

Valentine Health Partnership Patients' Participation Group Annual Report 2013/2014

March 2014



Introduction

Valentine Health Partnership (VHP) is a GP practice in the Royal Borough of Greenwich. It has three surgeries which serve about 24,000 patients.

The Patient Participation Group (PPG) is a group of self-selected patients who meet every month to monitor the service provided by Valentine Health and offer advice. During this year the group has structured its meetings into a lunchtime meeting on the first Friday of the month and a morning meeting on the third Saturday of the month trying to allow people with varying working patterns or responsibilities the maximum chance to be involved. Most members only attend one of the meetings and the agendas of the two monthly meetings are usually similar.

About 25 members have attended at least one meeting during the last year with about 14 members coming to a meeting most months. Overall there are 65 Patient Participation Group members who attend the meetings, interact with the membership just by e mail or receive the PPG meetings' agenda items, minutes and other documents by e mail with view to contribute to the discussion in their own time as virtual PPG members.

In September the Friday and Saturday groups came together on a Friday evening to discuss how to organise the group in the future and separate chairs and vice chairs were elected for the Friday group and the Saturday group. Some members of the group wondered how well this rather unusual structure might work but, so far, it seems to have worked effectively.

Meetings are lively with lots of interesting debate. If there are disagreements they have been generally taken in good part with people listening to others' points of view even if in the end they don't agree. On important issues it has been possible to come to a conclusion.

Our agendas include some items brought to us by the practice for comment and/or agreement and others that come from members of the groups' experiences as patients. In addition this year we have taken responsibility for the annual patients' survey.

Valentine Health Partnership items

The Partnership has brought several policies to us for comment and ratification in the last 12 months

- Prescribing policy
- Patient removal policy
- Complaints policy (which the PPG has suggested is renamed the Complaints and Compliments policy)
- Child protection policy
- Late arrivals policy

We have also been asked to give our views on and agree

- Reconfiguration of services: Introduction of children walk in clinic daily 10am till 1pm and Opening of Ferryview Health Centre Saturdays 9am till 4pm
- Proposal to move the Shooters Hill surgery to new premises (for this a group of about 12 PPG members visited both premises and wrote a report)

In general these have all been things that the PPG has agreed, though sometimes they have suggested changes that have been accepted.

Patients' Survey 2014

The PPG devised the questionnaire used this year, choosing the areas that the PPG members or the practice felt were likely to be important to patients. Some areas were included to compare with the results of previous year and see whether actions taken have increased satisfaction (prescriptions). Other areas were proposed by the PPG members being patients themselves or observing other patients when at the surgery (improvements to the waiting area). The frequently heard complaints as also found on NHS choices were the reason to include those areas to see how seriously affected are the patients by such problems. The PPG members also volunteered to give out the questionnaire at Ferryview during month of February. Several members have volunteered to cover different times of the day and different days of the week in order to capture widest possible audience. This was the first activity for Ferryview Friends that the PPG hope to develop further in the coming year. The

members have explained to the patients who they are and confirmed the survey is completely anonymous.

The volunteers obtained 190 completed questionnaires, although not every respondent answered every question. Please see Appendix 1 for detailed information and content of the survey and Appendix 2 for the Survey Results presented at the March 2014 PPG meetings.

Findings of the survey

(Please see Appendix 2 for detailed information)

Appointments

Most patients were very satisfied with the automatic check-in system and with the way they were helped by the receptionists. They were reasonably satisfied with phoning the surgery for an appointment and their responses showed that there was no difference between calls before 11 and after 11, something that seemed to be a problem a year ago. The measures taken by Valentine Health Partnership responding to the patient survey seem to have worked.

Getting an appointment at a time suitable to the patient was only satisfactory and the two items that were on average slightly less than satisfactory were delays in seeing the practitioner and the information provided about delays.

Prescriptions

Respondents were very satisfied with picking repeat prescriptions up both at the surgery and at their pharmacy. This is a considerable improvement from last year following substantial changes made by the practice how prescriptions are administered. They were least happy about being reminded about their annual review. The PPG has worked closely with the Practice developing and approving the Repeat Prescribing Policy and is equally keen to see the full implementation of the Annual Review recall system as per policy to address the dissatisfaction expressed in this survey.

