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| **2012-13 PATIENT PARTICIPATION REPORT** |
| **Belvedere Medical Centre**  |
|  |  |
|  |  |
| A description of the profile of the members of the PRG  | We now have 12 physical members of the PPG 11 members are female and 1 male they are aged between 40 – 69 year old. 8 members are White British, 1 is Black African and 3 are Indian in ethnicityWe 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 4 October 2012, 17 January 2013 and 7 March 2013. We have contacted all 150 virtual group members about 5-6 times to indentify and agree the actions 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 6558 patientsAgedUnder 5 564 patients5-15 913 patients15-25 842 patients25-35 1065 patients35 – 45 990 patients45 – 55 959 patients55 – 65 580 patients65 – 75 365 patients75 – 85 206 patientsOver 85 74 patientsThe practice has recorded the ethnicity of 99% of patients.Of the 99% recorded 61% are British or Mixed British, 15% 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 our 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 had a member of the Care Trust sit in the waiting area trying to recruit new members. We have a sign up sheet 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. However, we also have a PRG with 150 virtual members and we continue to recruit new members on this group too. 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  |
| Details of the steps taken to determine and reach agreement on the issues which had priority and were included in the local practice survey | PPG and PRG members were consulted regarding the content and key issues of this year’s survey. Clinicians also took into account any comments, suggestions from the comments/suggestion box or complaints that had been made. It was agreed that the survey that was used last year it would be beneficial to re-audit these areas The areas agreed to be included in the survey were Clinical Care – do patients feel they were given enough time by clinicians, did they feel happy the clinicians were asking about their symptoms and listening to their response. Did they feel happy with tests and treatments being explained. Did they feel involved in decisions about their care. Did they feel they were treated with care and concern and did they feel their problems were taken seriously. Did patient have confidence and trust in the clinician they saw. We also agreed areas concerning Reception and AppointmentsPatients were asked how they booked their appointments and how easy they found getting through on the phone, speaking to a clinician on the phone, obtaining tests results by phone. Patients were asked if they had used the Walk-In service and if they couldn’t get an appointment within the next 2 weekdays – what was the reason for this. Patient were asked how long they had to wait after their appointment time before they were seen by a clinician and how they felt about how long they had to wait. Patients were asked how helpful they felt the reception staff were and how they felt about the possibility of being overheard in reception area. Patients were also surveyed on how satisfied they were with the opening times of the surgery and the awareness of opening during certain times of the day.  |
| The manner in which we sought to obtain the views of our patients |  In November 2012 a patient survey was undertaken by the Practice. Everyone visiting the Practice over 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 than the time they visited the Practice Over 180 surveys were printed of which 150 surveys were returned and collated |
| Details of the steps taken by the practice to provide an opportunity for the PRG to discuss the contents of the action plan  | Findings of the survey were discussed in PPG meeting on 17 January 2013 We have had 3 meetings to date and the minutes are sent to all PRG members both physical and virtual. Any comments are discussed in weekly clinical meetings and at the next PPG meeting Date PPG Meetings held 04/10/2012, 17/01/2013 and 07/03/2013Contents of action plan were agreed with PRG after discussion in PPG meeting.Also all other suggestions regarding possible improvement by PPG have been taken on board and discussed (see below)  |
| 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. | Please see the patient survey details that is attached with this report for detailed information on the results of patient survey but the main actions that were agreed were: 1.  Patients were not fully aware of Belvedere Medical Centre’s opening times. We agreed with PPG that we will try to advertise this more prominently. The following actions were agreed and have now been implemented by the practice: We have re-looked at our patient information leafletsWe have put a small sheet with opening times available at reception,We have advertised our opening times on each letter we send to a patient and on prescription re-order formsWe have a sign board outside the surgery with opening times 2. Some patients were not fully happy with clinicians listening to them and explaining test and procedures. We agreed with PPG that we will provide to the patients, patient information leaflets where possible, Belvedere Medical Centre have the facility to print leaflets explaining procedures and conditions so patients can take them away to study at home as we realise it is easy to forget information when you hear it for the first time . This action has been implemented.Clinicians have been reminded to offer leaflets during weekly clinical meeting 3. Some of the actions that emerged were due to discussions at PPG meetings. There were some helpful suggestions made in the PPG meetings over and above the survey that was undertaken. A list of those and actions taken are on page 4 |
