

## LOCAL PATIENT PARTICIPATION REPORT

Practice Name: LEYTON HEALTHCARE

F code: F86074

The table below reflects the practice population and the PRG profile by age, ethnic group and gender.

Practice population profile	Number	% of total	PRG profile	Number	% of total
<b>A G E</b>					
% Under 16	2820	21.4	% Under 16	1	0.44%
% 17-24	1487	11.29	% 17-24	43	19.11%
% 25-34	3644	27.66	% 25-34	106	47.11%
% 35-44	2210	16.78	% 35-44	45	20.00%
% 45-54	1377	10.45	% 45-54	20	8.89%
% 55-64	885	6.72	% 55-64	2	0.89%
% 65-84	689	5.23	% 65-84	7	3.11%
% Over 84	62	0.47	% Over 84	1	0.44%
<b>White</b>					
% British Group	977	7.42%	% British Group	26	11.56%
% Irish	72	0.55%	% Irish	13	5.78%
<b>Mixed</b>					
% White & Black Caribbean	253	<b>1.92%</b>	% White & Black Caribbean		
% White & Black African	264	2.0%	% White & Black African	3	1.33%
% White & Asian	85	0.65%	% White & Asian	2	0.89%
<b>Asian or Asian British</b>					
% Indian	364	2.76%	% Indian	17	7.55%
% Pakistani	1116	8.47%	% Pakistani	18	8.00%
% Bangladeshi	306	2.33%	% Bangladeshi	10	4.44%
<b>Black or Black British</b>					
% Caribbean	440	3.34%	% Caribbean	6	2.67%
% African	534	4.06%	% African	14	6.22%
<b>Chinese/other ethnic group</b>					
% Chinese	135	1.1%	% Chinese	8	3.56%
% Any other or not read coded	5244	39.80%	% Any other or not read coded	6	2.67%
OTHER WHITE	3384	25.69%	OTHER WHITE	102	45.33%
<b>% Male</b>					
% Male	6668	50.62%	% Male	90	40%
<b>% Female</b>					
% Female	6506	49.38%	% Female	135	60%

**a. Process used to recruit to the PRG:**

For the 2014, Surgery Leyton Healthcare decided to build on the current 2013 Patient Reference Group (PRG) group by identifying additional patients to become members of the group. The existing patient reference group from 2013 totalled 209. The Practice also handed out over 120 new contact forms to patients attending the practice on a pre agreed day, Tuesday 4<sup>th</sup> February 2014 . Of these 120 patients, 16 additional patients completed the contact form to “sign up” to the PRG group, many declined. Some patients opted to take the form away and complete it at home. It is likely that the majority of these patients did not return the contact form to the Practice and this may partly be due to many Practice patients being non-English speaking. The total patients confirmed on the 2014 Practice PRG was 225.

Our contact form (Appendix A) explains the purpose of joining the PRG, asks patients to supply their email address and also gathers profiling information at the same time. As a result of this the Practice feels it has a representative group from early stages as **every** patient attending the Practice on the chosen days was handed a form to encourage ‘sign-up’. Clinics on these days were varied and included patients from all age groups, pregnant patients, patients attending for their annual learning disability health check etc. As it is currently approaching the QOF year end, this is also the time when many chronic disease patients are attending the Practice for reviews.

The Practice website [www.leytonhealthcare.org.uk](http://www.leytonhealthcare.org.uk) also holds information relating to the Patient reference group and invites new members to join the group.

**b. Differences between the practice population and members of the PRG:** *describe any differences between the patient population and the PRG profile, what steps the practice took to engage any missing group*

The contact form was handed to ALL patients attending the Practice on Tuesday 4<sup>th</sup> February 2014 .

Profiling data of the target group demonstrates that information was collected from a mix of genders, ages, ethnicities and religions. The data confirms the Practice has a young population, with over 44.44%% of patients aged between 25-44. There is also a young under 16 population of 21.4%.

65.49% of patients are either in the lesser known ethnicity groups or the Practice has no ethnicity recorded on their electronic records. This may somewhat distort the true picture of the Practice patient population.

## 2 Agree areas of priority with the PRG

### a. The areas of priority agreed with the PRG:

Following a senior management team meeting on Wednesday 29<sup>th</sup> January 2014, the team reviewed comments from NHS Choices, the w.w.w.gp-patient.co.uk website and complaints received in the past year.

The Practice is encouraged to note that although there are some less than positive comments on the Leyton Healthcare NHS Choices website, there are many positive ones recorded too. A review of the past years NHS Choices comments and complaints received was undertaken by the Senior Management team. It was noted that there were still comments about getting through to the Practice by phone, availability of appointments and waiting times. The on-line survey (w.w.w.gp-patient.co.uk website) showed that 60% of patients (Question 3) responded that ease of getting through to the surgery was very easy or fairly easy. Although the Practice feels that this problem has improved during the year, we still felt there are issues in this area and that it would be useful to seek our patient views again. Question 14 of this same survey showed that 70% of patients responding to the on-line survey stated that they were able to get an appointment either on the same day, next day or a few days later. Question 20 of the same survey, showed that 75% of patients stated that they don't normally have to wait too long or I have to wait a bit too long. Only 21% said they feel they wait too long. (5% did not express an opinion). Following discussion, the Practice felt that although these were fairly positive results due to the fact that the Practice had received some negative comments via NHS Choices and some complaints had been received, again it would be prudent to include these questions in the survey to gauge further opinion.

