

The Profile of the group

The Patients' Forum started in September 2011 with a group that met regularly and a virtual group who just wanted to be kept up to date with progress and information. Although there have been changes to the membership most of the original members remain with new ones joining. Although not numerous there are regular requests to be part of the group, either to attend meetings or to be part of the virtual group.

There are now 43 members of the two groups. The age range across the groups is:

- 20-29 = 3
- 30-39 = 6
- 40-49 = 9
- 50-59 = 9
- 60-69 = 8
- 70+ = 8

There are 11 men in the group.

Most members have declared their ethnicity and although the group is mainly white British there are also Indian, African, Caribbean and Chinese patients in the group.

The group has met 6 times in the past 12 months.

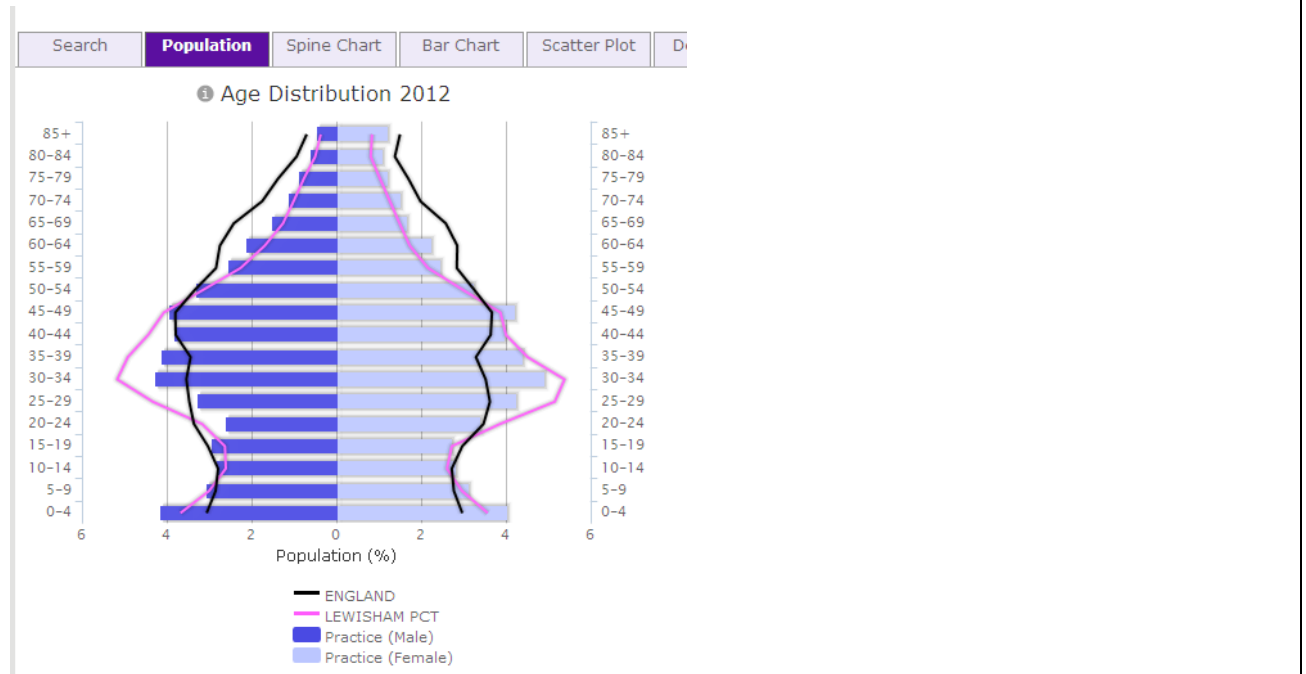
Steps to make the group representative

From the outset it was the Practice's intention that the group be run as much as possible by patients of the practice. In the early part of the year we held elections to appoint officers of the group which included the Chair, Vice Chair, Secretary and Treasurer. All these posts were filled by patients of the practice. The agenda is prepared by the Chair in consultation with the Management Partner of the practice.

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. Group Members spent time in the waiting room encouraging patients to complete the recent patient survey and raising the profile of the group.

A notice board has been allocated to the Patients' Forum within the reception area to enable them to advertise and a suggestions box installed for items to be raised. These again are managed by the Forum. It has proved difficult to engage a wider range of representative patients.

The profile of the practice population is very similar to the average for Lewisham.



Agreement of priority issues

The regular meetings are chaired by and run by Patients. Suggested areas for inclusion in the survey were discussed with the chair and then circulated to members before a meeting. The contents were then discussed and various amendments made. The wording was then improved through further input by the Chair and Secretary before finalising the survey. The questions and responses are shown below

The questions covered similar areas to last year but also took account of the changes that had been made following the Forum feedback especially the inclusion of more telephone consultations.

It was also decided to include questions about the other services that are available to help patients find help ie the minor ailments scheme run with the local pharmacist and the ability to book appointments and order prescriptions on-line

Obtaining Patients' views

There are several ways in which the Forum has attempted to obtain patients views as shown above. The survey of patients' views was carried out in February and survey forms were put on reception, given to clinicians including the nurse for the elderly when visiting patients and members of the forum spent several days at the practice encouraging patients to complete the forms. There was also a version attached to the practice website and managed by Survey Monkey. There was a 'flash screen' with direct link to the survey which all visitors had to either remove or go to the survey.

The completed forms were collated by one of the members of the forum who also prepared a table showing the breakdown of the responses as shown below

There were 163 questionnaires completed – 117 on the paper questionnaire and 46 online.

