

STAG LANE MEDICAL CENTRE

Dr Upma Shah

Patient Participation Group Annual Report 2013/14

Stag Lane Medical Centre is an established NHS General Practice with disabled access and facilities looking after more than 3300 residents in Kingsbury and Queensbury Wards. The practice vision is to offer high quality, evidence based, patient centred care. We work in partnership with our Patient Representative Group (PRG) and this is a summary of our work together in 2013-14.

Component 1: A description of the Profile of PRG members

15 regular members of the PRG plus 2 practice members

Demographics

1 Sex

Sex	Practice Numbers	Forum numbers
Males	1610	13
Females	1607	4

2 Age Bands

Band	Practice Numbers		Forum Numbers
	Male Patients	Female Patients	
0-9y	205	166	0
10-19y	169	188	0
20-29y	274	266	0
30-39y	279	263	3
40-49y	191	196	1
50-59y	226	203	3
60-69y	139	142	3
70-79y	76	102	2
80+	51	81	2

Note:

We have 3,217 patients on Clinical IT system but on Exeter (NHS database) system we have just under 3,400 patients.

3 Ethnicity

Ethnicity	Practice Numbers	Forum Numbers
British Indian	1506	13
White British	749	2
Caribbean	77	2
Other White	100	0
African	52	0
Other	688	0

Note:

Ethnicity coding done on every new registration but different codes used over the years means data is not always consistently available

4 Other Categories

Other Categories	Forum Numbers
Carers	3
Retired	5
Person with Disability	3
Employed	8

Steps taken to recruit patients and ensure group is representative of its registered patients. Where a category of patients is not representative, the steps taken by the practice in an attempt to engage that category.

The group has been established for over 3 years. We had at least 4 meetings in 2013 -14.

PRG meetings dates for 2013-14:

- 20 Feb 2014
- 28 Nov 2013
- 19 September 2013
- 20 June 2013

At February 2014 meeting, new Secretary was elected. A new Co-Chair was also elected.

The composition of the PRG reflects the overall patients registered with the practice; however, a few more young members, more females and members from Eastern European descent may be desirable who could give a different perspective and viewpoints to PRG.

Steps taken by the Practice to engage

For many months on website, word of mouth, each patient representative group (PRG) meeting, notice board in reception, face to face, the Practice Manager (PM) and Dr Shah have advertised the PRG and recruited new members. In the last 12 months some members retired and new members have joined. The practice has tried to have evening meetings to ensure patients who work can attend. Also, attempts have been made to recruit younger patients with children. One disabled patient who is also a parent of a young child has joined and is an active member. We have some carers, professionals, retired, employed people on the group. Have made several attempts to get more women on the group especially from Asian community but had no response.

Component 2: Details of the steps taken to determine and reach agreement with the PRG on the priority issues and included in the local practice survey

The Patient Group members are involved in discussions in meetings regarding priorities for the practice and 2012-13 patient survey and action points arising. The practice had an unplanned move in September 2013 to November 2013 and the PRG was involved and consulted at all stages. As a result of these discussions one of the forum members worked to design a pilot survey with the practice administrator. The pilot and format of annual practice survey was discussed and agreed with the PRG. Further discussions informed priorities for the forthcoming year. The PRG have been signposted to read all comments on NHS choices as well as being informed of complaint numbers and themes.

Details of the steps taken by the practice to obtain the views of its registered patients

- Suggestion Box in Reception
- Patients letters regarding priorities and issues received are all read by the Practice Manager (PM) and Dr Shah
- Complaints/compliments discussed and themes at all clinical and administrative meetings
- Website
- In House Patient Survey
- Mori Poll – results discussed at all clinical, administrative and PRG meetings

Details of the steps taken to provide an opportunity for the PRG to discuss the contents of the action plan

See above
 Group work and also survey results presented
 Action plan discussed
 Voted on immediate priority

Last year's Action Plan 2012- 2013

At the Patient Representative Group (PRG) meeting on 20 February 2014, the group discussed and agreed that the action points from 2012-2013 were achieved:

