

2012-13 PATIENT PARTICIPATION REPORT

Sandmere Practice G85083

<http://www.sandmerepractice.gpsurgery.net/>

A description of the profile of the members of the PRG

The practice has approximately 14,757 registered patients with a diverse multi ethnic population.56% Afro Caribbean, 24% White British, 13% Asian Background and 7% Other. Further details of the makeup of the practice profile are displayed below and details of PRG. The format of the PRG is both face to face and virtual. The number of times the PRG convened between 01 April 2012 and 31 March 2013 was 4 times. The general meeting was held on the 22nd March 2013.

Patients in the PPG represent a cross section from our patient profile from 15 – 85 years of age, multi ethnic, housebound* and registered with a disability*.

Ethnicity	Gender	Age
White British	M*	33
Caribbean	M	62
Other	F	15
Black African	M	16
White British	F	50
Bangladeshi	M	38
Black African	M	70
Caribbean	F	83
White British	F	79
Caribbean	M**	53
Indian	M	70
Asian	F	65
Black British	F	29
White Other	F	39
Black Other	M**	85



<p>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</p>	<p>This was the second year of our Patient Participation Group 2012/13. The PPG has 15 members which are from a wide range of backgrounds and ages. The practice used the resource found at 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 continued to attract members by advertising in our waiting area, leaflets, on our website, through word and mouth and asking patients where possible when they attended the practice. The practice continued to reach out to housebound patients and fed back the results of the general meeting in a home visit to a housebound patient. The practice increased it's membership and age range of patients to 15-85 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>Steps taken to determine and reach agreement on the issues which had priority in Year One and were included in the local practice survey included, hosting a meeting with the PRG on the 15th August 2012 and 5th September 2012 agreement sought on how to proceed thereafter. Numerous feedback, informal discussions were carried out during the year. Improvements in website design and providing information through various sources such as leaflets and posters in the waiting room. The predominant issue in Year Two and following on from the priorities in Year One has been centred around access and ensuring the Saturday service and weekday extended hours service continues to run with an emphasis of strong continuity of care. Overall demand for services at the practice has been increasing against a background of reduced funding and increased targets and workloads. The List maintenance exercise will also have an impact yet to be known. In addition the practice migrated to a new IT system in August 2012. Through discussions, feedback the PRG proposed to maintain an emphasis on good access by ensuring the Saturday remained open, other alternative ways of meeting demand was felt to restrict patient access and choice but encouragement to use more appropriate services was agreed upon such as Pharmacists for minor ailments, urgent care centres, self-care, NHS Direct and the internet. These elements were included in the practice survey.</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 2012 (200 surveys were handed out in reception) and informal interviews at the practice were carried out during this time.</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>After the survey was done, the results were shown to the PRG, the action plan was discussed with the PRG in a meeting on the 22nd March 2013 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 Year One 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. Commissioning data showed the practice had 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 4,500 GP and nurse appointments on the weekend. Recent commissioning data also forecast a savings of £17k from reduced A&E attendances, one of the only practices in Lambeth to make a saving. There is some revenue that could be earned such as from new patient registrations and fulfilling certain opportunistic work carried out that improved targets and outcomes and improved revenue streams. So it was decided 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 PRG also highlighted the need for more drop-in appointments as since the new IT system had been introduced the number of pre-booked appointments had increased and patients that traditionally preferred to drop-ion rather than pre-book had started to find waiting times to increase. As the practice offered a traditional whole and holistic approach to primary care the PRG felt that work relating to the promotion of healthier lifestyle would be a good idea.</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 2012-2013</p> <p>Produced by Roberto Alves – 57 responses from 200 surveys handed out, responses appear in brackets.</p> <p>1. Are you satisfied with the surgery opening on Saturday?</p> <p><input type="radio"/> Yes (41)</p> <p><input type="radio"/> No (3)</p> <p><input type="radio"/> Don't know (13)</p>

2. Do you wish to see the surgery remain open on Saturdays?

- Yes (52)
- No (1)
- Don't know (4)

3. Do you wish to see the surgery remain open on weekdays, extended hours from 6:30-7pm Monday, Tuesday, Wednesday and Friday?

- Yes (53)
- No (1)
- Don't know (3)

4. Which appointment system do you prefer most?

- drop-in (31)
- pre-book (14)
- Don't know (12)

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

- Health Promotion Activities such as new posters in the waiting room (30)
- Healthy lifestyle advice (31)
- Free seasonal fruit to promote healthy eating (49)
- Information on alternative providers of care (21)

6. If the surgery is closed on Saturdays were would you go instead?

- A&E (34)
- Pharmacist (2)
- Walk in Centre (7)
- Or just wait till until the surgery is open on Monday (10)
- Don't know (3)

7. Are you satisfied with reception services ?

- Yes (39)

- No (13)
- Don't know (5)

8. Due to restraints on funding, the practice needs to find alternative ways in providing appointments would you like to see GP triage where nurses assess patients first before they see the GP ?

- Yes (9)
- No (33)
- Don't know (15)

9. Due to restraints on funding, the practice needs to find alternative ways in providing appointments would you like to see more telephone appointments?

- Yes (17)
- No (29)
- Don't know (11)

10. ANY OTHER COMMENTS ?

Great idea about the fruit

I find the surgery offers good access please keep it up

I am working so I can only come in at unsociable times.

Happy with access hours and opening times.

Comments from informal interviews

I have known the receptionists for many years and have a great deal of respect of them

Cannot improve the surgery any further.

I think the surgery should not provide a Saturday service if it is not being paid.

One of the only surgeries that offers good access on weekends.

The NHS needs to keep people out of hospital and good access is one way, we do not want any triage or telephone appointments if it means that we do not get to see our doctors.

I hope things get easier for you.

We need to match patients expectations more, reducing or removing a service that they are use to will do more damage. Patient education is important.

Health promotion would be a good thing especially if patients can benefit, can't wait to see what you do.

There are some great places to get healthcare advice when you are closed or run out of meds we should let everyone know.

It's difficult to get involved maybe easier through the web.

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

1. Continue 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 2013/14 where a full review would be carried out should such an event happen. This will ensure superfluous continuation of the priority already agreed previously.
2. The practice 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
3. To offer more drop-in appointments during surgery times to reflect the demand for same day access.
4. The Practice will advise patients of alternative providers of care such as Pharmacists for minor ailments; urgent care centres; self-care; website resources such as www.patient.co.uk and other local services through usual methods such as leaflets, waiting area etc.
5. A row of seats to be taken out in the waiting area to create space for information, health promotion events and planned free fruit to promote healthy lifestyles event, a summer event to be announced May 2013.

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

Although the practice had a forum for patients to openly discuss matters with the team, the first year was spent creating the group and ensuring it represented the practice profile. Our priorities in Year one were to maintain open access with service continual provision of out of core services – This has been done and a significant measurable saving has been made in addition to improving quality and strengthening the continuity of care, the challenge for Year 2 was to build upon and maintain it. To involve the receptionist more within the PPG –The reception staff became more involved within the PPG and attended meetings and informal interviews. A virtual approach in future will focus more efforts upon them in engaging this group. Patients were also informed of the migration to new IT system in August 2012.

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).

The opening and core hours of the practice are from 8am-6:30pm Monday to Friday with extended hours from 6:30-7pm on Mondays, Tuesdays, Wednesdays and Fridays.

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.

(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).