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| **2013-14 PATIENT PARTICIPATION REPORT** | |
| **Belvedere Medical Centre** | |
|  | **Submitted to appear on Belvedere Medical Centre website** |
|  | [**www.belvederemedicalcentre.co.uk**](http://www.belvederemedicalcentre.co.uk) |
| A description of the profile of the members of the PRG | We now have 16 physical members of the PPG 14 members are female aged between 33 – 69 and 11 are White British, 2 are Indian, 1 Black African , 1 has stated ethnicity as ‘Other White’ . We have 1 male member aged 54 who is Indian in ethnicity. 1 member has a disability  We also have over 150 ‘Virtual members’ who we contact by email. These virtual members are from different age ranges and ethnicities. By recruiting via email we hope to recruit patients who otherwise could not spare time to attend meetings in person or would find it difficult to attend due to disability or being housebound and give them the opportunity to provide ideas and ways of improving the services we provide.  We have hosted our PPG meetings on 11 July 2013, 19 September 2013, 5 December 2014 and 6 March 2014 and plan to have our next meeting on 5 June 2014  The practice area is mainly residential/suburban with some mainly retail businesses within the borough of Bexley. The Practice boundary covers Belvedere, plus parts of Erith Barnehurst, Bexleyheath, Welling and Abbey Wood.  There are some areas of social depravation. The majority of our patients are of working age but we do have a large number of elderly patients.  **Practice Population Profile:**  **Belvedere Medical centre has a list of 7113 patients**  Aged  Under 5 643 patients  5-15 976 patients  15-25 924 patients  25-35 1159 patients  35 – 45 1073 patients  45 – 55 1018 patients  55 – 65 617 patients  65 – 75 398 patients  75 – 85 220 patients  Over 85 85 patients  The practice has recorded the ethnicity of 99% of patients.  Of the 99% recorded 60% are British or Mixed British, 14% are Indian/British Indian, 11% are Black African – the remaining percentages are from Irish, Other white background, White & Black Caribbean, White and Black African, White and Asian, Other mixed background, Pakistani/British Pakistani, Bangladeshi, Other Asian, Caribbean/WI/Guyanese, Other black background, Chinese or other ethnic group. |
| The steps taken to ensure that the PRG is representative of its registered patients and where a category of patients is not represented, the steps we took in an attempt to engage that category | We encourage membership through posters in the waiting room and in our New Patient information pack.  We have a message displayed on the ‘Jayex’ LED display.  We have a notice on the PPG notice board and we actively encourage and welcome new members to attend our PPG meetings.  A high proportion of our patients are of working age so it is difficult to arrange meetings at a mutually agreeable time, however, we would be willing to accommodate meetings in the evening if there was a demand for it.  We have sent letters to patients that are hard to reach e.g. housebound patient of those patients on the Learning Disability register to invite them to participate as PRG members. We have staff who speak few of Indian languages who we use to encourage recruitment to PPG and PRG. When translators attend with different language speaking patients we encourage joining of PPG or PRG |
| Details of the steps taken to determine and reach agreement on the issues which had priority and were included in the local practice survey | We discussed the results of the 2012/13 patients survey at length and identified a perceived need to advertise opening hours more prominently. We have advertised the opening hours on a board outside the surgery, in our practice leaflet, on our website and on a slip given to new patients and in reception area.  We were also advised that patients felt they were not being listened to or having their problems taken seriously or tests results explained. We have actively encouraged all clinicians to make use of patient information leaflets post consultation. The use of patient information leaflets will be included in the next survey.  The patient survey priorities for this year were discussed in PPG meeting and subsequent emails sent to PRG. It was agreed with the PPG that a similar survey could be used with addition of questions relating to opening hours of Walk-In clinics, practice leaflets being given to new patients with list of services offered and complaints procedure. PPG agreed these components. The survey was devised and sent to all ‘Virtual’ PRG and PPG members to obtain their approval subsequently it was discussed in PPG meeting and agreed to be used for surveying the patients. |
| The manner in which we sought to obtain the views of our patients | In November 2013 agreed patient survey was undertaken by the Practice. Everyone visiting the Practice of the period of a week was asked if they were happy to participate and given a questionnaire, asked to fill it in and leave it in reception. There was no selection of patients other that the time they visited the Practice  Over 180 surveys were printed of which 100 surveys were returned and collated, published on the website, put up in surgery and sent to all PRG members for comment. See page 6 below |
| Details of the steps taken by the practice to provide an opportunity for the PRG to discuss the contents of the action plan | The results of the survey were sent to all PRG members. The survey results were also discussed in PPG meeting on Thursday 5th March 2014 after which the action plan was agreed with the PPG which is as described in section below. This action plan was sent to PRG too. The same action plan will be published online and put on surgery notice board. |
