

2012/13 Local Patient Participation Report

20 March 2013

Dr Victoria Muir's Practice

Belgrave Medical Centre

13 Pimlico Road, London SW1W 8NA

Patient Reference Group (PRG)

Dr Victoria Muir's Practice created a Patient Reference Group (PRG) in 2011. The PRG is made up of patients who let us know how we can improve the quality and provision of our care for all registered patients.

To recruit patients to the PRG, the Practice advertised the PRG on the practice website, in the practice leaflet, on the reverse of appointment cards, and on posters that are displayed in the waiting area and the consulting rooms. Information about the PRG, and about how to join the group, is on the practice website http://www.drVictoriamuir.co.uk/Patient_Group.php. The GP draws patients' attention to these notices and encourages them to consider joining the group.

The practice has taken steps to ensure that the PRG reflects the make-up of the Practice population in regards to age, ethnicity, social factors and health needs, and the representation of minority groups. The practice gathered information to compare the PRG with registered patients (see page 3). These statistics show that patients aged under 41, men, employed patients, and those from minority ethnic groups are underrepresented. Based on this information, the Practice aims to improve the composition of the PRG.

Please see Appendix I for a comparison of patients and the PRG

2012/13 Practice Survey

How the priorities were set:

The PRG met on 30 August 2012 to discuss which areas of improvement should be a priority for the Practice in 2012/13. After discussing several ideas, the PRG agreed that the following issues should be a priority for 2012/13:

1. Developing an online appointment booking system
2. Creating a generic Personal Health Action Plan for patients
3. Including information on local services in the existing Health Action Plans

How the questions were written:

The Practice Survey was written by an independent person, and the priority areas agreed on by the PRG were used as a guideline for the content of the survey. The PRG edited and approved the survey before it was made available to patients online.

Please see Appendix III for the 2012/13 Practice Survey

How the survey was conducted:

The survey was available on the Practice's website from 01 October 2012 to 20 January 2013 (inclusive). The results were collated by Internet GP, the company that manages our website. Internet GP have an established online survey system.

Survey results:

In total, 43 patients completed the 2012/13 Practice Survey (0.78% of the Practice's approx. 5,915 patients). The PRG examined these results and also looked at the results of an additional survey conducted by a Practice GP, which focussed on overall patient satisfaction.

The results of these surveys show that patients are very happy with our services on the whole, but they would like us to offer an online appointment booking/cancellation system and to develop our Health Action Plans. The Practice will address these issues in 2013.

Please see Appendices III and IV for the full survey results

2012/13 Action Plan

The Patient Representation Group met on 21 February 2013 to discuss the survey results and to agree on the 2012/13 Action Plan. The PRG agreed on the following actions the Practice should take:

1. Develop an online appointment booking/cancellation service

As 56% of surveyed patients would like us to offer an online appointment booking or cancellation service, the Practice should begin to develop this service in June 2013

2. Distribute existing Health Action Plans (excluding Mental Health) to at least 50% of patients with these long term conditions

As 96% of surveyed patients think that Health Action Plans would be beneficial yet only 4% had received one, the Practice must commit to distributing these plans to 50% of eligible patients by September 2013

3. Develop a care plan for the over 85s and a general Personal Health Action Plan for patients to download from our website

The Practice should develop these additional care plans in 2013 in order to make this service more comprehensive

The Practice drafted the 2012/13 Action Plan based on the suggestions made in this discussion. The Action Plan was circulated to PRG members for feedback and revision before being finalised.

Please see Appendix V for the 2012/13 Action Plan.

Summary of progress with the 2011/12 Action Plan

Last year, our 2011/12 Action Plan focussed on three areas of improvement for the Practice: improving disabled parking nearby, developing Health Action Plans (previously identified as Written Care Plans), and implementing telephone and/or Skype consultations. These priority areas were agreed on by the PRG after looking at the results of the 2011/12 Practice Survey. The Practice completed all of the obligations outlined in the 2011/12 Action Plan.

1. Disabled parking

The Practice contacted Westminster City Council three times to request that the Parking Infrastructure Team review disabled parking facilities near the Practice. No response was received.

