

Shadwell Medical Centre



Dr RK Potts Dr JM Sager Dr IA Bargh Dr S Khoshneviszadeh

Patient Participation Report 2012/13

1. Introduction	3
a) Establishment of Patient Participation Group	
2. Profile of members of Patient Participation Group	3
a) Patient Participation Group	
b) Steps taken to ensure cross section of practice community is representative of registered patients	
c) Identification of patient categories not represented and steps taken to engage	
3. Reaching agreement on issues to include in practice patient surveys	4
4. Practice Patient Surveys 2011/12 - How the views of registered patients were sought	4
5. Practice Patient Surveys - our findings	4
6. Development of Action Plans	4
7. Practice opening times, GP availability & extended hours arrangements.	5

APPENDICES:

Appendix 1 Patient Participation Group Poster	6
Appendix 2 Age Profile of Patient Participation Group members	7
Appendix 3 Patient Questionnaire 2012/13	8
Appendix 4 Patient Questionnaire Survey Results	16
Appendix 5 Action Plan	48
Appendix 6 Patient Participation Group notes – 20th February 2013	50
Appendix 7 Patient Participation Group notes – 8th January 2013	52
Appendix 8 Patient Participation Group notes – 7th November 2012	53
Appendix 9 Patient Participation Group notes – 19th September 2012	54
Appendix 10 Patient Participation Group notes – 3rd July 2012	56
Appendix 11 Patient Participation Group notes – 22nd May 2012	59

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1. Introduction

a) Establishment of Patient Participation Group

This year the practice chose to continue taking part in the 2 year Directed Enhanced Service for Patient Participation and now boasts a positive partnership with the patient group to now be known as Friends of Shadwell Medical Centre.

The group is made up of practice staff and patients. The meetings are attended by a GP Partner and Melanie Keane, Practice Manager. If it is deemed appropriate by either Melanie/GP Partner or the patient representatives, other members of the practice team will be asked to attend meetings as and when required.

Whilst our meetings have been low in attendance we continue to have input from patients who cannot attend meetings but wish to be kept up to date with what the group is getting involved in, and we shall continue to promote the group in various ways and have no short term plans to suspend the recruitment campaign. It is through the continuation of promotion using various media available to the group that we hope to reach those patient groups who have been identified as not being currently represented.

During this year, the group appointed a chair person and a deputy chair. Unfortunately the chair person has recently had to step aside and the assistant chair has taken over for the foreseeable future. The group continues with the ethos of it not being a forum for discussion of personal issues or grievances, but is the opportunity to help and share potential improvements to patient care and services.

2. Profile of members of Patient Participation Group

a) Patient Participation Group

The patient group is open to all patients who are registered at Shadwell Medical Centre. Our patient group currently has 11 members, some of whom attend meetings and some who only wish to attend on an ad-hoc basis dependant on the agenda items. The demographics of the group are as follows:

4 Male members and 7 Female members.

Age Groups. 40yrs – 50yrs	2
51yrs – 60yrs	3
61yrs – 70yrs	2
71yrs – 80yrs	3
81yrs – 90yrs	1

The ethnic backgrounds of the group members are as follows:

9 are recorded as British / Mixed British
1 is recorded as Indian / British Indian
1 is recorded as Indian

Our patient representatives are from various cultural backgrounds and have a variety of health needs.

b) Steps taken to ensure cross section of practice community is representative of registered patients

To date we have advertised our patient group in practice using posters (**Appendix 1**), and by word of mouth, on our website and Melanie has spoken to patients who had previously shown an interest in the practice before the group was set up. Melanie has also taken the opportunity of speaking to some patients who had previously complained about services at the practice. Some patients had shown a keen interest in becoming a member of the group but felt that they would not be able to commit enough time to it for them to make a valuable contribution. These patients have been told that they can commit as much or as little time as they wish.

c) Identification of patient categories not represented and steps taken to engage

The practice has 5980 patients. The age profile of our patients can be found in (**Appendix 2**). The practice realise that presently the group continues not to have a true representative group of the practice population but are continuing to advertise the group through the above mentioned means. It has been noted that it is difficult for some patient groups to attend meetings depending on the time and location of the meetings. The practice have tried to hold meetings on different days so as not to disadvantage any patient wishing to join the group. The group also hold meetings at a members houses between the actual meeting held at the surgery. The practice is keen to engage patients from the following groups:

- Young people (school age)
- Young Families

- Carers
- Patients from other ethnic backgrounds other than British / Mixed British
- Middle aged people with and without families

The practice now has a dedicated notice board for the Patient Group in the surgery foyer but it is hoped that this will be relocated during a refurbishment of the premises.

3. Reaching agreement on issues to include in practice patient Surveys

This year it was decided that the patient questionnaire should be shorter more focussed and reflect on specific areas that had been the topics of conversation during the years' meetings. These were:

- Appointments at the surgery
- Getting through on the telephone
- Access
- Arriving for your appointment
- Opening hours
- Seeing a doctor at the surgery
- Seeing the practice nurse
- Planning patient care
- Views of the surgery

A copy of the questionnaire can be seen in **(Appendix 3)**

4. Practice Patient Surveys 2012/12 - How the views of registered patients were sought

As with last year the practice decided to choose an ad-hock week in which to target every patient who attended surgery. Again it was thought that opportunistic contact, would access a good cross section of patient groups within the practice. The practice felt that using a random sample of patient views reflects the accuracy of the patient groups attending surgery. During the period of the distribution of the questionnaire additional clinics were running at the surgery including, Antenatal, Diabetes and NHS Health Checks.

5. Practice Patient Surveys - our findings

In total 130 questionnaires were handed out in surgery and the questionnaire was also available on the practice website at www.shadwellmedicalcentre.co.uk . In total only 108 patients completed the questionnaire either online or in paper format. This was a disappointing result when compared with last years participation. The results are shown in **(Appendix 4)**.

6. Development of Action Plans

The practice team meet every two months with the group and include them in decision making on areas within the practice that need addressing. **(See Appendix 5)**

7. Surgery opening times, GP availability & extended hours arrangements.

Shadwell Medical Centre is open 5 days a week offering appointments between 8 am and 6 pm. Patients are welcome to attend surgery or contact us by telephone regarding any concerns and for advice regarding their health. The practice also provides extended hours surgeries which are held on alternate Monday and Wednesday evenings. The surgery remains open until 8pm on these nights. Two doctors are available during extended hours. The following table indicates the individual Doctor's normal working days and the times appointments are available. These days and times may change when doctors take annual leave.

	Dr R K Potts	Dr J M Sager	Dr S Khoshneviszadeh	Dr I A Bargh
Monday am	8:00 – 11:00	Not available	09:00 – 12:00	09:00 – 12:00
Monday pm	14:30 – 17:30	Not available	14:00 – 17:00	14:30 – 17:30
Monday late night (alternate weeks)	Not available	Not available	18:30 – 19:30	18:30 – 19:30
Tuesday am	09:00 – 12:00	10:00 – 13:00	Not available	09:00 – 12:00
Tuesday pm	14:30 – 17:30	14:30 – 17:30	Not available	14:00 – 17:00
Wednesday am	08:00 – 11:00	9:00 – 12:00	Not available	Not available
Wednesday pm	14:00 – 17:00	14:00 – 17:00	Not available	Not available
Wednesday late night (alternate weeks)	18:30 – 19:30	18:30 – 19:30	Not available	Not available
Thursday am	08:00 – 11:00	09:00 – 12:00	Not available	10:30 – 13:30
Thursday pm	13:30 – 14:30 (baby clinic) 15:00 – 17:00	14:30 – 17:30	Not available	14:30 – 17:30
Friday am	Not available	09:00 – 12:00	09:00 – 12:00	09:00 – 12:00
Friday pm	Not available	14:30 – 17:30	14:30 – 17:30	14:00 – 17:00
	8 clinical sessions	8 clinical sessions	4 clinical sessions	8 clinical sessions

Shadwell Medical Centre



Dr RK Potts Dr JM Sager Dr DA Stocks Dr IA Bargh

Would you like to help shape the way Shadwell Medical Centre develop services for its patients?

Shadwell Medical Centre

Patient Participation Group

IF INTERESTED IN JOINING THIS NEW GROUP, PLEASE EXPRESS YOUR INTEREST IN WRITING TO

MRS M. KEANE, PRACTICE MANAGER

Appendix 2

Age Range	Male	Female	Total
0 – 65	2435	2394	4829
66 – 75	262	298	560
76+	255	336	591
Total	2952	3028	5980

Shadwell Medical Centre Annual Surgery Survey

1. Appointments at the surgery

a. How many days do you usually have to wait to get an appointment with a GP?

Don't usually get an appointment with the GP of my choice	remove
Same day	
Next day	
Two days	
Three days	
4-7 days	
8 days or longer	

b. Thinking of when you have wanted to see a particular GP (Tick one box only)

Don't usually get an appointment with the GP	
Same day	
Next day	
Two days	
Three days	
4-7days	
8 days or longer	

c. How do you normally book your appointment to see a doctor or nurse at the surgery?

In person	
By phone	

d. Which of the following methods would you prefer to use to book an appointment at the surgery?

In person	
By phone	
Online	

4 Getting through on the telephone

a. In the past 6 months how easy have you found the following?

	Haven't tried	Very easy	Fairly easy	Not very easy	Not at all easy
Getting through on the phone					
Speaking to a doctor on the phone					
Speaking to a nurse on the phone					
Obtaining test results by phone					

5 Seeing a Doctor

a. In the past 6 months have you tried to see a doctor fairly quickly? By fairly quickly we mean on the same day or in the next two weekdays that the Medical Centre was open.

Yes	
No	

b. Think about the last time you tried to see a doctor fairly quickly. Were you able to see a doctor on the same day or in the next two weekdays that the Medical Centre was open?

Yes	
No	

c. If you weren't able to be seen during the next 2 weekdays that the Medical centre was open, why was that?

Time offered didn't suit	
Appointment was with a doctor who I didn't want to see	
A nurse was free but I wanted to see a doctor	
Another reason	

d. In the past 6 months, have you tried to book ahead for an appointment with a doctor?

Yes	
No	

6 Arriving for your appointment

a. How easy do you find getting into the building at the surgery?

Very easy	
Fairly easy	
Not very easy	

b. How clean is the GP surgery?

Very clean	
Fairly clean	
Not very clean	
Not at all clean	

c. In the Reception Area, can other patients overhear what you say to the receptionist?

Yes, but don't mind	
Yes and am not happy about it	
No, other patients can't overhear	

Did you know that there is a facility to speak privately to a receptionist? If you wish to speak privately to a receptionist please ask the receptionist to take you to a private area.

d. How long after your appointment time do you normally wait to be seen?

I am normally seen on time	
Less than 5 minutes	
5 to 10 minutes	
15-30 minutes	
More than 30 minutes	

e. How do you feel about how long you normally have to wait?

