

Mawbey Group Practice G85130 Lambeth CCG**Patient Participation Report****April 2013-March 2014**

The web address of this document is

http://www.mawbeygp.nhs.uk/wp-content/uploads/MGP_report_14.pdf

Our Practice

We have continued to work with patients to develop a patient **responsive practice**. We work with the **patient representative group** that was established in 2012. This group has is a combination of actual and virtual members. The current membership is now over 40 with a mix of Men and Women and reflects our patient population as far is possible with 20% Portuguese or Spanish speaking members and a wide range of ethnic groups are represented. Our aim in 2014/15 will be to try and extend this further by looking at ways we can engage those who do not have access to electronic communication and therefore are unable to join our virtual group. In the past we were lucky to have some very active members of the group who were keen to attend meetings and participate it is sad that some of these key people are no longer with the practice and we will be welcoming new members in 2014.

The practice has undertaken a review of the practice population in ensure we can reflect the overall needs of the practice and to try to ensure the PPG reflects this.

In general terms the practice has a relatively young population with a higher than average number of children under 5. We tend to have higher than average number of smokers and people with lung problems.

The top languages spoken are English 49% Portuguese and Spanish 27%. The implication of this is that nearly a third of the other patients speak other languages. In order to facilitate access for the key groups we offer a practice based interpreter twice a week. Many of our form are in both English and Portuguese. We use both face to face and telephone interpreters for other groups and have bullet in a translation module into our new site.

Seeking Views

A meeting was held with the group in July 2013 and following that there has been a concerted focus to recruit new members and to encourage more patients to respond to our questionnaires about the practice services.

The survey was undertaken using several media both paper-based and electronic. Questionnaires were translated into Portuguese to provide a wider spectrum of

response. The response rate was 32% which whilst disappointing is an improvement from 2012/13.

In addition

The calling system within the waiting area for the period that we ran the questionnaire 3 months notified our waiting patients that we are actively seeking their feedback on practice services

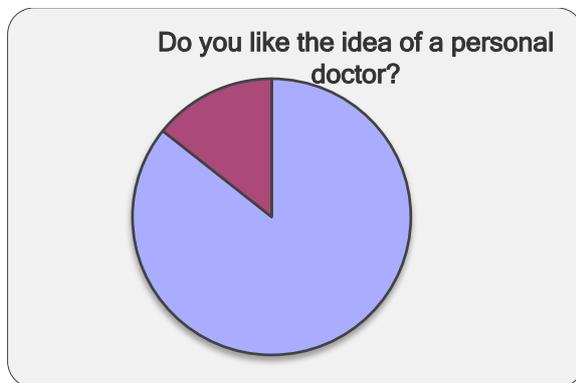
The prescriptions publicised the patient questionnaire

We ran a 'survey monkey' for internet users and gave out questionnaire and explanatory leaflets in English and Portuguese

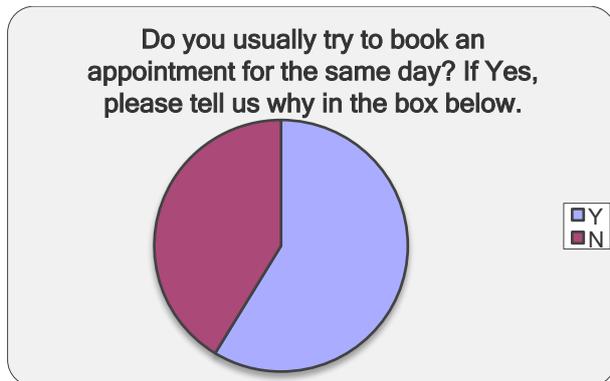
Survey results

What the survey tells us about what our patients like and what our patients want:

The key messages were clear and concise. Some were very positive with over 85% of patients preferring the named doctor model of care.



Others raised questions about patient expectation and education. Only 50% of people requesting a same day appointment cited a medical urgent need the others reasons included (15%) saying they asked for a same day appointment because that was the old system. We found that 60% of people who answered the survey wanted to be seen at the time they wanted to book preferably on the day.



