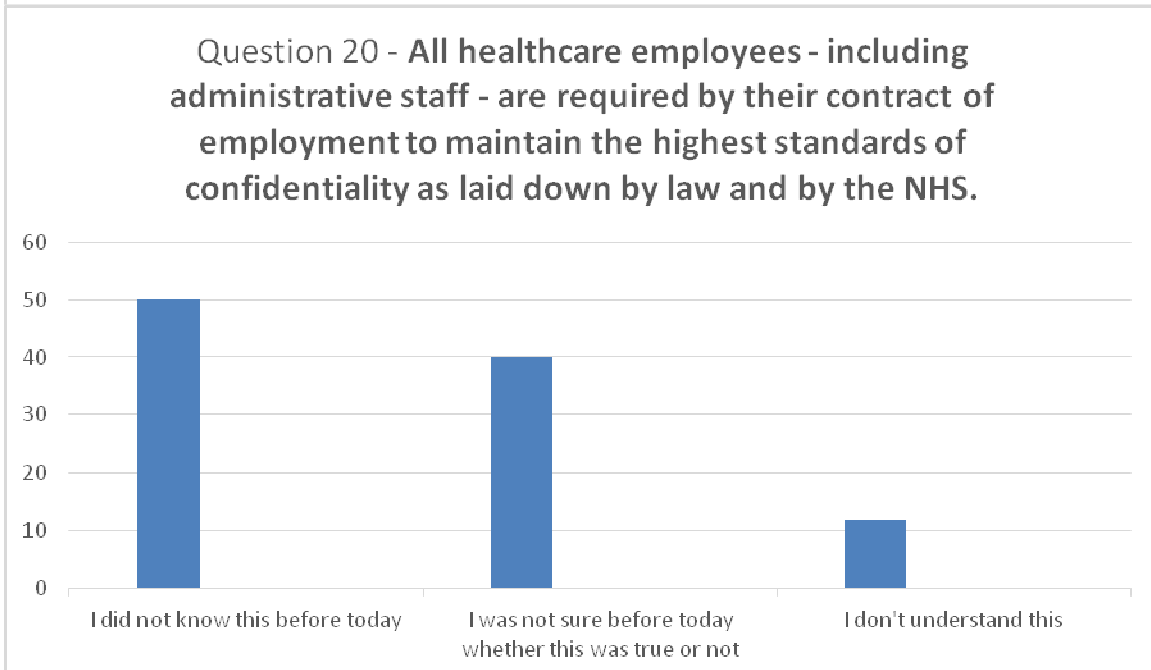
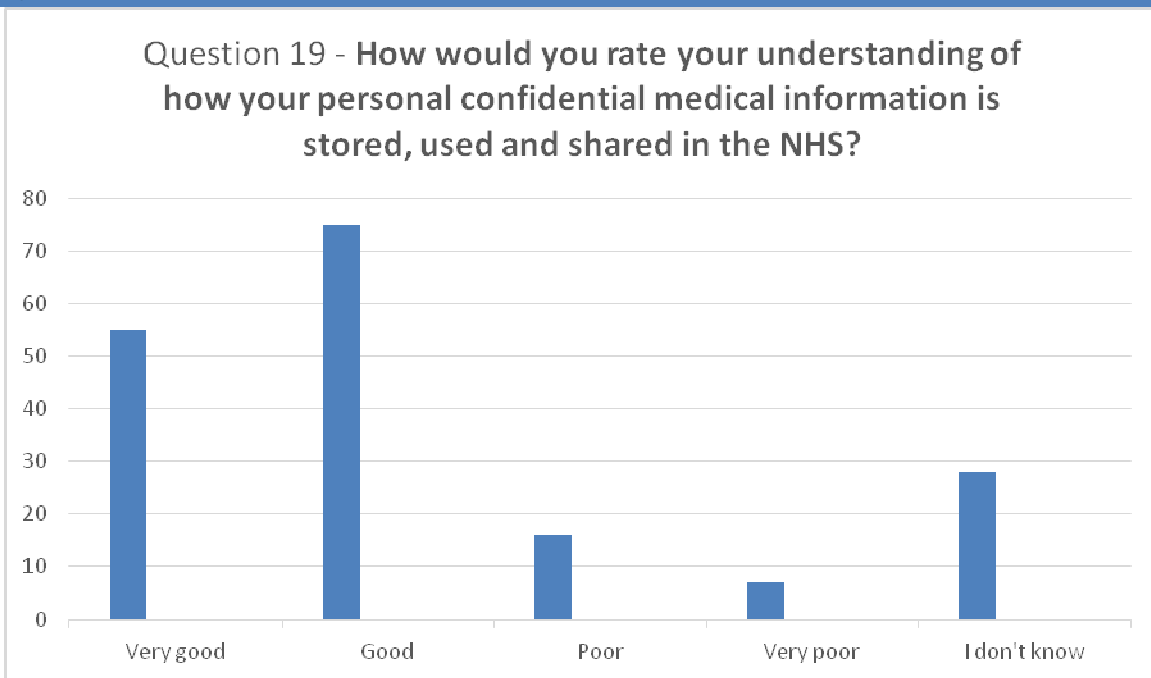
**To offer first appointments at 8:00am instead of 9:00am**

