

Sandmere Practice G85083<http://www.sandmerepractice.gpsurgery.net/>

A description of the profile of the members of the PRG:

The practice has approximately 14,863 registered patients with a diverse multi ethnic population, 54% Afro Caribbean, 26% White British, 13% Asian Background and 7% Other. Further details of the makeup of the practice profile are displayed in figure 1 and details of the membership of PRG listed in the table below. The format of the PRG is both face to face and virtual.

This was the third year of our Patient Participation Group (2013/14) and the PPG consists of 18 members. Patients in the PPG represent a cross section from our patient profile from 16 – 80 years of age. In addition to the age/sex mix the practice has a full understanding and taken into account the diverse social mix of employed, professional and deprived populations, multi ethnic, housebound* or registered with a disability** and those patients with long term health conditions which have a high prevalence within the practice such as Diabetes and Hypertension.

Ethnicity	Gender	Age
White British	M**	35
Caribbean	M	63
Other	F	16
Black African	M	16
White British	F	50
Bangladeshi	M	39
Black African	M	68
Caribbean	F	85
White British	F	80
Caribbean	M*	55
Indian	M	72
Asian	F	65
Black British	F	31
White Other	F	40
Asian	M	37
White British	M	27
Pakistani	F	54
Black African	F	34

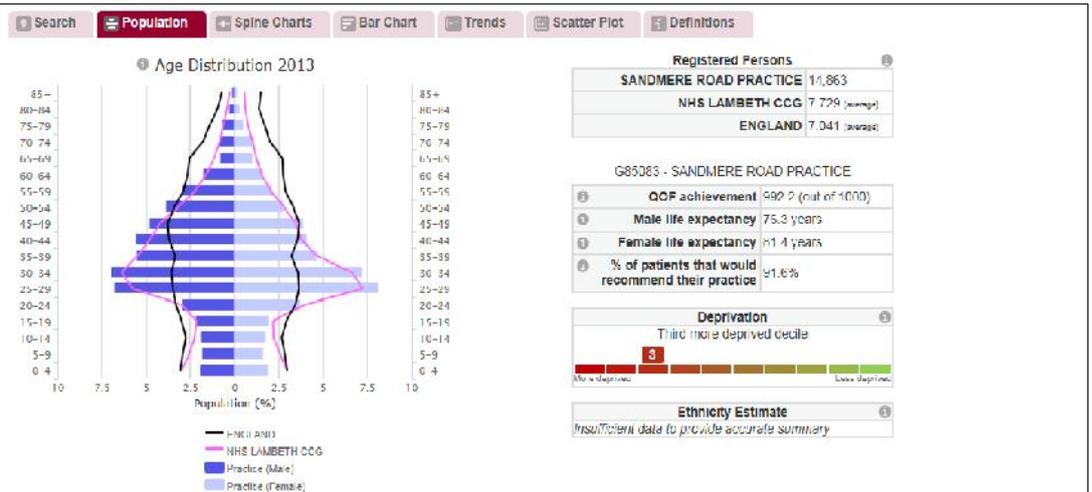


Figure 1.

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

The practice used the publicly available resource found at the following link <http://www.apho.org.uk/PracProf/Profile.aspx> to ensure that it sufficiently represented the Practice Population and believes that it has fulfilled the criteria. The Practice has a high level of deprivation and ethnicity from the afro-Caribbean population and studied its various disease prevalence data to ensure the widest possible category of patients was selected.

The top three ethnic groups of patients registered with the surgery are: Afro-Caribbean (Nigerian – languages spoken Igbo and Yoruba), Afro-Caribbean (Ghanaian – common dialect language spoken) and Pakistani (Urdu spoken). The Practice provides interpreter services and has staff that can speak all the main languages from our different ethnic groups that includes: Igbo, Yoruba, Sudanese, Urdu, Hindi, Bengali, Portuguese, French, Spanish, Nepalese, Mandarin and Italian amongst others. Three members of our reception and administrative team also attended the equality and diversity training on Wednesday 5th February at, 336 Brixton Road, SW9. The practice has considered and will always continue to deliver services in line with its multi-diverse ethnic populations in an appropriate and proactive manner.

Nearly 95% of patients would recommend us to others on the NHS choices website.

Deprivation Score.....	Sandmere.....	Lambeth.....	England.....	%	
Deprivation score (IMD)	2012	32.0	30.9	21.5	2.9
IDACI (Income Deprivation Affecting Children)	2012	▼ 41.0%	37.6%	21.8%	1.0%
IDAOP (Income Deprivation Affecting Older People)	2012	▼ 39.0%	34.8%	18.1%	4.0%

Figure 2.