Waiting area

Respondents were asked to rate a number of suggested improvements to the waiting area.

The most important change respondents wanted was a better children's area. Next was more seating and then better signs. The PPG members have agreed with the practice to address all these areas during the next 12 months by designing a "Children Safe" area at Ferryview, provide additional screens to increase the overall sitting area capacity in the reception and improved signage as part of overall "Communication Improvement" efforts over next 12 months.

Opening times

Just over a third of respondents were happy to have the surgery open only Monday to Friday, 8:00am – 6.30pm. Around 60% wanted opening to 8pm and the same percentage wanted Saturday opening. Late weekdays opening is already available as part of the Out Of Hours contractual arrangements. Responding to the outcome of the 2012/2013 survey the PPG worked very closely with the practice to open on Saturdays however it seems that the services may not be very well publicised. The communication issues have been raised as part of our many discussions hence we will set up a communication working group which will propose improvements needed, agree

solutions and oversee the progress made to improve communication between the practice and the patients as well as other stakeholders.

PPG-initiated agenda items

There have been a number of issues that members have discussed, asked for information and, in some cases, recommended change. Some of these have been substantiated by the patient survey.

Prescriptions

This has got better during the year. It seems that repeat prescriptions are not often a problem for patients unlike a year ago. The electronic prescription system seems to have bedded in well now and to be liked by many patients. There are issues about annual reviews that used to be seen by patients on their paper prescriptions but are sometimes now not passed on by pharmacies. There have been cases where it seems repeat items have been added to prescriptions at the instigation of the pharmacy despite the patient not requesting them. The PPG continues to monitor this and Valentine Health Partnership is taking further steps to improve this issue raised by survey respondents and the PPG members themselves.

DNA and late-running clinics

The PPG has worked with VHP to try to bring down the 1000 patients a month who “Did Not Attend”. This is clearly not only a potential waste of a scarce resource but also means that other patients have to wait longer for appointments.

There is also an issue of late-running clinics that the PPG is beginning to discuss and will try to work with the practice over the next 12 months to improve the current dissatisfaction as evident from the survey. The general feeling amongst members is that the health care provided by VHP is of a very high quality. Some of the partners have confirmed that they do not clock-watch with patients but take the time with them that they need. The PPG is very sympathetic to this attitude. However being kept waiting for an appointment is often very difficult for patients who are trying to fit the appointment into an otherwise busy life. People have jobs to get to, children to pick up from school, cars in the car park with time running out.

The PPG look forward during the coming year to working with VHP to identify what is causing late-running clinics and to see whether, for example, by starting clinics at different times, tailoring appointment intervals to the time a practitioner typically spends with a patient and/or adding breaks in lists to allow for catching up, it might be possible with little noticeable change to the practitioners, to provide shorter waiting times for patients. We think this might also lead to a less crowded waiting room.

Information

One of the complaints made by patients is that there is no information provided on the likely length of wait except for that provided on automatic booking in – which is often found to be inaccurate. Apparently the EMIS appointments system does not at present make it easy to display information about delays but patients would greatly value this information. We hope the PPG and the practice will be able to devise some system themselves to keep patients better informed or persuade EMIS to provide this information automatically.

There is a feeling amongst some of the PPG that VHP could benefit itself and patients by sharing more information about itself. We noted that VHP had won an award for the quality of its work with young people but that this had hardly been mentioned let alone shared with patients. We suggested that the letter inviting patients for flu jabs could be accompanied by a newsletter. This was done and was appreciated by members of the PPG as well no doubt as others.

The practice has revamped its website during the year and the PPG see this as a helpful step. Recently it has been agreed that a Communications Working Party be set up with interested members of the PPG and VHP to do detailed work on communication issues as highlighted again in the patient survey. One possible outcome may be a VHP newsletter, possibly published quarterly as a trial.

Volunteers

Some work has been done on using patients as volunteers to help other patients. They have been named Ferryview Friends. Volunteers were used to administer the survey this year and further discussions will be held in coming months how they can help improving the patients experience at the surgeries and at the same time promote the membership by telling patients in the waiting rooms what they do.

