

Stonecot Surgery Patient Participation Group Report **(ES) March 2015**

Stonecot Surgery formed its Patient Participation Group in December 2011, as a Virtual Group communicating through email. It initially started with six members which grew the following year to 9 members and then increased in size again to 21 members during the 2013/ 2014 period. This year has seen two members leave the group due them leaving the residential area and the Surgery so our number of members is now nineteen.

Despite the reduction in the number of members we continue to promote our Group within the Surgery through engagement with patients and the GP at the end of consultations as well as advertising in the Surgery and on our website.

The practice is keen to reflect the demography, which for the majority is skilled and semi skilled workers. The age and gender profile largely reflects the national profile but we do have a reduced number of 20 – 30 year olds. Most of the local housing is either flats, terraced or semi detached most being privately owned. There are a small number of our patients who reside in social housing.

The Practice profile has significantly changed over the past year with a greater number of newly registered patients being from Eastern Europe. Unfortunately we have not been able to get a true representation from this group but we will continue to promote the PPG to this group and others.

Our current group includes a range of different ages from early twenties through to patients well into their eighties. The group also reflects different ethnicities and gender. The Practice remains committed to promoting the group to all patients encouraging them to join the group to better reflect the practice profile as well as bringing fresh and new ideas to the group and practice.

Interaction with PPG Members:

- Last year we consulted with the Group seeking their views in relation to the introduction of Flu clinics being held on a Saturday morning. The members were very supportive of this. We consulted again this year with the members and again we were supported to provide this important service delivery to patients, which again proved to be very successful.

- In April 2014, all members of our Group were contacted by the practice and invited to participate / attend meetings in relation to the Patient Reference Steering Group meetings which are hosted by the Patient Reference Group of Merton's Clinical Commissioning Group. Our members were also emailed and invited to take part last year in Merton's Call to Action giving them the opportunity if they so wished to shape the future of local health services.

- In December we liaised with our members in relation to the launch of the friends and family test advising them of the launch of 1st December and how feedback would be sought from patients either visiting the Surgery or through the website. Feedback received from the group was that was a positive thing. We also asked for any further ideas but no members came forward with any ideas. In December we also participated in the delivery of winter paediatric clinics which have been very successful.
- In January this year we consulted with our Group with regards to the introduction of the facility to book appointments on line, this was also advertised on our website and within the Surgery waiting areas. Members were also invited in the meantime to feedback any other ideas or suggestions they may have for the Surgery, no members came forward with any ideas at that time but again we received some positive comments about the introduction of this facility.

Friends and Family test:

December also saw us ‘‘Go Live ‘’ with the Friends and family test replacing the patient Survey. This we see as an important tool for measuring patient care and service delivery. This has been promoted within the Surgery through our Reception Team and through the Doctors within the Surgery and also through our website.

The results of the friends and family test since January have been very positive as can be seen below:

Surgery results:

Extremely Likely 32

Likely 14

Neither likely
Or unlikely 0

Unlikely 0

Extremely
Unlikely 0

Don't know 0

Website Results:

Extremely likely 1

Likely 2

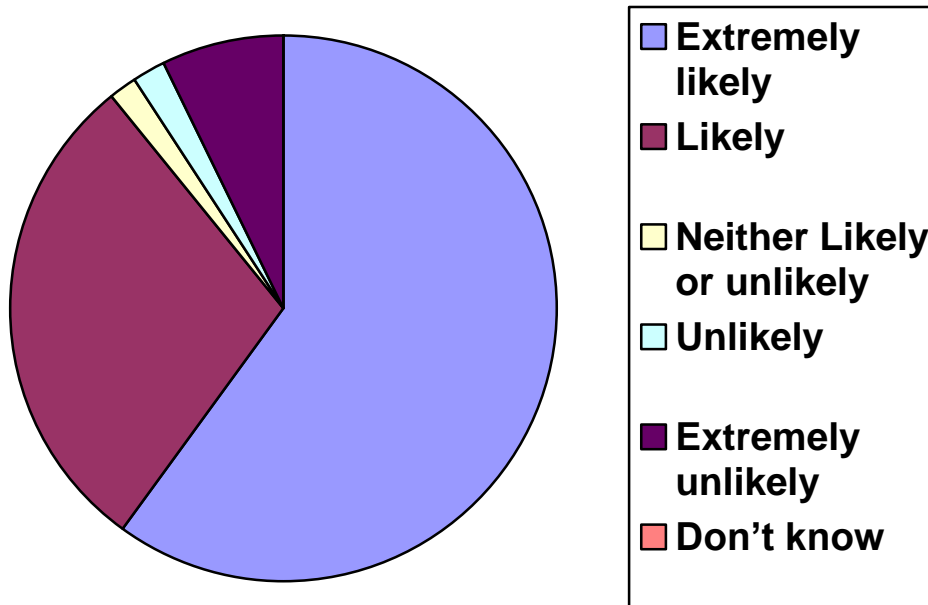
neither Likely
or unlikely 1

Unlikely 1

Extremely
Unlikely 4

Don't Know 0

- **Results of the Friends and family test :**



Comments from the Friends and Family:

Comments from the FFT have been very positive:

- Good doctors and good service.
- Reception staff are polite
- Patients feel they are treated with respect.
- Patients also commented that they felt they come here due to the good service provided.
- Very good response when I ring, very good service
- Very supportive and suggests things above and beyond.
- Excellent Dr's and receptionists
- Very helpful at all times
- Been a patient here for almost 2 decades and very satisfied with the care I receive
- Been with this Surgery 30 years they always go the extra mile.
- Prompt response and ability to book appt when desired

The less positive comments:

- Difficult to get through on the phone at 8 O'clock.
- Appointments system a problem as difficult to get through on the telephone
- Availability of appointments a problem
- Doctors come and go too frequently & dislike seeing different Dr's

Action in response to feedback:

With the introduction of online appointments in January 2015 this should see a reduction of not being able to get through to the Surgery by telephone or book and appointment. We will continue to monitor this. Although the Surgery does have a high turnover of Doctors this is due to the Surgery being training Practice.

ACTION PLAN 2015/ 2016

- To monitor feedback from the Friends and Family Test to ensure we are still meeting our standards and to look at any areas for improvement and liaise with our PPG with regards to these.
- To recruit more members to the PPG looking at the younger patients within the Surgery, and also again trying to encourage those from an Eastern European background.
- .To review our appointments system in response to patient feedback. To release on the day appointments earlier the previous day to see if this will alleviate the issues early in the morning. To continuously review and re assess this.

Website Review:

A review of our practice website has confirmed that as of January 2015 the number of visitors to our site had increased from last years figures of 2643 to 2934 people visiting. 5838 pages were retrieved during that time.

Surgery Opening Hours and Extended Surgery hours:

The Surgery opening hours are 8.00am – 6.30pm every day. The Doctors and Nurses are available for consultation during their Surgery/ Clinic hours which

range from 8.30am – 8.00pm every day. Patients may see a Doctor they choose, subject to their availability. Appointments can be booked up to two weeks in advance and we also have appointments available on the day for routine matters as well as a number of appointments available to book on line for both the morning and afternoon sessions. Three evenings a week we offer appointments until 8pm providing this service are both female and male GP's ensuring that we can accommodate those who require a Dr of a specific gender. Patients can contact the Surgery by telephone from 8am – 8pm Monday – Thursday on 0208 644 5187 and can contact the Surgery on a Friday from 8am until 6.30pm. These times are advertised on our website.

The Surgery has a policy to never turn away a patient who is need of urgent on the day care.