It was felt beneficial, therefore, that the Practice continued to survey access to services provided as these seem to be the main issues raised by our patients.

Question 7 of the survey showed that 39% of patients preferred to use the online options to book appointments. Following discussion by the management team, the option to book on-line appointments and order prescriptions online were discussed. A decision was made that due to problems with misuse of appointments by some patients, the on-line appointment booking was not the preferred option by the Practice at the current time. Currently patients can order their repeat prescription online via the practice website and this option is used by some patients.

It was, therefore, decided that the Practice will look to promote the online option for repeat prescriptions and a question would be included in the survey to gauge whether patients are aware that this option is available to them.

The PRG was emailed on 10<sup>th</sup> February 2014 seek their views on proposed questions and to ask for comments. The proposed questions are shown below:

1. In the past 6 months how easy have you found the following:
  - Getting through on the phone
  - Speaking to a doctor on the phone
  - Speaking to a nurse by phone
  - Obtaining test results by phone
2. Think about the last time you tried to see a doctor fairly quickly. Were you able to see a doctor

or nurse on the same day or on the next two weekdays that the Practice was open?

3. In the past 6 months, have you tried to book ahead for an appointment with a doctor? Last time you tried, were you able to get an appointment with a doctor or nurse more than 2 weeks in advance?
4. On arrival at the Practice, how long after your appointment time do you normally wait to be seen?
5. How helpful do you find the receptionist at the Practice?
6. In the Reception area, can other patients overhear what you say to the receptionist?
7. Did you know that you can order repeat prescriptions on-line? Is this an option that you would Consider using?

The Practice emailed 225 patients to seek their views. A covering letter (Appendix B) was sent explaining the purpose of the survey explaining why the draft questions had been proposed. At this stage, the patients were asked for their opinions on the proposed questions only and they were invited to comment or suggest areas suitable for survey inclusion. Despite the number of emails sent, the Practice only received one response back from the PRG and this respondent stated they found the questions acceptable. Therefore the survey was set using the questions above. Of the 225 patient surveyed, 83 emails were returned undelivered. It will therefore be assumed that 143 received the email we sent.

#### **b. How the priorities were decided:**

As stated, only one response was received from the PRG following the first mail out to patients. Internal meetings were held to propose priorities based on NHS Choices, the online [www.gp-patient.co.uk](http://www.gp-patient.co.uk) website results and complaints received in the past year. A reception team meeting was also held on Wednesday 5<sup>th</sup> February 2014 and our administrative staff were asked to give their feedback on the suggested questions prior to its issue to the PRG. Staff thought the questions were reasonable but commented that although the intention to have 5 reception staff working each morning helped with the pressure of the number of incoming telephone calls, at times of annual leave and sickness and staff shortages, they are aware that there is sometimes a backlog of calls waiting to be dealt with. This problem will be monitored ongoing.

Therefore priorities were set based on:

- NHS Choices feedback
- Results from [www.gp-patient.co.uk](http://www.gp-patient.co.uk)
- Complaints received in the past year
- Internal meetings both clinical and non-clinical
- Feedback from PRG

### **3 Collate patient views through the use of a survey**

#### **a. When was the survey conducted? How was the survey distributed?**

Historically, response to complete the survey have been low and it was therefore decided to also handout another 120 flyers to patients visiting the Practice on Tuesday 4<sup>th</sup> February 2014 in order to increase uptake of survey completion (Appendix A). Of these 120 patient, 16 returned completed forms to reception.

On 19<sup>th</sup> February 2014, a further email was sent to the 143 patients (the original 127 patients (209 minus the 82 undelivered) and the 16 new contact forms completed on Tuesday 4<sup>th</sup> February 2014 by sending the link to Survey monkey (Appendix C). This email requested patients to take a few minutes to complete the survey on line.

#### **b. Which questions in the survey relate to the priorities in (2a)?**

Priorities were set based on:

- NHS Choices feedback
- Results from [www.gp-patient.co.uk](http://www.gp-patient.co.uk)
- Complaints received in the past year
- Internal meetings both clinical and non-clinical
- Feedback from PRG

To confirm, we ensured the identified areas in relation to waiting times, getting through to the Practice by phone, obtaining an appointment and awareness of on-line options were included. These questions were included in addition to other used in the previous year relating to access to services.

### **4 Provide the PRG with an opportunity to discuss survey findings and reach agreement with the PRG on changes to services**

#### **a. Describe the survey findings:**

Survey findings as follows

Response count 17 although not all patients answered every question.