Relocation of Shooters Hill Surgery

The PPG have been fully briefed on the possible relocation of Shooters Hill Surgery. A group of members made a site visit to both locations and drew up a report. The report said that the PPG members thought that the proposed new surgery would be a great improvement for both patients and staff. Their only reservation was the effect this might have on current patients with mobility problems who live close to current surgery and who walk to it but who could not walk to the new location. We asked that a study be made to see how extensive a problem this would be.

Presentations

A number of VHP staff and others have presented to the PPG

- Dr Rosen explained the changes brought through the introduction of local Clinical Commissioning Groups of GPs. She is a member of the local group.
- The Health Visitor team gave a very informative and detailed presentation about their work, showing through statistics that the service they were able to provide was of a high quality.
- Dr Rosen gave a very helpful session in February explaining the changes to Older People's services
- We had a helpful session about the Complaints Policy with the member of staff responsible

In addition we had a presentation by Citizens UK to see if we could find a way to work with them on one of their projects. A number of PPG members went to one of their public meetings but, regretfully, eventually the PPG concluded that we could not proceed at this time.

Other issues

Several issues have been taken up by the PPG as a result of members raising them.

- Recently we began urgent discussions on the prospect of all patient data being uploaded to the Health and Social Care Information Centre unless individual patients opted out in

writing. Thankfully the government delayed this until September so the PPG will no doubt return to it in the next few months.

- Blood and bone-marrow donations were another subject that we have pursued through the interest and knowledge of a member.
- We have monitored the take up of 'flu vaccinations
- We have recently considered whether to ask Royal Greenwich to install a barrier at the kerbside outside Ferryview following a member seeing a young child run out while the door was open to allow a patient in.

Conclusion

The Patient Participation Group has worked effectively over the last year to improve the services that Valentine Health Partnership provides to us, its patients.

The PPG appreciate the open way in which all VHP personnel have dealt with us. PPG members are friends of VHP, but critical friends. Our only wish is to work with VHP to achieve an even more successful and valued practice.

Finally, on a personal level, might I thank all the members of the PPG who have given freely of their time and expertise to achieve a great deal in our first full year. I'd also particularly like to thank Rok Zihelr who has not only organised the regular meetings magnificently but also nurtured the PPG into life. One final thank you goes to Samah Abbas who has had the thankless task of keeping minutes.

The PPG is a lively and diverse group that welcomes new members. If you are a patient with Valentine Health Partnership and like the sound of what we do, please come to one of our meetings. Please see appendix 3 where you can find the PPG application form (also available from the Valentine Health website).

Geoff Sheath

Valentine Health Patient Participation Group

Chair

Appendix 1 – 2013/2014 Patient Participation Survey

The 2013/2014 Patient Survey below has been proposed, discussed and agreed by the PPG membership during the January 2014 and February 2014 regular monthly meetings. The Survey was carried out during last two weeks of February with view to capture the satisfaction of the patients attending the surgery during the same period. The PPG members have carried out the survey during various time of the day and collected 191 returned surveys.

VALENTINE HEALTH PARTNERSHIP 2014 PATIENT SURVEY

This survey is designed to find out which parts of our service are good and which need to be improved. It has been discussed and agreed by our patients through the Patient Participation Group

APPOINTMENTS

	Excellent	Good	Satisfactory	Poor	Very poor	No view	Not applicable
Getting through on the phone 8am – 11am							
Getting through on the phone 11am – 6.30pm							
Booking an appointment on-line (EMIS)							
Getting an appointment at a time convenient to you							
Using the automatic check-in at the surgery							
Helpfulness of the receptionist							
Quality of the waiting area							
Information provided about any delays							
Delay in seeing doctor/ practitioner							
<i>Any more details/problems/good experiences or suggestions</i>							

REPEAT PRESCRIPTION

	Excellent	Good	Satisfactory	Poor	Very poor	No view	Not applicable
Getting a repeat prescription in the surgery							
Getting a repeat prescription on-line							
Getting repeat prescriptions automatically through a chemist							
Being reminded about your annual review							
<i>Any more details/problems/good experiences or suggestions</i>							

INFORMATION

Where do you find out about our services? (Tick all that apply)

- Phone the surgery
 Leaflet in the surgery
 Notice in the surgery
 Letter from the surgery
 Told by doctor/practitioner
 Told by receptionist
 Web
 Other

Any more details/problems/good experiences or suggestions

CHANGES

These are some changes that have been suggested. What are your priorities?