**Comments:**

- open longer on Saturdays
- wants sat opening till 12pm
- I'd like it to open longer on Saturdays as I work fulltime
- Saturdays 8-4pm
- Reception closes while consultations still underway. Patients are unable to book appointments or collect prescriptions
- Saturday/Sunday afternoon and early evening opening at these times might pressures elsewhere in the week
- you cannot get appointments for 8am even though I work or evening appointments 6.30pm-7pm extremely difficult to get - Saturdays near impossible unless it's to see a nurse
- open earlier in weekdays say 7.00am or 7.30am would be great
- it will be easier if the surgery stay open form 9.00am to 4.00pm on Saturdays
- no change
- In respect of Saturday opening times and week days etc. Saturdays should be dedicated to working customers and week day evenings e.g. from 6.30pm-8pm also for working clients or if that proves impossible then 2/3 of the times should be for working clients in the evenings to reflect equal opportunity
- The time are fine, however I was never made aware by the receptionist that I can book and see a GP on Saturday

**Confidentiality**

Q19) How would you rate your understanding of how your personal confidential medical information is stored, used and shared in the NHS?	%		Q20) All healthcare employees - including administrative staff - are required by their contract of employment to maintain the highest standards of confidentiality as laid down by law and by the NHS.	%	
a) Very good	55	30	a) I did not know this before today	50	49
b) Good	75	41	b) I was not sure before today whether this was true or not	40	39
c) Poor	16	9	c) I don't understand this	12	12
d) Very Poor	7	4			
e) I don't know	28	15			



The PPG congratulated the Practice on work done to ensure Patients are aware of how their records are stored. They commented on information provided in the waiting room. The Practice recognises that work needs to be done to ensure patients are aware that staff have a duty under their contract to maintain confidentiality. The Assistant Practice Manager confirmed that this information is already on the Practice's website, and being provided periodically in Newsletters and the Practice's Facebook patients.

The PPG raised the issue of confidentiality in the waiting room and suggested that patients found it difficult to discuss within earshot of other patients. The PM informed the group that the Practice was already in discussions with builders to change the layout in Reception. In the meantime, information will be placed in the waiting room advising patients of their rights to request some privacy in the reception area.

