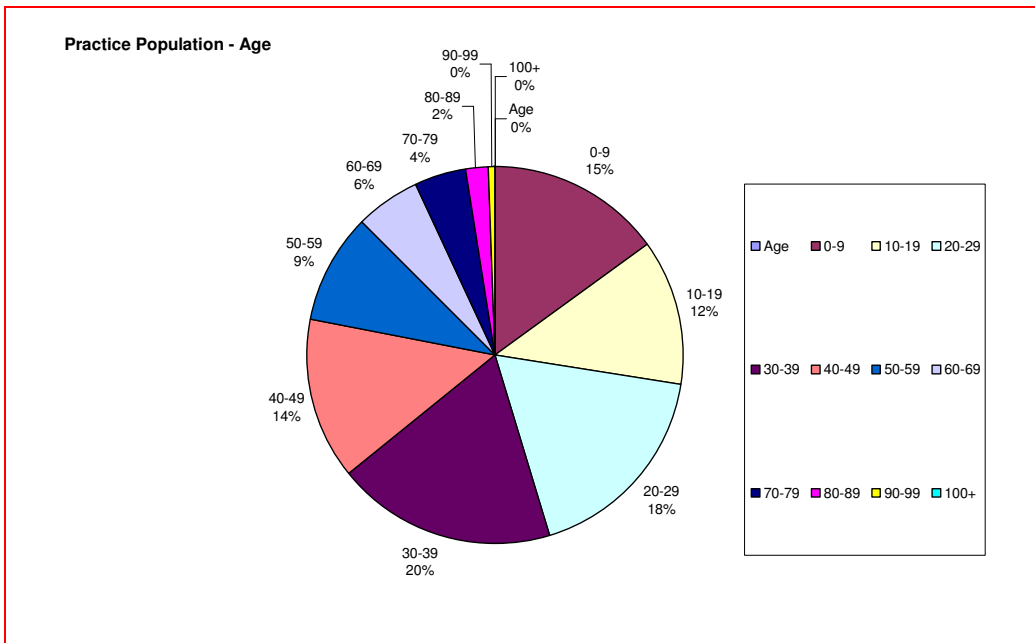
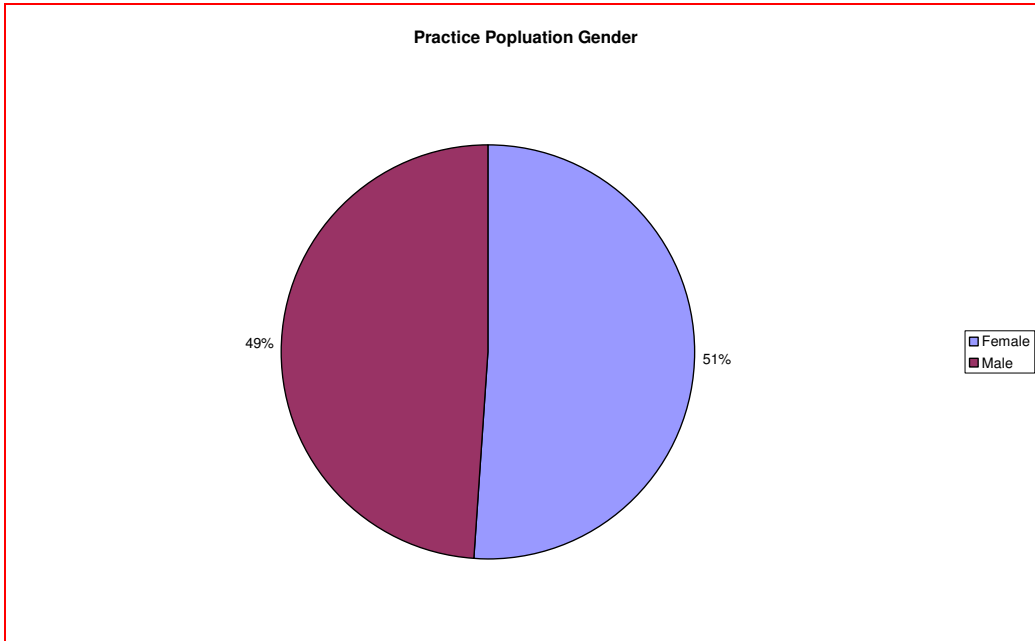
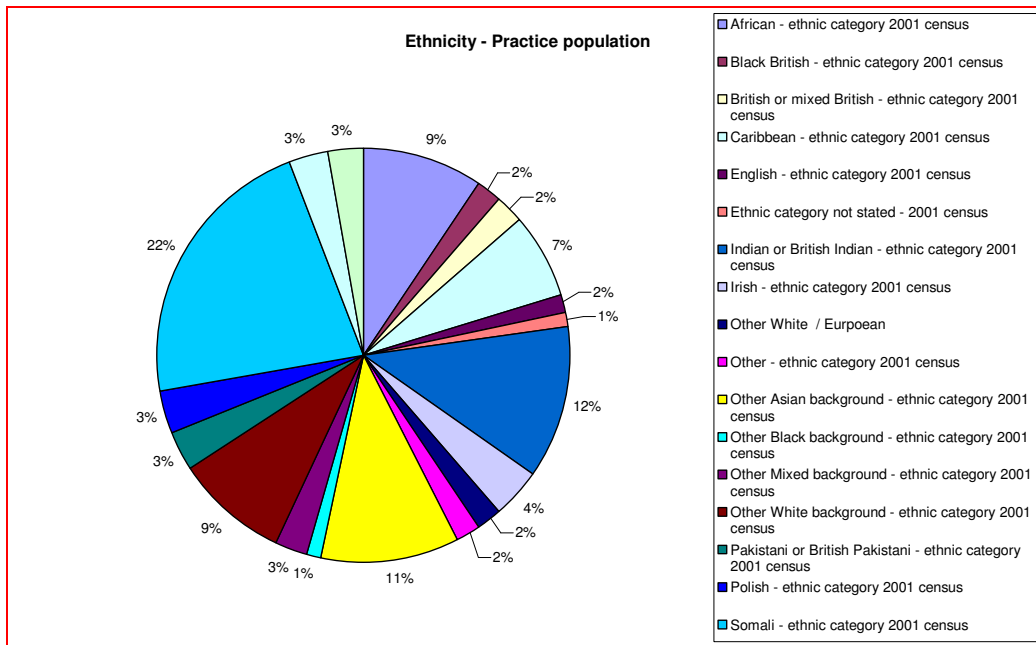


Ellis Practice Patient Participation Report 2012-2013

Practice population

Total Practice Population – 7386 patients





We only have 2801 patients recorded with an ethnicity status (out of 7386). The chart above represents the 2801 figure.