2. Health Action Plans

The Practice developed Health Action Plans in line with the 2011/12 Action Plan. Three Health Action Plans were drafted, trialled, finalised and fully implemented ahead of schedule.

3. Telephone/Skype consultations

The Practice wrote a proposal for telephone/Skype consultations, but it raised concerns about the resources required to implement this scheme, and about confidentiality. The Practice and the PRG decided that the Practice should look into telephone and Skype consultations in the future, but they should not be the current priority in light of the issues raised.

In line with the 2011/12 Action Plan, the Practice also took steps to recruiting new PRG members in order to make the group more representative of the patient population. Noting that there were no PRG members to represent patients aged 0-45, the Practice recruited a younger member. The Practice recognises that it must continue to recruit patients to ensure that the PRG is representative of the patient population.

Opening hours and services available

Opening hours:

Monday: 08:00 – 20:00
Tuesday – Thursday: 08:00 – 19:00
Friday: 08:00 – 18:30
Saturday: 09:00 – 14:00

Services available:

Comprehensive screening for men and women of all ages, including tests for sexual health, prostate and heart disease.

NHS Health Checks every 5 years for everyone aged between 40 and 75.

Women's Health: cervical screening, contraceptive advice, maternity care, advice regarding menopause and mammograms.

Chronic illness Care: regular follow-up care for a range of conditions including cardiovascular disease, hypertension and stroke, mental health problems, asthma and COPD, thyroid, cancer, memory problems and epilepsy.

We work in partnership with **specialist services** in the locality for anti-coagulation monitoring, patients with learning disorders, complex neurological problems, diabetes, alcohol and smoking misuse, minor surgery, fertility and maternity.

Baby Clinic for childhood immunisations, development checks and parenting advice (no appointment necessary).

Phlebotomy: routine blood tests by appointment, as arranged by your doctor.

Travel advice tailored to your journey, such as immunisations and malaria tablets. We are a registered yellow fever vaccination centre.

Appendix I - Composition of registered patients and PRG members

*note, percentages are based on the number of patients who have provided this information

AGE	PATIENTS		PRG	
Under 18	924	16%	0	0%
18-25	569	10%	0	0%
26-40	2169	37%	1	11%
41-65	1755	30%	5	56%
Over 65	499	8%	3	33%

GENDER	PATIENTS		PRG	
Male	2716	46%	2	22%
Female	3200	54%	7	78%

ETHNIC GROUP	PATIENTS		PRG	
White	4253	73%	8	89%
White British				
White Irish				
White European				
White Other				
Mixed	139	2%	0	0%
White/Black Caribbean				
White/Black African				
White/Asian				
Any Other				
Asian/ Asian British	518	9%	0	0%
Indian				
Pakistani				
Bangladeshi				
Chinese				
Any other				
Black/ African/ Caribbean/ Black British	363	6%	1	11.00%
African				
Caribbean				
Any other				
Other	396	7%	0	0%
Arab	146	3%	0	0%
Not Stated	34	1%	0	0%

LONG TERM CONDITIONS	Practice		PRG	
Patients with LTCs	970	16%	3	33%

DISABILITIES	Practice		PRG	
Use wheelchairs	34	1%	1	11%
Deaf/hard of hearing	64	1%	1	11%
Blind/partially sighted	9	0%	0	0%

CARER	Practice		PRG	
Is a carer	102	2%	0	0%

EMPLOYMENT	Practice		PRG	
Employed	1301	91%	3	33%
Unemployed	78	5%	2	22%
Retired	58	4%	4	44%

Appendix II: Patient Survey 2012-13

Thank you for taking a few moments to complete this survey which will be used to improve the service we provide to our patients.

The Patient Participation Group (PPG) will discuss the results in their January 2013 meeting. The PPG consists of several patients who meet twice a year to discuss ways in which the practice can improve the quality of patient care. If you would like to join this group, please contact Reception.

This survey is anonymous.

The results will be published in the practice leaflet and will also be available online in early 2013. The results of last year's survey are also available on our website.

Q1: What is your age?

Please tick all that apply

- Under 18
- 18-25
- 26-40
- 41-65
- Over 65

Q2: What is your gender?

Please tick all that apply

- Female
- Male

Q3: Which ethnic group do you belong to?