I don't normally have to wait long	
I have to wait a bit too long	
I have to wait far too long	

f. Thinking about the last time you had to deal with a member of the reception team how good were they at each of the following

	Very good	Good	Neither good nor poor	Poor	Very poor
Answering the telephone quickly					
Greeting you politely on the telephone and giving their name					
If face to face contact - Making eye contact and acknowledging your presence					
Listening to your question/concern/problem					
Treating you with care and concern					
Taking your problems seriously					
Explaining practice procedures					

7 Opening Hours

a. How satisfied are you with the opening hours at the surgery?

Very	
Fairly	
Quite dissatisfied	
Very dissatisfied	
Don't know opening hours	

b. As far as you know is the surgery open *Please put a tick in each row*

	Yes	No	Sometimes
Before 8am?			
At lunchtime?			
After 6.30pm?			

c. Do you know how to contact the Out of hours Service?

Yes	
No	

8 Seeing a Doctor at the surgery

d. The last time you saw a doctor at the surgery how good was the doctor at each of the following? *Please put a tick in one box for each row*

	Very good	Good	Neither good nor poor	Poor	Very poor
Giving you enough time					
Asking about your symptoms					
Listening					
Explaining tests and treatments					
Involving you in decisions about your care					
Treating you with care and concern					
Taking your problems seriously					
Knowing about your condition / treatment					
Did you feel able to ask as many questions as you wanted?					
Did the doctor answer the questions you asked?					

e. Did you have confidence and trust in the doctor you saw?

Yes definately	
Yes, to some extent	
No, not at all	

9 Seeing a Practice Nurse at the surgery

a. How easy is it for you to get an appointment with a practice Nurse at the surgery?

Very	
Fairly	
Not very	

b. The last time you saw a Practice Nurse at the surgery how good was the nurse at each of the following? *Please put a tick in one box for each row*

	Very good	Good	Neither good nor poor	Poor	Very poor
Giving you enough time					
Asking about your symptoms					
Listening					
Explaining tests and treatments					
Involving you in decisions about your care					
Treating you with care and concern					
Taking your problems seriously					
Knowing about your condition / treatment					
Did you feel able to ask as many questions as you wanted?					
Did the nurse answer the questions you asked?					

10 Your Overall Satisfaction

a. In general, how satisfied are you with the care you get at the surgery?

Very	
Fairly	
Quite dissatisfied	
Very dissatisfied	

b. Would you recommend the surgery to someone who has just moved to your local area?

Yes	
No	

11 Planning your care

a. Do you have any long-standing health problems, disability or infirmity? Please include anything that has troubled you over a period of time or that is likely to affect you over a period of time

Yes	
No	

b. Have you had discussions in the past 12 months with a doctor or nurse about how best to deal with your health problems?

Yes		Go to 9c
No		Go to 10

c. In these discussions

	Yes	No
Did the doctor or nurse take notice of your views about how to deal with your health problem?		
Did the doctor or nurse give you information about the things you might do to deal with your health problem?		
Agree how best to manage your health problem?		
Would you have liked a written plan summarising your discussion with the doctor or nurse?		
Did the doctor or nurse ever mention that you had something called a care plan?		

d. Do you think that having these discussions with your doctor or nurse has helped improve how you manage your health problems?

Yes	
To some extent	
No	

12 Your views of the surgery

a. In the last 12 months have you felt like making a complaint about a GP, Nurse, Receptionist or other member of staff at the surgery?

Yes and I have made at least 1 complaint	
Yes, but I have not made a complaint	
No	

b. Who have you complained about in the last 12 months? (*Tick all that apply*)

A Doctor	
----------	--

A Nurse at the surgery	
A receptionist	
Other staff at the surgery	

c. Who have you complained about in the last 12 months? (*Tick all that apply*)

13 Some questions about you

The following questions will help us to see how experiences vary between different groups of the population.

a. Are you male or female?

Male	
Female	

b. How old are you?

Under 18		55 - 64	
18 - 24		65 - 74	
25 - 34		75 - 84	
35 - 44		85 and over	
45 - 54			

c. Do you have carer responsibility for anyone in your household with a long standing health problem or disability?

Yes	
No	

d. What is your ethnic group?

A. White

British	
Irish	
Any other white background	

B. Mixed

White & Black Caribbean	
White & black African	
White & Asian	
Any other mixed background	

C. Asian or Asian British

Indian	
Pakistani	
Bangladeshi	
Any other Asian background	

D. Black or Black British

Caribbean	
African	
Any other Black background	

E. Chinese or other ethnic group

Chinese	
Any other ethnic group	

Appendix 4

Shadwell Medical Centre

Shadwell Medical Centre Annual Surgery Survey

Number of Responses: **108**

Shadwell Medical Centre Annual Surgery Survey

1. Appointments at the surgery

Thinking of when you have wanted to see a particular GP (Tick one box only)

Don't usually get an appointment with the GP **10%**

Same day **12%**

Next day **3%**

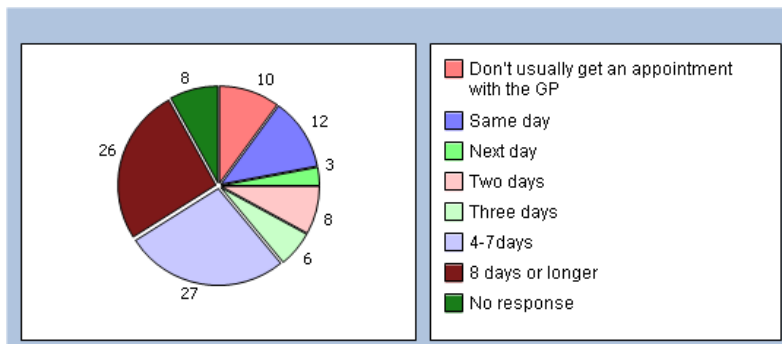
Two days **8%**

Three days **6%**

4-7days **27%**

8 days or longer **26%**

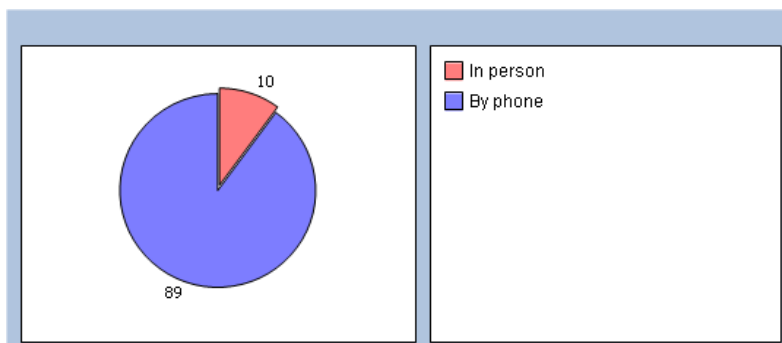
No response **8%**



How do you normally book your appointment to see a doctor or nurse at the surgery?

In person **10%**

By phone **89%**

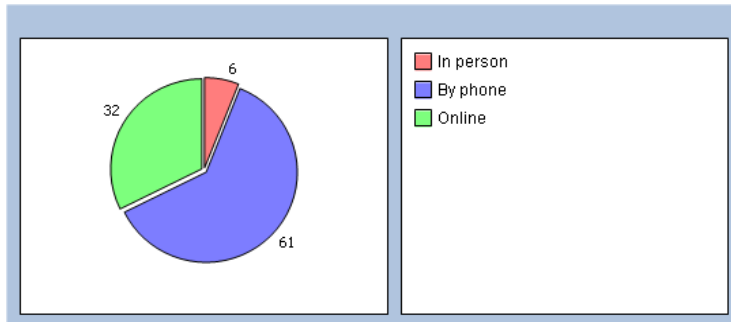


Which of the following methods would you prefer to use to book an appointment at the surgery?

In person **6%**

By phone **61%**

Online **32%**



2. Getting through on the telephone

In the past 6 months how easy have you found the following? Getting through on the phone