Care groups

- Carers – 197
- Learning Disability Community – 57
- Nursing homes/Care homes/residential homes – 6
- Mental Health Groups – 112

Other

We do not have record of working patterns of patients or levels of unemployment

PRG Profile

Total Members	14 (Plus 1 Principle GP, Practice Manager and Administrator)
Age	Between 52 – 87 years old
Gender	Male – 6 Female - 8
Ethnicity	White British Group – 11 Caribbean – 1 Indian 2
Working Patterns	Mostly retired

Differences between the practice population and members of the PRG

Practice population is under represented in the PRG and this has always been one of the concerns of the PRG.

PRG meetings are promoted via:

- Practice website (www.ellispractice.co.uk)

- Practice newsletters (emailed via website and copies at reception)
- Posters
- Life Channel
- Verbal invites
- Practice Questionnaire
- PRG members coming in to talk to patients in the waiting area

Survey

Describe how the priorities for the survey were agreed with the PRG

The group (both staff and patient representatives) felt the survey should be and include the following areas:

- Simple and nothing more than a page
- Question the opinion of the appointment and telephone system
- Must find if patients are aware of the practice website, internet booking and text reminders
- MUST use the survey to promote the PRG
- Should have some space for general comments

Describe how the questions were developed

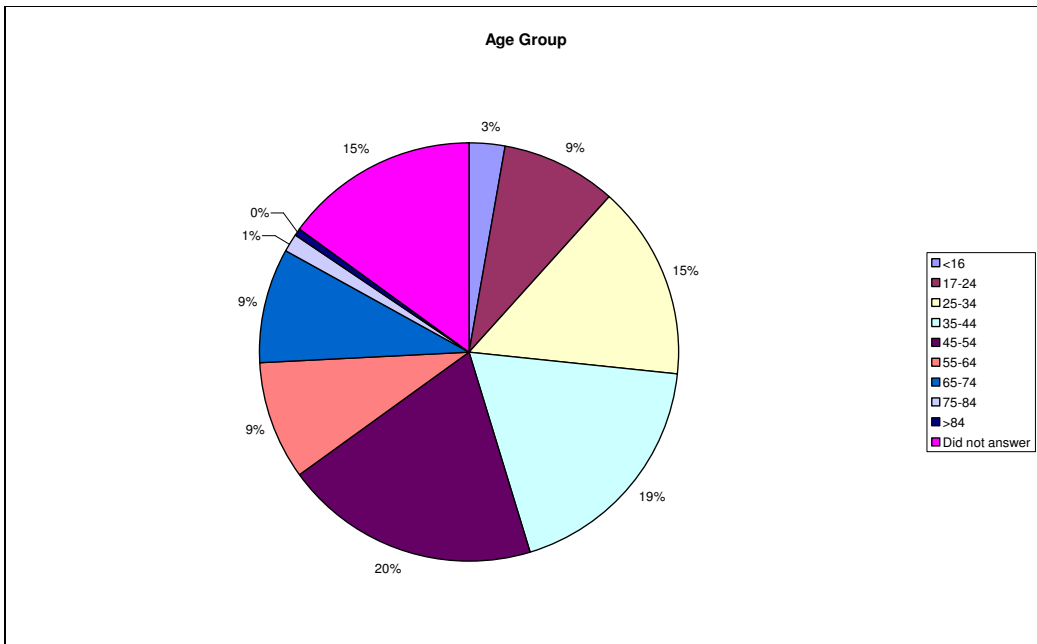
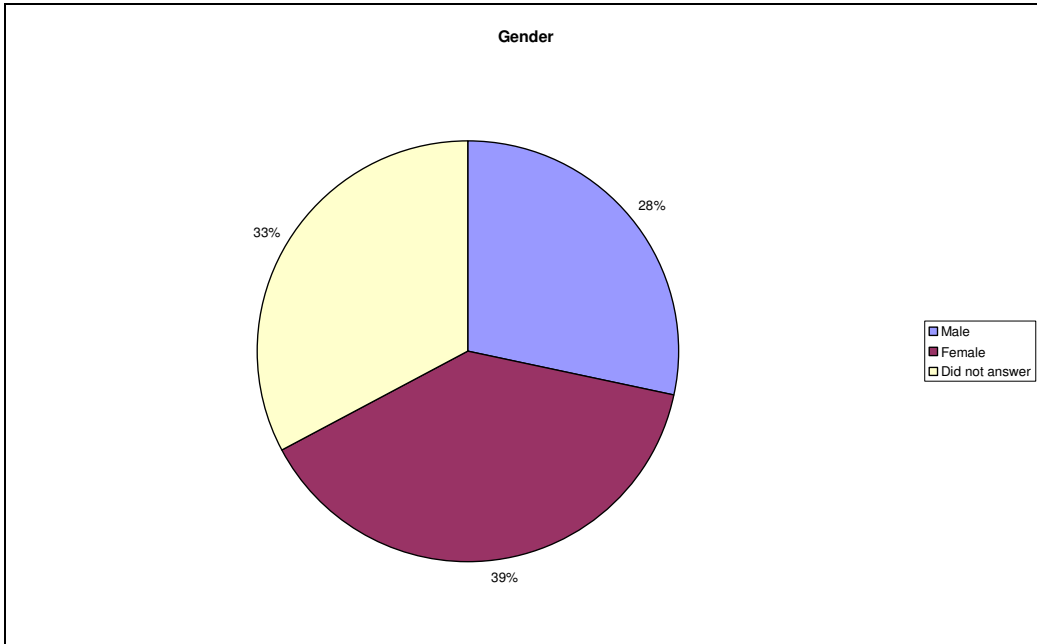
Questions were developed by administrator and practice manager taking into account the above priorities. PRG were then asked to review and feedback any possible changes or any additional information. Once this was done PRG and practice members agreed on the final draft.

