

## STREATHAM COMMON PRACTICE

### PATIENT SURVEY REPORT 2013/14

The Patient Participation Group (PPG) is represented by 15 regular attendees.

#### Profile of attendees:

| Sex                 | Age range  | Ethnic Group  | Social profile                                |
|---------------------|--|---|---|
| 10 Female<br>5 Male | 18-25 = nil<br>26-35 = 1<br>36-45 = 2<br>46-55 = 2<br>56-65 = 5<br>65+ = 5 | White British = 10<br>Black Caribbean = 2<br>Black British = 1<br>White Spanish = 1<br>White Polish = 1 | Employed = 8<br>Unemployed = 0<br>Retired = 7 |

#### Steps taken to ensure the PPG is representative of its practice population

Our registered population largely reflects our Patient Participation Group, however, those patients between the age 35-45 are under-represented. We actively try to recruit patients through text messaging and on our practice website. All new patients to Streatham Common are provided with information regarding our Patient Participation Group and how to contact our PPG Chair and this is included in our practice leaflet. The waiting room includes a designated table for the PPG which is regularly updated by the PPG Chair. This includes information regarding local health organisations; community groups; practice updates; future meetings within the practice and the wider borough.

#### Issues to be included in local practice survey

On 11<sup>th</sup> December 2013 we held a PPG meeting however opened the invitation to our practice population by promoting the details on our website, through text message, by word of mouth and displaying posters in the waiting room. The meeting was hugely successful with a total of 45 patients in attendance.

In order to agree which were the priority issues for inclusion in this year's survey we reflected on last year's survey questions and the outcomes. There were areas where the group felt it would be interesting to see how the practice's scores may have improved. We had an open discussion and identified common themes of constructive feedback. The group welcomed new areas to measure the practice's performance.

In summary the patients requested that the survey questions should include:

- I) Communication
- II) Premises
- III) Patient care/customer service

- IV) Patient access
- V) Promoting patient involvement

Collecting patient views

There was a major campaign to circulate the patient survey and obtain the views of as many of our patient population. Following suggestions made at the patient meeting in December:

- We promoted the survey through posters in the waiting room; text messaging our patients; notice on practice website.
- PPG representatives handed surveys out in the waiting room and helped those less able to complete the form.
- The survey was available online via our website and patients were able to complete the survey anonymously and submit an electronic response.
- Clinicians had a supply of survey in the consultation rooms to hand out
- We posted the survey to our housebound patients enclosing a stamped addressed envelope for reply.
- The PPG Chair and Practice Manager were in regular communication throughout the survey period to review process and progress.

Publishing patient survey results

The results of the survey have been advertised for six weeks on our website and in our waiting room. A copy was also sent to all members of the practice team. The results will continue to be available to view in conjunction with this report.

Reviewing results with PPG

The survey findings were presented at a PPG on 4<sup>th</sup> March 2014 for discussion. Those present felt that the results overall were positive. There was also a general discussion regarding the delivery of GP services on a reduced income.

We focused our action plan on the areas where the ratings were the lowest:

| Area of improvement          | Discussion  | Action  | By Whom          | Deadline   |
|------------------------------|---|---|------------------|------------|
| Getting through on the phone | The vast majority of calls are between 8-10am and patients constantly have to redial in order to get through. | Patient education around times to call the surgery. | Practice Manager | April 2014 |
|                              |   | Update greeting message.                            | Practice Manager | April 2014 |
|                              |   | Investigate change                                  | Practice Manager | April 2014 |

|                        |   |  |                  |            |
|------------------------|---|--|------------------|------------|
|                        |   | of telephony options in order the patients are put on hold rather than getting engaged signal.                       |                  |            |
| Lack of appointments   | On the day appointments and book ahead appointments do not always meet patient demand | Further training/flowchart for reception on managing incoming calls.   | Practice Manager | March 2014 |
|                        |   | Increase number of appointments on a Monday which is the practice's busiest day                                      | Practice Manager | May 2014   |
|                        |   | Continue to advertise the number of patients who fail to attend their appointments                                   | Reception Team   | Ongoing    |
|                        |   | Send warning letter to all patients to fail to attend their appointment  | Clinical Team    | March 2014 |
|                        |   | Re-introduce sending appointment reminders via text message  | Practice Manager | April 2014 |
|                        |   | Promote alternative pathways for non-urgent health problems through leaflets in waiting room and at local pharmacies | PPG              | April 2014 |
| Waiting room/reception | Some aspects of the welcome to  | All staff to wear name badges  | Practice Team    | Immediate  |

|        |   |  |                    |            |
|--------|---|--|--------------------|------------|
| issues | Streatham<br>Common Practice<br>could be improved                 | Introduce confidentiality slips at Reception Desk & make improvements to confidential space to speak to patients   | Reception Manager  | April 2014 |
|        |   | Maintain/tidy magazines in waiting room  | PPG                | Ongoing    |
|        |   | Customer service update for Reception staff and sharing of patient feedback  | Reception Manager  | Ongoing    |
| PPG    | Increase the number of members and widen the profile of the group | Members to promote by word of mouth; continue to regularly update PPG desk in waiting room with promotional literature; continue to inform patients at point of new registration | PPG/Reception Team | Ongoing    |

Review of last year's action plan

| <b>Objective</b>                                | <b>Update</b> |
|---|---------------|
| Increase members of patient participation group | Ongoing       |
| Merge telephone lines                           | Complete      |
| Patient education around access                 | Ongoing       |
| Re-open Baldry Gardens site                     | Complete      |
| Maintain appropriate staffing levels            | Ongoing       |
| Update practice website                         | Complete      |

The opening hours of the Practice

The practice is open Monday to Friday 08:00-18:30. We also offer extended hours on Tuesday and Wednesday between 18:30-19:30 and Saturdays between 09:00-13:00. We offer a variety of appointments with the GPs and Nursing Team during these times.

Elaine Richmond

Practice Manager

31<sup>st</sup> March 2014