Haven't tried **0%**

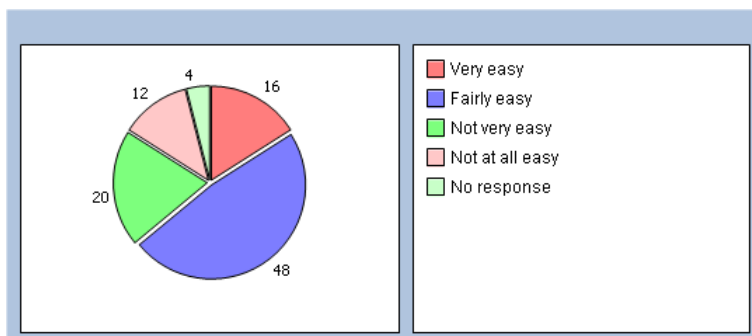
Very easy **16%**

Fairly easy **48%**

Not very easy **20%**

Not at all easy **12%**

No response **4%**



Speaking to a doctor on the phone

Haven't tried **44%**

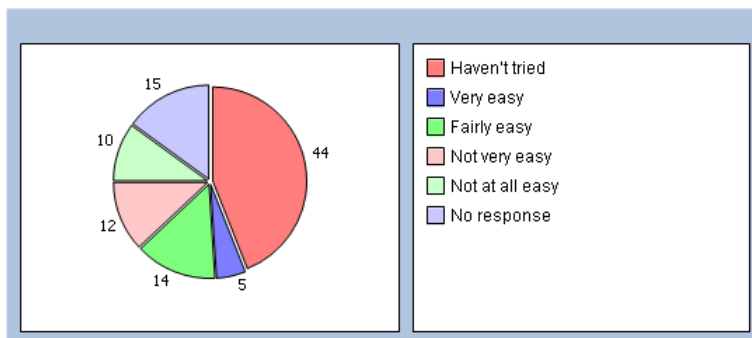
Very easy **5%**

Fairly easy **14%**

Not very easy **12%**

Not at all easy **10%**

No response **15%**



Speaking to a nurse on the phone

Haven't tried **54%**

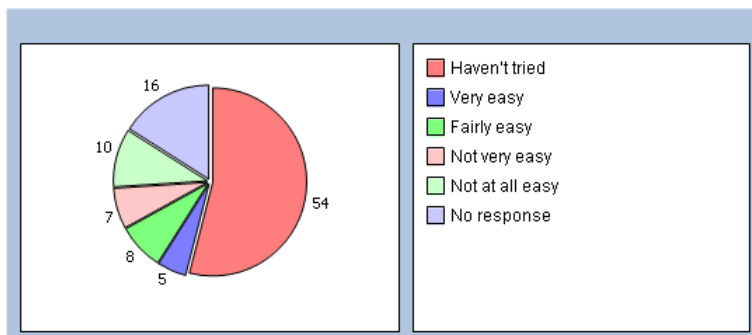
Very easy **5%**

Fairly easy **8%**

Not very easy **7%**

Not at all easy **10%**

No response **16%**



Obtaining test results by phone

Haven't tried **43%**

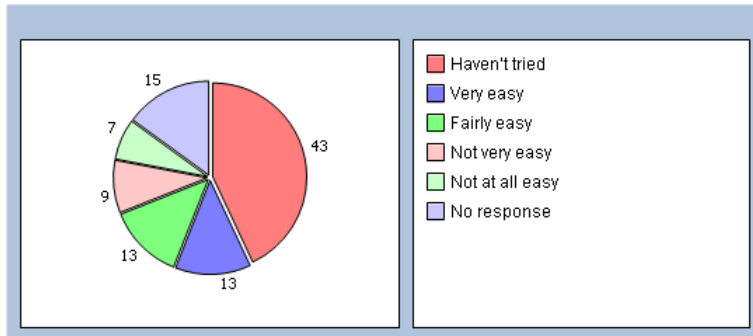
Very easy **13%**

Fairly easy **13%**

Not very easy **9%**

Not at all easy **7%**

No response **15%**



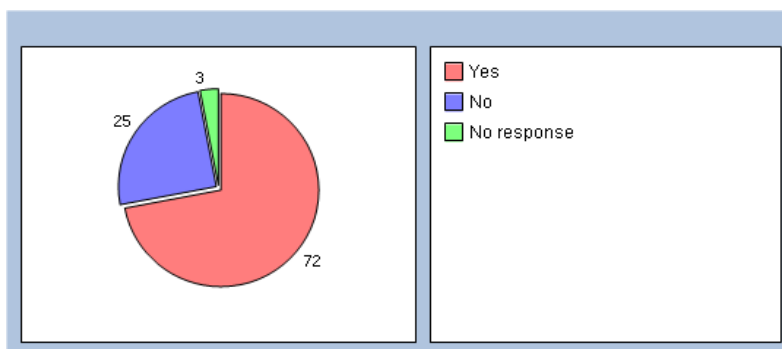
3. Seeing a Doctor

In the past 6 months have you tried to see a doctor fairly quickly? By fairly quickly we mean on the same day or in the next two weekdays that the Medical Centre was open.

Yes **72%**

No **25%**

No response **3%**

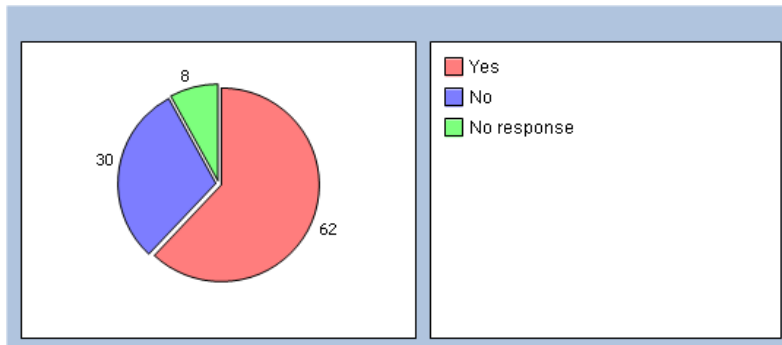


Think about the last time you tried to see a doctor fairly quickly. Were you able to see a doctor on the same day or in the next two weekdays that the Medical Centre was open?

Yes **62%**

No **30%**

No response **8%**



If you weren't able to be seen during the next 2 week days that the Medical centre was open, why was that?

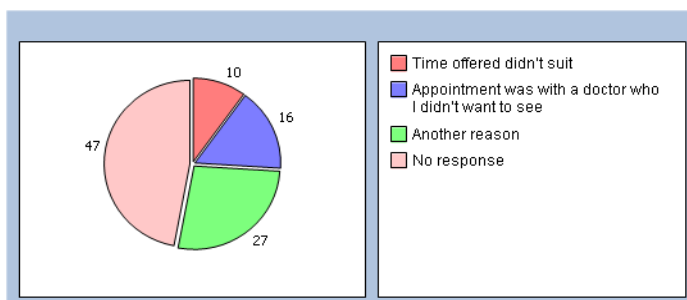
Time offered didn't suit **10%**

Appointment was with a doctor who I didn't want to see **16%**

A nurse was free but I wanted to see a doctor **0%**

Another reason **27%**

No response **47%**

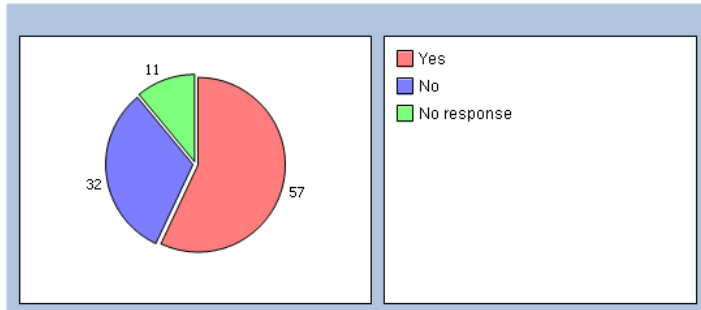


In the past 6 months, have you tried to book ahead for an appointment with a doctor?

Yes **57%**

No **32%**

No response **11%**



4. Arriving for your appointment

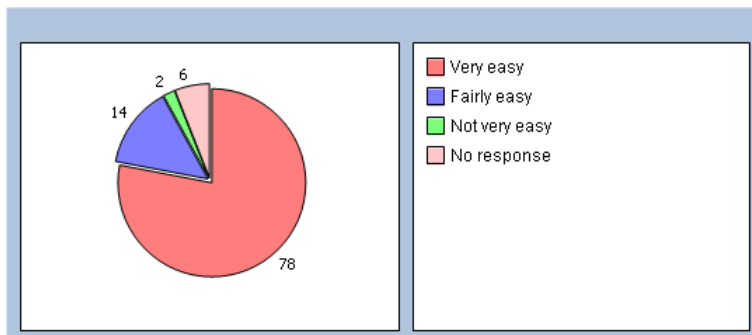
How easy do you find getting into the building at the surgery?

Very easy **78%**

Fairly easy **14%**

Not very easy **2%**

No response **6%**



How clean is the GP surgery?

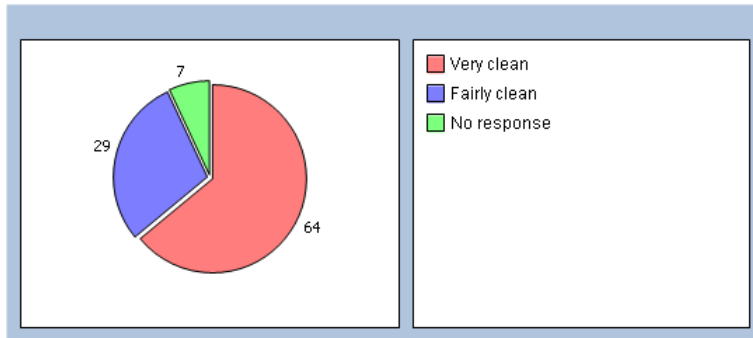
Very clean **64%**

Fairly clean **29%**

Not very clean **0%**

Not at all clean **0%**

No response **7%**



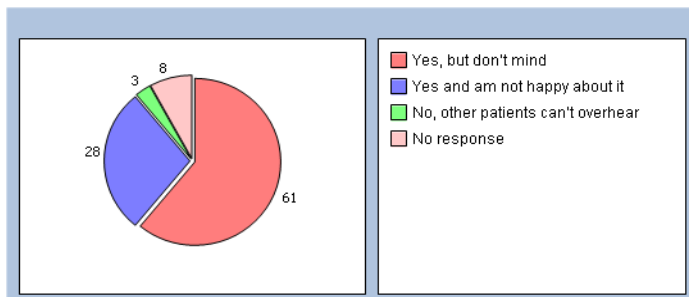
In the Reception Area, can other patients overhear what you say to the receptionist?

Yes, but don't mind **61%**

Yes and am not happy about it **28%**

No, other patients can't overhear **3%**

No response **8%**

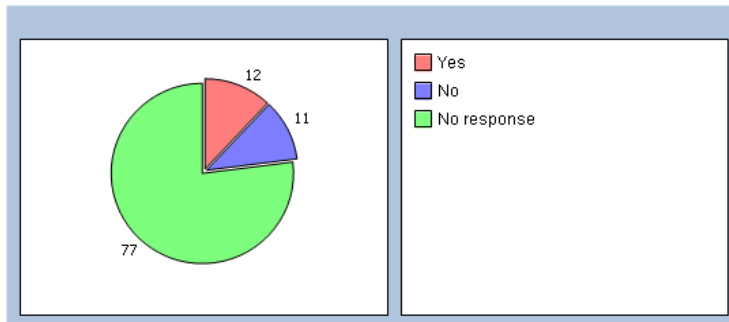


Did you know that there is a facility to speak privately to a receptionist? If you wish to speak privately to a receptionist please ask the receptionist to take you to a private area.

Yes **12%**

No **11%**

No response **77%**



How long after your appointment time do you normally wait to be seen?

I am normally seen on time **9%**

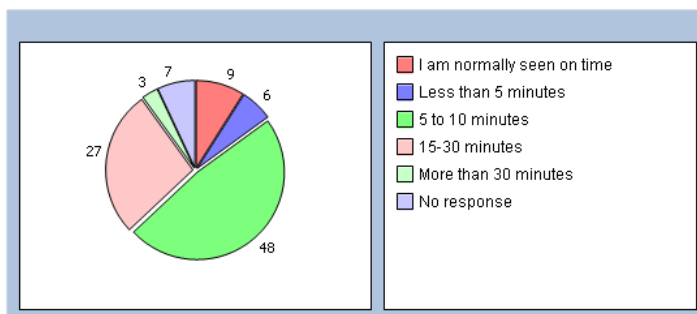
Less than 5 minutes **6%**

5 to 10 minutes **48%**

15-30 minutes **27%**

More than 30 minutes **3%**

No response **7%**



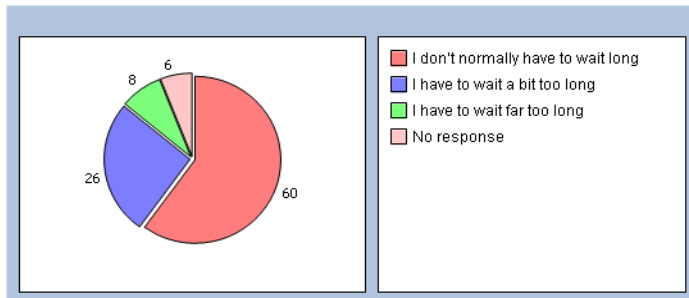
How do you feel about how long you normally have to wait?