### **Question 1**

**In the past 6 months how easy have you found the following:**

**Getting through on the phone**

<b><u>Haven't tried</u></b>	<b><u>Very Easy</u></b>	<b><u>Fairly easy</u></b>	<b><u>Not very easy</u></b>	<b><u>Not at all easy</u></b>	<b><u>Don't know</u></b>	<b><u>Response count</u></b>
1 (5.9%)	4 (23.5%)	6 (35.3%)	4 (23.5%)	2 (11.8%)	0	17

### **Question 2**

**In the past 6 months how easy have you found the following:**

**Speaking to a doctor on the phone**

<b><u>Haven't tried</u></b>	<b><u>Very Easy</u></b>	<b><u>Fairly easy</u></b>	<b><u>Not very easy</u></b>	<b><u>Not at all easy</u></b>	<b><u>Don't know</u></b>	<b><u>Response count</u></b>
7 (43.75)	2 (12.5%)	4 (25.0%)	1 (6.25%)	2 (12.5%)	0	16

### **Question 3**

**In the past 6 months how easy have you found the following:**

**Speaking to a nurse on the phone**

<b><u>Haven't tried</u></b>	<b><u>Very Easy</u></b>	<b><u>Fairly easy</u></b>	<b><u>Not very easy</u></b>	<b><u>Not at all easy</u></b>	<b><u>Don't know</u></b>	<b><u>Response count</u></b>
10 (66.67%)	2 (13.33%)	2 (13.33%)	0	1 (6.67%)	0	15

### **Question 4**

**In the past 6 months how easy have you found the following:**

**Obtaining test results by phone**

<b><u>Haven't tried</u></b>	<b><u>Very Easy</u></b>	<b><u>Fairly easy</u></b>	<b><u>Not very easy</u></b>	<b><u>Not at all easy</u></b>	<b><u>Don't know</u></b>	<b><u>Response count</u></b>
7 (43.75%)	0	5 (31.25%)	1 (6.25%)	2 (12.5%)	1 (6.25%)	16

### **Question 5**

**Think about the last time you tried to see a doctor fairly quickly. Were you able to see a doctor or nurse on the same day or on the next two weekdays that the Practice was open?**

<b><u>Yes</u></b>	<b><u>No</u></b>	<b><u>Can't remember</u></b>	<b><u>Response count</u></b>
7 (41.17%)	7 (41.17%)	3 (17.65%)	17

### **Question 6**

**In the past 6 months, have you tried to book ahead for an appointment with a doctor? Last time you tried, were you able to get an appointment with a doctor or nurse more than 2 weeks in advance?**

<b><u>Yes</u></b>	<b><u>No</u></b>	<b><u>Can't remember</u></b>	<b><u>Response count</u></b>
8 (47.05%)	6 (35.29%)	3 (17.65%)	17

### **Question 7**

**On arrival at the Practice, how long after your appointment time do you normally wait to be seen?**

	<b><u>Response Percent</u></b>
I am normally seen on time	1 (5.88%)
5-15 minutes	8 (47.05%)
15-30 minutes	5 (29.41%)
More than 30 minutes	3 (17.64%)
Can't remember	0

### **Question 8**

**How helpful do you find the receptionist at the Practice?**

	<b><u>Response Percent</u></b>
Very helpful	10 (58.82%)

Fairly helpful	6 (35.29%)
Not very helpful	1 (5.88%)
Not at all helpful	0

**Question 9**

**In the Reception area, can other patients overhear what you say to the receptionist?**

	<b><u>Response Percent</u></b>
Yes but I don't mind	7 (41.18%)
Yes and I am not happy about it	4 (23.53%)
No other patients can't overhear	3 (17.65%)
Don't know	3 (17.65%)

**Question 10**

**Did you know that you can order your repeat prescription on-line? Is this an option that you would consider using?**

	<b><u>Response Percent</u></b>
Yes	8 (47.05%)
No	6 (35.3%)
I already order my repeat prescription this way	2 (11.76%)
Don't know	1 (5.88%)

**If you answered yes to question 10 and would like more information, please speak to one of our reception staff for more details**

**b. Describe how the survey findings were reported to the PRG:**

On Monday 10<sup>th</sup> March 2014, the 143 members of the PRG were sent an email (Appendix D) attaching details of the results of the 2013/14 survey. A proposed action plan to address identified issues was also included and members of the PRG were encouraged to give their input to the action plan with comments or further suggestions for change. No responses to this correspondence were received from the PRG by the Practice.

The Practice website has a Comments, Suggestions and Complaints section which invites patients to give constructive comments or suggestions throughout the year to help the Practice improve the services it provides to its Practice patients.

**c. Changes the practice would like to make in light of the survey findings:** *list each survey outcome and the changes the practice would like to make.*

Survey findings and action plan shown below

## **LEYTON HEALTHCARE – PATIENT SURVEY RESULTS 2013/14**

### **ACTION PLAN PROPOSED TO SEEK PRG FEEDBACK AND RECOMMENDATIONS**

#### **Question 1**

**In the past 6 months how easy have you found the following:**

#### **Getting through on the phone**

<b><u>Haven't tried</u></b>	<b><u>Very Easy</u></b>	<b><u>Fairly easy</u></b>	<b><u>Not very easy</u></b>	<b><u>Not at all easy</u></b>	<b><u>Don't know</u></b>	<b><u>Response count</u></b>
1 (5.9%)	4 (23.5%)	6 (35.3%)	4 (23.5%)	2 (11.8%)	0	17

#### **We will**

The results of this survey have improved from the year before. Last year 40% of patients reported that they could get through to the Practice either very easily or fairly easily. This year shows a slight improvement 58.8%.

The Practice feels that it has maximised reception cover as much as we are able. A recent problem was identified when we were made aware that there are websites that show the general telephone number for the polyclinic to be that of Leyton Healthcare and not the relevant organisations within the building. Due to this, telephone calls are often received by our reception team from non-practice patients. The increase in calls to the Practice will have some impact on how busy our telephone lines are but realistically we appreciate that there are always going to be some times of the day when it is more difficult to get through than others, despite the identified problems. The Practice will ensure it maintains 5 reception staff in the morning and that as much as possible contingencies are put in place if staff are absent from work.