| Details of the action plan setting out how the finding or proposals arising out of the local practice survey can be implemented and, if appropriate, reason why any such findings or proposals should not be implemented. | The details of action plan that was agreed with PPG and PRG is described below.  ***70% of patients said other patients could overhear what is said to receptionists but 52% said they did not mind***  ***Action Plan*** *-* We will remind reception staff regarding confidentiality  ***Implementation*** - We have displayed a poster advising that patients can request to be heard in private if they have a confidential or sensitive matter. We have also advised staff to be extra careful with regards to respecting patient confidentiality. We have a radio playing in reception and waiting area to reduce possibility of patients sitting in waiting area being able to overhear what is being said in reception  ***When asked if patients received a Practice Booklet when joining the surgery 14% said they did not receive one and 45 % couldn’t remember***  ***Action Plan*** *-* Reception staff are to ensure all new patients are given a copy of the Practice Booklet  ***Implementation*** – All reception staff have been reminded when registering new patients to ensure a Practice Booklet is provided. For all patients there is now a message on the Jayex LED display to advise the practice booklet can be downloaded from the website.  ***64% of patients said they were not aware of the complaints procedure***.  ***Action Plan*** *-* Reception staff are aware of complaints procedure and will be reminded to proactively inform patients of complaint procedures.  ***Implementation*** – Reception staff have been made aware of complaints procedure. We have displayed a poster advising of complaints procedure and there is also a message on the Jayex LED display advising that the complaints procedure is available on the website  Thereforeall agreed action planshave beenimplemented. |
| A summary of the evidence including any statistical evidence relating to the findings or basis of proposals arising out of the local practice survey | **Please see the statistical evidence report on page 6 below**  **Positive points**  Looking at the figures from the survey it is apparent that the majority of patients are happy with all aspects of their consultation with the Doctor or Nurse Practitioner, rating their experience as either very good or good.  The majority of patient expressed they had trust in the Doctor or Nurse Practitioner they saw.  Looking at the figures from the survey it is apparent that the majority of patients are happy with all aspects of their consultation with the Practice Nurse, rating their experience as either very good or good.  The majority of patient expressed they had trust in the Practice Nurse they saw.  The majority of patients don’t book an appointment preferring to arrive for the Walk-in Service or else use the telephone to book an appointment to see a Doctor or Nurse or arrive in person to book an appointment.  The majority of patients found it very easy or fairly to get through on the phone.  The majority of patients had not tried to speak to a doctor or nurse on the phone and had not tried obtaining test results by phone (of these patients who had tried they found it either very easy or fairly easy).  The majority of patient who answered the survey said they had used the Walk-In Service.  If patients were not able to be seen during the next 2 weekdays the majority answer was the times offered didn’t suit. The majority of patients said that other patients could overhear what they say in the reception area but they did not mind.  The majority of patients said they found the receptionist to be very helpful  Waiting to be seen the majority of patients arrive for walk in service so do not have a specific appointment time but if an appointment was made the majority of patients waited 5-15 minutes. Most patients felt they did not have to wait too long or because they used the Walk-In Services understand they may have to wait if there are a lot of patients before them.  The majority of patients were very satisfied with the opening hours of the surgery and the majority were aware the surgery opens from 7am, at midday and on Wednesdays until 8pm. Some patients were unaware of complete opening times  The majority to patients could not remember if they had received a practice booklet when joining the surgery to advise of services provided.  The majority of patients were not aware of the complaints procedure  **Negative points.**  Looking at the results of the survey we have identified a need to make patients aware of the complaints procedure.  Also to ensure patients who have not received/mislaid their Practice Booklet are aware that it can be downloaded from the surgery website on [**www.belvederemedicalcentre.co.uk**](http://www.belvederemedicalcentre.co.uk) |
| **Action Plan** | |
| Details of the action which the contractor  i. and, if relevant, NHS England (or another appropriate organisation where such functions may have been delegated), intends to take as a consequence of discussions with the PRG in respect of the results, findings and proposals arising out of the local practice survey; and  ii. where it has participated in the Scheme for the year, or any part thereof, ending 31 March 2013, has taken on issues and priorities as set out in the Local Patient Participation Report | There are no actions to be taken up with the contractor (NHS England). All agreed action plans with PPG/PRG have been implemented. |
| The opening hours of the practice premises and the method of obtaining access to services throughout the core hours | **Practice Opening Hours**  The surgery core opening times are between 7.00 am – 6.30 on Monday, Tuesday and Friday.  Wednesday 7.00 am – 8.00 pm and Thursday 7.00 am – 1.00 pm  Appointments can be made by telephone or in person and on-line  A Walk In service is available every morning between 7.30am – 10.30am where patients can state which clinician they would like to see of those available  A Walk In service is also available on Friday afternoons between 2.30pm – 4.00pm but patients are unable to state which clinician they would prefer to see  We do not close for lunch (except for occasional staff training)  The practice offers email or fax service for patients to request repeat prescriptions  The practice offers electronic prescription service where a repeat prescription can be sent electronically to a nominated pharmacy. The practice now offers on-line repeat prescription ordering service  When the surgery is closed a recorded message advises patients to call 111 |
| Where the contractor has entered into arrangements under an extended hours access scheme, the times at which individual healthcare professionals are accessible to registered patients | The surgery core opening times are between 7.00 am – 6.30 on Monday, Tuesday, Wednesday and Friday and Thursday 7.00 am – 1.00 pm. |