I don't normally have to wait long **60%**

I have to wait a bit too long **26%**

I have to wait far too long **8%**

No response **6%**



**Thinking about the last time you had to deal with a member of the reception team how good were they at each of the following:
Answering the telephone quickly**

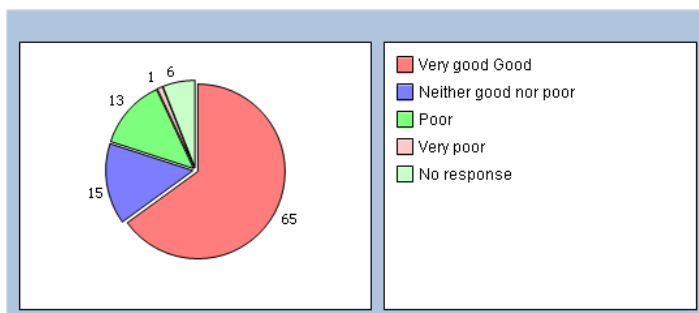
Very good Good **65%**

Neither good nor poor **15%**

Poor **13%**

Very poor **1%**

No response **6%**



Greeting you politely on the telephone and giving their name

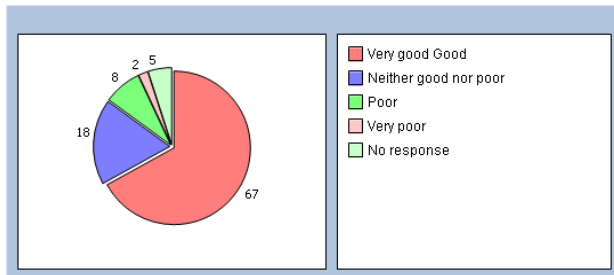
Very good Good **67%**

Neither good nor poor **18%**

Poor **8%**

Very poor **2%**

No response **5%**



If face to face contact - Making eye contact and acknowledging your presence

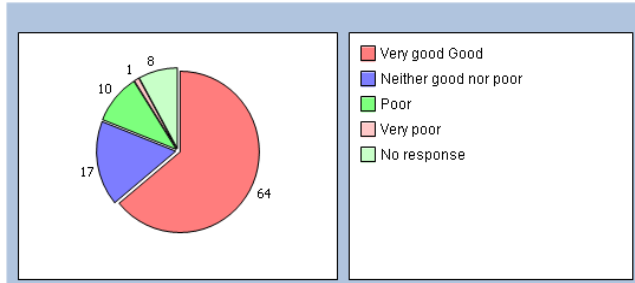
Very good Good **64%**

Neither good nor poor **17%**

Poor **10%**

Very poor **1%**

No response **8%**



Listening to your question/concern/problem

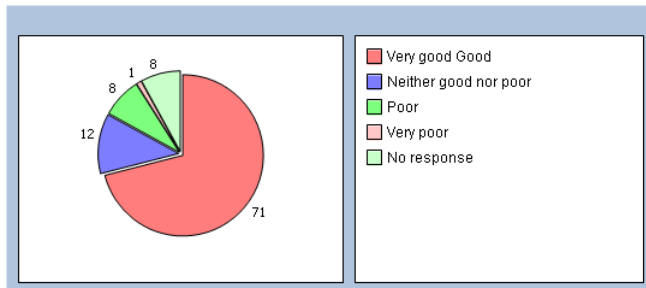
Very good Good **71%**

Neither good nor poor **12%**

Poor **8%**

Very poor **1%**

No response **8%**



Treating you with care and concern

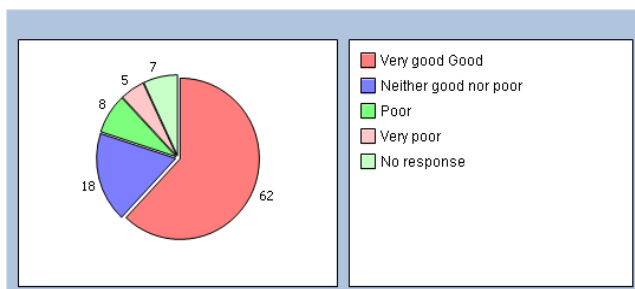
Very good Good **62%**

Neither good nor poor **18%**

Poor **8%**

Very poor **5%**

No response **7%**



Taking your problems seriously

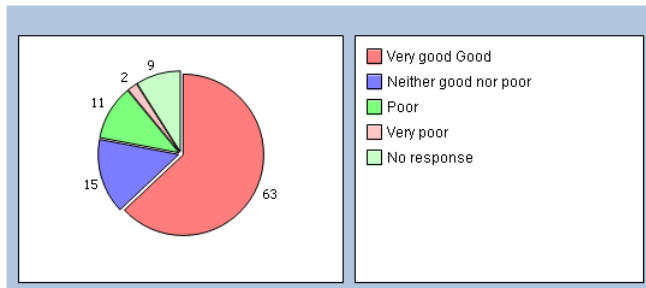
Very good Good **63%**

Neither good nor poor **15%**

Poor **11%**

Very poor **2%**

No response **9%**



Explaining practice procedures

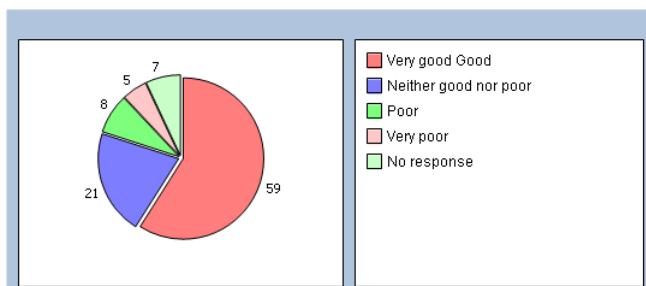
Very good Good **59%**

Neither good nor poor **21%**

Poor **8%**

Very poor **5%**

No response **7%**



5. Opening Hours

How satisfied are you with the opening hours at the surgery?

Very **37%**

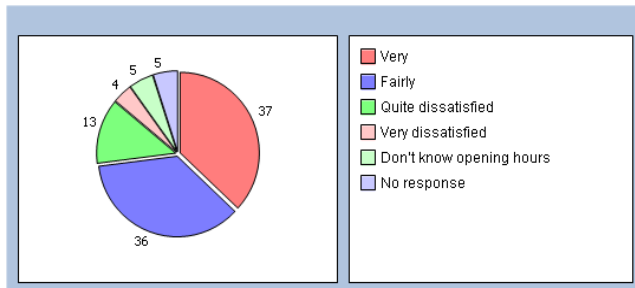
Fairly **36%**

Quite dissatisfied **13%**

Very dissatisfied **4%**

Don't know opening hours **5%**

No response **5%**

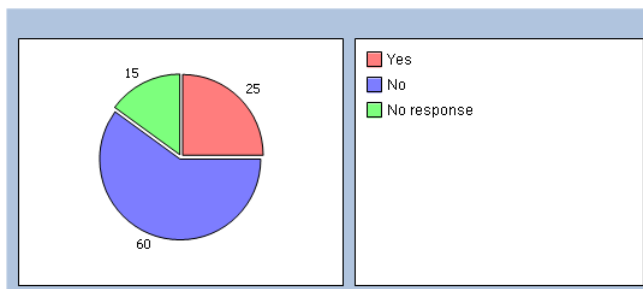


As far as you know is the surgery open Before 8am?

Yes **25%**

No **60%**

No response **15%**

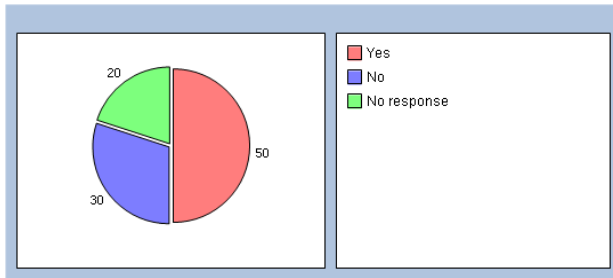


As far as you know, id the surgery open at lunchtime?

Yes **50%**

No **30%**

No response **20%**

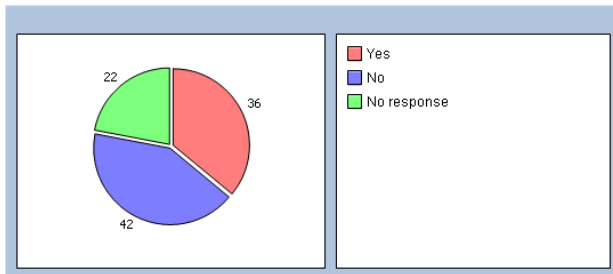


As far as you know, is the surgery open after 6.30pm?

Yes **36%**

No **42%**

No response **22%**

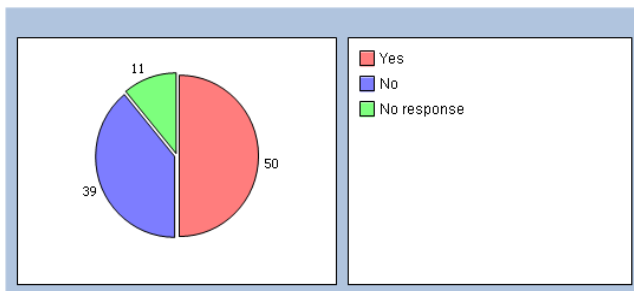


Do you know how to contact the Out of hours Service?

Yes **50%**

No **39%**

No response **11%**



6. Seeing a Doctor at the surgery.

The last time you saw a doctor at the surgery how good was the doctor at each of the following?

