

# COLDHARBOURHILL PMS PATIENT PARTICIPATION GROUP 2014-15



## Annual Report 1<sup>st</sup> April 2014 to 31<sup>st</sup> March 2015

A description of the practice profile and of the members of the PPG

### Description of the practice population

Coldharbour Hill Pms has a list size which currently stands at 4,234 patients.

The Primary Care Web Tool shows the practice population demographic as follows:

	0-14	15-44	45-64	65-74	75+
Female	8.88%	20.07%	13.10%	5.42%	6.81%
Male	8.76%	18.58%	11.83%	3.45%	3.11%

Whilst we do not conclusively agree with the statistics on the primary care web tool, it provides a useful guidance.

The tool does not take into account that we also up until March 2015 provided GP services to two care homes.

The majority of our population is White British.

**54.3%** are female (Greenwich Borough average is 51%)

**45.7%** male (average for Greenwich is 49%)

Some selected demographics show that;

38.65% are between 15-44 years of age (Greenwich average 47%)

24.93% are between 45-64 (Greenwich average 23%)

8.87% are between 65-74 (Greenwich average 6%)

### Description of the PPG

This year's PPG has been very difficult both in recruiting membership and also in retaining members. There have been changes to the membership throughout the course of the year.

We have advertised the group in practice, on our website and with leaflets in consultation.

For those patients who are unable or infrequent visitors to the practice we continue to invite them to join or express their

# COLDHARBOURHILL PMS PATIENT PARTICIPATION GROUP 2014-15



	<p>views by post and email. Our website displays our invitation and publishes our Annual Reports.</p> <p>We found that many of our patients who were asked to join commented that they found access to the management of the practice simple, and therefore gave opinions to them directly, and did not see the need to join the group.</p> <p>Initially our PPG currently comprises 12 members. The group has 3 male members and 9 Females. Their ages range from early twenties to seventy and beyond.</p> <p>The group had a diverse range of ethnicity, Caucasian, African, Chinese, European and are employed, self-employed, professional, carers and full time mothers.</p> <p>Over the course of the year the membership has changed and by the end of the year the membership was 6 members which included 2 staff who are also patients, and comprised over 3 male and 3 Female members</p> <p>These being 2 x Chinese British, 1x Indian British, 2 Caucassion British and 1 x Afro Carribean.</p> <p>3 x retired 1 x self employed 2 x employed</p> <p>Whilst we encourage a reflective representation of patients to be on our PPG, and we encourage this by signposting patients via in practice advertising, on our screens, leaflets and on our website. Unfortunately, although a small proportion of our population do not have any disabled patients represented.</p> <p>We hope by publishing this report it will encourage those of our patients who offer a more diverse representation to our cohort will come forward and offer their participation</p>
<p>Details of the steps taken to determine and reach agreement on the issues which had priority and were included in the</p>	<p>In our meeting of 24/10/14 the group were given a copy of last years survey and were asked to review it and add or deduct any questions or areas that they felt should be included or taken out.</p> <p>The group discussed the comments left on NHS Choices and how some of the negative ones could be addressed. The group</p>

# COLDHARBOURHILL PMS PATIENT PARTICIPATION GROUP 2014-15



<p>local practice survey.</p>	<p>would bare this in mind when formulating new ideas for the survey.</p> <p>The group heard how the practice has a protocol for dealing with complaints and uses them as learning points for positive changes where possible.</p> <p>It was commented upon that from the outset of the PPG in 2012 we agreed to use one survey for 3 years in order to assess change.</p> <p>Although the group and the practice were disappointed to know the practice had been penalised for doing what the group had agreed, it was discussed as to whether or not to change the survey in anyway by reducing the number of questions or adding new ones in.</p> <p>It was decided to maintain the current survey for 14-15as this would be the three years, however going forward the survey should be reduced to 10 questions, 5 fixed and 5 altering each year. One member voiced that perhaps 15 questions would be better in 3 groups of 5 (5 fixed, 5 carried over from previous year and 5 new).</p> <p>It was discussed that in last years report the size and mode of the survey had been commented upon however it remains the same, It was considered by the group that as the survey had been initially planned for 3 years any changes should be considered in 15-16.</p> <p>In considering Care Quality Commission requirements, questions in the survey were asked in consideration of the practice premises.</p> <p>In considering the historic National GP Survey and it's focus on GP Access the PPG survey considered questions with regards GP Access.</p>
<p>The manner in which the practice sought to obtain the views of its registered patients</p>	<p>The group returned last year's survey with the suggestions/ alterations.</p> <p>The practice then distributed the new survey to both branches, displaying posters and asking staff to distribute to patients.</p>

# COLDHARBOURHILL PMS PATIENT PARTICIPATION GROUP 2014-15



	<p>The survey ran for two weeks and around 100 were distributed.</p> <p>The survey was then collated and analysed by the practice. The results of the survey were then sent to the remaining members of the group to review with the surgery's action plan for 15-16 on 2/3/15, requesting feedback by 23/3/15.</p> <p>The practice also sent to the chair of the PPG group a copy of the practices draft CQC report from the inspection of 2/12/14</p>
<p>Summary of the evidence including any statistical evidence relating to the findings or basis or proposals arising out of the local practice survey.</p>	<p>See Survey results below</p>
<p>Details of the steps taken by the practice to provide an opportunity for the PPG to discuss the contents of the action plan</p>	<p>The practice has sent the action plan to the PPG group and has asked for comments back by 23/3/15.</p>
<p>Details of the action plan setting out how the finding or proposals arising out of the local practice survey can be implemented and if appropriate, reason why any such findings or proposals should not be implemented.</p>	<p>Following discussion with PPG and analysis of the survey, the practice has considered the following action plan of areas for 2015-16:</p> <ol style="list-style-type: none"> <li>1) Improved Premises</li> <li>2) Consider the mode of booking and split of appointments between on day and fixed</li> <li>3) Continue to focus on improving uptake of Online Appointment bookings and Electronic Prescribing</li> <li>4) Improvement of practice environment</li> </ol>
<p>Review of Action plan of 2014-15 as a result of PPG and</p>	<p>The practice has changed its phone system and has maintained one number. Results have a designated extension and time for reporting</p>