You said <i>Insert survey findings</i>	We did <i>Insert actions or agreements</i>	The result is <i>Insert achievements to date</i>
To review the ratio of pre booked to walk in appointments in order to reduce waiting times and yet provide on the day access	As a consequence of the unplanned move to a practice with a limited patient waiting area, the walk in service had to be abandoned and by default the practice provided pre bookable appointments that are released on a rolling basis.	Shorter waiting times for patients in the morning surgeries. Some patients still come hoping to be seen in the walk in clinic despite signs on the website and in the practices to advice of the change. We provided the walk in service for 2 years and due to limited resources had to review its use. There is also a local HUB pilot on going to see patients on the day.
Phone access to improve further by advertising times available to talk to nurse, doctor, and practice manager. Use the outgoing mobile phone to call patients	Two mobile phones are available to reception staff to call patients thus leaving the incoming lines open to receive calls. For the size of the practice we have more than the recommended phone lines in place.	The mobile phones were particularly useful to the team during the unplanned move. To make the best use of the pre bookable appointments phone access is very important.
Electronic Prescribing introduced for patients. Promote EMIS ACCESS to order prescriptions and also book appointments. This will improve patients experience and reduce inconvenience.	Electronic prescription service (EPS) has been heavily promoted and all staff trained in the use of this service. We have provided ON LINE ACCESS for a number of years and the government is now making this an enhanced service for GP practices.	Our patients have on the whole had a very positive experience of EPS and ON LINE ACCESS to prescriptions and to book appointments although we would like to see more patients use this service.

Component 3: A summary of the evidence, including any statistical evidence relating to the Findings and proposals arising out the local practice survey

Smiley Patient Survey 2014 (2013-2014)

Method

A Patient survey was carried out using the “Smiley” format (see Appendix 1). This format was unanimously agreed by the PRG to be the best way to obtain patients views as it was easy for patients to use and not time consuming. Blank patient survey forms were made available on the reception counter for patients to self pick. This was agreed at the PRG meeting to be the most appropriate method to ensure minimal bias and to ensure cost effective use of practice resources. Other options such as posting, on-line or e-mailing were not suitable because of limited practice resources and consideration of our patient population, difficulty with completing chosen survey form on line.

A sealed box with a drop in slot was also available for patients to drop off their completed survey forms. The Practice Audit lead collated and analysed the results. The results were presented to the PRG on 20th February 2014 for discussions and action plan agreement.

A total of 82 questionnaires were delivered. There were no spoilt papers.

Results

	Question	Good or Yes	I don't or May be	Bad or No	No answer	Total
1	How do you like the practice opening hours?	78	3	1	0	82
2	Thinking about your surgery's opening hours, do you feel you are able to see or speak to a doctor quickly and easily?	53	18	11	0	82
3	How easy do you find it booking appointments either by phone, in person or online?	66	10	6	0	82
4	How easy do you find it to get the information you need such as test results or referrals from your surgery?	61	17	3	1	82
5	What do you think about the facilities such as the reception desk, the waiting area, toilets etc. at your surgery?	75	5	2	0	82
6	When you are attending an appointment, are you happy with the time you have to wait before you are seen by the doctor or nurse?	45	25	9	3	82
7	When you are talking and listening to the doctor or nurse, do you understand the information given to you and feel comfortable enough to speak?	74	7	1	0	82
8	Overall, are you happy with the medical care and service you receive at Stag Lane Clinic and would recommend your surgery to family, friends and to others locally?	66	11	5	0	82
	Total	518	96	38	4	656

Patient Profile

Age

	Age	Number of Patients
	Under 21	4
	22-30	10
	31-40	9
	41-50	8
	51-61	12
	60-70	21
	71-80	3
	81-90	5
	90+	2
	Not stated	8
	Total	82

Sex

	Sex	Number of Patients
	MALE	41
	FEMALE	32
	Other	1
	Prefer Not to say	1
	No answer	7
	Total	82