### **General Comments:**

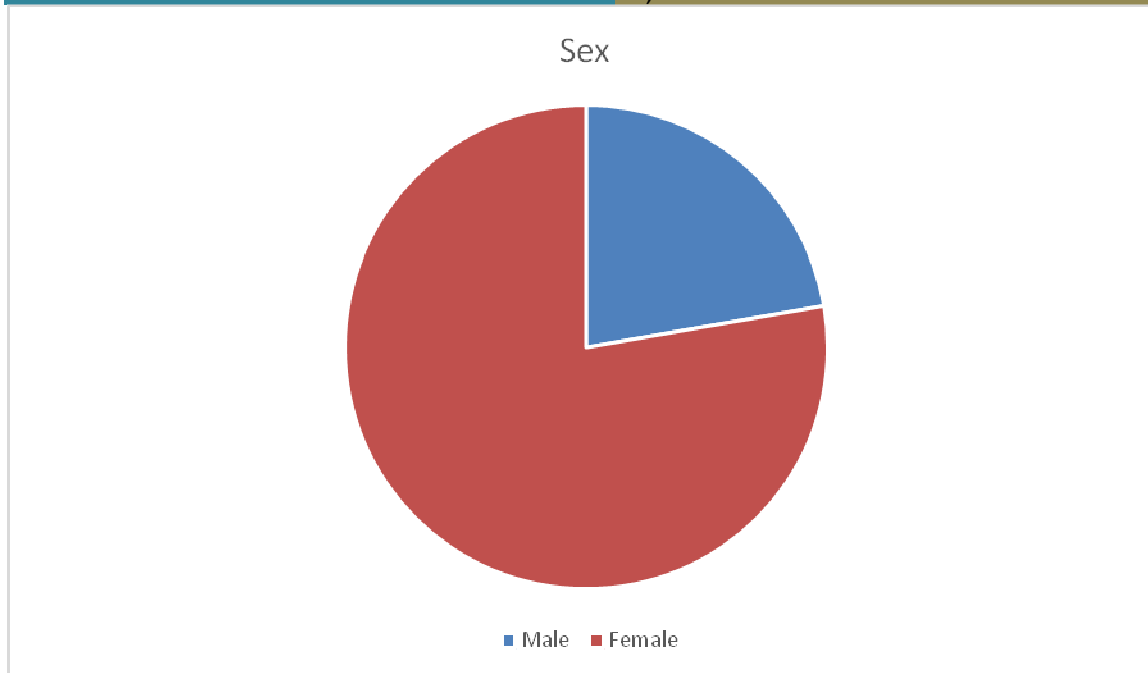
- The internet booking is useful but I have had trouble cancelling appointments. I cancelled online but still was sent a text with appt still booked?
- The electronic notice board in the waiting room is inconsistent. At times the patient name appears with the doctor's name but no room number and sometimes the room number is given but no arrow. If you are not a regular patient you don't know where to go.
- When unable to use own phone/mobile, system will not let you book appt as number not recognized. Has happened a lot.
- Medical receptionists by law should not question pts about why they need to see a doctor - witnessed by a full waiting room. This is a breach of pt confidentiality.
- Ongoing training needed for reception staff (all) also when speaking why you need to see a GP i.e. emergency they need to be sensitive to confidentiality "asking what's wrong" when other patients are in the waiting room and can hear
- I know this. Q20. I find the system for booking on the day appointments incredibly frustrating - queuing up in the cold outside for ages. When you ring nobody answers. It must be even more of a nightmare if you have children with you. This should be the no 1 priority to sort this out, because the system doesn't work at all
- Rushey green group practice has a very high standard of nurses and doctors. They are helping health care standard grow high
- I have no problem with the changes and find the receptionist alright and know sometimes it is very difficult for you to satisfy all the patient need because of cut back
- EPS-from waiting in the Rushey Green Pharmacy we observe many problems and patients frustrated with this service. Until these are sorted will not use service. The practice should operate a 3 strikes and out policy for habitual appointment misses with no proven valid excuse. there should be an easier way to make an appt with a GP of choice within 14 days than queuing up at 8.00am when that GO is on duty
- lovely practice, everyone I've seen and dealt with here has always been extremely helpful so thank you
- Yes I know about question 20. even though Dr Davis is running late today I don't mind waiting because does a good job when he see you
- The service is a very poor standard. Needs to be improved. Not fair that we have to wait up to an hour just to be seen for 5 mins (I have children on top of that!)
- I am aware of this Q20. Not sure whether breast cancer is considered a long standing health condition I expect to be on meds for 5 years.
- biggest problem is to get a same day appointment means having to get to the surgery 7.45am
- I know this Q20. Dr Chen is an excellent GP Receptionist's always friendly, helpful & polite
- nurse was fantastic and i hope all practitioners could be like her
- the appointment system constantly changes first it was better to call at 8am now it's better to show up at 8am and queue as the phones are rarely answered I have had to go to A&E. the system prioritise working people for early and late appointments make appointment over 2 days (same & next day appointments) - \*For today's emergency appointment called the surgery on 2 separate