The practice continues to attract members to the PPG and those groups/demographics that maybe otherwise under represented by taking the following steps:

- advertising in our waiting area on the notice boards
- through our leaflets and flyers
- on our website

	<ul style="list-style-type: none"> • through word and mouth • asking patients where possible when they attended the practice • a notice of our annual general meeting in the waiting area <p>The practice continues to reach out to housebound patients and has increased its membership from the previous year.</p>
<p>Details of the steps taken to determine and reach agreement on the issues which had priority and were included in the local practice survey</p>	<p>The PRG convened twice between 01 April 2013 and 31 March 2014 on an informal basis throughout the year.</p> <p>The Practice looked at the NHS choices website to gain feedback and trending issues, national GP surveys, complaints and feedback from the comments box were looked at. Staff were asked about what priority areas should be included, and the wider impact of recent NHS changes and impact were included in the proposed survey.</p> <p>Numerous feedback, informal discussions were carried out during the year on an informal group and individual basis with patients and service users. The predominant issue in Year Three and following on from the priorities in Year Two has been centred around access and ensuring the Saturday service and strong continuity of care to remain with an emphasis of access to the NHS. Patients were aware that overall demand for services at the practice has been increasing against a background of reduced funding and increased targets and workloads. Patients were also aware of re-organisation of the NHS and potential impact upon the practice including a visit by the new health regulator CQC. Through discussions and feedback the PRG proposed to maintain the emphasis on good access by ensuring the Saturday remained open as before and continue to encourage other alternative methods of service provision such as Pharmacies for minor ailments, urgent care centres, self-care, NHS Direct and the internet. These elements were included in the practice survey.</p> <p>Steps taken to determine and reach agreement on the established priorities were thus included, approved and agreed by the PRG in the local practice survey at a meeting with the PRG on the 8th November 2013.</p>
<p>The manner in which we sought to obtain the views of our patients</p>	<p>The next step was to seek the wider views of patients to finalise an action plan. The manner in which the practice sought to obtain the views of the patients was done through a survey from November - December 2013 A relevant sample size of 100 surveys were handed out in reception and informal interviews were carried out during this time. Both a mix of paper surveys, informal interviews and discussions were highlighted to be the most credible method of obtaining the views from patients. The Practice already participates in various independent surveys and the results of all previous PRG surveys were in line with independent results and comments from informal meetings in line with local issues.</p>

<p>Details of the steps taken by the practice to provide an opportunity for the PRG to discuss the contents of the action plan</p>	<p>The results were shown to the PRG after the survey was done and an action plan was discussed with the PRG in a meeting (8 Attendees) on the 22nd February 2014. The aim was to provide an opportunity for the PRG to discuss the contents of the action plan that was formulated and approved. The summary of the survey was advertised in the waiting area.</p>
<p>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.</p>	<p>The biggest challenge was to continue providing a service with no funding stream. In the first and second years the PRG wrote to the PCT highlighting the high quality of care provided on Saturdays and for funding through the out of core hours DES not be scrapped, however this had little impact even though one letter was written by a member of our PRG and a Member of the Order of the British Empire (MBE) for her significant continuing achievement and outstanding service to the community. Commissioning data 2014 shows the practice has still the lowest A&E attendance per 1,000 capita per patient in Lambeth. In addition to exceeding the PMS required 3.5 appointments per weighted list the practice provided over 4,100 GP and nurse appointments on the weekend. As part of the new clinical commissioning arrangements the practice has made significant savings for the CCG. There is some revenue that could be earned from new patient registrations, fulfilling certain opportunistic work carried out that improved targets, outcomes and improved revenue streams. It was decided as before to continue providing the weekend service and maintain the strong continuity of care. The weekend service provides an invaluable service to all type of patients and their families and there are no parking restrictions. In addition the nurses are able to offer a full screening and nursing and travel service. The continuation of Saturdays may also fall under new proposal by the government on the '8am-8pm challenge' in the future.</p> <p>The PRG was satisfied with access at the practice overall and but wary of the recent changes and budget pressures and wishes to keep the status quo. The PRG enjoyed the health promotional activities of last year and wishes to continue to do the same and also maybe expand on it for this year with health mentors as maybe a theme. The PRG were satisfied that the practice had dealt with patient feedback especially on the NHS choices website in a satisfactory manner and the practice was compliant with all 16 essential outcomes from the CQC.</p>
<p>A summary of the evidence including any statistical evidence relating to the findings or basis of proposals arising out of the local practice survey</p>	<p>Survey results showing basis of proposal from local practice survey.</p> <p>Sandmere Practice, Survey Report Findings 2013-2014</p> <p>56 responses from 100 surveys handed out, responses appear in brackets.</p> <p>1. Are you satisfied with the general surgery opening hours?</p> <p><input type="radio"/> Yes (37)</p> <p><input type="radio"/> No (3)</p> <p><input type="radio"/> Don't know (16)</p> <p>2. Do you wish to see the surgery open 7 days a week 8am-8pm</p>