Please tick all that apply

- White (British, Irish, European, Other White background)
- Mixed Ethnicity (White and Black Caribbean, White and Black African, White and Asian, Any other mixed/multiple ethnic background)
- Asian/Asian British (Indian, Pakistani, Bangladeshi, Chinese, Any other background)
- Black/African/Caribbean/Black British (African, Caribbean, Any other Black/African/Caribbean background)
- Other

If you have selected Other in the above question, please specify which ethnic group you belong to.

Q4: Do you have a physical or mental health condition that has lasted, or is expected to last, at least 12 months?

Please tick all that apply

- Yes
- No

Q5: If you answered 'yes' to Question 4, please state the type of disability or condition which applies to you. You may indicate more than one. (Please note, this survey is anonymous)

Please tick all that apply

- Physical disability (such as wheelchair use, difficulty in using arms)
- Sensory disability (such as having a serious visual or hearing impairment)
- Mental health condition (such as depression or schizophrenia)
- Learning disability (such as Down's Syndrome or Dyslexia) or cognitive impairment (such as autism or head injury)
- Other

Q6: How do you rate the way you are treated by receptionists at this practice?

Please tick all that apply

- Very Good
- Good
- Fair
- Poor
- Very Poor

Q7: How do you rate the hours that the practice is open for appointments?

Please tick all that apply

- Very Good
- Good
- Fair
- Poor
- Very Poor

Q8: How were you informed of practice services and times?

Please tick all that apply

- Website
- Practice Leaflet
- Reception
- Poster In Window
- Other

If you have selected Other in the question above, please specify below:

Q9: What would you do out of hours, in an emergency?

Please tick all that apply

- Go to Casualty
- Contact the Out Of Hours (111) Service
- Contact NHS Direct

HEALTH ACTION PLANS

Dr Victoria Muir's Practice is developing Personal Health Action Plans for patients. A Health Action Plan is a simple form containing information such as details of a patient's prescribed medicines and their side effects, as well as results of tests, necessary follow-up appointments and other relevant information. The purpose of Health Action Plans is to make it easier for the GP to share medical information with the patient and other healthcare practitioners or service providers, particularly in the event of an emergency, hospital admission or when abroad. This would be particularly helpful for patients with long-term conditions.

So far, we have developed plans for patients with asthma, diabetes and mental health conditions. Next year, we plan to develop a generic Personal Health Action Plan that all patients can use to record details of their prescribed medicines, test results, etc. These plans will be available from the GP as well as on our website, and could be tailored to individual patients' health concerns.

Q10: Do you think a Health Action Plan would benefit patients in the communication and management of long-term medical conditions such as asthma, diabetes and mental health conditions?

Please tick all that apply

Yes

No

Q11: Would you find it useful to have a general Personal Health Action Plan to help you manage your health?

Please tick all that apply

Yes

No

Q12: Have you been given a Health Action Plan by the practice?

Please tick all that apply

Yes

No

Q13: If you answered 'yes' to the previous question, which plan were you given by your doctor?

Please tick all that apply

Asthma Action Plan

Diabetes Action Plan

Mental Health Action Plan

Q14: If you answered 'yes' previously, does your Health Action Plan help you to understand and manage your long-term health condition?

Please tick all that apply

Yes

No

ONLINE SERVICES

Dr Victoria Muir's Practice currently offers two online services: patients can order repeat prescriptions and can update their contact details through our website.

Q15: Which of our online services were you previously aware of?

Please tick all that apply

- Online repeat prescriptions form
- Online change of details form
- Neither

Q16: Which of our online services have you used?

Please tick all that apply

- Online repeat prescriptions form
- Online change of details form
- Neither

Q17: Which of these confidential online services would you also like us to include on our website?

Please tick all that apply

- Online appointment booking
- Online appointment cancellation
- Online feedback form
- Online form to update health details (height, weight, blood pressure, smoking, alcohol, etc)

If you have any additional thoughts on how we can improve the service we provide at Dr Victoria Muir's Practice, please specify below:

Thank you very much for completing this survey.

Appendix III: Results of the 2012/13 Practice Survey

Q1: What is your age?