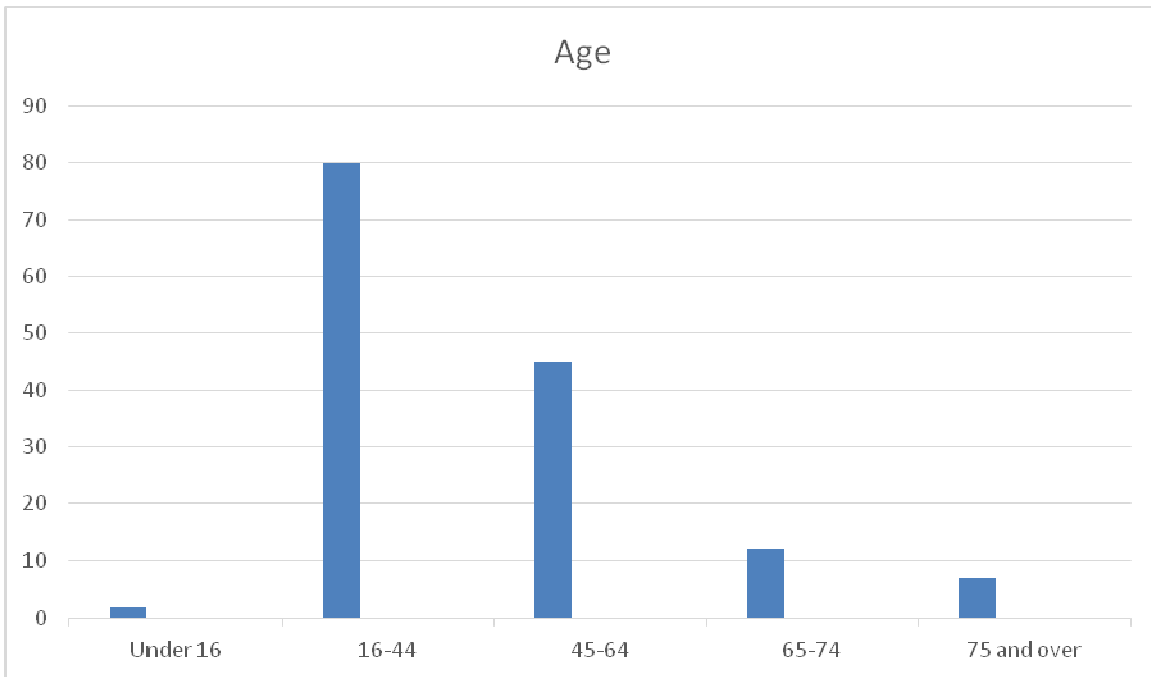
days last week the phone was not answered this morning so I came to the surgery - not good enough!!!

- The doctors & receptionists staff are overall very good and competent the only problem is the same day appt bookings which is not working often having to call constantly for very long time to get an appt which often are not available anymore! Very frustrating!!!
- Getting an appointment at this surgery needs to be looked/reviewed. I have spent minimum 20 minutes on constant redial to obtain an appointment. The phone will ring continuously and no one bothers to answer it or it is just constant engaged. It makes no sense. The service that is being provided by Rushey Green is laughable in every sense of the word. This surgery needs to be re-organised and get in touch with the needs of this community.

