

Hurley Group wide – Patient Participation Report

Practice Name: **SMA Medical Centre**

Practice Code: **F86038**

Signed on behalf of practice: **Nick Christou**

Date: 27th March 2019

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Signed on behalf of practice: **Nick Christou, Senior Operations Manager** **Date: 27th March 2019**

1. Prerequisite of Enhanced Service – Develop/Maintain a Patient Participation Group (PPG)

Does the Practice have a PPG? YES
Method(s) of engagement with PPG: Face to face, Email, Other (please specify) Face to face and occasionally email communication

Number of members of PPG: **69**

Detail the gender mix of practice population and PPG:

%	Male	Female
Practice	53%	47%
PRG	45%	55%

Detail of age mix of practice population and PPG:

%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
Practice	26	10	19	17	13	8	4	3
PRG	0	0	1	9	26	22	22	20

Detail the ethnic background of your practice population and PRG:

	White				Mixed/ multiple ethnic groups			
	British	Irish	Gypsy or Irish traveller	Other white	White &black Caribbean	White &black African	White &Asian	Other mixed
Practice	233	10	3	2458	69	75	18	92
PRG	6	0	0	14	2	1	0	1

	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice	389	3855	238	110	1276	109	37	970	40	12
PRG	7	25	0	0	14	1	2	8	1	0

Describe steps taken to ensure that the PPG is representative of the practice population in terms of gender, age and ethnic background and other members of the practice population:

The practice came under a caretaking arrangement and has been managed by the Hurley Group since 15 January 2018. In the last 10 months, The Hurley Group hosted five PPG Meetings

We aim to hold PPG meetings every two months:

24th May 2018

18th October 2018

21st November 2018

23rd January 2019

19th March 2019

Minutes are on the website and copies of the latest minutes are displayed on our PPG notice board in Reception.

We display posters, have flyers and leaflets in Receptions and Patient waiting room and TV Screen. We have copies of Contact Forms in the Reception Foyer, asking patients to include their email address if they wanted to be contacted and updated about the Patient Group. And be reminded of the meeting.

The timing of our meetings in the evening is at 6:00pm we want to attract younger patients who may be working.

We have strategically placed patient recruitment leaflets, posters in the surgery.

Texting specific patients, calling specific patient groups.

Both our PPG Co- Chairs (Mumtaz Patel and Andy Agathocleous) in partnership with the Hurley Group organised a successful Health Awareness day (Diabetes Uk, and Stroke Assoc attended) on the 23rd February 2019 – we had over 80 patients attend.

Over 30 additional new members have signed up to our PPG as a result of the Health Awareness day – of all ages – bringing our total PPG membership to 69.

- **Waltham Forest Carers Association <http://walthamforestcarers.com/> attended our PPG on the 24th May 2018 and we hosted a Carers Fair on the 6th October 2018 – over 40 patients attended and also got their flu jab – some joined our PPG group.**

Are there any specific characteristics of your practice population which means that other groups should be included in the PPG?
E.g. a large student population, significant number of jobseekers, large numbers of nursing homes, or a LGBT community?

YES – Carers

If you have answered yes, please outline measures taken to include those specific groups and whether those measures were successful: **Waltham Forest Carers Association** <http://walthamforestcarers.com/> attended our PPG on the 24th March 2019 and we hosted a Carers Fair on the 6th October 2018 – over 40 patients attended and also got their flu jab – some joined our PPG group.

YES – Vulnerable Adults with Housing problems

We are looking to invite a Senior Social Prescriber to our next PPG meeting **Tel:** 0208 4961642/1643 or email: social.prescribing@walthamforest.gov.uk and to organise an awareness day in conjunction with other local voluntary organisations to help patients:

- Receiving advice about entitlement to benefits, or what to do about debt
- Becoming more active or increasing healthy eating – bags of taste campaign
- Joining in with local groups like art classes or gardening groups

2. Review of patient feedback

Outline the sources of feedback that were reviewed during the year: **We have used a variety of sources of feedback about the practice. These include the Friends and Family Test (Patients receive a text message 2 hours after their consultation with the GP and Nurse), comments and scores from our site on NHS Choices and the annual GP Patient survey. The GP survey is organised by Ipsos Mori and is entirely anonymous.**

In the Friends and Family tests results we have numerical results as well as free text comments which we look at for key themes. The survey comments are given the same credence as the numerical results; we feel that patients who have made comments in the survey have actually thought about their experiences at the practice whether good or bad and been compelled to write about it.

Please see attached breakdown of our internal survey results (last 3 months). A big improvement in all areas compared to the latest National Patient Survey (which is over a year old)!. Although the figures are very good, particularly compared with the National Survey results – key concern is ‘How easy is it to get through to the practice by phone’ 20%, 31 patients noted it was ‘not very easy’, having said that the figures show the biggest improvement from 42% to 80% patients finding it easy to get through the practice by phone. 38% improvement.