For further review: Immediate discussion with Polyclinic Manager re external telephone numbers and ongoing monitoring re access by phone

Responsible: Clinical Practice Manager and Reception Manager

## **Question 2**

**In the past 6 months how easy have you found the following:**

### **Speaking to a doctor on the phone**

<b><u>Haven't tried</u></b>	<b><u>Very Easy</u></b>	<b><u>Fairly easy</u></b>	<b><u>Not very easy</u></b>	<b><u>Not at all easy</u></b>	<b><u>Don't know</u></b>	<b><u>Response count</u></b>
7 (43.75%)	2 (12.5%)	4 (25.0%)	1 (6.25%)	2 (12.5%)		16

### **We will**

The increase in telephone consultations does seem to be helping. In 2012/13 only 20% of patients said that they could speak to a doctor by phone either very easily or fairly easily. The 2013/14 survey has shown improvement of 37.5%. This increase is encouraging. We feel we have adequate capacity but that it would be useful to market the availability of telephone consultations further to increase uptake of this option.

For further review: Action April 2014 and ongoing monitoring

Responsible: Practice Business Manager

## **Question 3**

**In the past 6 months how easy have you found the following:**

### **Speaking to a nurse on the phone**

<b><u>Haven't tried</u></b>	<b><u>Very Easy</u></b>	<b><u>Fairly easy</u></b>	<b><u>Not very easy</u></b>	<b><u>Not at all easy</u></b>	<b><u>Don't know</u></b>	<b><u>Response count</u></b>
10 (66.67%)	2 (13.33%)	2 (13.33%)		1 (6.67%)		15

### **We will**

The Practice currently has availability for patients to speak to a member of the nursing team on a daily basis. Survey results would seem to indicate that those patients that have tried to speak to a nurse by phone have done so very easily or fairly easily (26.66%). 66.67% of patients haven't tried to speak to a nurse by phone. This could be due to two reasons; either the patient hasn't needed to do so or alternatively because they were unaware of this service. The availability of Practice Nurse telephone advice will be added to the Practice website so patients are more aware this facility is available to them.

For further review: Action April 2014 and ongoing monitoring

Responsible: Reception Manager

## **Question 4**

**In the past 6 months how easy have you found the following:**

**Obtaining test results by phone**

<b><u>Haven't tried</u></b>	<b><u>Very Easy</u></b>	<b><u>Fairly easy</u></b>	<b><u>Not very easy</u></b>	<b><u>Not at all easy</u></b>	<b><u>Don't know</u></b>	<b><u>Response count</u></b>
7 (43.75%)	0	5 (31.25%)	1 (6.25%)	2 (12.5%)	1 (6.25%)	16

**We will**

The survey shows mixed results. Test results are normally directed to telephone consultations and the Practice feels that it has adequate capacity on a daily basis to cope with demand. All clinicians will be reminded to offer patients the option of telephone consultations for test results. Further marketing will be undertaken via the Practice website and the Jayex board.

For further review: Action April 2014 and ongoing monitoring

Responsible: Practice Business Manager

**Question 5**

**Think about the last time you tried to see a doctor fairly quickly. Were you able to see a doctor or nurse on the same day or on the next two weekdays that the Practice was open?**

<b><u>Yes</u></b>	<b><u>No</u></b>	<b><u>Can't remember</u></b>	<b><u>Response count</u></b>
7 (41.17%)	7 (41.17%)	3 (17.65%)	17

**We will**

Opinions seem split in response to this question. All patients needing to be clinically seen as urgent are triaged and offered a face to face appointment within 48 hours or the option of a telephone consultation. The triaging doctor makes this decision based on clinical need and if same/next day appointments are not available and the doctor considers it appropriate, then the next routine appointment (which may be a few days away) would be offered. Retrospectively, the wording of this question may have been more appropriate to ask ....if you tried to see a doctor urgently. The Practice feels that the improvements it has made by extending the triaging system has significantly improved access for patients to consult with a doctor either face to face or by telephone. Further marketing may improve matters further and the Practice plans to include information on telephone triage, it's purpose and how it can benefit patients on the Practice website.

For further review: April 2014 and ongoing monitoring

Responsible: Practice Business Manager

## **Question 6**

**In the past 6 months, have you tried to book ahead for an appointment with a doctor?  
Last time you tried, were you able to get an appointment with a doctor or nurse more than 2 weeks in advance?**

<b><u>Yes</u></b>	<b><u>No</u></b>	<b><u>Can't remember</u></b>	<b><u>Response count</u></b>
8 (47.05%)	6 (35.29%)	3 (17.65%)	17

## **We will**

Results of the survey are encouraging. The Practice ensures a minimum of one month's appointments are available to pre-book at anytime. Experience has shown that the DNA (did not attend) rate at the Practice is very high despite SMSt ext messages being sent in confirmation of all appointments. The Practice feels that if more than one month's appointments are available, then the DNA rate will increase further. A particular Practice doctor is extremely popular and as such demand for this GP's appointments is always higher than others. This GP works full time at the Practice and has capacity to see in excess of 100 appointments each week despite this demand constantly outweighs capacity. This problem is, unfortunately, out of the Practice's control and there is no positive action the Practice can take to improve the situation, as it is influenced by patient choice. Adequate provision of alternative GPs is always available and it is each patient's choice whether they see another GP sooner or would rather wait for the GP of their choice. It is possible this issue may have impacted on the results of the 2014 patient survey?