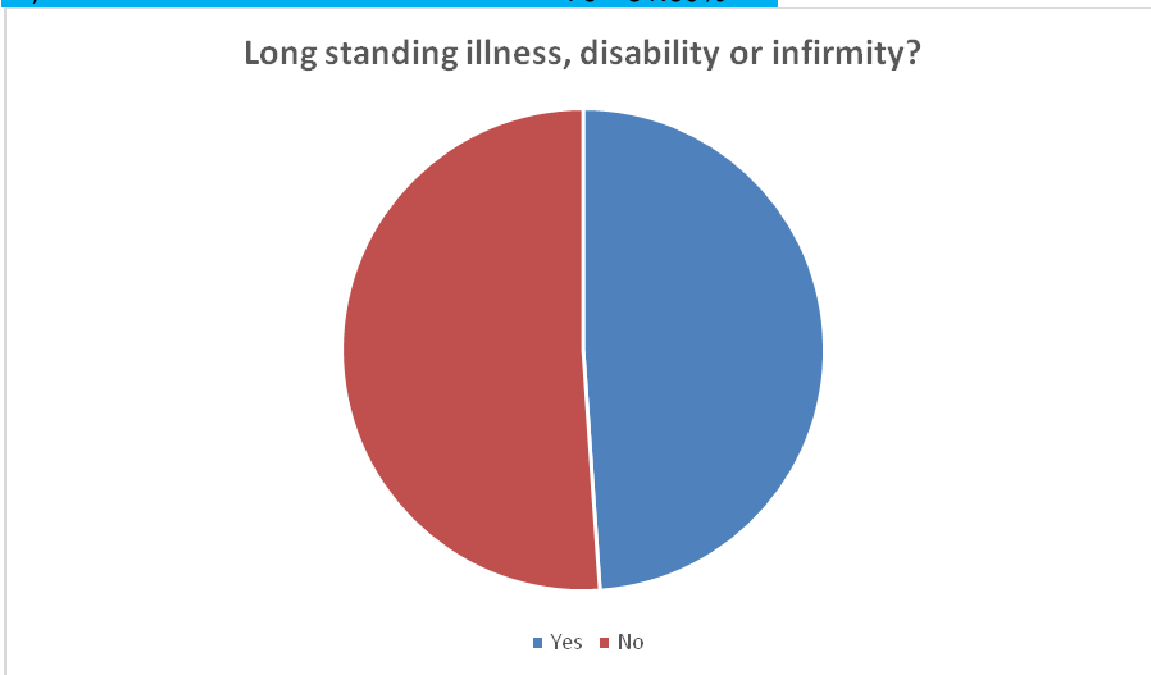
**Demographics**

Sex		Age	
	%		%
Male	32 22.	a) Under 16	2 1
Female	112 77	b) 16-44	80 55
		c) 45-64	45 31
		d) 65-74	12 8
		e) 75 and over	7 5

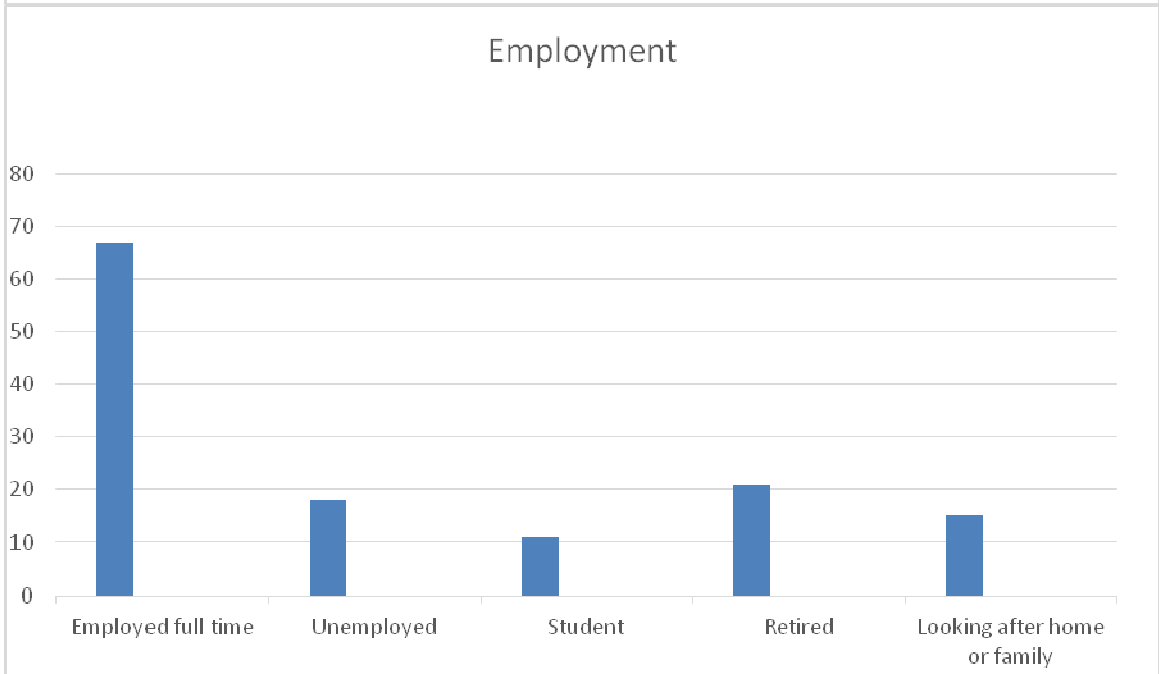
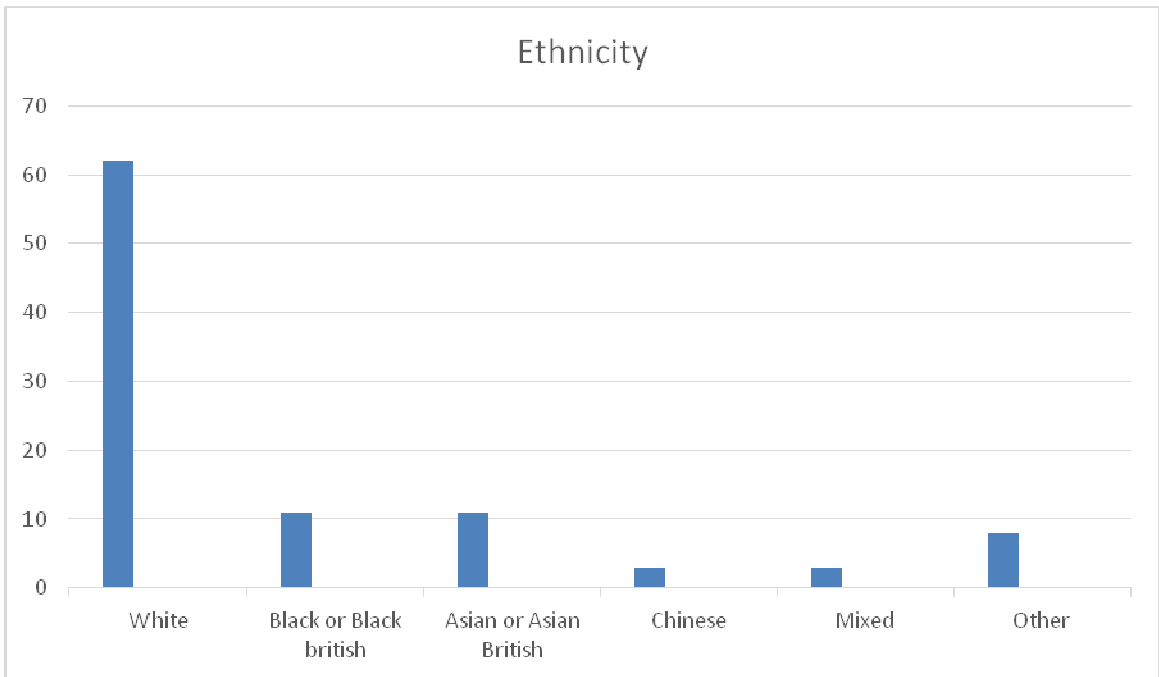