Chronic illness, Disability and Carer

		Yes	No	Prefer Not to Say	Did Not Answer	Total
	Do you consider yourself to have a Chronic illness	14	49	4	15	82
	Do you consider yourself to have a disability	10	56	5	11	82
	Do you care for someone with a chronic illness or disability	9	48	4	21	82

Ethnicity

No	Ethnicity	No	Ethnicity
22	White	1	Chinese
	Gypsy or Traveller		Mixed – White and Black Caribbean
2	Black or Black British - Caribbean	2	Other Asian Background
	Black or Black British – African		Mixed – White and Black African
	Other Black Background		Mixed – White and Asian
38	Asian or Asian British – Indian	2	Other Mixed Background
1	Asian or Asian British - Pakistani	1	Arab
	Asian or Asian British - Bangladeshi	3	Other Ethnic Background (please write in):3 Afghan, Asian Canadian Indian & Did not specify
2	Prefer not to say	8	Did Not answer

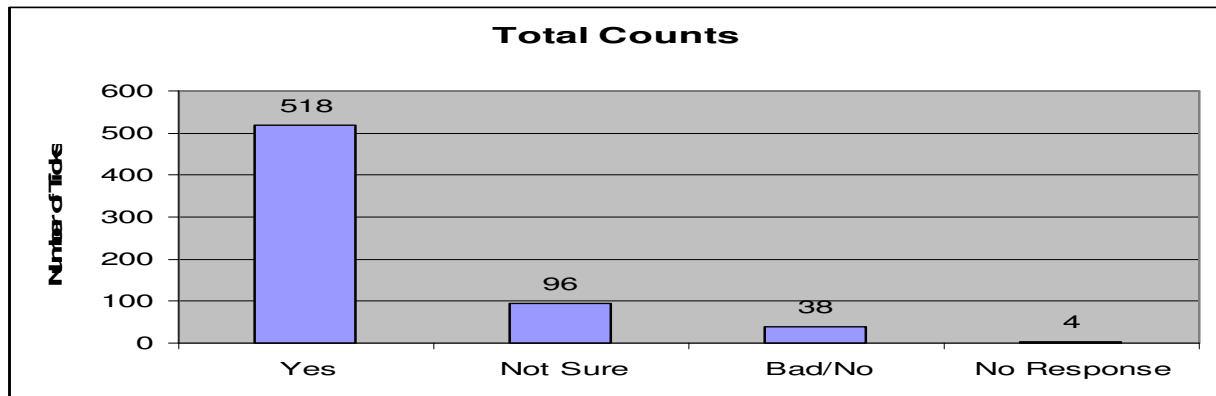
Comments

Results of Patient Survey February 2014

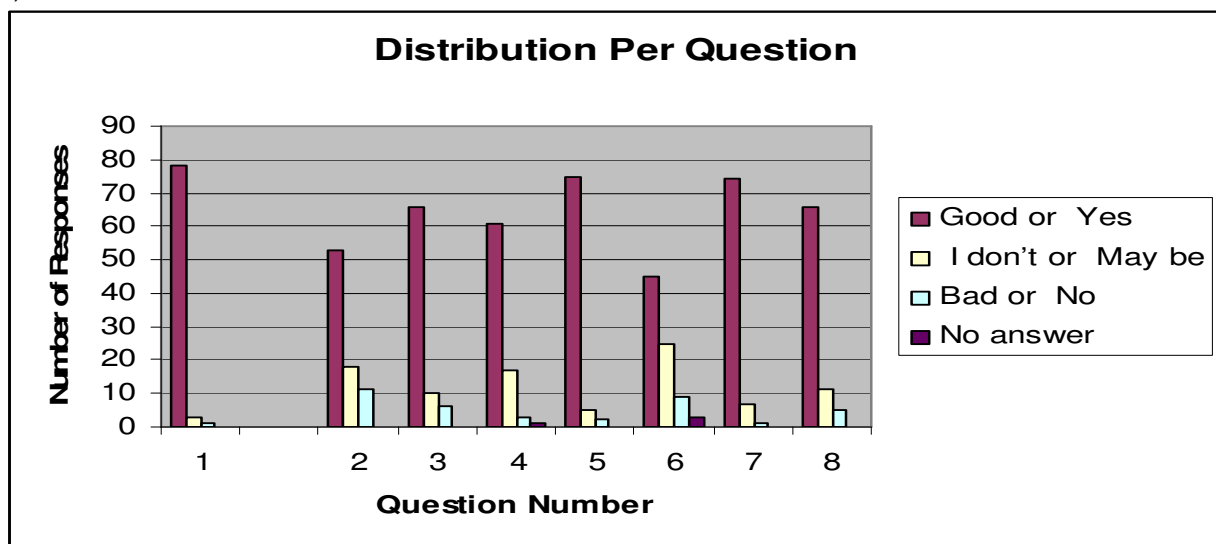
Survey form Number	Patient Information/Comments
No Comments	1, 2, 3, 6,7,8,9,10,11,13,15,16,17,18,19,20,23,24,25,27,28,29,30,31,32,33,35, 36,41,42,44,46,47,48,50,51,52, 53,54,55,56,57,58,59,60,61,62,63,64,65, 66,67, 68,69,70,71,72,73,74,75,77,78,79,80,81,82
4	<ol style="list-style-type: none"> As a working person, getting an evening appointment quickly is extremely difficult Except for M other receptionists aren't very friendly and helpful. Getting blood test results from the receptionist is time consuming, I had to apply then get Dr approval then had to come back again to collect, where as my previous surgery get the print out straight from the reception on the time and request I feel Dr J is very friendly and always with a smile, and I like seeing her
5	Have at least one day when the clinic is open until late
12	They are good and I am really happy with doctors and staff
14	We need more appointments in morning evenings as people who work the system does not help
21	Very please and happy
22	We get SMS message on some results but they are not specific enough
26	Overall the practice is very efficient, but one or two in the reception can be more friendly- helpful
34	More space for pushchair/pram and wheelchair. More time to speak to doc/nurse over phone
37	This surgery has improved a lot, it is better than before
38	Regarding Q6 regarding waiting time before seen by Dr/Nurse, pt says " Calling before appointment OK but number is what I like choice
39	Service good
40	I am happy with Stag Lane Medical Centre
43	Opening Hours of surgery are not convenient 9 to 12 ok 5-7 as some work and hard to get time off work
45	Appointment system still needs to be improved
49	The staff needs to be more understanding if I am ever late for my appointment. After all, we (the patients) are expected to wait if the doctor is "running late" so why can't we be seen if we are late (which in my case does not happen often)
76	Ladies in reception are incompetent and do not provide be help needed. I am very disappointed. Name Provided

Graphical Analysis

1) We can confidently say that majority of patients are happy with the practise services. 79% of responses were a Yes