Describe how the survey was carried out (including dates)

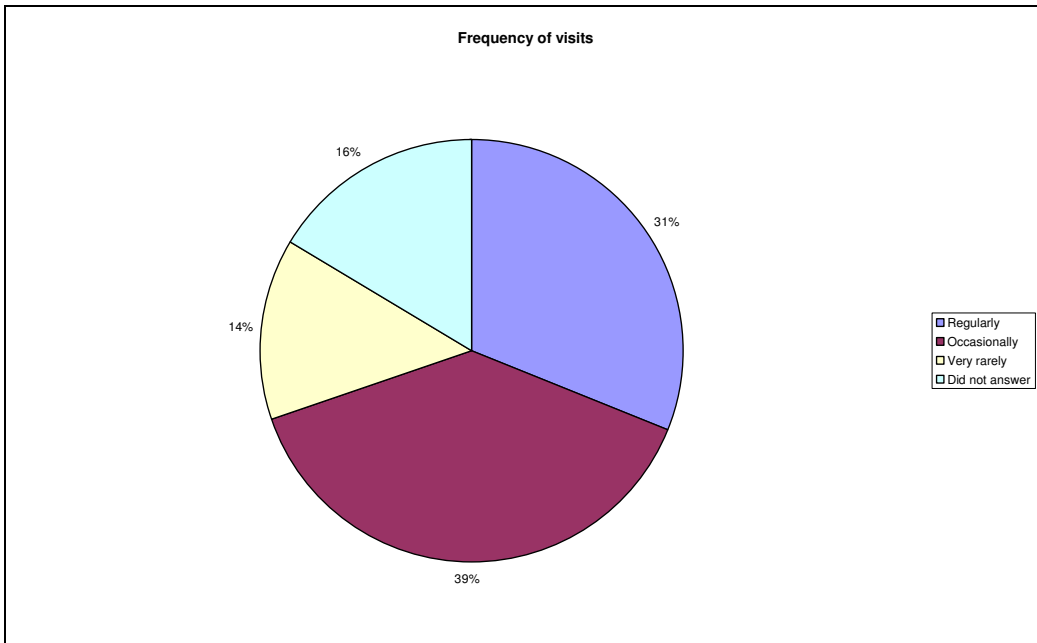
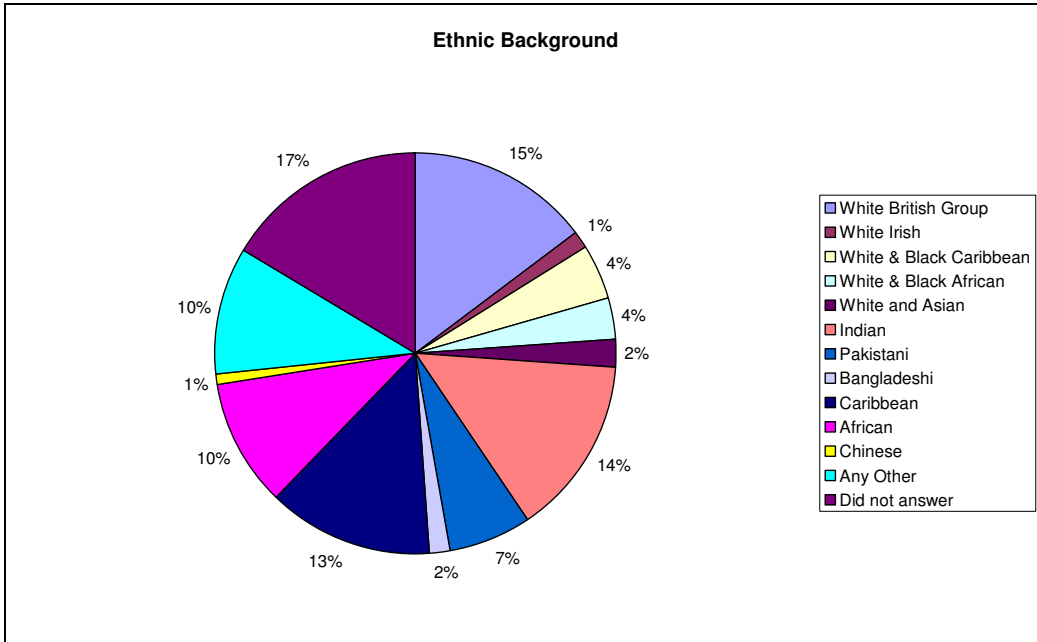
Over 200 questionnaires were handed to patients who visited the surgery over a 5-6 week period during January-February 2013. Anyone who had an appointment with a doctor/nurse/HCA or were putting in or collecting a prescription request was encouraged to fill in a questionnaire by reception staff.

The survey was advertised by a poster on the reception desk and via the practice newsletter.