Long standing illness, disability or infirmity?	
a) Yes	67 48.91%
b) No	70 51.09%



Ethnicity		Employment	
	%		%
a) White	62	a) Employed Full time	67
b) Black or Black British	11	b) Unemployed	18
c) Asian or Asian British	11	c) Student	11
d) Chinese	3	d) Retired	21
e) Mixed	3	e) Looking after home or family	15
f) Other	8		



**How Long Registered with the Practice**

		%
a) Less than one year	27	23
b) 1-5 years	35	30
c) 6 - 10 years	15	13
d) 10 years or more	40	34





**Step 5: Agree action plan with the PPG and seek PPG agreement to implementing changes**

**Action plans:**

Changes we intend to make as a consequence of discussions with the Patient Participation Group in respect of the results, findings and proposals arising out of the local practice survey are as follows:

**Action Plan from PPG Meeting – Thursday 20 March 2014 and Saturday 29 March 2014**

Area Identified	Lead Responsible for Implementation	Timescale for Implementation	Implementation completed	Comments
<p><b>Telephone Access:</b> Endeavour to improve telephone access during busy period. 65% of those who completed the questionnaires stated that they had difficulties getting through to the Practice by telephone. The Practice has also received a high number of complaints from patients and other healthcare professionals</p> <p>This includes the following:</p> <ul style="list-style-type: none"> <li>• Ensuring adequate number of staff to answer telephones during busy periods.</li> <li>• Ensure no admin or paperwork are processed during busy period</li> <li>• Navigator in Reception to signpost patients</li> <li>• To carry out spot test on automated system at least once a week.</li> <li>• To actively promote the use of internet booking</li> </ul>	<p>Patricia Idusogie – Assistant Practice Manager</p>	<p>June 2014</p>		
<p><b>Patient Communication:</b> Improve current communication system, ensuring they are educative and also provide information.</p> <p>This includes the following:</p> <ul style="list-style-type: none"> <li>• Put notices in reception informing patients about room numbers for services not connected to GPs and also location of blood test and family planning clinics</li> <li>• Improved use of Facebook and the Practice website</li> <li>• To offer an improved customer focussed service such as proactively informing patients when</li> </ul>	<p>Patricia Idusogie – Assistant Practice Manager</p>	<p>July 2014</p>		