# COLDHARBOURHILL PMS

## PATIENT PARTICIPATION GROUP 2014-15



survey.	<p>More Patients are using online services The practice is actively working on ways to improve the premises.</p>
<p>The opening hours of the practice premises and method of obtaining access to services throughout the core hours</p>	<p>The practice opening times across sites are as follows:</p> <p>Monday 08:00 - 20:00          Tuesday 08:00 - 20:00          Wednesday 08:00 - 20:00          Thursday 08:00 - 18:30 (GSH clinic 16:00 – 18:00)          Friday 08:00 - 18:30          Saturday 09:00 - 13:00 (No GP session , reception services only)          Saturday GSH clinic 10:00 – 12:00</p> <p>They are displayed in reception, on the practice website, on the practice TV screens, in our practice leaflets, on the front doors of both branches and on NHS CHOICES website.</p>
<p>Where the contractor has entered into arrangements under and extended hours access scheme, the times at which individual healthcare professionals are accessible to registered patients.</p>	<p>The practice provides extended hours over and above core GP contracted hours of 08:00 to 18:30 Monday – Friday as listed above</p>
<p>Practice comments and review of the PPG survey and group</p>	<p>The key feedback, other than the premises is with regards to access and the split of prebookable and onday appointments as well as Dr of choice.</p> <p>Whilst we appreciate that some of our patients have been with the practice for many years and are used to seeing a specific Dr, the difficulty lies in one GP cutting down the number of sessions they conduct and hence there is delay in seeing her, we do express to these patients that they can see any of our GPs.</p> <p>The onday access is an interesting point as we already offer ondays for 40% of our appointments, perhaps we should try some walk in clinics, perhaps some 48 hour prebookable appointments. The practice will consider these options.</p> <p>Some patients commented on the self-check in machines would be useful.</p>

# COLDHARBOURHILL PMS PATIENT PARTICIPATION GROUP 2014-15



		1	2	3	4	5	
	NO EXPERIENCE	POOR	FAIR	GOOD	VERY GOOD	EXCELLENT	TOTAL
<b>ACCESS TO A DOCTOR OR NURSE</b>							
How polite was the receptionist				4	12	24	40
How easy is it to contact the surgery by phone		2	6	12	11	9	40
How helpful is the new phone number	4			11	16	9	40
Length of time you had to wait for an appointment	3	2	9	12	11	3	40
Variety of appointment choice, (morn, even & w/e options)	2	1	10	15	7	5	40

# COLDHARBOURHILL PMS PATIENT PARTICIPATION GROUP 2014-15



How well do you understand the practice's policy on booking appointments	1	1	9	11	10	8	40
Length of time waiting to check in with reception	2	1	3	5	16	13	40
Length of time waiting to see the doctor or nurse	4	1	5	12	10	8	40
Availability to speaking to a doctor or nurse on the telephone when necessary	10	1	5	9	12	3	40
How easy is it to obtain an appointment with the practice nurse	2		6	12	17	3	40

# COLDHARBOURHILL PMS PATIENT PARTICIPATION GROUP 2014-15



Opportunity to request a home visit and have the need assessed	27	1	2	8	2		40
Level of satisfaction with the after hours service	21		5	6	8		40
<b>OBTAINING A REPEAT PRESCRIPTION</b>							
How satisfied are you with the EPS (Electronic Prescription Service) from the surgery	10	1	3	7	12	7	40
Prescription ready on time	4	1	2	8	13	12	40
Prescription correctly issued	3	1		9	12	15	40
Handling of any queries	3			11	14	12	40
<b>OBTAINING TEST RESULTS</b>							

# COLDHARBOURHILL PMS PATIENT PARTICIPATION GROUP 2014-15



Were you told when to contact us for your results?	7	1	4	11	11	6	40
Results available when you contacted us	7	1	2	11	13	6	40
Level of satisfaction with the amount of information provided	7	2	3	9	11	8	40
Level of satisfaction with the manner in which the result was given	7	3	1	9	11	9	40
<b>ABOUT THE STAFF</b>							
The information provided by the reception staff	2		2	10	11	15	40
The helpfulness of the receptionist staff			1	11	12	16	40

# COLDHARBOURHILL PMS PATIENT PARTICIPATION GROUP 2014-15



The information provided by other staff	5		1	8	17	9	40
The helpfulness of other staff	5		1	8	17	9	40
<b>THE SURGERY / RECEPTION AREA</b>							
The appearance of the Surgery/Receptionist area		8	3	12	9	8	40
Are the Posters/Leaflets clearly displayed and understanding of the offers	2	1	3	12	14	8	40
<b>AND FINALLY</b>							
Do you know we have a website and is it easily accessible?	4	1	3	16	13	3	40

# COLDHARBOURHILL PMS PATIENT PARTICIPATION GROUP 2014-15



My overall satisfaction with this practice.	2		1	11	13	13	40
<b>ANY FURTHER COMMENTS</b>							
The best receptionist is Jan on Dr B Surgery, other receptionists are not as helpful, but compared to other surgeries the staff are good							
Difficult to see Dr of choice							
Long wait to see Dr of choice							
Reception area could do with a lack of paint							
...."I just wish it was more simple to get an on day appointment without the stress of waiting on the phone.."							