For further review: June 2014

Responsible: Practice Business Manager/Practice Partners/Reception Manager

## **Question 7**

**On arrival at the Practice, how long after your appointment time do you normally wait to be seen?**

	<b><u>Response Percent</u></b>
I am normally seen on time	1 (5.88%)
5-15 minutes	8 (47.05%)
15-30 minutes	5 (29.41%)
More than 30 minutes	3 (17.64%)
Can't remember	

## **We will**

Survey results indicate that more than half the patients that responded said they are normally seen on time or within 15 minutes of arrival. Despite this there still seems to be room for improvement. The Practice is aware that some clinicians, more than others, tend to run late. The results of this survey will be shared with all clinicians and discussions will take place to see if appointment schedules for specific clinicians can be changed to ensure they have extended clinic times to alleviate any problems.

For further review: April 2014

Responsible: Practice Business manager/Practice Partners

## **Question 8**

### **How helpful do you find the receptionist at the Practice?**

	<b><u>Response Percent</u></b>
Very helpful	10 (58.82%)
Fairly helpful	6 (35.29%)
Not very helpful	1 (5.88%)
Not at all helpful	

## **We will**

Results are encouraging with over 94% of respondents surveyed saying they feel our reception staff were either very helpful or fairly helpful. This is an improvement on the previous year. There has been a lack of external training available to support staff in customer service training so to compensate, internal training has taken place and is ongoing for all staff. All reception shifts are overseen by either our experienced Reception Manager or a Senior Receptionist and a full induction is given to all new staff joining the team.

The Practice is keen to include this survey question in all ongoing surveys as our reception team undertake a challenging and important role as front-line staff

For further review: June 2014

Responsible: Reception manager/Practice Business Manager

## **Question 9**

### **In the Reception area, can other patients overhear what you say to the receptionist?**

	<b><u>Response Percent</u></b>
Yes but I don't mind	7 (41.18%)
Yes and I am not happy	4 (23.53%)

about it	
No other patients can't overhear	3 (17.65%)
Don't know	3 (17.65%)

### **We will**

The Patient queuing system has now been installed for over 18 months. On the whole, the system works well and has significantly improved confidentiality for patients speaking to a receptionist. This said, there are occasions when patients, unfortunately, ignore the queuing system and go straight to the reception desk. Reception staff are instructed to politely request their return to wait to be called. A private interview room is available for patients wishes to speak to a receptionist in complete confidence and posters will be displayed and information included on the Practice website to advise patients of this facility.

For further review: April 2014

Responsible: Reception Manager/Practice Business Manager

### **Question 10**

**Did you know that you can order your repeat prescription on-line? Is this an option that you would consider using?**

	<b><u>Response Percent</u></b>
Yes	8 (47.05%)
No	6 (35.3%)
I already order my repeat prescription this way	2 (11.76%)
Don't know	1 (5.88%)

**If you answered yes to question 10 and would like more information, please speak to one of our reception staff for more details**

### **We will**

The survey produced a mixed response to this question. A facility is available currently for patients to order their repeat prescriptions via the Practice website. This system works reasonably well but the Practice is keen to improve this facility further by enabling patients to order repeat prescriptions via Patient Access which gives patients the facility to view details of their repeat medications and medication dosage. Patient Access securely connects with the Practices clinical computer system. The Practice plans to implement this improved system by August 2014 and it is planned to conduct

a full marketing campaign via the website and by a poster display in the main reception area. This should ensure that as many of our patients as possible are aware of this facility.

For further review: August 2014

Responsible: Practice Business Manager

**d. Recommendations from the PRG based on the survey findings:**

None received

**e. Agreement reached with PRG on changes to be made? Assumed acceptable as no response received.**

**f. Changes the practice cannot make, and the reasons why:**

Following communication with PRG no recommendations were received so an action plan was drawn up by management team.

**g. Changes the practice will make:**

Priorities set by Practice as no response from PRG members

Please see Section 5 – Agree an action plan with PRG below for full details of changes/actions the Practice will take in response to the results of the PRG Survey 2014.