<p>clinicians run late</p> <ul style="list-style-type: none"> <li>• To improve on the quality of waiting room signs for example updating the signs with different colours to ensure they remain fresh and continue to catch patients' attention</li> <li>• To actively publicise other alternatives to telephones such as online facilities, texting and emailing so as to reduce telephone traffic</li> <li>• Explore possibility of EMIS Access password reset by email as opposed to having to come into the surgery to do this</li> </ul>				
<p><b>Appointments:</b> Improve on the current layout of the Appointment system by offering earlier appointments. This includes the following:</p> <ul style="list-style-type: none"> <li>• Offering first appointments at 8:30am instead of 9:00am</li> <li>• Put systems in place to better manage patients who book appointments and do not attend (DNAs) and inform patients of implications and consequences.</li> </ul>	Antonia Makinde – Practice Manager	<b>July 2014</b>		
<p><b>Confidentiality in the Waiting Room:</b> Deal with issues around confidentiality in the waiting room. Waiting area reconfiguration.</p>	Antonia Makinde – practice Manager	<b>September 2014</b>		
<p><b>Patient and Participation Group:</b> Improved support for PPG such as dedicated email address, Designated space on practice website and waiting room for PPG members, and facilitate further meetings to agree roles and responsibilities, and attendance at Practice meetings</p>	Antonia Makinde – Practice Manager	<b>May 2014</b>		

**We are grateful to our Patient Group members for giving up their valuable time in supporting the Practice and their valuation contributions to the development of the Practice.**

## 6. Action Plan from last year's survey (2012-2013)

The following have been actioned and continues to be reviewed on an ongoing basis.

You Asked	We did	Date this was done	Comments
<p><u>Customer Service</u></p> <ul style="list-style-type: none"> <li>Reception team to start 1 hour before the surgery opens instead of 15minutes as before. This is to ensure the team protected time to prepare for the day's clinics and complete paperwork, and other admin tasks</li> </ul>	<p>Following consultation with all staff concerned, staff contracts were amended and Receptionists now start an hour before surgery opens, thus providing protected time for paperwork to be completed. All relevant staff now take it in turns to work on Saturdays therefore involving the whole team thus fostering a better team approach</p>	<p>April 2013</p>	<p>Backlog with paperwork has reduced. We continue to review this arrangement to ensure it continues to remain fit for purpose..</p>
<p><u>Available Appointments</u></p> <p>An increase in GP capacity</p>	<p>Additional GPs were appointment during 2013. We appointed 3 new GPs, thereby increasing the Practice's GP capacity by 16 sessions which is the equivalent of 2 whole time GPs. Nursing capacity was also increased by 25 hours to support the GPs.</p>	<p><b>This process was completed in June 2013</b></p>	

<p><u>Length of wait in Reception</u></p> <p>You asked that we do something about the length of time you wait in reception before you are seen by a GP. Some of you reported that you sometimes wait for up to 40minutes after your appointment.</p>	<p>We reviewed this with individual GPs and trailed 15minutes appointments instead of 10.</p>	<p>Ongoing</p>	<p>We reviewed this with individual clinicians. They are committed to providing the best clinical care and this sometimes means running late.</p>
<p><u>Telephone Access to the surgery:</u> You asked that we improve on telephone access to the surgery. We discussed the following at last year's meeting:</p> <ul style="list-style-type: none"> <li>• Continue to encourage patients to use text facilities and emails for non-urgent enquiries.</li> <li>• Endeavour to update patients' records with their telephone numbers</li> <li>• Encourage Receptionists to prioritise answering telephones over other admin work</li> <li>• Review call holding messages to ensure patients are offered alternatives whilst on hold</li> <li>• Continue to explore options to improve patient telephone experience (This is subject to funding)</li> </ul>	<p>This was implemented during 2013 however, these issues are still ongoing. The Practice reorganised the Admin team during 2013 which resulted in the appointment of an Assistant Practice Manager and a new Practice Administrator. To be prioritised during 2014/2015</p>	<p>Ongoing</p>	<p>This was implemented during 2013 however, these issues are still ongoing. The Practice reorganised the Admin team during 2013 which resulted in the appointment of an Assistant Practice Manager and a new Practice Administrator. To be prioritised during 2014/2015</p>
<p><b><u>Issues with letters not available for GPs during consultation. Some of these letters had been hand delivered by patients:</u></b></p> <ul style="list-style-type: none"> <li>• We consider scanning all letters and results handed in at the desk on to the patient notes immediately</li> </ul>	<p>We have adopted this as part of Practice policy. All letters and results handed in at the desk are scanned immediately and forwarded to the relevant GPs.</p>	<p>May 2013</p>	<p>The Outcome is that we no longer have cases of patients presenting for appointments and GPs do not have the letters readily available. This is working very well.</p>

## **Step 6: Publicise actions taken and subsequent achievement**

Upload survey results and action plan to surgery website; add information about survey results in the Practice Newsletter and waiting room.