Giving you enough time

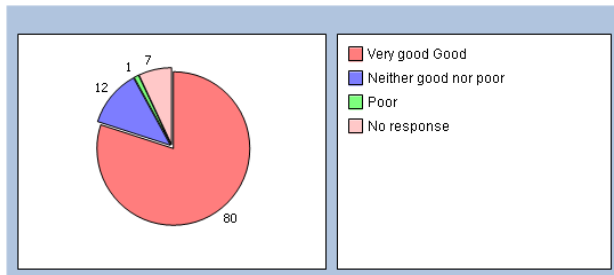
Very good Good **80%**

Neither good nor poor **12%**

Poor **1%**

Very poor **0%**

No response **7%**



Asking about your symptoms

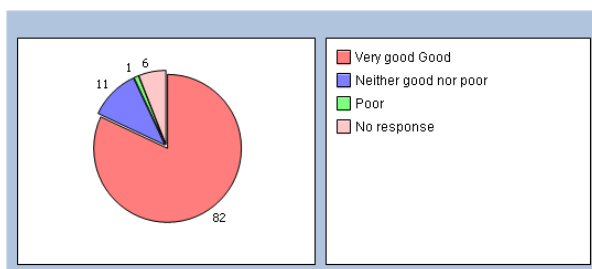
Very good Good **82%**

Neither good nor poor **11%**

Poor **1%**

Very poor **0%**

No response **6%**



Listening

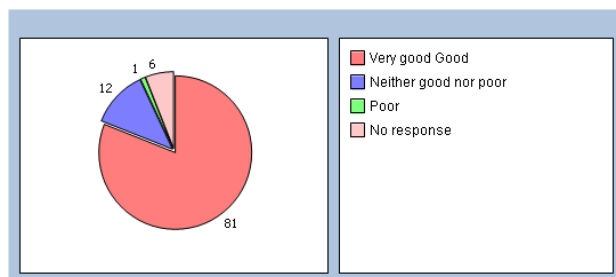
Very good Good **81%**

Neither good nor poor **12%**

Poor **1%**

Very poor **0%**

No response **6%**



Explaining tests and treatments

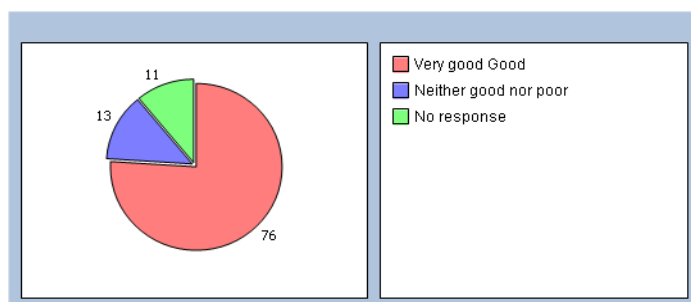
Very good Good **76%**

Neither good nor poor **13%**

Poor **0%**

Very poor **0%**

No response **11%**



Involving you in decisions about your care

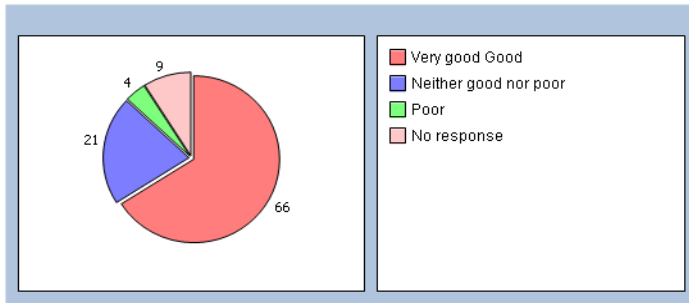
Very good Good **66%**

Neither good nor poor **21%**

Poor **4%**

Very poor **0%**

No response **9%**



Treating you with care and concern

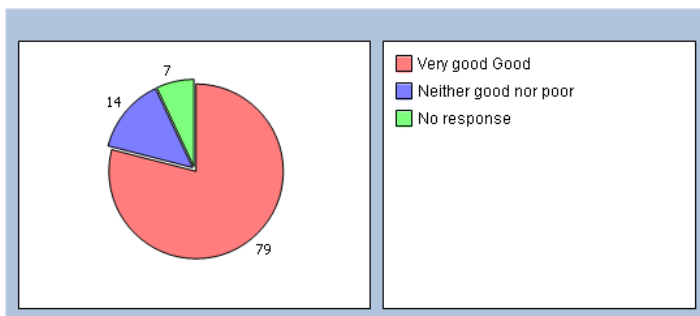
Very good Good **79%**

Neither good nor poor **14%**

Poor **0%**

Very poor **0%**

No response **7%**



Taking your problems seriously

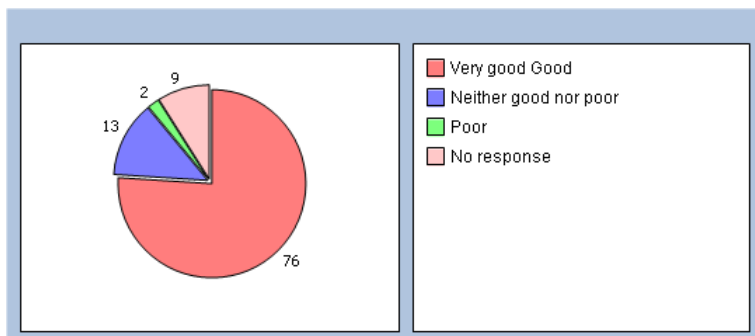
Very good Good **76%**

Neither good nor poor **13%**

Poor **2%**

Very poor **0%**

No response **9%**



Knowing about your condition / treatment

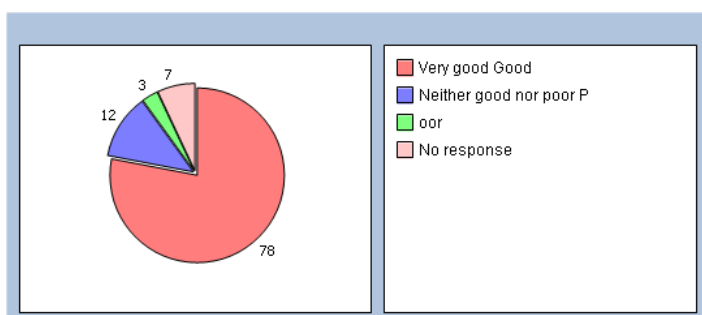
Very good Good **78%**

Neither good nor poor P **12%**

oor **3%**

Very poor **0%**

No response **7%**



Did you feel able to ask as many questions as you wanted?

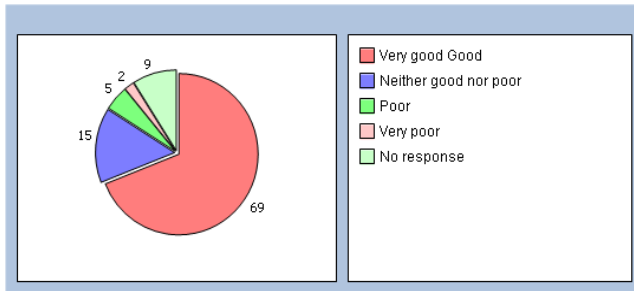
Very good Good **69%**

Neither good nor poor **15%**

Poor **5%**

Very poor **2%**

No response **9%**



Did the doctor answer the questions you asked?

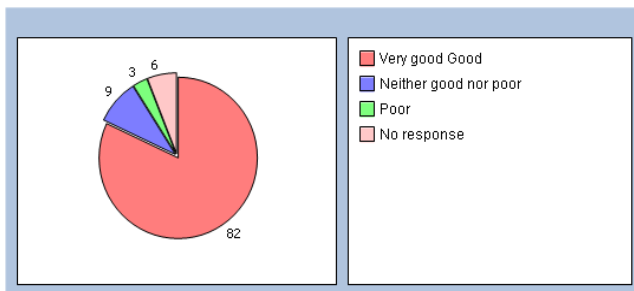
Very good Good **82%**

Neither good nor poor **9%**

Poor **3%**

Very poor **0%**

No response **6%**



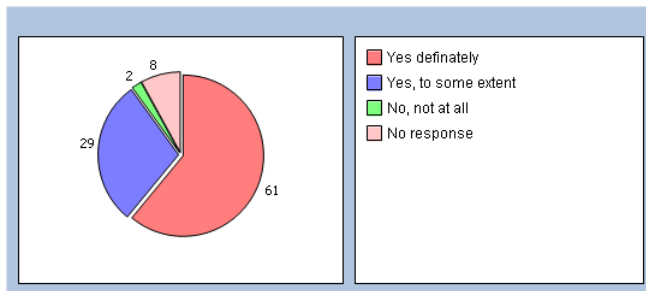
Did you have confidence and trust in the doctor you saw?

Yes definetely **61%**

Yes, to some extent **29%**

No, not at all **2%**

No response **8%**



7. Seeing a Practice Nurse at the surgery

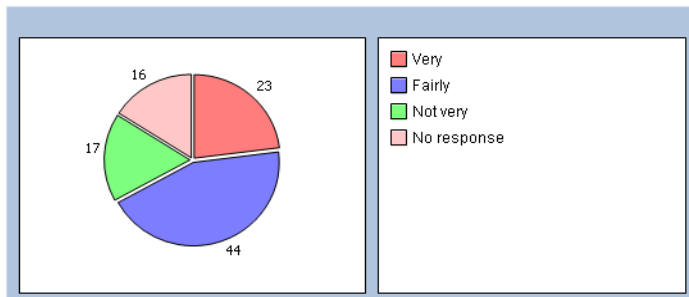
How easy is it for you to get an appointment with a practice Nurse at the surgery?

Very **23%**

Fairly **44%**

Not very **17%**

No response **16%**



The last time you saw a Practice Nurse at the surgery how good was the nurse at each of the following:

