

Sydenham Green Group Practice

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 48 members of the two groups. The age range across the groups is:

20-29 = 7 30-39 = 9 40-49 = 9 50-59 = 7 60-69 = 9 70+ = 7

There are 13 men in the group.

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

The group meets every 2 months and has met 6 times in the past year.

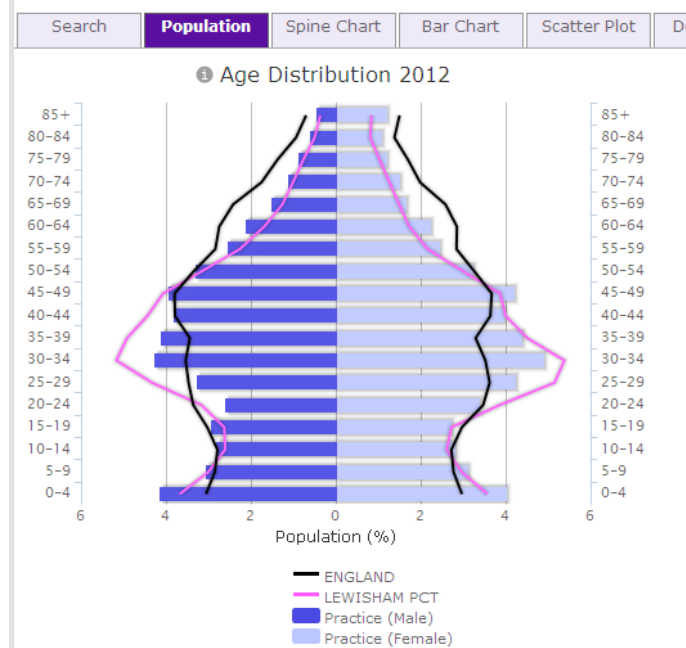
From the outset it was the Practice's intention that the group be run as much as possible by patients of the practice. In the early part of the year we held elections to appoint officers of the group which included the Chair, Vice Chair, Secretary and Treasurer. All these posts were filled by patients of the practice. The agenda is prepared by the Chair in consultation with the 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 Patients' Forum within the reception area for information about the forum and relevant matters of interest. There is also a suggestions box which is emptied regularly; issues raised are discussed at the Forum. These again are managed by the Forum.

It has proved difficult to engage a wider range of representative patients though there is a mix of ages and ethnicity.

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



The regular meetings are chaired by and run by Patients. Suggested areas for inclusion in the survey were discussed at a Patients' Forum meeting, the suggested questions then circulated to members inviting feedback and the final questionnaire being prepared based on the feedback. A copy of the questionnaire is attached.

The questions covered areas such as access to the surgery, the use of IT to access services such as on-line booking and prescription ordering, and the use of pharmacists to help deliver healthcare.

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 available at reception, given to clinicians including the nurse for the elderly when visiting patients. Additionally 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 176 questionnaires completed – 76 on the paper questionnaire and 100 online.

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 and the correctness of the records is also checked at the following meeting.

One patient summarised their feelings which were echoed in the overall results as 'Good practice, if only the appointment system was better'

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

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

The practice has had a recent turnover of doctors with the consequent impact on the availability of appointments, despite having many locum doctors to help cover. An independent review of the appointments provided by the practice confirmed that they were providing more than contracted and well above average appointments for practices with similar list sizes.

Despite many attempts to increase the way in which patients can contact clinicians including on-line access to appointments, repeat prescriptions, medical records etc the practice is unable to cope with the level of demand.

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

| | Very satisfactory | Moderately satisfactory | Neither | Moderately unsatisfactory | Very unsatisfactory | Not Tried | Count | n/a |
|--------|-------------------|-------------------------|---------|---------------------------|---------------------|-----------|-------|-----|
| Paper | 17 | 24 | 6 | 12 | 14 | 3 | 76 | |
| Online | 13 | 38 | 12 | 19 | 16 | 2 | 100 | 0 |
| | 30 | 62 | 18 | 31 | 30 | 5 | 176 | 0 |
| % | 17.0 | 35.2 | 10.2 | 17.6 | 17.0 | 2.8 | | |

2 If you had a telephone consultation with a doctor in the past 12 months how satisfied were you with that type of consultation?

| | Very satisfied | Moderately satisfied | Neither | Moderately unsatisfied | Very unsatisfied | Not Used | Count | skipped |
|--------|----------------|----------------------|---------|------------------------|------------------|----------|-------|---------|
| Paper | 29 | 14 | 7 | 2 | 1 | 22 | 75 | 1 |
| Online | 34 | 27 | 3 | 7 | 0 | 29 | 100 | 0 |
| | 63 | 41 | 10 | 9 | 1 | 51 | 175 | 1 |
| % | 36.0 | 23.4 | 5.7 | 5.1 | 0.6 | 29.1 | | |

3 Do you use the arrivals screen to book in when arriving for your appointment?

| | Response percentage | Response count paper | Response count Online | Count | skipped |
|-----|---------------------|----------------------|-----------------------|-------|---------|
| Yes | 65.3 | 43 | 70 | 173 | 3 |
| No | 34.7 | 30 | 30 | | |