Date Implemented: March 2014

## **7. Impact of Survey Results on Practice opening times.**

### **Practice Opening Times**

Monday - Friday 8.00am – 8.00pm  
Saturday 9.00am - 11.00am

### **Telephone Access**

Monday – Friday 8.00am - 6.30pm

### **Appointment System**

Patients can book an appointment to see the GP or Nurse by:

- Phone - 0207 138 7150 option 1 enter date of birth and telephone number
- Online - [www.emisaccess.co.uk](http://www.emisaccess.co.uk)
- Text -07800009656
- Email - [lewccg.q85633-general@nhs.net](mailto:lewccg.q85633-general@nhs.net)
- Coming into the surgery
- Facebook: <https://www.facebook.com/pages/Rushey-Green-Group-Practice/104749113013457>

### **How our appointment system works**

Most of our available appointments are booked up to one month in advance to accommodate those who may not have an urgent need to see the doctor or who may need to plan their appointments around work or family commitments. The remaining are available on the same day. We offer subject to availability, GP and nurse appointments every morning, afternoon, and evening, Monday to Friday and Saturday mornings.

If there are no more same day appointments available, receptionists are required to take messages for the patient's usual doctor, who will then advise them of the next steps to take.

### **Extended Hours Access**

There are doctors and nurses providing extended hours during the following times in the week; Monday to Friday 6.30pm – 8.00pm and Saturdays 9.00am – 11.00am.

The Practice's core opening hours are from 8.00am to 6.30pm Monday to Friday; however, the Practice is open from 8.00am to 8.00pm Monday to Friday and 9.00 – 11.00am on Saturdays which represents about 4hours over and above the requirement of 5.5hours a week for the government extended hours enhanced service

**Out-Of-Hours** is covered by SELDOC (South East London Doctors' Co-Operative). They can be contacted on 020 8693 9066.

### **Access to GPs**

**Dr Judy Chen** (F) GP Partner MB BS (London 1986), MSc, MRCGP, DRCOG

Available: Mondays, Tuesdays, Wednesdays and Saturdays on a Rota

**Dr Alberto Febles** (M) GP Partner - LMS (Spain 1986) MSc, MRCGP, DRCOG, DFFP, PGCertTPC

Available: Mondays, Tuesdays, Wednesdays, Fridays and Saturdays on a Rota

**Dr Samantha Shaw** (F) GP - MB ChB (Leicester 1994)

Available - Thursdays & Fridays and Saturdays on a Rota

**Dr Anja Wilton** (F) GP - State Exam Med (Germany 2005), MRCGP, DRCOG, DFFP

Available: Tuesdays, Wednesdays, Fridays and Saturdays on a Rota

**Dr David Davies** (M) GP - MB BS, MRGCP, DCH, DRCOG

Available: Mondays, Wednesdays, Thursdays & Fridays and Saturdays on a Rota

**Dr Anita Belgaumkar** (F) GP - MBBS (London 2007), BSc (Hons), MRCGP, DRCOG, DFRSH

Available: Tuesdays, Wednesdays, Fridays and Saturdays on a Rota

**Dr Syreeta Daw**—(F) GP - Bsc MBBS MRCGP

Available: Tuesdays, Wednesdays, Thursdays and Saturdays on a Rota

**Dr Nuala Hale**—(F) GP - BSc, MRCGP, MRCS, MBChB,

Available: Tuesdays, Thursdays & Fridays and Saturdays on a Rota

**Dr Dil Vahidova – (F) GP - MBBS, DRCOG, DFRSH, MRCGP**

Available: Tuesdays & Wednesdays and Saturdays on a Rota

**Dr Peter Copnal – (M) GP MBBS, MRCGP**

Available: Tuesdays, Thursdays, Fridays, and Saturdays on a Rota

### **Nurse Practitioner**

**Mrs Gill Sultan** (F) Nurse Practitioner / Partner

BSc (Hons), RGN, FP Cert, Asthma Dip

Available: Mondays, Tuesdays, Wednesdays and Saturday on a Rota

### **8. Impact on the PRG and NHS South East London**

There is no impact on NHS South East London. The PPG is supportive of the Practice, and has agreed the proposed changes.

**March 2014**