## 5 Agree an action plan with the PRG and seek PRG agreement on implementing changes

Question	Action (change in practice)	Person responsible (to lead the change)	Completion date (when the change will be applied)	Review (what result the practice/patients saw as a result of the change)
1	<ul style="list-style-type: none"> <li>Clinical Practice Manager to meet with Polyclinic Manager to resolve internal telephone issues that default many calls directly to Leyton Healthcare</li> <li>Ensure staffing levels are maintained to allow for 5 reception staff each morning. Periodically review internal contingencies for cover at times or reception staff absence</li> </ul>	<p>Clinical Practice Manager</p> <p>Reception Manager</p>	<p>Immediate</p> <p>April 2014 and ongoing</p>	<p>Inappropriate calls will not be diverted to the Practice. This should improve call handling within the Practice and may potentially free up receptionist time.</p> <p>Appropriate staffing levels will be maintained as much as possible</p>
2	<ul style="list-style-type: none"> <li>Market the availability of doctor telephone consultations</li> </ul>	Practice Business manager	April 2014 and ongoing	Will improve capacity for appointments and offer patient choice
3	<ul style="list-style-type: none"> <li>Market the availability of nurse telephone advice</li> </ul>	Practice Business manager	April 2014 and ongoing	Will improve capacity for appointments and offer patient choice
4	<ul style="list-style-type: none"> <li>Clinicians and reception staff to be reminded to direct patients to telephone slots were appropriate</li> <li>Market the availability of telephone appointments</li> </ul>	<p>Practice Business Manager</p> <p>Practice Business manager</p>	<p>Immediate</p> <p>April 2014 and ongoing</p>	Will improve capacity for appointments and offer patient choice
5	<ul style="list-style-type: none"> <li>If this question is considered appropriate in future year, we would consider rewording this question to .....if you tried to see a</li> </ul>	Practice Business Manager	February/March 2015 if question considered appropriate by PRG	More relevant data can be gathered to ensure the Practice meets the needs for patients needing to be seen clinically urgent.

	<p>doctor urgently rather than fairly quickly.</p> <ul style="list-style-type: none"> <li>The Practice would undertake further marketing to include information on telephone triage, it's purpose and how it can benefit patients on the Practice website</li> </ul>	Practice Business Manager	April 2014	Clearer understanding by patients as to the purpose of telephone triage and why urgent appointments need to be prioritised dependant on clinical need.
6	<ul style="list-style-type: none"> <li>To continue to ensure a minimum of one month's pre-bookable appointments are available for booking at any one time</li> <li>To continue to ensure adequate provision of GP sessions</li> </ul>	Reception Manager	Immediate	Practice patients should always be able to pre-book appointments up to one month in advance
		Practice Partners	Immediate	Patients will have a choice of GPs to book appointments with
7	<ul style="list-style-type: none"> <li>Remind all clinicians of the importance of ensuring their surgeries runs as close to time as possible. Internal discussion to take place regarding change of appointment schedules for specific clinicians</li> </ul>	Practice Business Manager/Practice Partners	April 2014	The evaluation of appointment schedules will enable the Practice to see if any improvements can be made to elevate/reduce waiting times
8	<ul style="list-style-type: none"> <li>Continue to provide ongoing programme of internal training and induction to members of the Reception team.</li> </ul>	Reception Manager/Practice Business Manager	June 2014	An efficient customer focused service will continue to be provided by the Practice reception team.
9	<ul style="list-style-type: none"> <li>Availability of private interview room to be advise to</li> </ul>	Reception Manager/Practice Business Manager	April 2014	Improved confidentiality for patients wishing to speak in private to

	patients via posters and via the Practice website			a member of the Reception team
10	<ul style="list-style-type: none"> <li>Introduce Patient Access to enable patients to order repeat prescriptions securely on-line</li> <li>Undertake a full marketing campaign via the website and poster display to support this work</li> </ul>	Practice Business Manager	August 2014	Improvement of current ordering facility will be available for patient use improving access when the Practice is closed and extending patient choice
		Practice Business Manager	August 2014	

**Update on action plan for 2012/13:** *what result the practice/patients saw as a result of the change(s)*

See below:

The Practice website has been updated to demonstrate achievement against plan for 2012/2013

## **LEYTON HEALTHCARE – PATIENT SURVEY 2012/3**

**Achievement made in 2013/14 based on the outcome of the 2012/13 survey is shown in red below**

### **LEYTON HEALTHCARE – PATIENT SURVEY RESULTS 2012/2013**

#### **ACTION PLAN PROPOSED TO SEEK PRG FEEDBACK AND RECOMMENDATIONS**

##### **Question 1**

**In the past 6 months how easy have you found the following:**

##### **Getting through on the phone**

<b><u>Haven't tried</u></b>	<b><u>Very Easy</u></b>	<b><u>Fairly easy</u></b>	<b><u>Not very easy</u></b>	<b><u>Not at all easy</u></b>	<b><u>Don't know</u></b>	<b><u>Response count</u></b>
6.67% (1)	20.0% (3)	20.0% (3)	33.33% (5)	13.33% (2)	6.67% (1)	15

## **ACTION**

### **We did**

A 5<sup>th</sup> receptionist has now been recruited to work each morning to ease access problems for patients contacting the Practice. There still remains only 4 reception points within the main reception so the 5<sup>th</sup> receptionist works in a backroom helping with incoming calls and registering patients wishing to register with the Practice. Patient registrations are time consuming at peak times and so being able to deal with these registrations away from the busy reception desk allows the 4 front line receptionist to be able concentrate on face to face callers and telephone enquiries. It is noted, survey results are mixed and there is still room for improvement. It is hoped that the actions now in place since March 2013 will reflect positively in the coming months.