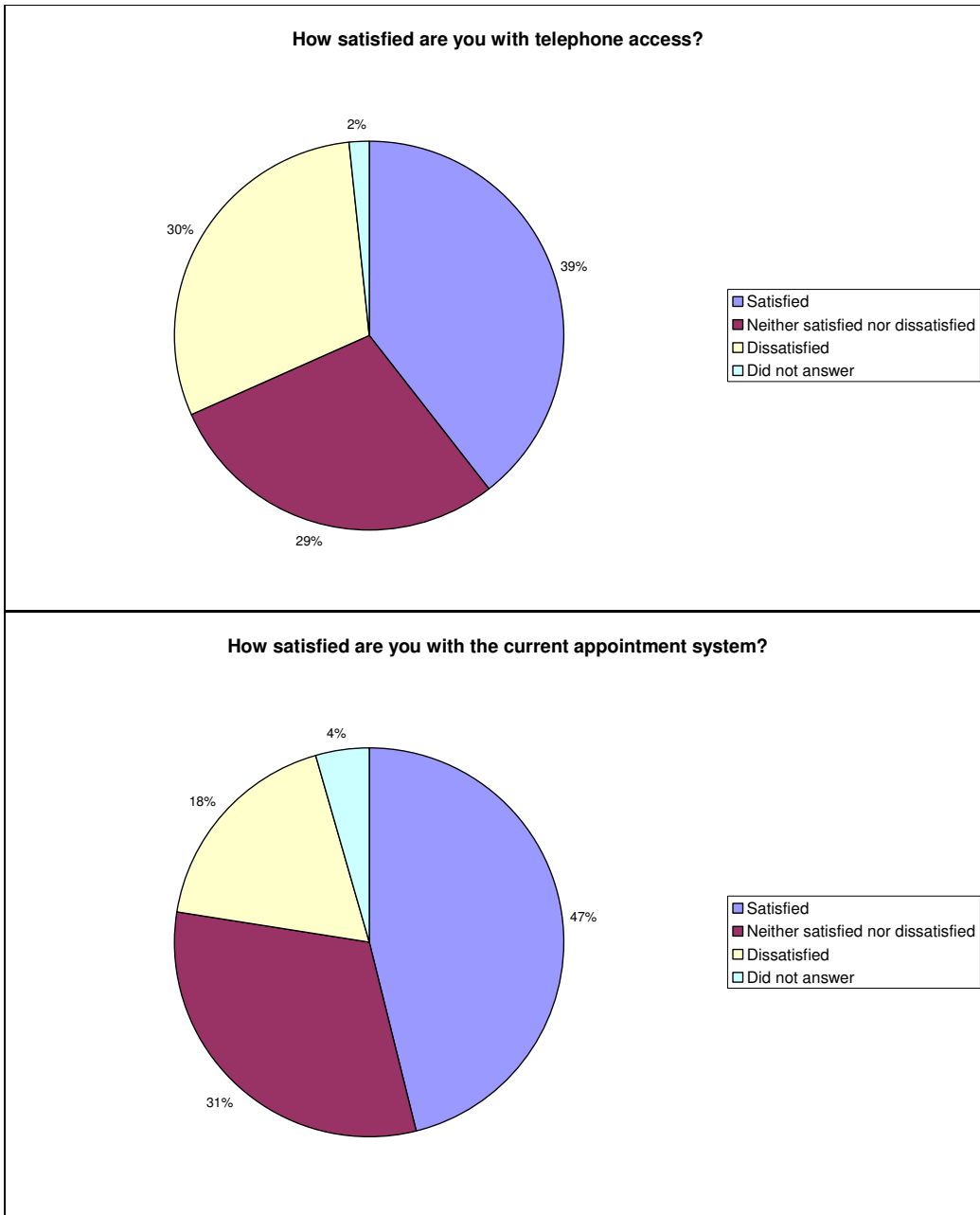
Results
Survey demographics

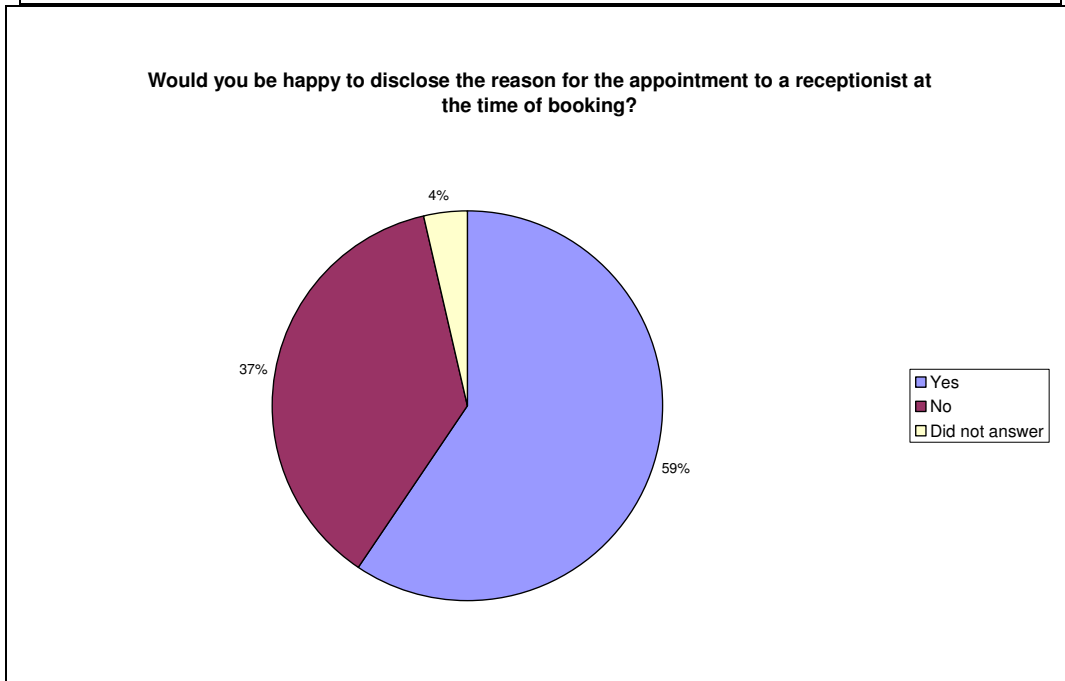
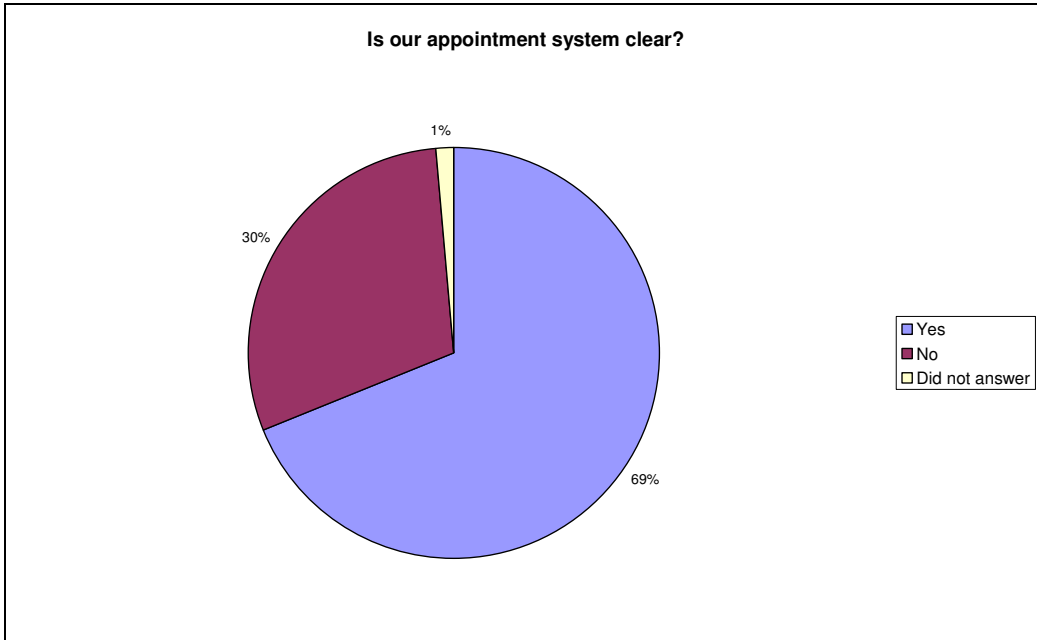