| 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 report on page 6 attached 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 patients 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 patients expressed they had trust in the Practice Nurse they saw. The majority of patients either use the telephone to book an appointment to see a Doctor or Nurse or they don’t book an appointment preferring to arrive for the Walk-in ServiceThe majority of patients found it very easy 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 patients 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 reason was either there were not any appointments or, because they came to Walk-In this was not applicable 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 or fairly 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 Service understand they may have to wait if there are a lot of patients before them. The majority of patients were either very satisfied of fairly satisfied with the opening hours of the surgery and the majority were aware the surgery opens before 8 am and after 6.30pm but were unaware the surgery was open at lunchtime. |
| **Action Plan** |
| Changes we intend to take as a consequence of discussions with the Patient Representative Group is respect of the results, findings and proposals arising out of the local practice survey | **Helpful suggestions discussed in PPG meetings and the response** **Alternative clinics** Members were disappointed that there could not be any more clinics/ alternative clinics**.** It was explainedthat due to insurance issues it has not been possible to host ‘Alternative’ clinics such as acupuncture, Homeopathy etc.Belvedere Medical Centre will apply for any clinics that are open to practices via the Health Authority and are going to apply to host Anti-Coagulation clinic for Warfarin hopefully we will be successful. We will also consider applying for any Physiotherapy, Minor Surgery, Vasectomy clinics etc that we feel would benefit our patients and other users in the local community. These types of clinic are circulated to practices and are open for tender, Belvedere Medical Centre would have to apply for funding and approval before any such clinic would be approved by the Health Authority.**Healthy Eating Clinics** – A sign up sheet displayed in surgery has not met with any response – it was suggested we market this as diet rather than Healthy Eating as will encourage more membersBelvedere Medical Centre do already run a weight loss clinic where patients are seen by Teresa our PCAP on individual basis but are unable to run a ‘weightwatchers’ type weight loss clinic **Disabled parking bay** – Patients find the disabled bay not large enough to facilitate getting wheelchairs/walking aids out of the car comfortably as the space is too small.This matter is in hand and will be completed during the upcoming refurbishment **Poster Board with opening times and all services we provide** – This will be installed at upcoming refurbishment. PPG members were not aware of large board displayed to front of building regarding Walk-In clinics times or on a smaller display board which is put outside surgery each morning. **Patient toilet** - Another patient toilet is not possible from a logistical view point. There also does not appear to be the demand for another patient toilet there are rarely queues for the toilet even on busy midwife clinics where a sample must be provided.**Volunteer service** –Despite several attempts we have had no response from them yet. We will keep trying and will write to them rather than leaving messages so hopefully will get a response. **Pain Management support group in surgery** Pain management clinics at hospital can provide patients with assistance but it was mentioned it would be a good idea for Belvedere Medical Centre to have a support group where patients could exchange ideas on how they manage pain, what exercises or appliances they have found helpful to them, hints and tips on how individuals manage pain so members can share ideas and get support from each other so they do not feel alone. This can also promote awareness of what services are available in the local area e.g. disabled swimming etc.*Belvedere Medical Centre can support PPG members to run a support group but can not have clinical staff present as this could open the group up to discussing individual patients and could involve patient confidentiality, medication/dosage etc.* *Julie B has volunteered to do a poster and once agreed with the practice we will display it to see if there is interest in this and we will assess again following any names signing up* **New Doors -** PPG members were assured all guidelines and legal requirements had been followed before installing the new doors. The doors are fully compliant with current legislature and health and safety as we would not have been allowed to install a door without having the proposal and specifications fully checked **Age UK** - Belvedere Medical Centre arranged for a representative from Age UK to visit the surgery on 7 March 2013 to provide information on what services are available to our patients |
| ii. where it has participated in the Scheme for the year, or any part thereof, ending 31 March 2012, has taken on issues and priorities as set out in the Local Patient Participation Report |  Belvedere Medical Centre has discussed any issues with PPG members and after consideration of feasibility in weekly Clinical Meetings has agreed to implement those issues that we are able to, and to investigate any future issues/ideas or suggestions  |
| The opening hours of the practice premises and the method of obtaining access to services throughout the core hours and extended hours arrangements (the times at which individual healthcare professionals are accessible to registered patients. |  **Practice Opening Hours are displayed in Practice Leaflet, on prescription reorder forms and at the bottom of all letters to patient** 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 personA 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 |