How results were discussed by the Patients' Forum

The results were printed and distributed to all members attending the March meeting. The results were discussed and action agreed. As for every meeting the minutes of the meeting are distributed to all forum members and there is opportunity for them to feed back if they do not agree with anything minuted.

Actions from the Patients feedback

The results showed that many patients were satisfied with the service of the practice and there were many complementary comments about the staff and doctors.

There was however considerable comment about the lack of appointments and the difficulty in accessing the practice in the morning by phone.

It was discussed that the practice is providing over 25% more than the contract stipulates and that despite many attempts to increase the way in which patients can contact clinicians the practice is unable to cope with the level of demand.

A newsletter prepared for patients was agreed and this is available in the reception and on line as well as being sent to patients as appropriate.

Following comments about the difficulty / danger of access to the practice the chair and management partner met with a representative of the council and it has been agreed that the installation of 7 access ramps along the pavement and road surface repair will be undertaken.

1 What Is your experience of contacting the practice by telephone?

	Very satisfactory	Moderately satisfactory	Neither	Moderately unsatisfactory	Very unsatisfactory	N/A	Count	skipped	
Paper	42	41	9	11	13	0	116	1	117
Online	11	15	6	5	6	2	45	1	46
	53	56	15	16	19	2	161	2	163
%	32.9	34.8	9.3	9.9	11.8	1.2			

2 As a result of feedback from the Patients' Forum we have introduced telephone consultations. Have you used this service in the past 12 months?

	Response count	Yes	No	
Paper		45	45	90
Online		28	17	45
		73	62	135
Response %		54.1	45.9	

3 If YES how satisfied were you with this type of consultation?

	Very satisfactory	Moderately satisfactory	Neither	Moderately unsatisfactory	Very unsatisfactory	Not Used	Count	skipped	
Paper	36	28	2	1		19	86	31	117
Online	11	13	2	2	0	0	28	18	46
	47	41	4	3	0	19	114	49	163
%	41.2	36.0	3.5	2.6	0.0	16.7			
of this that have used	49.5	43.2	4.2	3.2	0.0				

4 Have you used our out-of-hours service, SELDOC, in the past year? If so, how would you rate your experience?

	Very satisfactory	Moderately satisfactory	Neither	Moderately unsatisfactory	Very unsatisfactory	Not Used	Count	skipped	
Paper	15	5	3	5	5	78	111	6	117
Online	2	2	1	1	1	34	41	5	46
	17	7	4	6	6	112	152	11	163
%	11.2	4.6	2.6	3.9	3.9	73.7			
of this that have used	42.5	17.5	10.0	15.0	15.0				

5 Do you know that you can book appointments and order prescriptions on-line?

	Yes	No		Not online	
Paper	Response count	65	49	114	117
Online		40	5	45	46
		105	54	159	163
Response %		66.0	34.0		

6 Have you registered for these on-line services?

	Yes	No		Not online	skipped
Paper	Response count	24	88	112	117
Online		34	11	45	46
		58	99	157	163
Response %		36.9	63.1		

7 Are you aware that the pharmacist can provide help and advice for minor ailments?

	Yes	No		Not online	skipped
Paper	Response count	94	12	106	117
Online		45	0	45	46
		139	12	151	163
Response %		85.3	7.9		

8 If YES and you have used this service in the past year how satisfied were you?

	Very satisfactory	Moderately satisfactory	Neither	Moderately unsatisfactory	Very unsatisfactory	Not Used	Count	skipped	
Paper	34	21	3	1	1	40	100	17	117
Online	11	13	3	0	0	16	43	3	46
	45	34	6	1	1	56	143	20	163
%	29.6	22.4	3.9	0.7	0.7	36.8			
of this that	51.7	39.1	6.9	1.1	1.1				

have used

Action Plan

- The main comments from the survey addressed to the forum were about
 - improving the number of appointments available and the access by phone.
 - the condition of the road access to the practice
 - Cleanliness of toilets and provision of soap
- The group accepted that the practice is providing many more appointments than it contractually is expected to and that with the newsletter it is doing its best to be honest about what it can provide and the alternatives at a time of increasing demand.
- Changes to the mix of appointments were undertaken as suggested by the Forum and the practice has made good use of technology to improve access and this has been advertised.
- The practice is currently undertaking an Urgent Care Clinic pilot for 6 weeks and the impact will be discussed when it finishes
- Provision of services and developments will continue to be discussed at the forum
- The Council have been met and agreement gained to changes to the approach to the practice.
- The chair of the Forum met with the manager of the Health Centre and requested improvements to the toilets.

Following the discussions with the Patients' Forum last year we:

- Changed 4 face to face appointments and replaced them with 8 telephone consultations
- Amended the telephone message to advise patients
- A newsletter was prepared explaining what appointment were available and the working days of the doctors

Practice opening hours

The Reception is open:

Monday – Thursday 8am – 6.30pm

Fridays 7am – 6.30pm

Alternate **Wednesday** and **Thursday** evenings until 8pm and

Alternate **Saturday** mornings from 8am – 10.30am for pre-booked appointments

Surgery times – These vary with each doctor but are within the following hours:

Core hours during which full service is provided

Monday – Friday 8am – 12.30 am and 2pm – 6.30 pm

Extended hours – for pre-booked appointments only

Friday morning each week 7am – 8am

Alternate **Wednesday** and **Thursday** evenings from 6.30 – 8pm

Alternate **Saturdays** from 8am – 10.30 am

There is no walk in or telephone service during these extended hours.