Giving you enough time

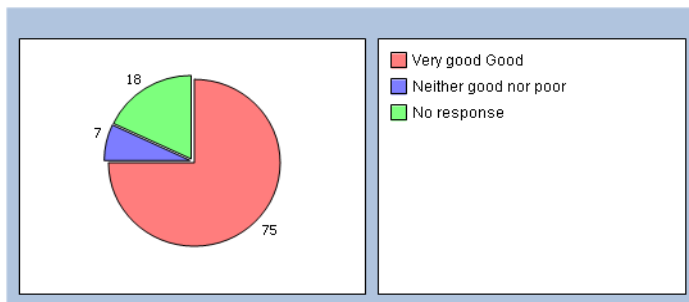
Very good Good **75%**

Neither good nor poor **7%**

Poor **0%**

Very poor **0%**

No response **18%**



Asking about your symptoms

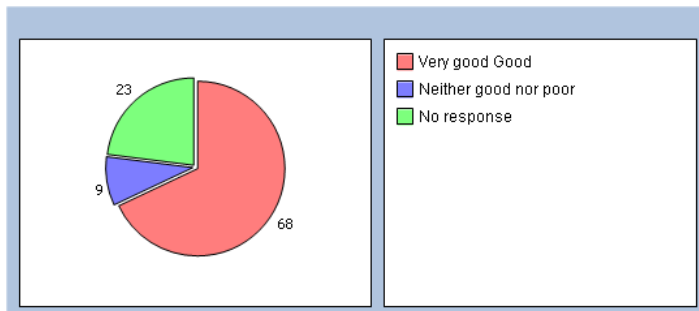
Very good Good **68%**

Neither good nor poor **9%**

Poor **0%**

Very poor **0%**

No response **23%**



Listening

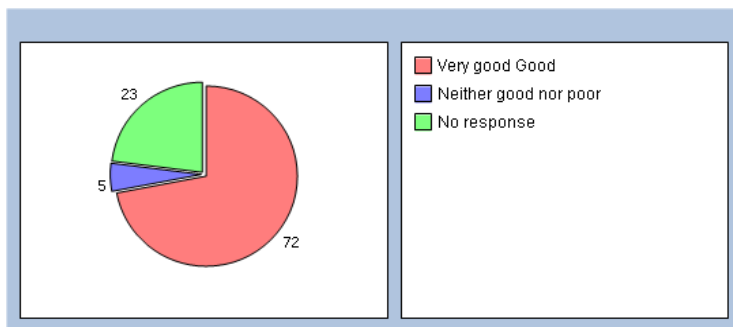
Very good Good **72%**

Neither good nor poor **5%**

Poor **0%**

Very poor **0%**

No response **23%**



Explaining tests and treatments

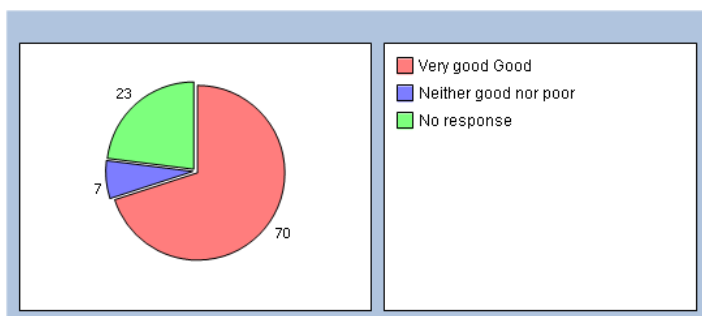
Very good Good **70%**

Neither good nor poor **7%**

Poor **0%**

Very poor **0%**

No response **23%**



Involving you in decisions about your care

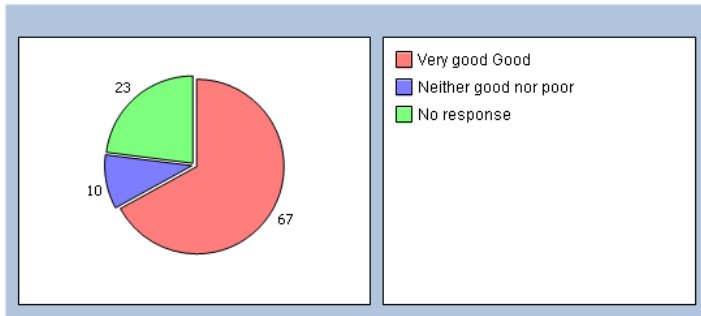
Very good Good **67%**

Neither good nor poor **10%**

Poor **0%**

Very poor **0%**

No response **23%**



Treating you with care and concern

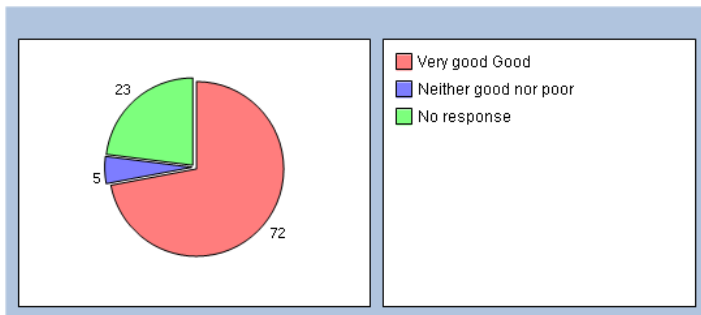
Very good Good **72%**

Neither good nor poor **5%**

Poor **0%**

Very poor **0%**

No response **23%**



Taking your problems seriously

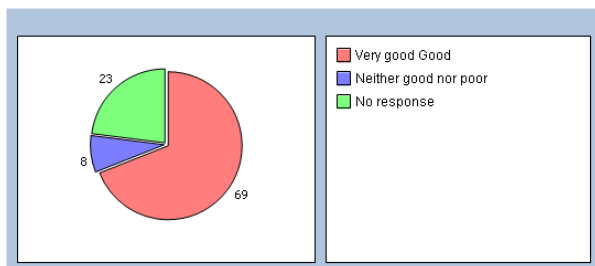
Very good Good **69%**

Neither good nor poor **8%**

Poor **0%**

Very poor **0%**

No response **23%**



Knowing about your condition / treatment

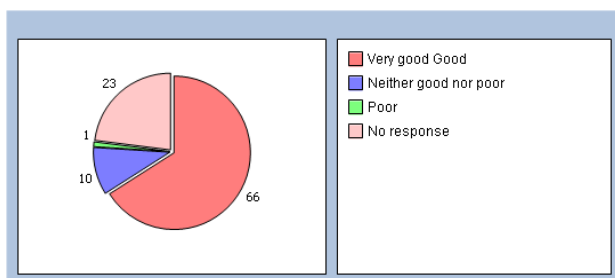
Very good Good **66%**

Neither good nor poor **10%**

Poor **1%**

Very poor **0%**

No response **23%**



Did you feel able to ask as many questions as you wanted?

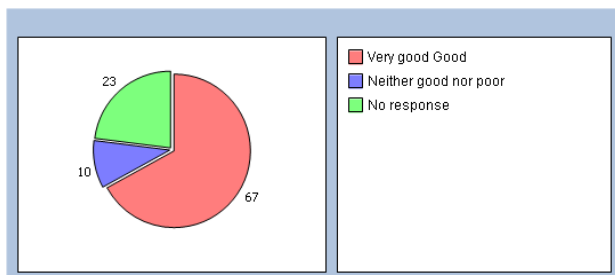
Very good Good **67%**

Neither good nor poor **10%**

Poor **0%**

Very poor **0%**

No response **23%**



Did the nurse answer the questions you asked?

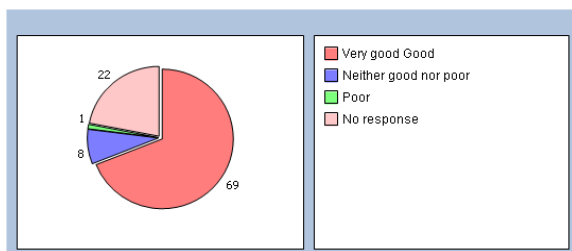
Very good Good **69%**

Neither good nor poor **8%**

Poor **1%**

Very poor **0%**

No response **22%**



8. Your overall satisfaction

In general, how satisfied are you with the care you get at the surgery?

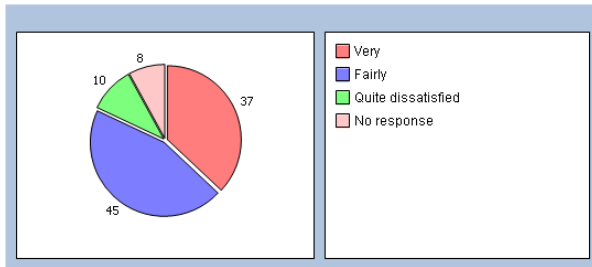
Very **37%**

Fairly **45%**

Quite dissatisfied **10%**

Very dissatisfied **0%**

No response **8%**

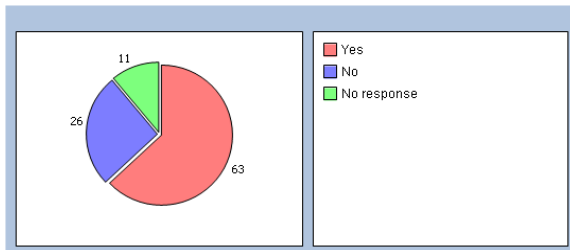


Would you recommend the surgery to someone who has just moved to your local area?

Yes **63%**

No **26%**

No response **11%**



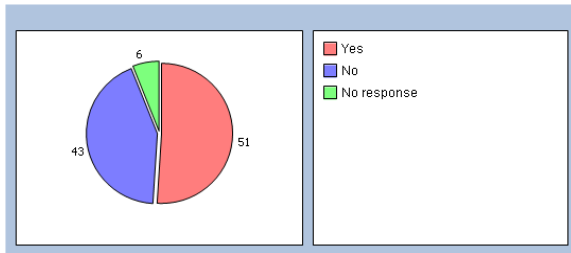
9. Planning your care

Do you have any long-standing health problems, disability or infirmity? Please include anything that has troubled you over a period of time or that is likely to affect you over a period of time

Yes **51%**

No **43%**

No response **6%**

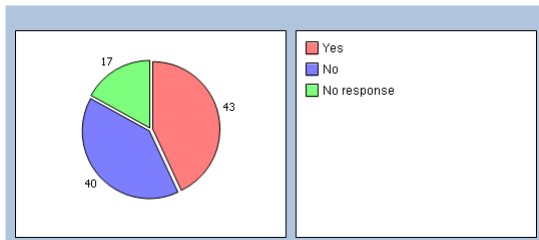


Have you had discussions in the past 12 months with a doctor or nurse about how best to deal with your health problems?

Yes **43%**

No **40%**

No response **17%**

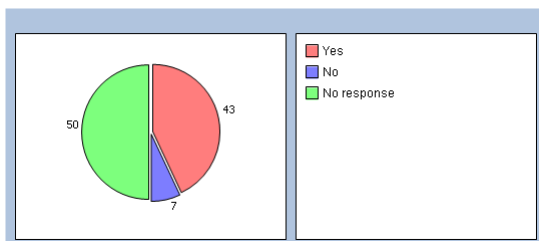


In these discussions Did the doctor or nurse take notice of your views about how to deal with your health problem?

Yes **43%**

No **7%**

No response **50%**

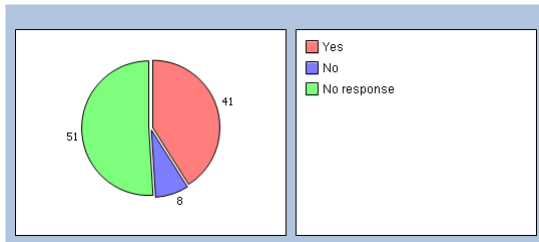


Did the doctor or nurse give you information about the things you might do to deal with your health problem?

Yes **41%**

No **8%**

No response **51%**

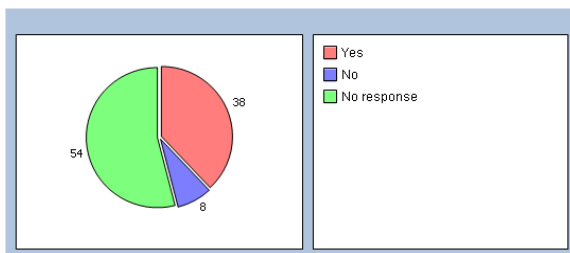


Agree how best to manage your health problem?

Yes **38%**

No **8%**

No response **54%**

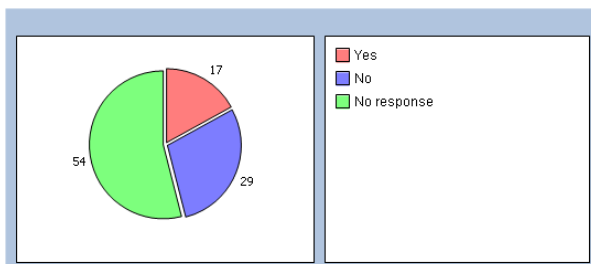


Would you have liked a written plan summarising your discussion with the doctor or nurse?