4 If you have used the POD in the waiting room how was that experience?

| | Very satisfactory | Moderately satisfactory | Neither | Moderately unsatisfactory | Very unsatisfactory | Not Used | Count | skipped |
|--------|-------------------|-------------------------|---------|---------------------------|---------------------|----------|-------|---------|
| Paper | 18 | 9 | 3 | 1 | 3 | 30 | 64 | 2 |
| Online | 12 | 8 | 5 | 4 | 5 | 59 | 93 | 7 |
| | 30 | 17 | 8 | 5 | 8 | 89 | 157 | 9 |
| % | 17.1 | 9.7 | 4.6 | 2.9 | 4.6 | 50.9 | | |

5 What is your experience of booking an appointment on line?

| | Very satisfactory | Moderately satisfactory | Neither | Moderately unsatisfactory | Very unsatisfactory | Not Used | Count | skipped |
|--------|-------------------|-------------------------|---------|---------------------------|---------------------|----------|-------|---------|
| Paper | 5 | 6 | 3 | 1 | 6 | 55 | 76 | |
| Online | 28 | 23 | 4 | 10 | 4 | 31 | 100 | |
| | 33 | 29 | 7 | 11 | 10 | 86 | 176 | 0 |
| % | 18.9 | 16.6 | 4.0 | 6.3 | 5.7 | 49.1 | | |

6 What is your experience of ordering prescriptions on line?

| | Very satisfactory | Moderately satisfactory | Neither | Moderately unsatisfactory | Very unsatisfactory | Not Used | Count | skipped |
|--------|-------------------|-------------------------|---------|---------------------------|---------------------|----------|-------|---------|
| Paper | 7 | 2 | 2 | | | 64 | 75 | 1 |
| Online | 32 | 11 | 0 | 4 | 0 | 53 | 100 | 0 |
| | 39 | 13 | 2 | 4 | 0 | 117 | 175 | 1 |
| % | 22.3 | 7.4 | 1.1 | 2.3 | 0.0 | 66.9 | | |

7 We recently installed TV monitors in the waiting room to show health education videos. Have you found this helpful?

| | Very helpful | Moderately helpful | Neither | Moderately unhelpful | Very unhelpful | Not Seen | Count | skipped |
|--------|--------------|--------------------|---------|----------------------|----------------|----------|-------|---------|
| Paper | 20 | 21 | 16 | 3 | 1 | 14 | 75 | 1 |
| Online | 9 | 27 | 25 | 6 | 1 | 32 | 100 | 0 |
| | 29 | 48 | 41 | 9 | 2 | 46 | 175 | 1 |
| % | 16.6 | 27.4 | 23.4 | 5.1 | 1.1 | 26.3 | | |

| 8 If you saw the pharmacist for minor ailments in the past year how satisfied were you with the service? | | | | | | | | |
|--|-------------------|-------------------------|---------|---------------------------|---------------------|----------|-------|---------|
| | Very satisfactory | Moderately satisfactory | Neither | Moderately unsatisfactory | Very unsatisfactory | Not Used | Count | skipped |
| Paper | 12 | 16 | 3 | 1 | 2 | 41 | 75 | 1 |
| Online | 21 | 17 | 5 | 1 | 1 | 55 | 100 | 0 |
| | 33 | 33 | 8 | 2 | 3 | 96 | 175 | 1 |
| % | 18.9 | 18.9 | 4.6 | 1.1 | 1.7 | 54.9 | | |

Action Plan

- As previously the main comments from the survey addressed to the forum were about improving the number of appointments available and the access by phone.
- We previously increased the numbers of telephone consultations for patients as requested by the forum. These were welcomed by patients however the practice had to seek approval from NHS London for a variation to the contract for these to be included in the GP contract. This request was declined and so we regretfully had to remove these extra appointments. The CCG is again trying to gain permission for more creative amendments to contract that would enable us to increase telephone appointments.
- TV screens showing patient health information including the appropriate use of NHS resources including pharmacies and A&E
- The Chair of the group wrote to NHS England on behalf of the Patients' Forum to express its support for the practice and concern about the impact of the changes to the NHS. It was necessary to chase them for a response which was not received directly but as a copy of a letter sent to the local MP! It did not satisfactorily address the issues raised and a follow up letter is being sent.
- Further changes to the mix of appointments have been undertaken after discussion with the Forum to increase the numbers of appointments available each day. That has been at the cost of pre-bookable appointments and the impact is subject to frequent monitoring.
- Provision of services and developments will continue to be discussed at the forum.
- The arrivals screen is not functioning because of a major problem between the suppliers and Emis. When fixed it was agreed that:
 - The screen would be re-sited to a more convenient location
 - Members of the forum would spend time in the waiting room encouraging patients to use that and the POD to update their health data (BP, medical history etc)
- Although funding received by the practice for the Forum will be removed next year there was a strong feeling from the members of the group, both patients and the practice, that the Forum is valuable and should continue.

Following the discussions with the Patients' Forum last year:

- The chair of the forum and Practice Manager met with the council to discuss access to the practice especially for those in wheelchairs or with children in buggies. As a result the council has installed dropped curbs with bollards along the length of the access road
- The practice provided increased numbers of telephone consultations however these were not acceptable to NHS London within our contract and so had to be reduced (see above)
- The public toilets at the entrance to the health centre are currently being extensively refurbished
- Urgent Care Clinics were provided to end March 14 and will be evaluated on completion.
- The chair of the forum wrote to NHS London to raise concerns at the changes to the NHS and the impact on services able to be provided by the practice (see above)

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 – 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.

Patients can also register to book appointments & order repeat medication on-line