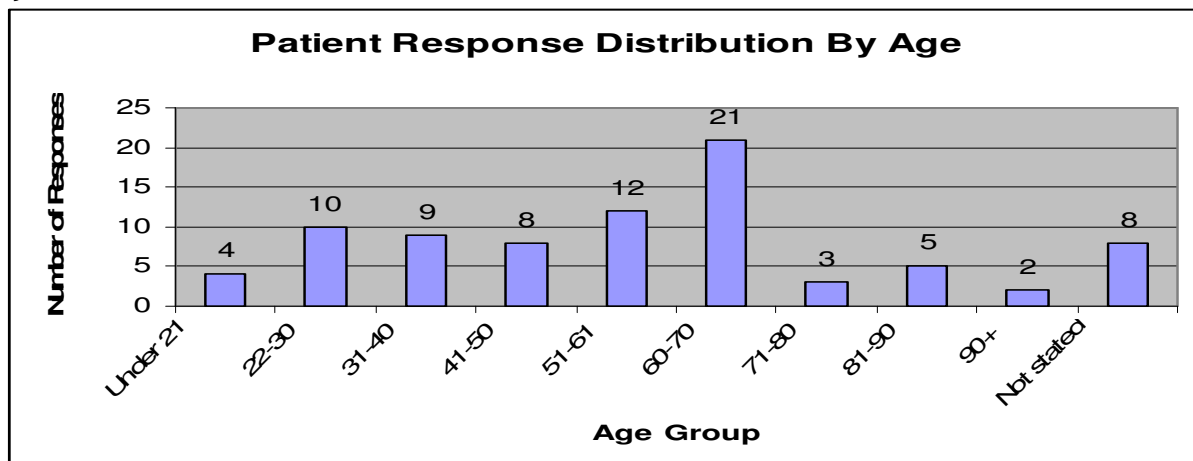


2)



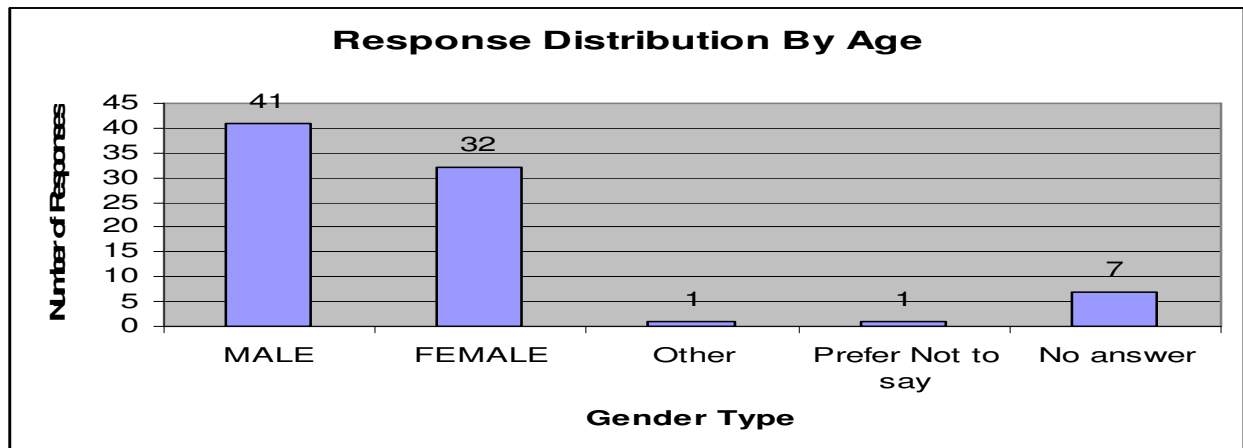
Question 6 had the majority of I do not know and question 2 with the majority of bad. This suggests that question 6 could be rephrased to make it more clearly to the patients as to what is being asked. Question 2 requires the most attention out of all other areas.

3)



The highest response was obtained from the 60-70 age groups. More should be done to encourage the youth and elderly (above 70 years) to take part in the survey. A more thorough survey can be established where different age groups are given different questions that would suit their needs the most.

- 4) 50% of responses were received from males and 39% from female. Interestingly 8.5% did not answer. The survey seems to be well balanced with responses being obtained from both types of genders.



5) Ethnic distribution:

- It was interesting most responses came from Asian or Asian British (46%)Indians followed by White patients (26%). To promote ethnic diversity and to obtain results that can affect most patients, more should be done to get responses from other ethnic backgrounds.

6) Illnesses Distribution:

- Pie chart analysis revealed that 60% of patients did not have chronic illness, 69% did not have any disability and 59% did not have either chronic illness or disability.

- 17% had chronic illnesses, 12% had disabilities and 11% either 1 of the two.

Conclusions

- 95% of patients were happy with practice opening hours. 4 patients have requested longer evening opening times and possibly 1 working weekend day.
- 65% feel they are able to see/speak to doctor quickly and easily.
- 80.5% of patients find it easy to book appointments with one patient requesting improvements
- 74% find it easy to obtain reports from surgery. This can be improved by restructuring administrative procedures
- 91% of patients are happy with on site facilities with 1 patient requesting more wheelchair/buggy space
- Only 55% are happy with waiting time when attending an appointment.
- 91% understand and freely communicate with the doctor
- 80% are overall happy with medical care and would recommend to others
- Overall 78% are happy, 14.5% not sure and 5.8% not happy with the practice

Component 4: Opportunity for the PRG to comment and discuss findings of the practice survey. Reach agreement with the PRG of changes in provision and manner of delivery of services.