# BELVEDERE MEDICAL CENTRE

**15 ALBERT ROAD**

**BELVEDERE**

**KENT**

**DA17 5LQ**

### Tel: 01322 446700

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**A description of the profile of the members of the PRG**

We now have 12 physical members of the PPG 11 members are female and 1 male they are aged between 40 - 69 year old. 8 members are White British, 1 is Black African and 3 are Indian in ethnicity

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 4 October 2012, 17 January 2013 and 7 March 2013

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 6558 patients**

Aged

Under 5 564 patients

5-15 913 patients

15-25 842 patients

25-35 1065 patients

35 – 45 990 patients

45 – 55 959 patients

55 – 65 580 patients

65 – 75 365 patients

75 – 85 206 patients

Over 85 74 patients

The practice has recorded the ethnicity of 99% of patients.

Of the 99% recorded 61% are British or Mixed British, 15% 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.

**Steps the Practice has taken to recruit PPG members**

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 had a member of the Care Trust sit in the waiting area trying to recruit new members.

We have a sign up sheet 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 or those patients on the Learning Disability register to invite them to participate as PRG members

**Patient survey**

In November 2012 a 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 150 surveys were returned and collated

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

### 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 | **88** | **43** | **6** | **1** | **1** | **2** | **9** |
| Asking about your symptoms | **78** | **51** | **5** | **3** | **1** | **2** | **10** |
| Listening | **72** | **56** | **8** | **2** | **2** | **1** | **9** |
| Explaining tests and treatments | **65** | **51** | **11** | **2** | **2** | **9** | **10** |
| Involving you in decisions about your care | **63** | **43** | **18** | **3** | **1** | **13** | **9** |
| Treating you with care and concern | **76** | **47** | **9** | **2** | **2** | **4** | **10** |
| Taking your problems seriously | **70** | **53** | **11** | **1** | **3** | **3** | **9** |

**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

 **110** Yes, definitely

 **28** Yes, to some extent

 **4** No, not at all

 **1** Don’t know/can’t say

 **10** 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 | **84** | **35** | **5** | **0** | **0** | **6** | **20** |
| Asking about your symptoms | **73** | **36** | **10** | **0** | **0** | **9** | **22** |
| Listening | **77** | **38** | **6** | **0** | **0** | **6** | **23** |
| Explaining tests and treatments | **68** | **35** | **12** | **0** | **0** | **11** | **24** |
| Involving you in decisions about your care | **68** | **30** | **11** | **0** | **0** | **16** | **25** |
| Treating you with care and concern | **78** | **32** | **7** | **0** | **0** | **10** | **23** |
| Taking your problems seriously | **70** | **28** | **19** | **0** | **0** | **9** | **23** |