Ellis Practice Patient Group Report (March 2013)

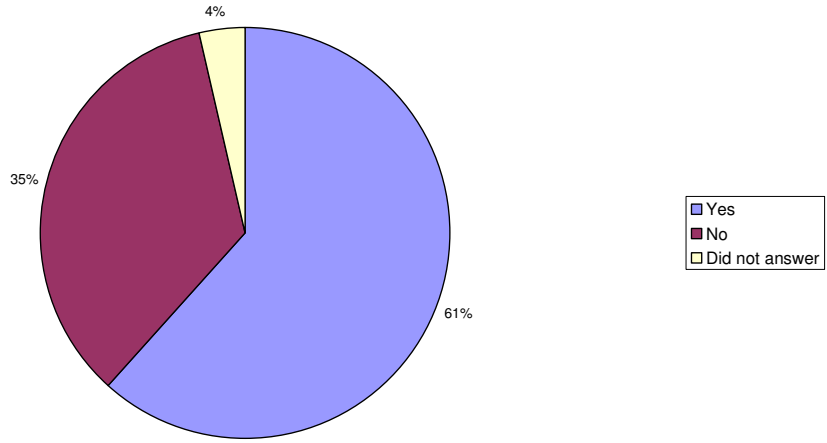


Questionnaire results

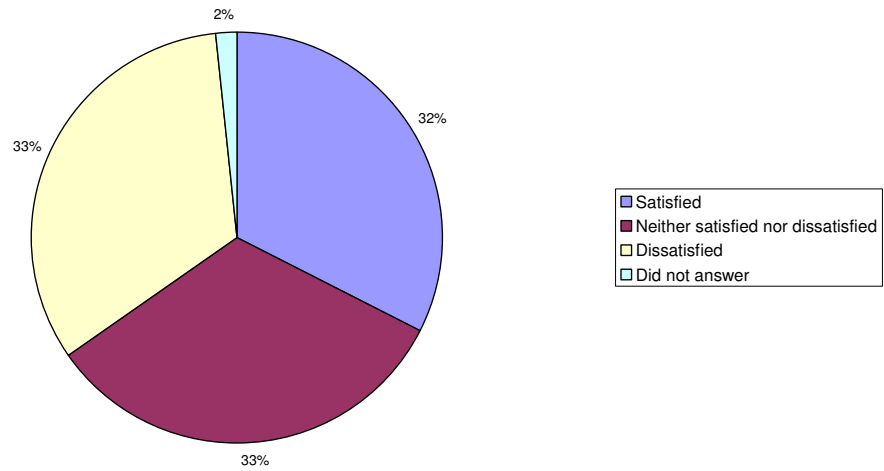




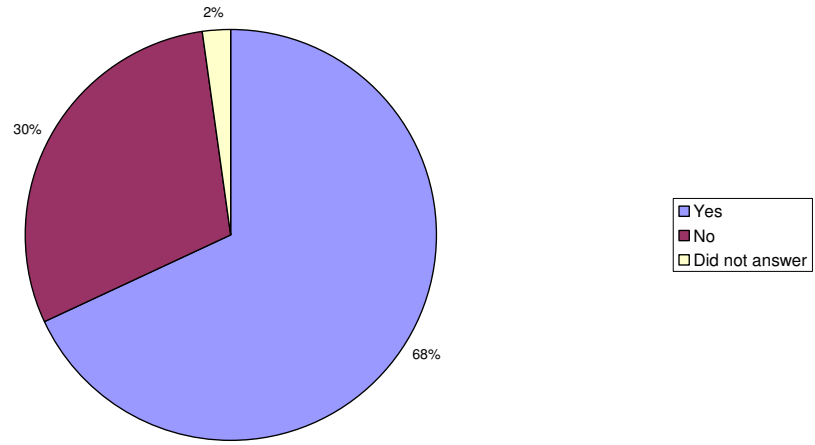
Are you able to book an appointment with the doctor of your choice?



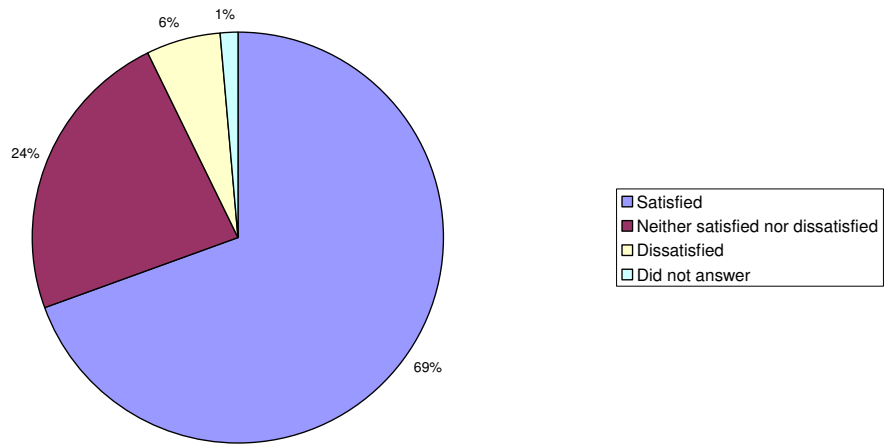
How satisfied are you with the length of time waiting in the practice?