The survey results and analysis were presented and discussed at the PRG meeting on 20 February 2014. The survey results will also be discussed at all clinical and administrative meetings.

PRG identified the following possible actions as a result of the survey findings and discussion.

- Booking appointments either by phone, in person or online. Some expressed their opinion that they were not able to book online, especially for those who were retired and not so familiar with the fast changing IT, computer technology. Mr Gorsia expressed his willingness to show, demonstrate it personally to anyone who would request his help.

- Advertise the Hub appointments to help GP access (*all forum members updated on the locality Hub and its functions*)
- Walk in appointments for blood tests
- Evening telephone consultations
- The relatively lowest approval rate was to question No 6 dealing with appointment, waiting and consultation time. Dr Shah admitted she ran late for patients most often. The walk in clinic also had long wait times. Dr Shah explained longer appointments were available for some conditions. This may reduce the waiting times. Sometimes unexpected emergencies may arise and it is out of doctor's hand, thus resulting in delay for the subsequent patients. Most patients understand this but it was suggested that such delay should be communicated to the waiting patients on a board or by regular announcements.
- It was suggested to reintroduce magazine rack for waiting room to allow waiting time to be usefully spent
- More Leaflets also requested in waiting room
- The TV channel which provides information was old and out of date; time to upgrade information.
- Interpreters are used but occasionally patients Do Not Attend. The Patient forum felt this was unacceptable as Surgery is only a telephone call away to be informed in case of emergency for the patient who may be unable to keep the appointment.
- Another suggestion was to print more information for pts to read at home if language or communication problems
- The friends and family test question was felt to be vague but Dr Shah advised this is the new way to assess a provider's services. Hospitals will also use this.

The survey findings were also discussed with all staff and the following action points agreed.

Component 5: Agree with the PRG an action plan setting out the priorities and proposals arising out of the survey. Seek agreement to implement changes and where necessary inform NHS England.

Priorities identified for improvement

Actions	When by	What resources will be needed
Waiting times when attending appointments needs to be improved. This will directly reflect on patients feeling they can see the doctor quickly and easily	1 st August 2014	<ul style="list-style-type: none"> • Dr Shah to review length of her appointments. • Ensure on the day appointments available daily. • Optimise use of local HUB
Reception staff needs to be more helpful. Customer Care training can be helpful	1 May 2014	<ul style="list-style-type: none"> • Performance Review at annual appraisal • In house customer training update • Patient feedback on individual performance as a Motivational pilot
Introduction of evening phone consultations with clinicians	1 April 2014	<ul style="list-style-type: none"> • Evening booked consultations for doctors and nurses

Component 6: Publicise the Practice Patient Participation Report on the practice website and update the report on subsequent achievement

Date of PRG Report On website: 19 March 2014

NB Last year's action plan and update included in this report

Practice opening hours and how patients can access services throughout core hours

Consultation times:

Surgery Opening Times:

	am	pm
Mon	9.00-12.30	4.30-7.00
Tues	9.00-12.30	4.30-7.00
Wed	9.00-12.30	4.30-7.00
Thurs	9.00-12.30	CLOSED
Fri	9.00-12.30	4.30-6.30

	am	pm
Mon	9.00	-7.00
Tues	9.00	-7.00
Wed	9.00	-7.00
Thurs	9.00	-2.00
Fri	9.00	-7.00

Practice accessible on phone during opening hours

Where the practice offers extended opening, the times at which patients can see individual health care professionals

Dr U Shah offers extended hours Monday evening

Dr Jivraj offers extended hours Tuesday evening

Nurse Indu offers extended hours on Monday and Wednesday evenings.