Completion date: Review end April 2013 and monthly thereafter

Responsible **team member: Management team/Reception Manager**

### **Achievement 2013/14**

**The Practice feels that the recruitment of a fifth reception in the morning has significantly helped the problem. We now have 4 reception points and a fifth team member takes calls from the small interview room to the side of reception. Results from the on-line survey( w.w.w.gp-patient.co.uk) show 60% of patients felt that they can get through to the Practice very easily or fairly easily which is a encouraging but shows there is still room for improvement. The Practice tries to ensure that contingencies are in place if reception is short staffed. Members of the Practice administration team help in reception during these times and also cover during staff lunch breaks.**

**Demand to join the Practice list is still very high and our list size is now in excess of 13,500 patients. It was out intention, for the fifth reception to deal with registrations away from the main reception desk. An alternative proposition was suggested by one of our Reception Managers that the fifth receptionist should continue to deal with incoming phone calls to help access issues and for the registration of new patients to be dealt with by a member of our administrative back office staff. This proposal seems to be working well and there is now minimal delay when patients attend to register and for the Practice to electronically input all the data relating to the patient's registration on the Practice computer system.**

## **Question 2**

**In the past 6 months how easy have you found the following:**

### **Speaking to a doctor on the phone**

<b><u>Haven't tried</u></b>	<b><u>Very Easy</u></b>	<b><u>Fairly easy</u></b>	<b><u>Not very easy</u></b>	<b><u>Not at all easy</u></b>	<b><u>Don't know</u></b>	<b><u>Response count</u></b>
33.33%	0% (0)	20.0% (3)	13.33%	33.33%	0% (0)	15

(5)			(2)	(5)		
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**ACTION**

**We did**

Results show that a third of the patients surveyed have not tried to use the telephone consultation option and also that the majority of those that have tried to use it have not found it too easy to use.

The Practice offers in excess of 90 telephone appointments each week. There are a mixture of doctor and nurse slots each day for patient convenience and telephone consultations are undertaken by a number of clinicians to aid patient choice. The availability of these appointments is publicised in both the Practice leaflet and on the Practice website. Reception staff are instructed to direct patients to these slots if appropriate e.g. a patient requiring their test results. Patient awareness of this option seems to have improved and a message is also displayed on the Jayex board to advise patients of this service. Clinicians continue to suggest to patients that they can book for results via the telephone slots. All Practice staff are aware to promote the service further if a patient's request is suitable to be dealt with by telephone. The number of patients that feel the service is not easy to use, needs to be addressed. Following consultation with the Partners, we feel this relates to one particular clinician who is very popular and hence demand for both his routine appointments and telephone consultation outweighs his capacity. As this doctor works full time in the Practice, it is difficult to balance the provision of both types of appointments. The Partners feel that the increase in our new GP, Dr Rayner's, clinical sessions in April 2013 would be an opportunity to make additional telephone slots available to patients to help this problem. It is planned to introduce this additional capacity in April and then review demand on a monthly basis.

Completion date: Review mid April 2013 and monthly thereafter

Responsible team member: Partners/Management team

**Achievement 2013/14**

**The use of telephone consultations has continued to develop within the Practice. Many patients seem to like this option in addition to the traditional face to face appointments. The Practice now has in excess of 110 telephone consultations each week. These appointments are undertaken by all clinicians, both GP's and nurses.**

**Question 3**

**Think about the last time you tried to see a doctor fairly quickly. Were you able to see a doctor or nurse on the same day or on the next two weekdays that the Practice was open?**

<u>Yes</u>	<u>No</u>	<u>Can't</u>	<u>Response</u>
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		<b><u>remember</u></b>	<b><u>count</u></b>
66.67% (10)	26.67% (4)	6.67% (1)	15

## **ACTION**

### **We did**

Survey results are encouraging but there is still concern that the perspective of some patients is that they could not be seen quickly. The Practice offers in excess of 150 urgent appointments each week. Telephone consultations and telephone triaging are two effective ways of directing patients to the service best suited to patient's needs. Research has shown that approximately 60% of patients requesting to be seen on the same day could successfully be given advice by telephone. The Practice has recently introduced (March 2013) a daily triage system for patients requesting to be seen urgently on the day. All patients needing to be seen urgently are triaged by a senior clinician who makes a clinical decision regarding the best management options for the patient. This new system will need time to settle as with all new systems. A regular evaluation of the system will be undertaken by the Senior Management team within the Practice

Completion date: Bi-monthly review to monitor effectiveness.

Responsible team member: Partners/Management team

### **Achievement 2013/14**

**The Practice continually reviews its clinical workforce in order to ensure there is adequate capacity to meet the needs of its 13,500 patients. Despite the fact that one of our GPs left to move abroad this year, the Practice has extended the number of GP sessions available. Nursing hours have also increased with one of our existing nurses increasing her working hours.**

**Same day appointments are available on a daily basis for urgent appointment requests. Telephone triaging has also been extended and if demand outweighs capacity for urgent appointments one of the Practice GPs triages calls ensuring patients requesting to see a doctor or nurse on the day are given the most appropriate appointment.**

**In November 2013, the Practice audited the telephone triage service offered with the following results. Of the patients audited:**

- **51% needed to be seen the same day and were given same day appointments by the triage doctor**
- **13% needed to be seen but not on the same day. Routine appointments were offered to these patients**
- **36% received a telephone consultation and did not need to be seen face to face. Advice was given and prescriptions were issued if appropriate**

#### **Question 4**

**In the past 6 months, have you tried to book ahead for an appointment with a doctor? Last time you tried, were you able to get an appointment with a doctor or nurse more than 2 weeks in advance?**

<b><u>Yes</u></b>	<b><u>No</u></b>	<b><u>Can't remember</u></b>	<b><u>Response count</u></b>
33.33% (5)	55.33% (8)	20% (2)	15

#### **We did**

Leyton Healthcare is one of the fastest growing Practices within Waltham Forest and the Practice is aware that manpower planning is crucial to ensure adequate clinician provision is available to Practice patients. The practice tries to maintain availability of adequate pre-bookable appointments and there are a minimum of 4 weeks appointment (pre-bookable in advance) available on the computer system at any one time. Experience has shown that if more than four weeks worth of appointments are available, then the attendance rate drops as patients sometimes forget their appointments. A text reminder service has been put in place to remind patients to attend. Reception staff are aware that should demand outweigh capacity they are to make a member of the management team aware so additional appointments can be made available.