Possible Responses	Number	Percentage
Under 18	0	0%
18-25	3	12%
26-40	10	40%
41-65	9	36%
Over 65	3	12%

Q2: What is your gender?

Possible Responses	Number	Percentage
Male	11	44%
Female	14	56%

Q3: Which ethnic group do you belong to?

Possible Responses	Number	Percentage
White (British, Irish, European, Other White Background)	20	80%
Mixed (White/Black Caribbean, White/Black African, White/Asian, Any other)	1	4%
Asian/ Asian British (Indian, Pakistani, Bangladeshi, Chinese, Any other)	4	16%
Black/African/Caribbean/Black British (African, Caribbean, Any other)	0	0%
Other	0	0%

Q4: Do you have a physical/mental health condition that is expected to last over 12 months?

Possible Responses	Number	Percentage
Yes	6	24%
No	19	76%

Q5: If you answered 'yes' to Q4, what type of disability or health condition applies to you?

Possible Responses	Number	Percentage
Physical disability (e.g. wheelchair use, difficulty using arms)	2	29%
Sensory disability (e.g. serious visual or hearing impairment)	1	14%
Mental health condition (e.g. depression, schizophrenia)	4	57%
Learning disability (e.g. Down's Syndrome,	0	0%
Other	0	0%

Q6: How do you rate the way you are treated by Reception?

Possible Responses	Number	Percentage
Very Good	15	60%
Good	5	20%
Fair	2	8%
Poor	2	8%
Very Poor	1	4%

Q7: How do you rate the hours that the practice is open for appointments?

Possible Responses	Number	Percentage
Very Good	20	80%
Good	5	20%
Fair	0	0%
Poor	0	0%
Very Poor	0	0%

Q8: How were you informed of practice services and times?

Possible Responses	Number	Percentage
Website	13	38%
Practice Leaflet	6	18%
Reception	10	29%
Poster in Window	4	12%
Other	1	3%

Q9: What would you do out of hours, in an emergency?

Possible Responses	Number	Percentage
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Go to Casualty	14	50%
Contact the Out of Hours (111) Service	6	21%
Contact NHS Direct	8	29%

Q10: Do you think HAP would benefit patients in the communication/management of LTCs?

Possible Responses	Number	Percentage
Yes	24	96%
No	1	4%

Q11: Would you find it useful to have a general Personal HAP to help manage your health?

Possible Responses	Number	Percentage
Yes	21	84%
No	4	16%

Q12: Have you been given a Health Action Plan by the practice?

Possible Responses	Number	Percentage
Yes	4	16%
No	21	86%

Q13: If you answered 'yes' to the previous question, which plan were you given?

Possible Responses	Number	Percentage
Asthma Action Plan	0	0%
Diabetes Action Plan	4	100%
Mental Health Action Plan	0	0%

Q14: If you answered 'yes', does your HAP help you to understand/manage your LTC?

Possible Responses	Number	Percentage
Yes	5	100%
No	0	0%

Q15: Which of our online services were you previously aware of?

Possible Responses	Number	Percentage
Online repeat prescriptions form	10	34%
Online change of details form	4	14%
Neither	15	52%

Q16: Which of our online services have you used?

Possible Responses	Number	Percentage
Online repeat prescriptions form	7	28%
Online change of details form	0	0%
Neither	18	72%

Q17: Which of these online services would you also like us to include on our website?

Possible Responses	Number	Percentage
Online appointment booking	18	27%
Online appointment cancellation	19	29%
Online feedback form	15	23%
Online form to update health details (height, weight, blood pressure, smoking, al	14	21%

Q18: If you have any additional thoughts on how we can improve the service we provide:

Responses
Everything is great. I think the amount of time spent waiting is unacceptable as well as the attitude of the receptionists. Training for Receptionist to improve customer friendliness, please very nice practice I haven't been to the surgery much but the last two times I have i have found it is good to get a convenient appointment and the staff are very helpful.
It would be good if the NHS/practice would offer a routine general check-up for blood pressure, weight, vit & min deficiencies, breast lump test, smear test, ear, eye and tongue, urine test etc as this is what you get in the States every 1-2 years at your GP practice. I appreciate you can't offer this without NHS funding but thought i'd make the comment!
Thanks Practice could be cleaner and receptionists should respect better non native English speaking clients rather than treating them as inferior and being more difficult to make an appointment
Would like to be seen on time of the appointment, rather wait 30 mins to 45 mins past the appointment time, NOT always but often