Urgent Medical Problems Out of Hours

If you have an urgent medical problem when the Surgery is closed, you can contact the Out of Hours service on 0300 130 3015. For Medical Advice you can telephone 111. Alternatively, there is an A & E Department as well as an Urgent Care Centre at Northwick Park Hospital and a GP Led Health Centre at Wembley Centre for Health & Care and a Walk in Centre at Edgware Hospital.

Where the practice has participated in the Scheme, or any part thereof, ending 31 March 2013, details of the actions which the practice has taken on issues and priorities set out in the Patient Participation Report




- Regular PRG meetings
- Hosted phlebotomy sessions at Stag Lane Clinic
- In house phlebotomy service provided by practice
- PRG also helped to highlight parking issues on site
- PRG members helped during the unplanned move, carried out petitions and wrote to the local MP and Councillors
- Self check in screen for reception
- Telephone access improved by use of mobile phone to call out hence freeing in coming lines.
- Increased staff hours to help waiting times
- Increased staff training to help improve access
- Walk in service introduced in Sept 2011 to September 2013
- More nursing hours and more Health Care Assistants to increase access
- Regular salaried GP in the practice
- Enhanced services increased e.g. ECG testing
- Hosted counselling services
- Local HUB to see a GP 3 pm to 9 pm Monday to Friday and 9 am to 9 pm Saturday

Appendix 1

Patient Survey 2014

Stag Lane Medical Centre, your local GP surgery would like your feedback about the service and care you receive to help continue and improve the services we offer. Please note that this survey is voluntary and you will not be identified.

Now, think about your visit today or maybe a recent contact with your surgery and try to answer each question as honestly as possible by ticking the box that best describes your experience

	 Good or Yes	 I don't know or Maybe	 Bad or No
(1) How do you find the staff at your surgery? (e.g. friendly, helpful, good communicators etc..)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(2) Thinking about your surgery's opening hours, do you feel you are able to see or speak to a doctor quickly and easily? (e.g. on the day access or telephone consultations)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(3) How easy do you find it booking appointments either by phone, in person or online?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(4) How easy do you find it to get the information you need such as test results or referrals from your surgery?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(5) What do you think about the facilities such as the reception desk, the waiting area, toilets etc. at your surgery? (e.g. is it easy to access, clean, enough seating, warm etc...)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(6) When you are attending an appointment, are you happy with the time you have to wait before you are seen by the doctor or nurse?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(7) When you are talking and listening to the doctor or nurse, do you understand the information given to you and feel comfortable enough to speak?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(8) Overall, are you happy with the medical care and service you receive at Stag Lane Clinic and would recommend your surgery to family, friends and to others locally?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please give us any other information or comments:

The following questions are for monitoring purposes only and cannot be used to identify you.

What is your Age: _____

Male What is your Gender: Female Other Prefer not to say

Do you consider yourself to Yes have a chronic illness: No Prefer not to say

Do you consider yourself to Yes have a disability: No Prefer not to say

Do you care for someone with Yes a chronic illness or disability: No Prefer not to say

What is your ethnic origin?

- | | |
|---|---|
| <input type="checkbox"/> White | <input type="checkbox"/> Chinese |
| <input type="checkbox"/> Gypsy or Traveller | <input type="checkbox"/> Other Asian Background |
| <input type="checkbox"/> Black or Black British - Caribbean | <input type="checkbox"/> Mixed – White and Black Caribbean |
| <input type="checkbox"/> Black or Black British – African | <input type="checkbox"/> Mixed – White and Black African |
| <input type="checkbox"/> Other Black Background | <input type="checkbox"/> Mixed – White and Asian |
| <input type="checkbox"/> Asian or Asian British – Indian | <input type="checkbox"/> Other Mixed Background |
| <input type="checkbox"/> Asian or Asian British - Pakistani | <input type="checkbox"/> Arab |
| <input type="checkbox"/> Asian or Asian British - Bangladeshi | <input type="checkbox"/> Other Ethnic Background (please write in): |
| <input type="checkbox"/> Prefer not to say | |

Thank you very much for taking part



Please hand in your completed survey to reception or any member of staff