Yes **17%**

No **29%**

No response **54%**

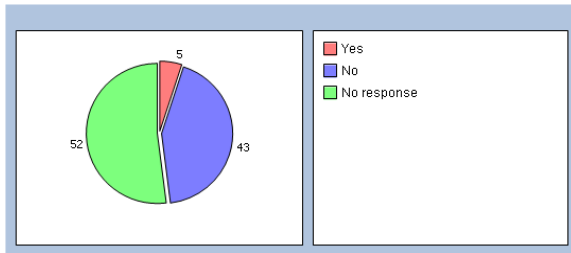


Did the doctor or nurse ever mention that you had something called a care plan?

Yes **5%**

No **43%**

No response **52%**



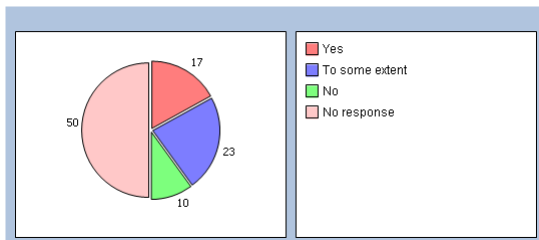
Do you think that having these discussions with your doctor or nurse has helped improve how you manage your health problems?

Yes **17%**

To some extent **23%**

No **10%**

No response **50%**



10. Your views of the surgery

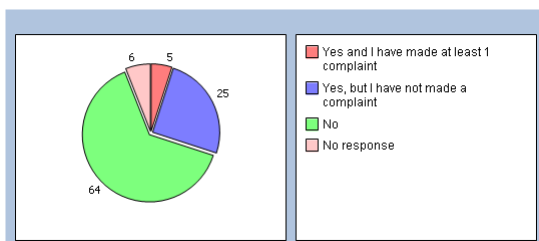
In the last 12 months have you felt like making a complaint about a GP, Nurse, Receptionist or other member of staff at the surgery?

Yes and I have made at least 1 complaint **5%**

Yes, but I have not made a complaint **25%**

No **64%**

No response **6%**



Who have you complained about in the last 12 months?

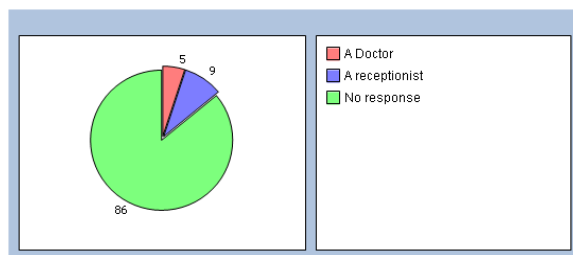
A Doctor **5%**

A Nurse at the surgery **0%**

A receptionist **9%**

Other staff at the surgery **0%**

No response **86%**



11. Some questions about you.

The following questions will help us to see how experiences vary between different groups of the population.

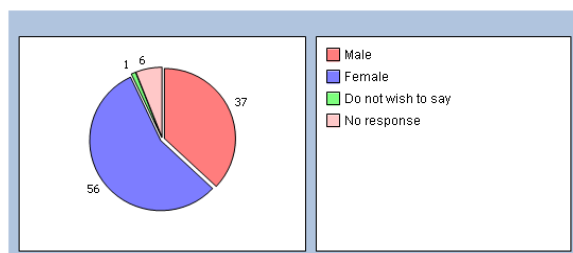
Are you male or female?

Male **37%**

Female **56%**

Do not wish to say **1%**

No response **6%**



How old are you/

Under 18 **1%**

18 - 24 **6%**

25 - 34 **12%**

35 - 44 **14%**

45 - 54 **14%**

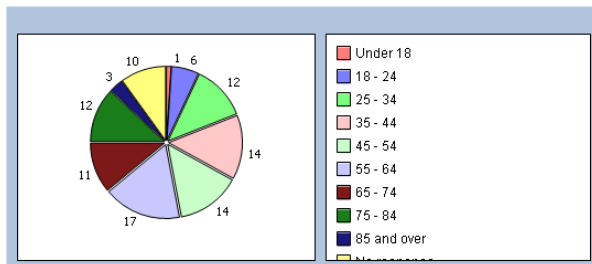
55 - 64 **17%**

65 - 74 **11%**

75 - 84 **12%**

85 and over **3%**

No response **10%**

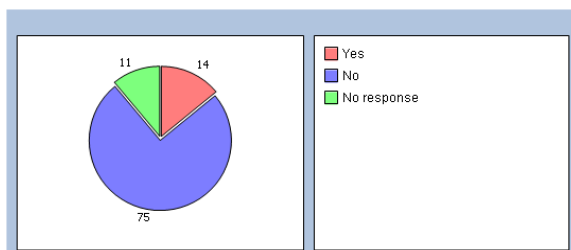


Do you have carer responsibility for anyone in your household with a long standing health problem or disability?

Yes **14%**

No **75%**

No response **11%**



What is your ethnic group?

White British **75%**

White Irish **0%**

Any other white background **0%**

White & Black Caribbean **0%**

White & black African **0%**

White & Asian **0%**

Any other mixed background **1%**

Indian **5%**

Pakistani **3%**

Bangladeshi **0%**

Any other Asian background **0%**

Black or Black British **0%**

Caribbean **0%**

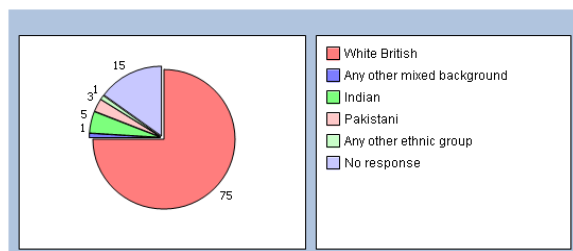
African **0%**

Any other black background **0%**

Chinese **0%**

Any other ethnic group **1%**

No response **15%**



Appendix 5						
	Patient Issue	Action Required	Milestones	Practice Lead	Patient Group Lead	Timeframe
	Access					
1	Issue High DNA (Did not attend) rates continue to be a problem. The practice loses up to approximately 140 appointments (7 surgeries) per month from patients failing to attend.	To reduce number of DNA's in order to make up to 140 appointments per month available for "face to face" consultations.	a. Where possible, text messages will be sent to patients the day before their appointment to remind them.	Practice Manager	N/A	Ongoing
			b. Educate patients through various means e.g. use of practice web site, posters, leaflets, practice newsletter and notifications on prescriptions.	Practice Manager	N/A	Ongoing
			c. Telephone reminders to patients with 2 or more consecutive appointments.	Reception team	N/A	Ongoing
			d. Telephone reminder to patients known to DNA regularly.	Reception team	N/A	Ongoing
			e. Telephone reminders to patients with known memory problems.	Reception team	N/A	Ongoing
			f. Text message and/or Letter to patient's who DNA	Administration team	N/A	Ongoing
2	Issue Long waiting time for telephone to be answered	To reduce holding time for telephone to be answered	a. Continue to distribute Administrator workload to provide addition person for telephone answering during busy period	Practice Manager	N/A	Ongoing
			b. Relocating more administrative staff into the reception area now that funding is available, to allow more flexibility in assisting patients and answering telephone calls etc.	Practice Manager	N/A	April 2014
			c. Regular monitoring and feed back to staff of call handling times	Practice Manager / Senior Receptionist	N/A	Ongoing
3	Issue Attitude of reception staff	Recent survey show significant improvement. We will continue to improve patient perception of reception staff	a. Meet with reception team to discuss findings of patient survey.	Practice Manager	N/A	April 2013
			b. Further customer service	Practice Manager	N/A	Ongoing

			<p>training.</p> <p>c. Continue with one to one discussion regarding complaints with identified staff members if they are identified by the complainant.</p> <p>d. Improving the appearance of the reception area using funding now available to make more patient friendly e.g. removing the security screen.</p>	<p>Practice Manager</p> <p>GP Partners / Practice Manager</p>	<p>N/A</p> <p>N/A</p>	<p>Ongoing</p> <p>April 2014</p>
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Appendix 6

Minutes of the Friends of Shadwell Medical Centre Meeting 20th February 2013

Apologies

7 members sent their apologies.

In attendance

MW,(chair) R H, C L, and M K (Practice Manager).

Notes for the meeting held on 8th January 2013 were agreed.

RH agreed to scribe.

Matters arising

Although DNAs had been dramatically up in December 2012, they seem to have come down again for January and February was showing the same trend.

Reception was again discussed at length. MK said there was a training course being arranged that 61 GP Practices had shown interest in and it appeared that SMC had been selected to trial the course. MK had asked for clarification and it was planned that all reception staff should attend this course. Although there was no detail on what the course would cover available to the meeting, it was felt that this was a positive step forward. The receptionists feel that they give a good service but if this is not the experience of the patients then this mismatch of views need to be addressed.

There was some discussion as to whether a receptionist should join these meetings, this was not ruled out but no-one would be invited to the next meeting. **Action** MK to discuss poor reception experience with the partners and then, with partner support to the receptionists.

A prescription tracking system has been introduced by MK that identified three incidents in the first three days, so proving its worth. While we appreciate it is more work we think this is an excellent development. The group thought that the surgery website should be printed on prescriptions. **Action** MK to investigate.

MK has changed the website and future documentation from Patient Participation Group to Friends of Shadwell Medical Centre.

MFW and CL have surveyed the Noticeboards, MFW notes attached. This was a very useful exercise. **Action** CL has agreed to implement the suggestions made before passing this task over to the practices's administration staff.

MFW and CL proposed better use of the TV for practice related information. **Action** MK to talk to the providers of the TV content to ascertain how to add content, how regularly this can

be done, what the lead times may be and if there is generic content available that may address some of our problems, e.g. DNAs.

During the above survey MFW and CL noticed a number of other things, again see attached.

MK said that a new door handle has been ordered for the Gent's toilets and a pedal waste paper bin will be provided in reception.

MK and MFW have drawn up a questionnaire that will provide more relevant information for the Surgery to analyse. This is now online and will remain there until 22 March 2013. After which MK will collate the results and publish a report of the findings.

NHS Direct system is being replaced soon with NHS111, this is the use of the telephone number 111 to get medical help or advice. This will come into force on 5th March 2013 for SMC. A trail run has been conducted but no report has been received by MK as yet.

Funding has been secured for the renovation or reconfiguring of Reception. The glass screen will be removed an eye level screen may be erected but this has not been decided. There will be new uniforms and name badges. Further back office improvements are also planned. This news was very well received.

New Issues

Test results were discussed. There has been some issues where people have not been able to get their test results without seeing a GP. It seems that this should not be a problem, as once the doctor has seen the results, they should make a note whether the results can be given out or if a GP visit is in order. MK informed the meeting that a print out could be provided for a charge.

MW noted that a bell has been installed for disabled patients / visitors to use if they require assistance.

CL asked if the receptionists could inform patients if specific GPs were running late and if so by how much. MK said this should already be happening.