<p>THE WAITING AREA Please put 1 next to the most important for you, 2 the next and so on. Leave any that you have no view about.</p> <p> <input type="checkbox"/> A children's area with children's TV and toys and/ or pencils and paper <input type="checkbox"/> A child-free area <input type="checkbox"/> A quiet area <input type="checkbox"/> Clearer signs to show where to log in automatically and where to queue for reception </p>	<p>OPENING TIMES The government are encouraging us to open longer. Which of these options would help you?</p> <p> <input type="checkbox"/> 8.00am – 6.30pm Mon to Fri is fine for me <input type="checkbox"/> Appointments on Saturdays would help me <input type="checkbox"/> Appointments on Sundays would help me <input type="checkbox"/> Appointments in the evening until 8pm would help me </p>
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- | | |
|--|--|
| <input type="checkbox"/> More seats
<input type="checkbox"/> Information about Valentine services | |
|--|--|

Thank you for your time. We will use your information to improve our service to patients.

Do join us in the Valentine patient participation group.

Two different groups meet on either the first Friday of the month (12 - 2:30) OR the third Saturday of the month (10.30 – 1.00) at Ferryview.

You are most welcome at either (or both). Double check with the surgery as occasionally the dates are changed.

Appendix 2 – 2013/2014 Patient Participation Survey results

The results of the collated Patient Survey have been presented at the regular monthly March 2013 meetings (Friday 7th of March and Saturday 15th of March) by the chair followed by the membership discussions proposing and agreeing the actions to be undertaken over next year to address the issues highlighted in the survey and outlined in the main report above by the chair.

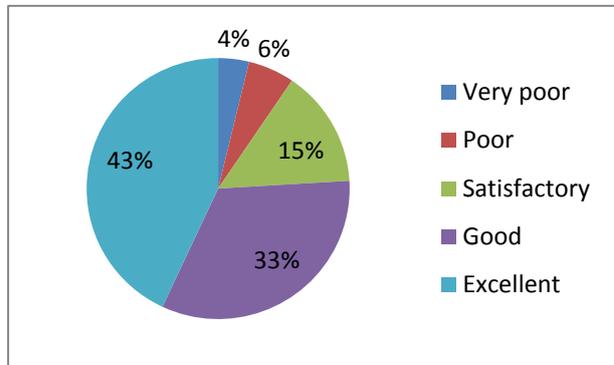
There were 191 responses to the survey however not everyone answered every question. When more than 10% of respondents didn't answer a question this will be noted. The 'don't knows' are not included in the charts.

In each section the questions are in the order from most satisfied to least satisfied.

Appointments

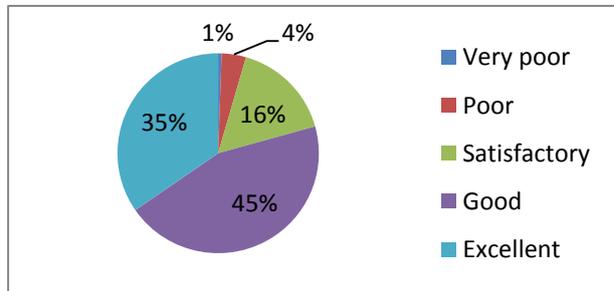
Using the automatic check-in at the surgery

