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**South Lewisham Group Practice**

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**South Lewisham Patient Partnership Group (PPG)**

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| **PATIENT PARTICIPATION REPORT 2013/14** |
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| **Patient Survey 2014 (Patient Participation Directed Enhanced Service for GMS Contract 2014**  Our Patients Participation Group (PPG) started in 2011 with a small number of patients who wanted to assist the Practice in service improvement. The Committee meet every quarter on a Thursday and overall membership has risen to 27, many of whom are “virtual” members who keep in touch via email and the Forum’s Newsletter. |
| The PPG is run as much as possible by the patients themselves (with support from the Practice). Earlier this year an election to appoint officers of the group which included the Chair, Vice Chair, Secretary and Treasurer was held. All these posts were filled by patients of the practice. The agenda is prepared by the Chair Mrs Alexandra Camies in consultation with the Practice Manager.  In an attempt to widen the representation of the group there have been invitations to join through a newsletter, through the Practice Website as well as by members of staff. Again this year group Members spent time in the waiting room encouraging patients to complete the recent patient survey again raising the profile of the group.  A notice board has been allocated to the PPG within the reception area for information about the forum and relevant matters of interest.  In January 2014 our PPG quarterly meeting explored areas of concern/interest to create the 2014 Patient Survey. Patient feedback suggesting that booking appointments was still an issue for many was an agreed area of priority and one that all present were keen to resolve.  The PPG agreed that securing convenient appointments could be difficult, particularly for those who worked or had other commitments, such as being a carer, that reduced their opportunity to visit the surgery. It was agreed to create a survey around the type of appointment pathways currently being used and explore patient interest in increasing the online appointment booking provision.  This was felt to be particularly important in helping to reduce the overwhelming number of patients ringing into the surgery each morning. Many PPG members were able to recall anecdotal accounts of how difficult and frustrating appointment booking could be here at the Practice. The survey would offer an opportunity to assess patient feeling about this and to consider using the online service (for those that don’t currently) either at home or work, or in the surgery waiting area if this could be made available.  The suggested questions were then circulated to members inviting feedback and the final questionnaire was prepared based on the feedback concerning appointment booking and most importantly the questions were kept simple and down to a small number for the benefit of patients less able to read and write, of which we have quite a few. Catford and Bellingham are classed as areas of severe deprivation so it is important to reflect that in the wording used in our survey. A copy of the survey that was used is shown below. |
| **South Lewisham Group Practice Patient Questionnaire 2014**  You have told us it is sometimes difficult to make an appointment by telephone in the mornings because the lines are busy or the appointments have already been taken, especially on a Monday (our busiest day). We are working on ways of improving this for you and would like to know your preferred way of booking appointments.  **Question 1.**  In order of preference please mark in the boxes which type of booking you currently use most frequently.  1 = Most often 2 = sometimes 3 = very occasionally   |  | | --- | |  |   Booking appointments online via our surgery website   |  | | --- | |  |   Visiting the surgery in person to book an appointment   |  | | --- | |  |     Telephoning the surgery to book an appointment  **Question2.**  Do we provide enough of your preferred booking options Yes No  **Question3.**  If we provided more online bookings would you access them? Yes No  **Question 4.**  Regarding appointment times, please indicate the time of day you find it  most difficult to secure an appointment for?  Morning appointments Afternoon appointments After work appointments  **Question 5.**  Would the opportunity to self book appointments on line in the waiting area  be useful to you? Yes No  **Question 6.**  What age group are you? 15 - 25 26 - 45 46- 65 66 or older  **Question 7.**  Are you a student working not working a carer  retired bringing up children other   |  | | --- | | **Question 8.**  Do you have any suggestions to help improve the way we offer appointments?  **Thank you for taking part in this survey** | |