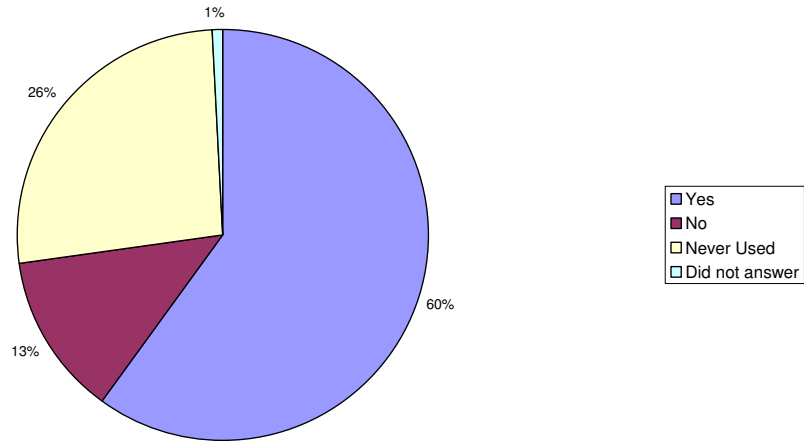
Would you consider a telephone consultation with a doctor/nurse practitioner?



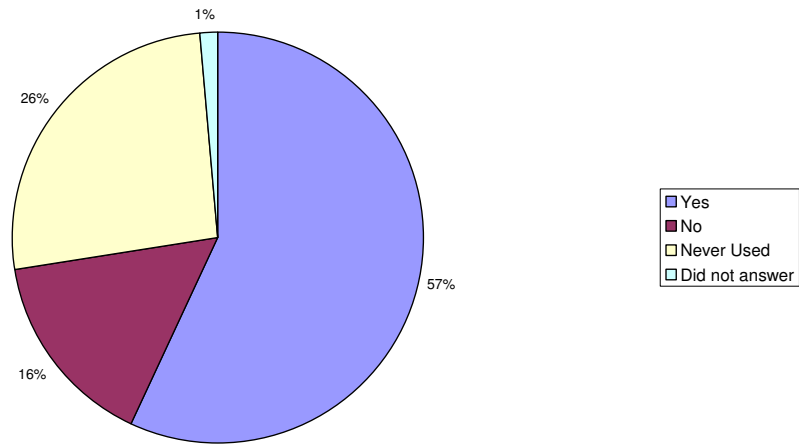
Overall, how satisfied are you with the practice?



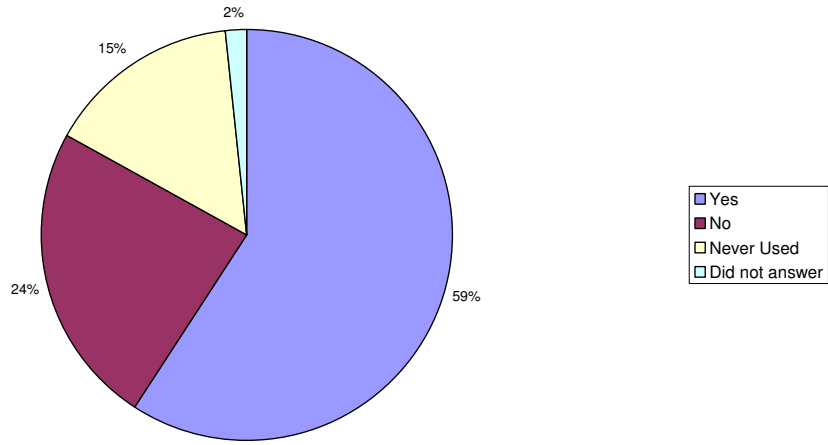
Did you know that you can find a link to our services through our website?



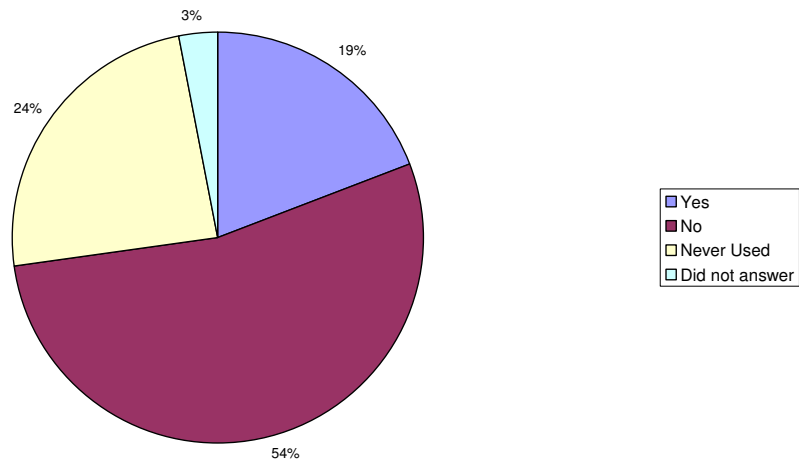
Are you aware of internet booking?