**This is the statistical evidence relating to the findings and basis of action plans arising out of our practice survey**

***Findings of the patient survey (there have been some answers in more than one box) all areas***

### Survey – Clinical Care

**1. The last time you saw a Doctor or Nurse Practitioner at the surgery how were they at each of the following?**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | Very good | Good | Neither good nor poor | Poor | Very poor | Doesn’t apply | No answer |
| Giving you enough time | **67** | **30** |  | **1** | **1** |  | **1** |
| Asking about your symptoms | **62** | **32** | **1** | **2** | **1** |  | **2** |
| Listening | **61** | **31** | **2** | **3** | **2** |  | **2** |
| Explaining tests and treatments | **61** | **16** | **7** | **3** | **2** | **4** | **7** |
| Involving you in decisions about your care | **50** | **30** | **2** | **2** | **3** | **8** | **5** |
| Treating you with care and concern | **59** | **29** | **4** | **2** | **3** | **2** | **1** |
| Taking your problems seriously | **58** | **29** | **6** | **1** | **4** | **1** | **1** |

**2. Did you have confidence and trust in the Doctor or Nurse Practitioner you saw?**

There have been some answers in more than one area

**69** Yes, definitely

**26** Yes, to some extent

**5** http://www.surveymonkey.com/i/t.gifNo, not at all

**1** Don’t know/can’t say

**1** No answer

**3. Last time you saw the Practice Nurse at the surgery, how did you find the Practice Nurse at each of the following?**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | Very good | Good | Neither good nor poor | Poor | Very poor | Doesn’t apply | No answer |
| Giving you enough time | **58** | **23** |  |  |  | **3** | **16** |
| Asking about your symptoms | **51** | **24** | **2** |  |  | **5** | **18** |
| Listening | **55** | **23** |  |  |  | **5** | **17** |
| Explaining tests and treatments | **49** | **21** | **1** |  |  | **10** | **20** |
| Involving you in decisions about your care | **57** | **23** | **1** |  |  | **12** | **7** |
| Treating you with care and concern | **53** | **24** |  |  |  | **6** | **17** |
| Taking your problems seriously | **53** | **22** |  |  |  | **7** | **18** |