Appendix IV: Results of the additional survey conducted in 2012

	Poor	Fair	Good	Very Good	Excellent	Unanswered
Q1: Satisfaction with opening hours		2%	28%	38%	30%	2%
Q2: Ease of contacting practice by phone			16%	42%	38%	4%
Q3: Satisfaction with day/time of appointment		6%	24%	34%	34%	2%
Q4: Chances of seeing a doctor/nurse within 24/48hrs		10%	26%	34%	28%	2%
Q5: Chances of seeing a doctor/nurse of your choice		14%	38%	26%	22%	0
Q6: Opportunity of speaking to a doctor/nurse on the phone	8%	14%	32%	18%	6%	22%
Q7: Comfort level of waiting room	2%	10%	56%	14%	14%	4%
Q8: Length of time waiting in the practice	8%	20%	44%	18%	6%	4%
Q21: Treatment by Reception staff		4%	34%	32%	30%	0
Q22: Respect shown for privacy/confidentiality		2%	26%	36%	34%	2%
Q23: Information provided about practice services		8%	30%	30%	24%	8%
Q24: Opportunity to make compliments/complaints	2%	8%	30%	34%	12%	14%
Q25: Information provided on illness prevention/health		4%	42%	26%	24%	4%
Q26: Availability and administration of reminder systems		12%	34%	28%	18%	8%
Q27: Respect of right fo seek second opinion	2%	8%	28%	26%	16%	20%

Additional comments about the Practice:

1. 40 Minute wait - terrible!
2. I once found the receptionist's manner on the phone made me sound a bit embarrassed about my illness.
3. To be seen on the appointment time rather than later.
4. Try to get appointments on time; although I always get plenty of time in appointments.

5. Could they scan and send letters rather than having to come in?
6. Clearer roles and responsibilities - making a complaint is extremely difficult!
7. Very happy with the service provided
8. No improvement necessary at present. Everything just perfect!

Profile:

Age	<25	14%
	25-59	74%
	>60	8%
	unanswere	4%
Gender	Male	20%
	Female	76%
	unanswere	4%
Time registered	<5yrs	52%
	5-10yrs	24%
	>10yrs	20%
	unanswere	4%

Appendix V: 2012/13 Action Plan

The purpose of the 2012/13 Practice Survey was to determine which areas of practice improvement are most important to registered patients. After reviewing these results, the Patient Reference Group (PRG) agreed that the following steps should be taken to improve the Practice in 2013/14:

1. Develop an online appointment booking and cancellation service
2. Distribute Diabetes and Asthma Health Action Plans to 50% of patients with these conditions by 31 August 2013 (6 months)
3. Continue to develop the Mental Health Action Plan
4. Draft a Medical Information Folder for the over 85s
5. Develop a Personal Health Action Plan and make it available to patients online

The following timetable outlines when the Practice aims to implement these improvements:

31/05/13	Review distribution of Diabetes and Asthma Health Action Plans (aim to have distributed to 25% of patients with these LTCs)
01/06/13	Implement online appointment booking/cancellation service on Vision; Consider revising online repeat prescriptions service to integrate into Vision Online Services
15/07/13	Complete draft of Personal Health Action Plan, revise Mental Health Action Plan and submit both to clinical team for review
31/08/13	Complete draft of Medical Information Folder and submit to clinical team for review
31/05/13	Distribute Diabetes and Asthma Health Action Plans to 50% of patients with these LTCs
31/08/13	Discuss progress in all areas at the Patient Representation Group meeting, and revise Action Plan where necessary
30/09/13	Receive feedback on Personal Health Action Plan, Medical Information Folder and Mental Health Action Plan from the clinical team
31/10/13	Finalise Mental Health Action Plan, Medical Information Folder, and Personal Health Action Plan

In 2013/14 the Practice will also take steps to recruit new PRG members, with a view to ensuring that the PRG is more representative of registered patients.