- Yes (20)
- No (24)
- Don't know (12)

3. Are you satisfied with the GPs at the surgery?

- Yes (48)
- No (3)
- Don't know (5)

4. Are you satisfied with the Nurses at the surgery?

- Yes (50)
- No (1)
- Don't know (5)

5. What other services would you like to see (tick all that apply)

- Health Promotion Activities such as new posters in the waiting room (24)
- Healthy lifestyle advice (26)
- Free seasonal fruit to promote healthy eating (39)
- Information on alternative providers of care (16)

6. Are you satisfied with reception services ?

- Yes (34)
- No (9)
- Don't know (13)

7. Would you recommend the surgery to your families and friends?

- Yes (46)
- No (4)
- Don't know (6)

8. Do you prefer pre-booked or drop-in appointments?

- Pre-booked (13)
- Drop-in (28)
- Don't know (15)

9. Would you like to see the practice to continue to remain open on Saturdays?

- Yes (31)
- No (8)
- Don't know (17)

10. ANY OTHER COMMENTS ?

The staff work very hard

I would like to see more pre-booked appointments for the doctor I like

Keep up the good work

I would not like to see the practice open on Sundays otherwise I will never get to see my doctor as I will never when she is there

I like the drop in service

Comments from informal interviews

The immense workloads you guys do is too much as I can see, how can we reduce this so that you can concentrate on seeing us rather than completing paperwork?

I have concerns about going to hospital and being refused treatment because my papers are with the authorities and I am waiting

I am happy with the surgery. Should scrap NHS reforms and leave GPs to get on with it.

I enjoyed the idea of promoting healthy eating and giving fruit, can we expand on this

Some patients are being denied treatment or being uncharged and upon further investigation it has been found out that they are entitled to it, this is a worrying development.

Doctors should be allowed to focus on patients.

I do not wish my data to be shared at all.

Action Plan

Changes we intend to take as a consequence of discussions with the Patient Representative Group in respect of the results, findings and proposals arising out of the local practice survey

1. To continue with the current extended hours and Saturday Service which will consist of GPs, practice nurses and a reception and admin team, subject to no further significant financial destabilisation of general practice during 2014/15 where a full review would be carried out should such an event happen. As before, this will ensure superfluous continuation of the priority already agreed previously in all PRG meetings and to communicate to patients the continuation of the Saturday Service by advertising in the waiting area highlighting the value for money and quality of service.
2. To promote healthy lifestyles and living by providing free apples this summer and autumn and continue for our clinicians and staff to demonstrate a healthy lifestyle by exercising; healthy eating etc.
3. To provide a list of independent legal representatives, that patients can refer with regards to issues with eligibility to NHS services.
4. Practice to launch a campaign on 'Know your rights', access to NHS services to ensure all patients receive appropriate treatment.
5. Increase the use of a virtual group subject to the necessary IT enhancements.
6. Agreement and approval of the Practice's agreement to become part of the '8am-8pm 7 day challenge' by working with other practices in a more innovative way.

<p>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</p>	<p>Patients said that they would like to continue with a 6 day service and it was successfully delivered with an emphasis on strong continuity of care and the outcome has been the biggest success story of our PPG. As a result of the group, the practice has provided approximately 4,000 GP and Nurse consultations that may have otherwise have been lost.</p> <p>The Practice successfully adopted the new IT system and after initial teething problems created more drop-in sessions for patients to access. At a time where the general norm for practices in the local area was to change the way that patients were to access primary care through telephone triage example, our practice improved a tried and tested system. Local practices and patients have reported access issues since changing their systems and our patients sternly expressed their wishes not to follow the same route. As a result although demand and workload has continued to increase we still ensure that most patients can be seen within 24-48 hours by a nurse or GP with a flexible range of appointments.</p> <p>We carried out a health promotion campaign to help the practice reduce inappropriate requests for treatment by encouraging alternative use of healthcare such as Pharmacy, self care and supported the government's 'A&E won't kiss it better' campaign.</p> <p>We carried out the necessary premises improvements outline in last years action plan.</p> <p>We carried out a healthy eating campaign and provided over 100kg of organic and locally grown apples free to our patients in August and September</p>
<p>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.</p>	<p>The opening and core hours of the practice are from 8am-6:30pm Monday to Friday with extended hours from 6:30-7pm on Tuesdays, Wednesdays and Fridays.</p> <p>The practice is open on Saturday from 8-11:30am to ensure the practice provides a six day service where healthcare professionals are available. Patients can access the surgery during these times, contact by phone, come in person and leave a message to be contacted to discuss at any time.</p> <p><i>(Thursday from 3pm-6:30pm the practice is open for reception service, approved by the PRG and adherence to the PMS contract, Saturday 11:00-11:30 reception services).</i></p>