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

**102** Yes, definitely

 **24** Yes, to some extent

 **0** No, not at all

 **7** Don’t know/can’t say

 **21** 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

**44** In Person

**82** By Phone

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

**5** 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 | **14** | **77** | **49** | **2** | **0** | **1** | **7** |
| Speaking to a Doctor on the phone | **63** | **24** | **36** | **3** | **1** | **15** | **10** |
| Speaking to a Nurse on the phone | **67** | **26** | **23** | **1** | **1** | **24** | **9** |
| Obtaining test results by phone | **60** | **35** | **18** | **2** | **3** | **21** | **11** |

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

 **131** Yes

 **12** No

 **1** Can’t Remember

**6** 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

 **35** There weren't any appointments

**27** Times offered didn't suit

**7** Appointment was with a clinician who I did not want to see

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

**18** Can't remember

**68** Not applicable/No answer

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

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

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

 **16** No, other patients can't overhear

**25** Don't know

**8** No answer

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

**101** Very

**40** Fairly

**1** Not Very

**0** Not At All

**8** 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

**55** I arrive for the Walk-in Service so don't have a specific appointment time

**19** I am normally seen on time

**13**  Less than 5 minutes

**49** 5 to 15 minutes

**16** 15-30 minutes

 **1**  More than 30 minutes

 **3**  Can't remember

**9**  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

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

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

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

**35** I use Walk-In service so understand I may have to wait if there are a lot of patients before me

**9** No answer

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

 **98** Very

 **32** Fairly

 **7** Neither satisfied nor dissatisfied

 **2** Quite dissatisfied

 **1** Very dissatisfied

 **3** Don't know opening hours

**7** 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  |
| Before 8 am? | **121** | **7** | **6** | **8** | **9** |
| At lunchtime? | **42** | **8** | **4** | **54** | **40** |
| After 6.30 pm? | **57** | **17** | **23** | **32** | **25** |

**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 patients 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 patients expressed they had trust in the Practice Nurse they saw.

The majority of patients either use the telephone to book an appointment to see a Doctor or Nurse or they don’t book an appointment preferring to arrive for the Walk-in Service

The majority of patients found it very easy 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 patients 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 reason was either there were not any appointments or because they came to Walk-In this was not applicable

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 or fairly 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 patient waited 5-15 minutes. Most patients felt they did not have to wait too long or because they used the Walk-In Services they understand they may have to wait if there are a lot of patients before them.

The majority of patients were either very satisfied of fairly satisfied with the opening hours of the surgery and the majority were aware the surgery opens before 8 am and after 6.30pm but were unaware the surgery was open at lunchtime.

**Negative points.**

Looking at the results of the survey we have identified a need to advertise our opening hours more prominently.

We need to make clinicians more aware of the need to listen to patients, take patients problems seriously and explain tests and treatments.

**Comments received**

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

*When I walked into the room, I was told to stop smoking as I smelt of smoke, I don’t smoke! I don’t live with anyone that smokes.*

*Not seen by usual doctor*

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

*The Nurse Practitioner at this surgery puts doctors to shame with their excellent service (this comment applies to Dr Bhalla who was looking at the computer screen nearly the whole time I was speaking)*

*Overall I am very happy with this practice. I think Dr Bhalla and Laura are marvellous practitioners and I really rate and respect them.*

*I love Laura*

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

Times offered didn’t suit – *Only due to the fact I work in London – not the surgeries fault*

No answer – *never had to wait that long*

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

Yes but I don’t mind - *Only if the receptionist asks ‘what is your problem concerning’*

Yes but I don’t mind – *If information isn’t too personal*

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

Fairly – *Please give a smile*

No answer*- It varies some are brilliant, other not so. Example when one goes out of their way to help with appointment times, others do not look up from the PC when you are in front of them*

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

Fairly – *My shift work doesn’t always allow me to visit the surgery as it is closed by the time I leave work*

Fairly - *Thursday pm would be helpful at times*

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

I arrive for the Walk In service so don’t have a specific appointment time – *but was seen within 5 minutes*

I am normally seen on time – *Or I use Walk In – was very impressed the last time*.

I am normally seen on time - *I arrive for the Walk In*

**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

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