AOB

MW talked about the need to recruit more members with time and skills to contribute to the Friends of Shadwell Medical Centre. Three current members have indicated that they may need to step back for a time and for the group to be successful and make a difference more patients are needed to get involved. **Action**, all to consider how this can be achieved.

Next meeting

The next Meeting would be at the Surgery on 8th May 2013 at 2:30pm.

Appendix 7

The discussion opened for the meeting on 8th January 2013

A scribe was not available, MK and MFW took notes.

DNA's were dramatically up for December 2012.

It was said that it appeared that there had been a downhill service from receptionists in December 2012. Results of patient surveys gave 33% of patients satisfied with doctors but 66% were dissatisfied with receptionists. 50% said it was difficult to get an appointment.

There were a number of issues and concerns about prescriptions getting lost between the doctors and the chemists and also being "lost" due to being filed under the wrong letter. Letters and Faxes had a tendency to be misplaced which delayed treatments or issue of medication. A significant number of patients were complaining. Action: MK would look into it.

MK would also change the website and future documentation to Friends of Shadwell Medical Centre.

MFW would contact CL to arrange an objective survey of the Noticeboards to take place.

MK stated that the Surgery required a Patient survey, in addition the Doctors have individual questionnaires. The GP representative suggested that MFW looked at the GMC and RCS/RCP websites for further information on questionnaires. MFW said that National Association of Patient Participation, NAPP had questionnaires that included relevant questions on receptionists.

Action: MK and MFW would meet to draw up a questionnaire that would provide more relevant information for the Surgery to analyse.

NHS Direct system is being replaced soon with NHS111, this is the use of the telephone number 111 to get medical help or advice.

The renovation or reconfiguring of Reception at the Surgery was still in abeyance although some Funding had not been applied for. We asked that this was processed soon as we had been promised this for over a year now.

MK gave MFW the SMC pamphlet to read over.

The next Meeting would be at the Surgery on 20th February 2013 at 3pm.

MFW would liaise with TG to arrange an interim offsite meeting

7th November 2012, 2pm.

In attendance: 3 group members, Practice Manager and a GP representative

Apologises: 5 group members.

Not having any written minutes, the Chair ran through a resume of the meeting held on 7th Nov 2012.

We would call ourselves Friends of Shadwell Medical Centre, FSMC, and the website and correspondence should reflect this.

Action: MK would alter the website.

MK had found that we could upload power point presentations or information on to the Plasma screen in the waiting room. FSMC could place a brief outline of what we would like to achieve. Action: MK required detailed information from the Chair on FSCM and we would consider other topics that FSMC and the Surgery could detail on the Plasma screen (more information on this after a survey of the Noticeboards in the waiting room).

Within the changes of PCT to CCG language line could not be guaranteed to continue.

Sign language for some receptionist would be favourable, at present only MK had very limited sign language.

It was noted that limited sight documents were available, MK said patients only had to ask.

Renovation of the Reception area is still planned with a form of "Greet and Meet" put into operation (and a loop system)

It was decided to have an offsite meeting between the dates of regular meetings at the surgery.

It was decided that an appropriately worded PR documents should be drafted for DNA's under the points of wasted time, cost and excluding patients.

We needed to appoint a scribe/secretary at the next meeting 8th Jan 2013.

We should all look up the National Association of Patient Participation, NAPP, on the web to gain great objectivity for our role.

Larger drawing pin were required for the FSMC Noticeboard as the puckering did not look good on the notices, it was also considered moving the noticeboard as patients were not recognising it, (distracted with the eye catching flu notices)

An Offsite meeting would be called in 1st week of Dec 2012,

Action: TG to arrange.

Appendix 9

Summary of PPG Meeting September 19th 2012

This was the first meeting where the group took ownership of events; having it's own Chairperson and producing it's own Agenda.

It was agreed that the relationship between the Practice and the PPG should be one of 'Win-Win' where we work for the mutual benefit of both parties. The group is happy to offer it's various skills and experience as a resource to the Practice, while championing the views and needs of the wider patient population.

The PPG is comprised of individuals who were initially prompted to become involved because of their strong views on aspects of the Practices services. There has been much discussion about instances where patients have felt let down and the Practice has shared with the group its plans to address these and other issues.

The immediate priorities of the Practice are to:

- o Improve the ease with which patients can get access to doctors appointments.
- o To further develop the systems and service levels provided by the Reception/Administration function.

The immediate priorities of the PPG are to:

- o Publicise its existence to the wider patient population, inviting interested parties to share their views on the services provided and offer thoughts on how the Practice might better promote health within the community.
- o To act as a resource to the Practice in its efforts to meet the standards of service its patients expect.

Various initiatives have been tried to make appointments easier to access but as things stand there appears to be no way of offering more than the current level.

The PPG has expertise with systems and is happy to assist in offering an objective perspective to the challenges faced.

Throughout October the PPG will be promoting it's activities by a variety of means and would greatly welcome the views and ideas of the wider patient community.

The Group will be giving a presentation to Practice staff as a whole to illustrate how it can work with the centre to further improve it's service provision and ensure it's patients health needs are effectively and consistently catered for.

In due course there will be a variety of initiatives to gather the views of patients so that the group can bring it's influence to bear on the policy decisions the Practice makes.

Summary of Meeting Held 3rd July 2012

Attendees: 6 patient Representatives, Melanie Keane Practice Manager, 1 GP Representative

Agenda:

Welcome new members

Appoint Chairperson

Appoint Deputy Chairperson

Appoint Secretary

Agree Terms of Reference

Any other business

After a brief explanation of his background and motives, Tony Gowland was elected Chair and likewise Margaret was elected Vice Chair.

A Secretary was also appointed..

The terms of reference were reviewed and with minor changes are prepared as an appendix to this summary.

Any Other Business:

Tony asked that the group be updated on progress against the action plan circulated at previous meetings.

The plan has three focal points:

1. Excessive DNAs
2. Long waiting times when telephoning
3. Further improving the effectiveness of the Reception/Admin functions.

1. Excessive DNAs

Following the introduction of a revised appointment reminder system and an increase in the availability of 'Same Day' urgent appointments; Melanie reported a 50% drop in the number of DNAs. Throughout June. It was agreed this was an excellent result.

2. Long waiting times when telephoning.

It is considered a limitation of the system linked with the natural will of people to be first in line for the available slots when surgery opens. The GP Representative explained the limitations and asked that we continue to monitor to see the impact of the revised systems.

3. Reception/Admin.

The GP Representative reported that plans for changes to the reception area were ongoing and due later in the year and addressed concerns that consideration would be given to the needs of patients with visual or hearing difficulties.

The emphasis on quality of service is primary and revisions to the physical layout will go hand in hand with initiatives to further improve the effectiveness of booking and reception functions.

It was generally accepted that there are considerable strains on staff at all levels and that patients tend to be the first to notice when these pressures impact on the quality of service they receive. A Patient Representative added that reception is seen as the 'face' of the practice and as is often the case they are the first to be criticised when things don't work as smoothly as they should.

Tony has experience in helping resolve such issues and has offered to act as a resource to the practice in addressing these. A summary of his initial thoughts, (expressed at the previous meeting) is available on request. Tony and Melanie plan to meet to discuss further. Progress reports will be available for the next group meeting.

The GP Representative mentioned that targets were becoming an increasing feature of the way clinicians and the practice as a whole are assessed. It was suggested that these targets where appropriate could be shared with the group to see how it could act as a resource in their achievement.

The ethnicity and average age of the group was mentioned. Melanie reported that she has expressions of interest from people who could add that balance.

The notion of members of group spending time in the practice to gather views was raised which can be explored further.

A copy of the GP questionnaire for Mel to circulate

2 Patient representatives have been involved meetings regarding the change from PCTs to CCGs. They offered to provide a brief insight into the benefits and concerns and how they might impact on our practice and our work as a group.

A Patient Representative suggested that willing members of the group could actively gather patient's comments and ideas in the waiting room. The notion of a suggestion box was also raised.

A Patient Representative asked whether the arrivals system could communicate if doctors were running late. Also the positioning of the 'Mobiles Off' poster could be improved.

A Patient Representative asked for an explanation of how the new 'Same Day' appointment system which the GP Representative dually provided.

A notice board for the use of the group will be in place shortly.

It was stated that there are still difficulties getting nurse appointments and the question was asked whether this might be the subject of similar attention.

A Patient Representative asked whether reception should be represented in the group. It was felt that at this stage it may be a little early but that later in the year it could be appropriate.

Email and phone numbers to be shared of attendees and interested parties

Agree the dates of the next three meetings

Appendix 11

Shadwell Medical Centre Patient Participation Group Meeting notes

Date: 22 May 2012

Time: 2.00pm

Attendees: GP Representative, Melanie Keane Practice Manager, 3 patient representatives

Melanie Keane opened the meeting by thanking the attendees.

1. Update on actions taken by practice.

Melanie reported that the SMS messaging service had been implemented. She explained that patients would receive a text message confirming their appointment booking. Patients will then receive a reminder the day before the booked appointment and if they fail to attend their appointment they would receive another text telling them they have missed their appointment and to please let the surgery know in future if they could not attend.

GP representative reported that although the system appeared to be working as patients were ringing to cancel or re book appointments the actual audit figures were not reflecting this yet. It was agreed to report back to the group again when the system has run for longer.

2. Melanie told the group that a new trial appointment system had commenced yesterday. Patients ringing for an urgent on the day appointment will be offered a 5 minute urgent appointment to address the acute problem they have that day. One group member had used the service and said that it was very good.

3. GP representative announced to the group that Dr Stocks would be retiring on 30.06.12 and his replacement would be Dr Sara Khoshneviszadeh. An announcement will be made within the practice regarding Dr Stocks retirement and the new appointment of a replacement GP.

3. Melanie told the group that she had hoped that they would be able to appoint a Chair person and Secretary to run the group, but as they were so few in numbers it was agreed to wait until the next meeting to do this and to start to put together a "Terms of reference/Constitution".

One member who was interested in volunteering for the Chair role asked what the group was really about. He said that he had done some research into Patient participation Groups and had seen what other groups were getting involved in. Melanie said that the group was for the patients and that this was why she wanted a "Terms of reference/Constitution" so that the group had it's own identity. Dr Bargh said that the group could bring their concerns to the meeting and the practice would work With them to address the concerns.

A group member offered to help Melanie with some aspects of development and they will be in contact shortly to discuss this.

4. It was agreed that dates would be set for the next two meetings and these notes would be circulated.

5. One group member asked questions about changes in services for example the Chiropody Clinic at Leaffield Clinic being moved to Meanwood Health centre and Chapeltown hHealth Centre. Melanie said that she was aware of the proposed changes but believed discussions were still taking place. Other members may be interested to know that there is a public consultation on these changes and I have attached the document for you. if you wish to express your concerns, you complete the form at the end of the document.

The meeting was closed.

Dates of next meetings: Tuesday 3rd July at 2pm

Wednesday 19th September 10am