| There were several ways in which the Forum encouraged patients to complete the survey:   1. It was made available at Reception 2. The PPG and staff members approached patients at our Health & Wellbeing Market Place Event that took place on Saturday 8th March. 3. The survey was made available on our Surgery Website 4. Given to clinicians including the nurses for patients to complete 5. Posted to a random selection of carers.   NB: Housebound patients were not included in this survey.    The completed forms were collated by reception staff and the Practice Manager prepared a table showing the breakdown of the responses as shown below :  201 surveys were handed out, 143 questionnaires were completed.  **Results In summary:**  23/140 patients currently use online booking as their main booking pathway  Comments: “could do with more availability”  “easy to use, thanks”  “more needed please”  60/140 patients currently telephone to book appointments as their main pathway  Comments: “wait a long time to be answered sometimes”  “need more staff to answer phones”  “need more advance booking”  38/140 patients visit the surgery in person to book an appointment most of the time  Comments: “ always a long queue in the mornings and evenings”  “would like to have earlier appointments so I can get to work”  Do we provide enough of your preferred booking options?  Yes = 61 No 79  If we provided more online bookings would you access them?  Yes 90 No 39 (11 did not express an opinion)  Regarding appointment times, please indicate the time of day you find it  most difficult to secure an appointment for?  Morning appointments Afternoon appointments After work appointments  The results were difficult to determine as many patients ticked more than one box, suggesting they found it difficult to book the appointment of choice in general.  Would the opportunity to self-book appointments on line in the waiting area  be useful to you?  Yes = 91 No 28 (21 did not express an opinion) |
| **Provisional action plan**  **Mrs A Camies (PPG Chair), D Lait, Practice Manager, P Medford IT & Office Manager on 19.03.14 and emailed to all PPG members.**  The PPG meeting on 20th March had to be postponed until 4th April at short notice because of illness among committee members and so the results of the survey were emailed out to the PPG as a group in readiness of the forthcoming meeting. As an interim measure a meeting took place at the surgery between the PPG Chair, Mrs Camies, Dawn Lait, Practice Manager and Pat Medford Office & IT Manager on Wednesday 19th March, so that the results of the survey could be discussed and a provisional action planned agreed, ready for final agreement presentation on 4th April. It was acknowledged that any changes we agreed to make regarding the appointments would not require NHS England to be notified as they were not deemed to be contractual changes.  All members provisionally agreed the action plan that they received via email and this will be confirmed on 4th April.  **Action plan**   1. Increase the number of online appointments for each day by 4 for each GP.   This will help to ease phone line access issues, provide patients with greater choice of online availability and free up staff to process general enquiries.   1. Encourage online booking at the point of registration.   This will save patients making the application at a later date and will ensure the Practice obtains email addresses to support cost effective forwarding of non clinical information to patients i.e. when there are operational changes to opening times or availability of a new service provision.   1. Prepare costings for the installation of a waiting room based PC providing access to online booking via our surgery website. This could then be utilised by patients who do not have online access at home and provide another opportunity for patients to access our website for general information on the Practice, on health and general wellbeing.   All PPG members that were unable to attend the March meeting and do not have email access will have the opportunity to discuss the survey results, feed back their views and comments/ideas on the proposed action plan during the meeting on Thursday 4th April. A copy of this Survey Report is now available on the surgery’s website under the PPG link for PPG members and everyone who visits our Practice website. [www.southlewishamgrouppractice.co.uk](http://www.southlewishamgrouppractice.co.uk) .  Our PPG successfully represents our local ethnic and diverse community and we are all very proud of this fact. It keeps our PPG relevant and informed, helping the Practice make relevant decisions about local patient care. We continue to look for new members to join our PPG and application forms can be found in the waiting area, on the PPG notice board as well as online via our surgery website.  Although funding received by the practice for the PPG Forum will be removed next year, there is committed feeling from the GP Partners and from the PPG members that the Forum is valuable, useful and should continue.  South Lewisham Group Practice provides primary care services to a diverse population. Public Health England generate national general practice profiles to reflect local trends in health, deprivation and age groups of those registered. This can be viewed via the following link:  <http://www.nepho.org.uk/gpp/index.php?CCG=08L&PracCode=G85005> |