**4. Did you have confidence and trust in the Practice Nurse you saw?**

**64** Yes, definitely

**14** Yes, to some extent

**0** http://www.surveymonkey.com/i/t.gifNo, not at all

**3** Don’t know/can’t say

**19** No answer

**Reception & Appointments**

**1. How do you normally book your appointments to see a doctor or nurse at the surgery?**

There have been some answers in more than one area

**23** http://www.surveymonkey.com/i/t.gifIn Person

**39** By Phone

**54** Don't usually book an appointment - I just arrive for Walk-In Surgery

**1** No answer

**2. 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 | Don't know | No answer |
| Getting through on the phone | **17** | **37** | **34** | **1** | **3** | **2** | **6** |
| Speaking to a Doctor on the phone | **35** | **16** | **9** | **6** | **4** | **17** | **13** |
| Speaking to a Nurse on the phone | **34** | **17** | **8** | **6** | **2** | **18** | **15** |
| Obtaining test results by phone | **28** | **21** | **11** | **4** | **5** | **17** | **14** |

**3. In the past 6 months have you used the Walk-In Service**

**94** Yes

**5** No

**0** Can’t Remember

**1** No answer

**4. If you weren't able to be seen during the next 2 weekdays that the Surgery was open, why was that?**

There have been some answers in more than one area

**15** There weren't any appointments

**34** http://www.surveymonkey.com/i/t.gifTimes offered didn't suit

**2** http://www.surveymonkey.com/i/t.gifAppointment was with a clinician who I did not want to see

**0** A Nurse was free but I wanted to see a Doctor

**21** http://www.surveymonkey.com/i/t.gifCan't remember

**28** Not applicable/No answer

**5. In the Reception Area, can other patients overhear what you say to the Receptionist?**

**52** Yes, but I don't mind

**18** Yes and I am not happy about it

**http://www.surveymonkey.com/i/t.gif10** No, other patients can't overhear

**http://www.surveymonkey.com/i/t.gif17** Don't know

**3** No answer

**6. How helpful do you find the receptionists at the surgery**

**60** Very

**28** Fairly

**http://www.surveymonkey.com/i/t.gif5** Not Very

**3** Not At All

**4** No answer

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

There have been some answers in more than one area

**57** http://www.surveymonkey.com/i/t.gifI arrive for the Walk-in Service so don't have a specific appointment time

**10** http://www.surveymonkey.com/i/t.gifI am normally seen on time

**9**  http://www.surveymonkey.com/i/t.gifLess than 5 minutes

**18** 5 to 15 minutes

**12** 15-30 minutes

**4** http://www.surveymonkey.com/i/t.gif More than 30 minutes

**2** http://www.surveymonkey.com/i/t.gif Can't remember

**4**  No answer

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

There have been some answers in more than one area

**55** I don't normally have to wait long

**10** I have to wait a bit too long

**0** I have to wait far too long

**39** http://www.surveymonkey.com/i/t.gifI use Walk-In service so understand I may have to wait if there are a lot of patients before me

**4** No answer

**9. How satisfied are you with the opening hours at the surgery**

**66** Very

**19** Fairly

**4** Neither satisfied nor dissatisfied

**2** http://www.surveymonkey.com/i/t.gifQuite dissatisfied

**3** Very dissatisfied

**2** Don't know opening hours

**4** No answer

**10. As far as you are aware is the surgery open......**

There have been some answers in more than one area

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | Yes | No | Sometimes | Don't know | No answer |
| From 7am? | **53** | **5** | **2** | **21** | **19** |
| Midday? | **29** | **9** |  | **19** | **43** |
| On Wednesday til 8pm? | **27** | **3** | **1** | **39** | **30** |

**11. Did you receive Practice Booklet when joining the surgery and are you aware of services provided?**  **37** Yes

**14** No

**45** Can’t Remember

**4** No answer

**12. Are you aware of complaint procedure**

**28** Yes

**64** No

**8**  No answer