

THE LAWSON PRACTICE

2013-2014 Patient Participation Report

<p>1. A description of the profile of the members of the PRG</p>	<p>12 members, aged from 32 to 71, 6 male, 6 female. Include white British, Black British, Turkish and mixed Afro-Caribbean/ white British A practice partner and the practice manager also regularly attend meetings.</p>
<p>2. The steps taken to ensure that the PRG is representative of our registered patients and where a category of patients is not represented, the steps we took in an attempt to engage that category</p>	<p>The practice demographic is ethnically diverse, with large white British, Turkish, Afro-Caribbean and West African minority groups. Mostly patients are impoverished and there are very high rates of unemployment, chronic illness and mental illness. Our practice population are younger than average. We have approx. 12500 registered patients. We have a very high turnover (about 30% per year)</p> <p>PRG members have a wide range of chronic physical and mental illnesses and most are frequent attenders of the practice and are familiar with reception, nursing and GP members of the practice.</p> <p>Members have introduced themselves to patients in the waiting room and clinicians and receptionists encouraged to identify suitable patients</p> <p>PRG newsletters produced quarterly invite new members</p> <p>Previous recruitment drives have been met with varying success. We have had several patients attend meetings and then not return. It has been discussed that the commitment aspect of joining the PPG is a factor preventing patients from getting involved. In October it was decided that future PPG meetings would be held quarterly instead of monthly and that they would be seen as open forums for all patients who wished to attend and not only members of the PPG. Since then we have had a meeting in open forum meeting in November for our local consortia practices to discuss the idea of online patient access. This meeting was facilitated by NHS England.</p> <p>The existing PPG members have also moved more towards a virtual group by staying in touch via email. This has also allowed members to become involved in the local super PPG and to stay abreast of health matters in all of City and Hackney and not the practice only.</p> <p>PPG membership is still encouraged and Application forms are on the reception desk and details on the practice website and the information screens in the waiting room http://www.lawsonpractice.nhs.uk/ppg.aspx</p>
<p>3. Details of the steps taken to determine and reach agreement on the issues which had priority and were included in the local practice survey</p>	<p>We held a PPG meeting on 26th March 2013 to review the previous year's action plan and to identify and agree priorities for improvement in the for the 2013-14 year.</p> <p>The practice manager and GP partner presented the results from the annual survey undertaken by the practice.</p> <p>335 responses were obtained and 80% of respondents rated the practice as good, very good or excellent. Both the Brief Patient Survey and the Full Patient Survey for 2012-2013 have been posted on the Practice website (www.lawsonpractice.nhs.uk).</p> <p>Current practice figures were discussed so the PPG could have an understanding of the day to day workload. The current number of registered patients when the survey</p>

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was performed was over 12,000. There are 650-700 face-to-face appointments each week and 100-200 telephone contacts per day.

Looking at the Patient Feedback Table 1, we were pleased to see that the responses to Q9 to Q21 inclusive, which relate to the interaction with the GP and other staff have most responses in the 'good' to 'excellent' range.

The practice also a suggestions/compliments box and any suggestions are discussed for possible implementation within the practice.

After much discussion and with the information from the patient survey several areas were identified for improvement.

Issues and priorities:

- Using the 0845 telephone number can be expensive. Many patients see this, but are not aware why this is the case. We thought that it would be a good idea to produce a leaflet explaining why. We also discussed producing a poster in the waiting room explaining the position on the pay number, and that the practice will opt out when legally and contractually possible. We think people need to know this and also that the practice is **not** making money out of it.
- On some occasions patients have felt that some Reception staff can be abrupt. Training plans already in hand should be improving this. We felt that overall the Reception staff are good and have a very challenging job.
- Scheduled appointments can be running late. Whilst it is understood that some patients may need more time than initially allocated, patients would feel more relaxed about this if some information was provided about delays. We thought this could be done through the Reception/signing in screen and/or the display screen in the Waiting area.
- There is a new queuing system for patients that want to talk to Reception staff and we felt that this queue can be slow and difficult for patients who are not steady on their feet. Whilst not necessarily wanting a 'supermarket type' numbering system, we agreed to think about ways to reduce/improve the queuing whilst ensuring that patient confidentiality is maintained.
- It was suggested that a member of the Reception Team might be in the Waiting area to help "meet and greet" patients at busy times.