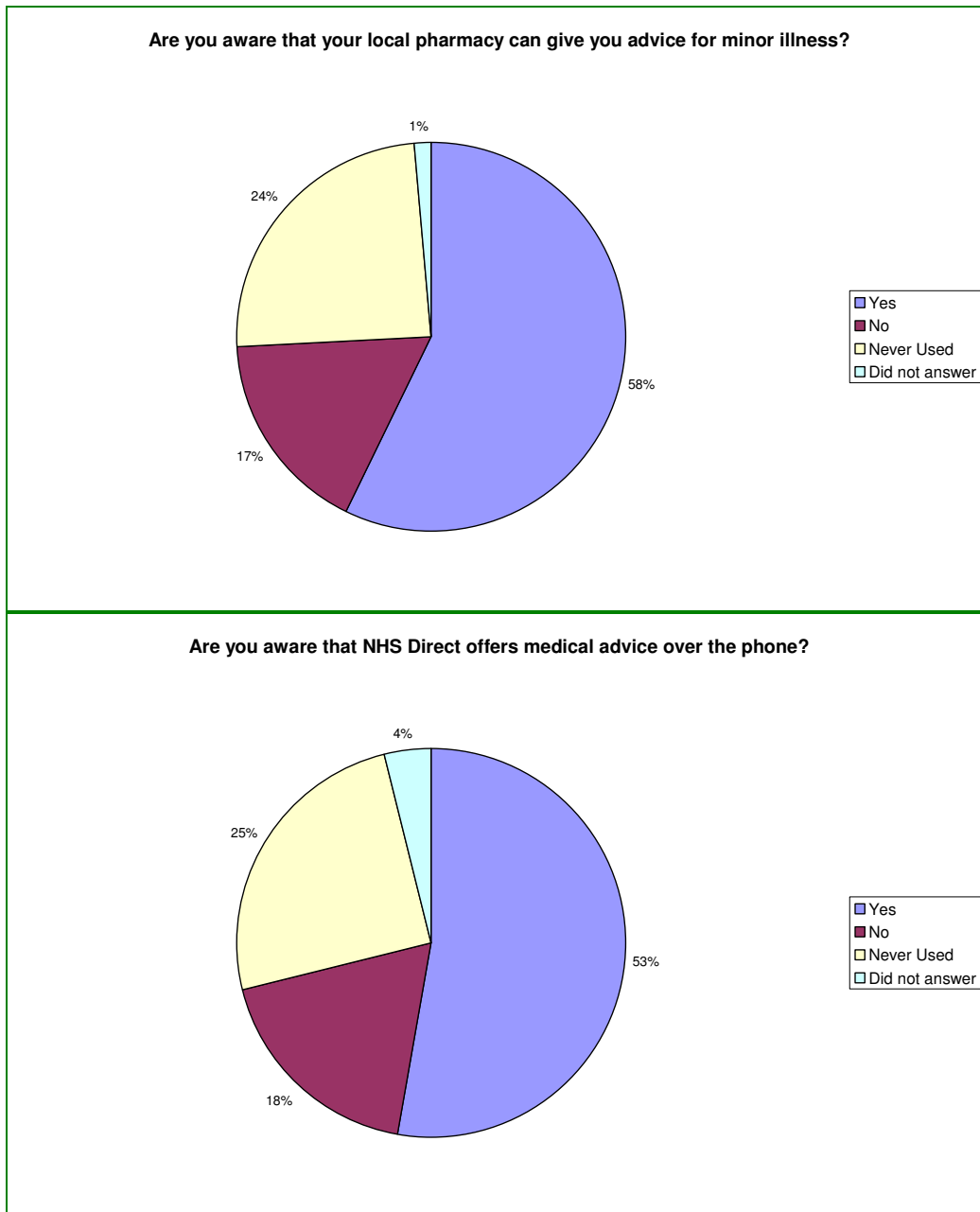


Are you aware we can send text reminders for booked appointments?



Are you aware of the Practice Patient Group?





Other comments/suggestions

- Telephone system really needs something on the line like a queuing system. You can dial 15-20 times before you get through, by which time all appts are gone. Highly frustrating
- Please reduce the waiting time upon arrival. Thanks
- A lovely practice. All the doctors look after me very well and the staff are all very friendly. Keep up the good work.
- You are doing well but there is always room for improvement. If you are good, you strive to be better and if you're already better, you strive to be the best. This will make your customers happier.
- Overall I am satisfied with everything at practice
- There should be emergency evening appointments. Also should be able to call in the morning before 9 for a same day appointment

Ellis Practice Patient Group Report (March 2013)

- GPs sometimes ignore the patients' needs. Receptionist need more training on morning peak time
- I am very satisfied with the doctors here in Ellis Practice. They are very caring but would like the appointment system improved and would like to see the doctor of choice which has become very difficult in this surgery.
- I was very much satisfied
- Brilliant staff, brilliant doctors, brilliant practice
- The nurse (Kathy) was fantastic!!! The service was amazing. Many thanks for all your help
- It can be difficult to get an appointment with a doctor of my choice, which helps with continuity with particular medical issues. Only being able to phone after 1.15 for pm appts is an issue as I work in a school and am not free at that time but if I phone after school I will have missed any available appts
- If the waiting time for a GP can be reduced and more choice of GP is given then it will be overall satisfactory
- It is difficult to make an appointment because of the time limit. Booking one for later days could help a lot
- Sometimes when you call in the morning for appt you're unable to get through which takes a while and then unable to get a GP of choice
- Open more telephone lines
- More appointments to book in advance please.
- Your system is failing us patients. I have to wait a long time to see the doctor; phones are bad just keeps ringing and can never get an appointment when I want.
- Your system is failing the practice
- The doctors are really good and helpful but the receptionists need to be helpful and courteous and understanding of customers needs. We are treated as not wanted and bothering them and they do not care if a client needs to waste a day of work. Not everyone is on pension credit.
- All the staff of Ellis Practice are very polite and humble and very caring and helpful
- I am very happy there giving a good helping to every one. Very very friendly helping. Very very satisfied.
- Needed housing letter in an emergency and I had to wait 1 day to get it. I am very upset about that.
- Why do staff put up with the abuse from patients. I have witnessed 2 people shouting and being very demanding at reception. I could see the staff were being very helpful and going out of their way to sort out the issues. This is not the first time I have noticed this. I understand the system is not perfect but I think the staff and doctors do their level best to help and treat all patients. There is no need for patients to be rude. Well done Ellis Practice. Keep up the good work. It's a shame you have to put up with demanding people.
- The staff and doctors are very helpful, never mind giving advice
- Better phone system please
- I don't think reception staff need to know the reason why I am wanting to see the doctor. Why do we have to give a reason?
- I notice the staff take a lot of blame for the telephone system. Why do you put up with this? If I was a receptionist I would be very upset to be shouted at like that everyday. Can something be done about this? Surely this takes up a lot of time and stress? Are the doctors supporting the staff?
- I would like to see the doctors run on time. Otherwise a very good practice.
- Its always difficult when I call the surgery no one answers the phone.
- Best practice I have ever had
- Dr Merry is the best
- Waiting time is too long
- The newsletter updates are very good via email
- Every time I come in I have to wait over an hour for my booked appointment. It is the same when I have waited on the emergency list, but then I understand about that.
- Very lovely practice. Staff are very friendly and doctors are great.
- You are failing the patient needs. Appointment system is not very good.