Mean score: 4.1



Helpfulness of the receptionist

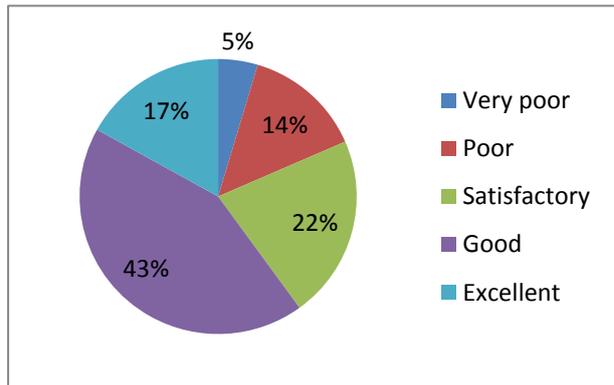
Mean score: 4.1



Booking an appointment on-line (EMIS)

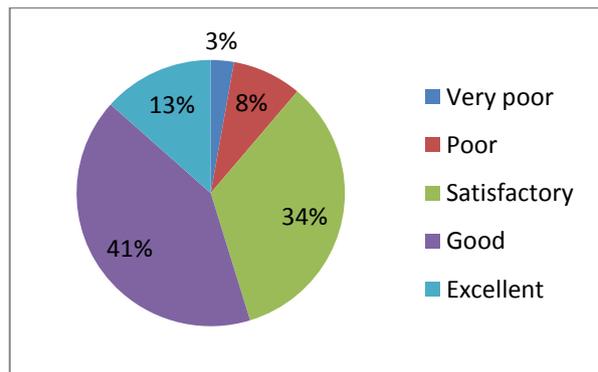
Mean: 3.5

Only 65/190 respondents



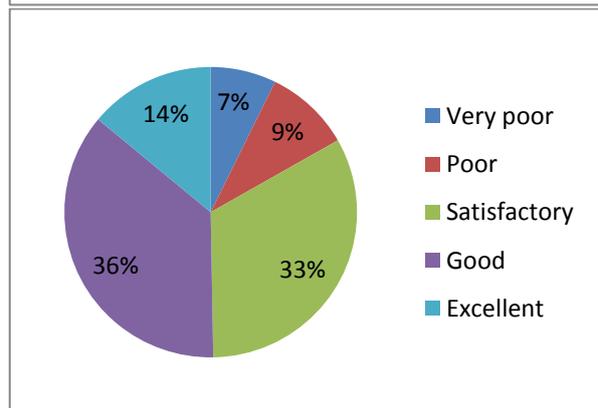
Quality of the waiting area

Mean: 3.5



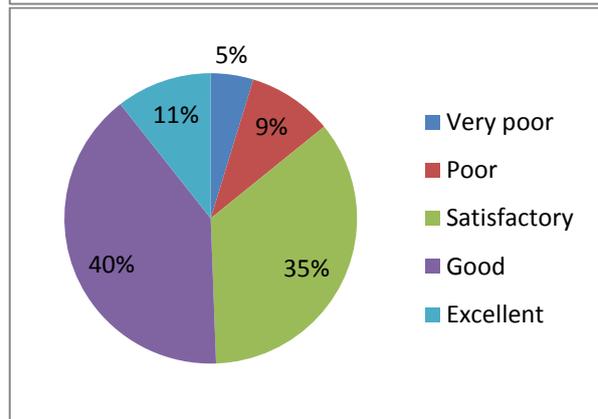
Getting through on the phone 8am – 11am

Mean: 3.4



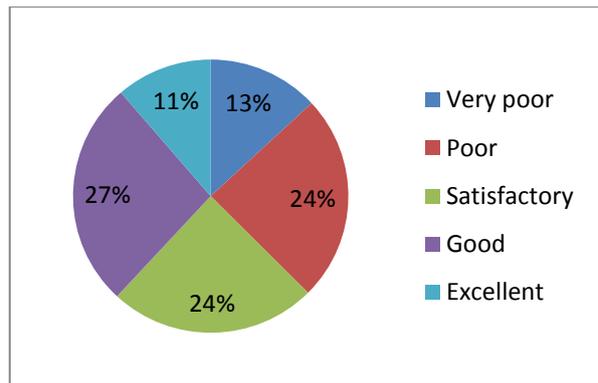
Getting through on the phone 11am – 6.30pm