4. The manner in which we sought to obtain the views of our patients

Annual practice survey, published on the Lawson Practice Website:

<http://www.lawsonpractice.nhs.uk/info.aspx?p=7>

IPQ (Improving Practice Questionnaire) from CFEP UK Surveys
500 questionnaires distributed, 335 responses received.

PPG email address: lawsonpracticeppg@gmail.com

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<p>5. 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>An action plan was created and evidence of the improvements made can be found below.</p> <p>To summarise action taken or not taken:</p> <ol style="list-style-type: none"> 1. Phone number was changed and patients were advised it was no longer 0845 2. All reception staff received customer service training to improve skills and improve confidence in their role. 3. Ideas were discussed about how best to inform pts when GPs are running late. As this can fluctuate rapidly from appointment to appointment, it was felt that having a screen to advise pts of waiting times could be even more confusing. It was decided that GPs and nurses would advise patients by calling out in the waiting room whenever they were running significantly late 15 minutes or more. 4. It was felt this issue could be resolved by implementing point 5. 5. A new reception manager was hired to assist in training and implementing this task. However, due to short staffing issues we were unable to implement this year. However, we do plan to implement in 2014-15.
<p>6. A summary of the evidence including any statistical evidence relating to the findings or basis of proposals arising out of the local practice survey</p>	<p>As above.</p> <p>Patient satisfaction surveys have been completed and we are awaiting report to see if patient satisfaction has improved. Decreased complaints regarding areas previously identified as a concern</p>

Action Plan

<p>Changes we made over the 2013-14 year</p>	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%; padding: 10px; text-align: center;">YOU Suggested:</td> <td style="width: 50%; padding: 10px; text-align: center;">WE Took Action:</td> </tr> </table>		YOU Suggested:	WE Took Action:
YOU Suggested:	WE Took Action:			
	Gentle music to be played in waiting room	No action taken regarding music. However, attempting to organise Wifi for pt use whilst waiting		
	Felt that notices and posters make practice look "tatty and cheap" which is unfortunate in nice new building. Require more notice board areas	Staff were trained on electronic notice boards. New notice board adverts were created to limit the number of posters and adverts in waiting area. Notice boards were cleaned out so these could be used further and updated		
	Bell requested outside of the main doors for when they are turned off automatic on especially cold days. Needed especially for wheelchair users.	Heat curtain installed between doors at main entrance to ensure heating levels are adequate and to prevent the need to turn off the automatic function on the doors. Automatic function is now never turned off		

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	<p style="text-align: center;">Put catchment area on website</p>	<p style="text-align: center;">Catchment area now available on website</p>
	<p style="text-align: center;">To change the surgery's telephone number back to a local rate number. Look at the appointment system so that urgent on the day advice is available</p>	<p style="text-align: center;">Negotiated with our phone provider a change back to a local rate number while still having the functionality of a 084 number. Reviewed the appointment system and increased the number of on the day appts as well as increasing the duty doctor time available each session.</p>
	<p style="text-align: center;">A better system for calling out for patients. The point being you don't know which side of the surgery to sit.</p>	<p style="text-align: center;">Placed signs on all check in screens in English and Turkish to advise where to sit. Patients are also advised by reception.</p>
<p>The opening hours of the practice premises and the method of obtaining access to services throughout the core hours and extended hours arrangements (the times at which individual healthcare professionals are accessible to registered patients.</p>	<p>Present on website http://www.lawsonpractice.nhs.uk/page1.aspx?p=2&pr=F84096</p> <p>Also patient leaflet, NHS Choices, My Health London, and front of surgery.</p> <p>Opening hours: Monday 8am to 8pm Tuesday 8am to 6.30pm Wednesday 8am to 8pm Thursday 8am to 7:00pm Friday 8am to 6.30pm Saturday 9am to 12pm</p> <p>Extended hours appointments Monday and Wednesday 6.30-8pm and Thursday 6:30-7:00pm.</p> <p>Out of hours access via CHUHSE using the practice phone number 0203 538 6044 Telephone triage by GP Monday to Friday 8am -1pm and 2pm to 6.30pm.</p>	