- I would like to see more doctors please.
- I prefer book on the ...(?)
 1. Phones are always busy
 2. Staff always look stressed
 3. Hard to get an appointment
 4. I seem to see locums most of the time
 5. The emergency list is always full of people so I end up waiting over an hour. Maybe more doctors are neededOtherwise staff and doctors are very friendly and willing to help.
- I had to wait 2 hours on the emergency list
- I think in this day and age very lucky to be able to have a choice of doctors
- Cancellation of the appointments at the last minute should be avoided if possible. Wait to see the doctor should be shortened.
- Not really satisfied
- I believe that the system can improve by allowing patients to book an appointment advance not on the day. If people are working they cannot stay home and try to book an appointment on that day. Without being sure that they can get one.
- I would wish that you could have more doctors and have more cure.

Action Plan

Describe how you agreed the action plan with the PRG

The PRG analysed the results and were very pleased with the overall satisfaction by majority of the patients.

Again key issues highlighted in the comments section confirmed the areas of dissatisfaction from the patients – appointments and telephone access.

GP Principle and practice manager agreed there is a need to change the appointment system. The demand seems to be much greater and maybe the 'book on the day' system does not suit the needs of the patients and running of the practice. Although 47% of those surveyed are 'satisfied' with the appointment system, there is still 30% who think the appointment system is unclear. As a practice it has been agreed for a review and change and the PRG support this idea.

As for the telephone system being a problem, this maybe due the appointment system and patients having to book on the day. As the demand is high for appointments this may have an effect on the phone lines as everyone is calling in at the same time.

Gaining new members for the PRG is still the up most priority to the PRG existing members. It is felt the group is gravely under represented compared to the practice population. One PRG member has already come into the surgery to talk to patients in the waiting area to promote the patient group. It seems there is interest but no takers! However this is an area PRG would like to keep on pursuing.

Agreed action plan

Priority for action	Who needs to be involved	Achievable time frame
Analyse the 'dissatisfied' list of results for phone access and/or appointment system. Are patients dissatisfied with just these areas? What patterns are reflected in the other answers? This may give us a clearer picture.	Bhavika (PRG lead)	Before next meeting May/June 2013
PRG promotion to be continued. More leaflets in the waiting area as well as posters. Leaflets to be placed by the self check in system. Consider advertising in the local paper. Can the downstairs community clinic help?	Bhavika (PRG lead)	Throughout the year
Appointment system. The practice will seriously think about appointment system. Review 'book on the day' service. Is it working? Clinicians to consider advanced availability. Demand and capacity audit shows high demand for appointments.	Practice Clinicians	To be discussed in next practice meeting. To come up with plan by September 2013.
PRG member has asked us to look at our range of leaflets and material available in reception. Few leaflets seem out of date and area seems dusty. New leaflets stand needed	Bhavika (PRG lead)	September 2013

Describe areas that you could not achieve what the PRG wanted

Telephone system is an on going issue for the practice and this is not seen as something that we 'can not achieve' but is seen by the practice as difficult to get right!

Suggestions made by the group were:

- Queuing system

We tried this in the past and did not work as patients found it more difficult to get through on the line

- Ask the phone company to provide list of possible missed calls so staff can call those numbers back

At the moment for us to contact our telephones provider we have to report or put in any requests via the Brent ICT service desk. They then have to contact the phone provider on our behalf. We often do not get a reply on the same day. This process would be timely and not beneficial to the practice and patient needs.

Nevertheless the telephone system will be an area the practice will continue to look at.

Are there any contractual considerations to the agreed actions?

NO

Summary of the progress made with your 2011/2012 action plan

Action	We did	The result is
1a) Appointment audit 1b) Extended hours. Is there a possibility for more?	1a) Appointment audit done in feb/march 2013. Shows there is a higher demand for appointments then capacity 1b) Clinicians looked into the possibility for more extended hours but an agreement could not be made.	1a) Results of audit to taken into next year to help review changes with appointment system. 1b) At the moment there will be no extra extended hours
Patients group promotion for the practice	As requested by the PRG a question was added in the 2012/2013 survey to encourage more patients to attend the PRG meetings. As always continued to promote via newsletters and posters in reception.	No new PRG members for the year 2012/2013.
Waiting area: Chairs To face the jay-ex board (calling board)	We contacted landlords for permission to move the chairs	Permission granted and chairs were moved in order for all patients to view the calling board more easily.
Other issues: What is the role of the Kingsbury Consortium Patient Group?	We contacted the leads at the time (April 2012) with a suggestion of patients having some sort access to any bulletins/updates/newsletters about what is going on in Kingsbury. The locality patient group meetings seem not to have a defined role as yet.	As of March 2013 the Kingsbury consortium have developed a website with useful information for both Kingsbury Practices and its patients to use which will be a useful information point. Once we know details we will put a link on our website.

Report advertised

Describe how the 2012/2013 local patient participation report was advertised and circulated.

- Practice website (www.ellispractice.co.uk)
- A summary on the practice notice boards in waiting area
- Newsletter (via website) and in reception

Confirm Practice opening times and out of hours arrangements

Practice is open Monday – Friday 9:00am – 6:30pm.
(Closed 12:20pm- 1:30pm)

Extended hours are on:

Tuesday Mornings 7:00am – 8:00am (Pre-booked)

Tuesday Evenings 6:30pm – 7:30pm (Pre-booked)

Out of hour's service is provided by BARNDOC.

When surgery is closed patients can call the surgery line and they will automatically be diverted to the out of hours service.

CALL BARNDOC ON 03000 333 777

Barndoc provides out of hours cover.

They are available from 6.30pm to 8.00am every night and 24 hours at weekends and bank holidays. They can provide telephone clinical advice, and based on your clinical need, may arrange for you to see a doctor or nurse at one of their bases or in your own home.