Or that it fitted with work of other commitments (5%) or that they wanted to see their doctor to discuss something important (2%). 73% of patients stated that the appointment system was either good or very good and 80% were supportive and thought the non-clinical staff offered a good service.

The key messages you gave us were that

YOU want appointments more available appointments on a Monday

YOU also want some late appointments for those who work a late shift

YOU also want appointments bookable on the day

YOU want to be able to see nurses and doctors on demand

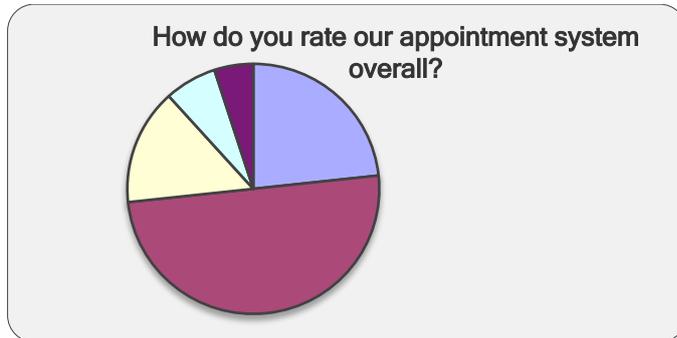
YOU wanted access to the surgery at weekends

YOU also recognize the need for urgent care and prioritising emergencies -this question got by far the most comment in addition to just a ticks

YOU also want telephone access to urgent medical advice either from a doctor or a nurse

Very few patients used our online booking system for appointments and repeat prescriptions and out of them an even smaller percentage found it useful or easy to use

Over 80% patients are satisfied with our appointment system with well over 50% rating it as good and the same proportions for front line administrative staff



It is clear there are several areas which would improve services and enhance the patient experience and the Partners are committed to ensuring these changes are made.

What we have done in response to the survey:

The feedback from the survey has been shared within the practice and with the virtual group and a draft action plan agreed. In the immediate term we have put the following changes in place.

All doctors now have bookable telephone slots on the day when they will try and call patients back after dealing with immediate clinical care of patients in the surgery

The doctors are also responding to email queries but these are not within a specified time frame and should not be used for urgent issues

We have also increased the number of appointments for on the day slots and have increased the appointment availability on a Monday morning

We have redesigned our Web site to make it easier to use and improve access to electronic communication (all of the web site links are connected to a translation module to help those who do not speak English)

We are actively encouraging the electronic requesting of prescriptions and booking of appointments.

We continue to work at the weekends undertaking out of hours care at SELDOC so as to offer patients GP led service at the weekends and when the surgery is shut but we will publicise this more amongst our patients. We will also better publicise the skills of our local pharmacists in minor illness and our colleagues in the sexual health services

We are still the only practice that attempts to give repeat prescription service within 24 hour and to continue to have a notice board in the waiting area is dedicated to

local health issue and practice issues in our 2 main languages Portuguese and English.

We will continue to offer a named personal doctor to individuals and their families and not just the elderly.

And what we are planning for the near future

Action Plan

Access to clinical staff

We will continue to run the personal list system as about 2/3 of our patients want to see a regular doctor

We will offer patients appointments with other doctors for emergency contact

We will continue to operate a duty doctor system to enable flexibility in the options available

Improving communication with the practice by providing an improved response time

We will continue to send out logins so that patients can make and cancel their appointments via the internet.

We will advertise busy times on our website so that patients with routine queries know how to avoid these

We will work with local pharmacies to advertise Minor Ailments services available at pharmacies more proactively to reduce demand on appointments

We will ask our staff to prioritise answering phone calls above other duties

We will survey our patients further to find out in more detail their views on this subject, and their views about possible solutions.

We will discuss in the practice purchasing an automated telephone answering service to take some of the calls and allow patients to make, cancel and check appointments during evenings and weekends and when lines are busy.

Offering a wider range of opening times and appointments

We will discuss within the practice team whether we can improve access to the practice at evenings and weekends.



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We will advertise alternative services for patients who need services at evenings and weekends.

We will continue to review our opening hours

We will work with other local practices to explore weekend options

We want to expand the group membership and involve even more of our patients in having a say about how the practice runs and how services are delivered.