	National Patient Survey Results	Internal Practice Survey Results
Date period	Jan - March 2018	Dec 18 - Feb 2019
Completed surveys	86	153
	%	%
How easy is it to get through to the practice by phone	42	80
The Health care professional you spoke to was good at giving you enough time during your last general practice appointment	65	97
Have you had enough support from local services or organisations in the last 12 months to manage your long term conditions	56	87
Do you find the Receptionists at this GP Practice Helpful	80	96
How would you describe your overall experience at the GP Practice	68	91

How frequently were these reviewed with the PRG? **Reviewed four times a year.**

3. Action plan priority areas and implementation

Priority area 1
Description of priority area: Unhelpful Reception Staff
<p>What actions <u>were</u> taken to address the priority? The Hurley Group will be working in conjunction with Skills Training UK to offer 3 of our Reception Staff the opportunity to complete bespoke staff development programme leading to an NVQ level 2 qualification. The training will focus on giving advice and guidance to patients, directing them to the most appropriate service, and streamlining the workflow of appointments and gain the practical skills to implement and manage change to improve the effectiveness of service transformation and reduce the stress and complications of change.</p> <p>Furthermore customer service is a key factor of each Receptionists annual performance Appraisal. In May 2018 we appointed a Reception Supervisor which will provide more hands on support to the Reception and Management Team with a view to ensuring non clinical staff provide a more responsive service to patients.</p>
Who does this – Nick Christou – Practice Manager, Deadline – 30th November 2019

Priority area 2

Description of priority area: **Improving access to services, easier to make appointments and more continuity of care.**

Actions were taken to address the priority? **The practice and PPG will encourage greater use of on line services for making appointments, obtaining repeat prescriptions and getting advice. The practice is to further promoting the eConsult service. to updated the website to offer eConsult link for patients to check their own symptoms, advice and if necessary request an online consultation. Patients would be called back by a GP within 24hrs.**

Regular text message reminders to all patients promoting use of eConsult.

Averaging 15 -20 eConsults a week now.

Who does this : **Nick Christou – Practice Manager**

Deadline: **Ongoing**

Priority area 3

Description of priority area: **Telephone access and reducing DNAs (Did Not Attend)**

What actions were taken to address the priority? **Ensure we have two reception staff at any one time answering the telephones
Encouraging use of eConsult & Patient access to avoid patients having to use the phone.
Using text messages and letters to process tasks to avoid the phones being clogged up.**

We are currently scoping with Waltham Forest CCG in relation to the national procurement of SMA Medical Centre for funding into installing a telephone queuing system noting the following message *“Welcome to SMA Medical Centre. Please hold and your call will be answered by the next available Receptionist – you are currently number xx in the queue”*

Currently we have approx. 20% DNA rate of GP/Nurse appointments.

Sending text messages reminders to patients:

Patient books appt 0-7 days – they get 1 reminder day before appt

Patient books appt 8 days to 1 mth – they get 1 reminder day before appt

Patient books appt 1 mth before appt – they get reminder 3 days before and another reminder 1 day before appt

Updating mobile numbers of patients

On the 20.03.2019 – Cross checked with systems we had 956 invalid mobile phone numbers!

We have systematically been removing the invalid/failed mobile numbers and put an alert on the patients record asking patient to provide correct mobile number, the alert is dated so can be removed once we have correct mobile number. We have now got it

down to 360 invalid mobile numbers as 26.03.2019. We should get this to zero or close to by end of March 2019

Posters

Poster on the wall – A4 colour - will look at getting A3 in Colour when the March Missed appts come out

Message on Prescription

All printed scripts now have a message *“Forgetting to cancel your appointment if you no longer need it prevents someone else from being seen. If you can’t text back CANCEL & make sure we have your up to date details”*

PPG/ Staff meeting

Discussed DNAs at PPG meeting on 19th March and staff meeting on the 20th March.

Who does this? **Nick Christou Practice Manager & Palash Deb**

Deadline: **Ongoing**

4. PPG Sign Off

Report signed off by PPG:

YES

Date of sign off: **27TH March 2019**

How has the practice engaged with the PPG:

How has the practice made efforts to engage with seldom heard groups in the practice population?

Please see report and priorities above

Has the practice received patient and carer feedback from a variety of sources?

Please see report and priorities above

Was the PPG involved in the agreement of priority areas and the resulting action plan?

Please see report and priorities above

How has the service offered to patients and carers improved as a result of the implementation of the action plan?

Please see report and priorities above

Do you have any other comments about the PPG or practice in relation to this area of work?

We have an excellent attendance at all our PPG meetings averaging between 17 – 20 attendees each time.

Jade Brown, Outreach Officer from Healthwatch attended our PPG on the 19th March 2019 and commented “...Thank-you for inviting Health watch to the PPG meeting last night. It was fantastic to see so many people...”