Mean: 3.4



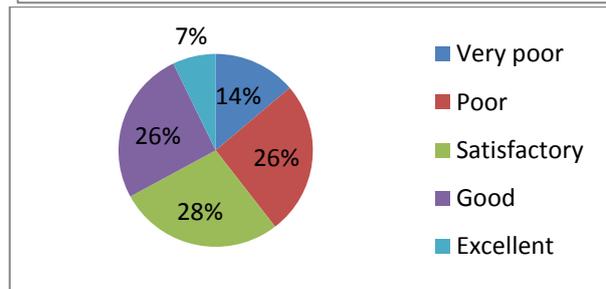
Getting an appointment at a time convenient to you

Mean: 3



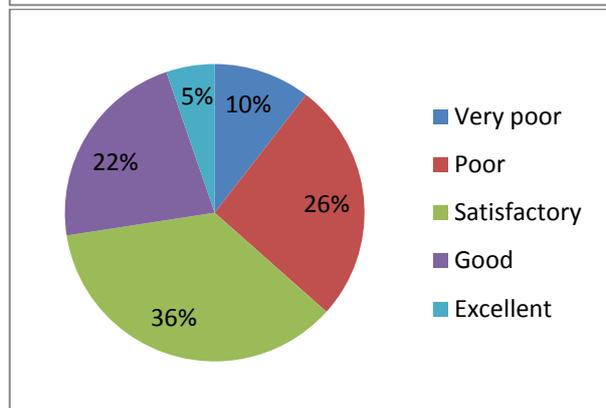
Information provided about any delays

Mean: 2.9



Delay in seeing doctor/ practitioner

Mean: 2.9



Other comments

Always been able to get advice on the phone or been asked to see a duty Dr or come to walk in clinic if no apt available

Cannot see my regular DR at times which suits me

Delays are not always poor however if there is a delay you have to re-queue to find out how long for.

Did not know you can book online

Difficult to book an appointment outside work hours - usually wait 2-3 weeks to get one

Don't like the name displayed on screen. Privacy!

Having small children I find it excellent that can come and be seen without appointment

No information is provided how long to wait

Not enough space in the waiting area

Phone busy mornings and no apts available when get through

Reminder on mobile is good. Long wait on the phone. Lack of staff at reception. Lack of multi-racial aspect.

Staff very helpful and Direction Signs also very informative.

Suffering from trap nerve, receptionist very helpful and booked same day appointment

Tell you exactly how long you have to wait.

The most difficult is to get an appointment even when you are in pain

Used to have an issue of registration of my son but issue resolved.

Wait long time for checking

When we had an appointment, even first on the day there is always a 10-25 min wait even though DR is in.

When I request to see a GP they always refer me to HV and not GP

Would be good to get an earlier apt

Appendix 3 – How to become a PPG member

Anyone who is a registered patient with Valentine Health Practices can become a member. The application forms are prominently displayed at all reception desks, leaflet dispensers and available from the Valentine website. Once a member you can attend one of regular monthly meetings (First Friday or Third Saturday of the month) or become a virtual member keeping in contact with the PPG members by e mail correspondence.



Appendix 4 – Current Opening Hours and Extended Opening Hours Arrangements

Opening Hours of our Surgeries

Ferryview Health Centre: Monday to Thursday 8:00am to 8:00 pm, Friday 8:00am to 6:30 pm, Saturdays 9:00am to 4:00 pm

Shooters Hill Road Surgery: Monday to Friday 8:00 am to 6:30 pm

Frances Street Surgery: Monday to Friday 8:00am to 1:00 pm

Telephone access available across all sites on 0208 319 5400: Mon to Friday 8:00am to 6:30 pm

All surgeries are closed on Sundays and bank holidays. The Out Of Hours cover is available by calling 111 which is free from landlines and mobile phones.

Routine appointments are available to pre-book up to 6 weeks in advance. Same day requests and emergency requests are assessed by the Duty Doctor system daily 8:00 am to 6:30 pm.

Extended Hours Access

The Extended Hours are available: Mon to Thursday at Ferryview Health Centre 6:30pm to 8:00pm
Most of clinicians provide Extended Hours Access as per appointment system available up to 6 weeks in advance.

This report is available on the Valentine Health Partnership website http://www.valentinehealth.org.uk/Patient_Participation_Group.php and is also available on request in printed format.

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