Response rates to the survey were mixed and it would be sensible to regularly review availability of pre-bookable appointments. Following a meeting between the management team and Reception Managers it has been decided that weekly feedback will be given to the Management team in relation to the next available pre-bookable appointment available.

Completion date: April 2013 and ongoing review

Responsible team member: Reception Managers/Management team

#### **Achievement 2013/14**

**Weekly feedback relating to appointment availability continues to be given to the management team by the Reception Manager. Additional staff have been trained to load appointments on to the computer system and routine appointments (pre-bookable in advance) are away available for patients to book ahead a month in advance.**

## **Question 5**

**On arrival at the Practice, how long after your appointment time do you normally wait to be seen?**

	<b><u>Response Percent</u></b>
I am normally seen on time	6.67% (1)
5-15 minutes	13.33% (2)
15-30 minutes	46.67% (7)
More than 30 minutes	33.33% (5)
Can't remember	0% (0)

## **We did**

The survey confirms that many patients feel they are not seen on time on arrival at the Practice. The Practice has decided to increase the number of clinicians working within the Practice in order to increase capacity on a daily basis. Dr Rayner one of the Practice GPs is due to increase his sessions mid April 2013. This should ensure all clinician's workloads are manageable and will help each clinician to try to keep to time during their surgery. A further increase in clinical manpower is currently under discussion between the Partners for summer 2013.

Completion date: April 2013 and thereafter August/September 2013

Responsible team member: Partners/Management team

## **Achievement 2013/14**

**The Practice continues to ensure that there is adequate workforce capacity on a daily basis. Doctors that have left have been replaced and additional sessions are now offered each week. More than 50% of patients are seen on time or within 15 minutes of their appointment. Waiting time delays do seem to be more problematic for specific clinicians and this has been discussed individually with them.**

## **Question 6**

### **How helpful do you find the receptionist at the Practice?**

	<b><u>Response Percent</u></b>
Very helpful	20%( 2)
Fairly helpful	66.67% (10)
Not very helpful	6.67% (1)
Not at all helpful	6.67% (1)

## **ACTION**

### **We did**

The survey results are encouraging showing over 86% of patients surveyed felt our reception staff were either very helpful or fairly helpful. Our reception staff undertake a very busy and often stressful role. Many of our receptionists have worked at the Practice for a number of years. All Practice receptionists have attended customer service training.

Reception Managers supervise each shift. Training for our Reception Managers and Reception staff is ongoing and our Clinical Practice Manager continues to supervise reception for a short period each week to support staff and identify any training needs.

This said, there is always room for further improvement and in addition to the ongoing in-house training provided, the Practice team meet regularly to discuss changes that might be made to further improve patient experience.

Completion date: Ongoing

Responsible team member: Management team/Reception Managers

### **Achievement 2013/14**

**Regular team meetings are held between reception staff and the management team to identify any problem areas. All new staff receive a thorough induction and training to**

**ensure that they are competent and have the necessary skills to work front-line on a busy reception. Support and guidance is given if training needs are identified.**

## **6 Additional Information**

### **a. The opening hours of the practice premises and the method of obtaining access to services throughout the core hours:**

Opening hours as follows:

Monday	08.00 – 20.00
Tuesday	08.00 – 20.00
Wednesday	08.00 – 20.00
Thursday	08.00 – 19.00
Friday	08.00 – 19.00

Request for appointments are either received by telephone or by face to face attendance at the Practice.

The Practice has a comprehensive website giving details of services available to practice patients. This website can be accessed via [www.leytonhealthcare.org.uk](http://www.leytonhealthcare.org.uk)

The Practice has improved access to repeat prescription ordering by enabling patients to order their repeat prescriptions on line via the practice website. This system will be further improved in 2014/15 when patients will be able to order their repeat prescriptions via [www.patient.co.uk](http://www.patient.co.uk) (Patient Access). This method of ordering repeats will allow the patient to see their repeats via secure access and request will go directly into the clinical system which should aid accuracy and improve internal working within the Practice.

### **b. The times individual healthcare professionals are accessible to registered patients under an extended hours access scheme:**

<b>DAY</b>	<b>CLINICIANS NAME</b>	<b>HOURS OUTSIDE OF CORE</b>	<b>TOTAL ADDITIONAL HOURS</b>
<b>MONDAY</b>	NURSE –JENNY SOMERS	18.30 – 20.00	1.5 HOURS
	GP – DR. KLYNMAN	18.30 – 20.00	1.5 HOURS
<b>TUESDAY</b>	NURSE - EUNICE MITTEE	18.30 – 20.00	1.5 HOURS
	GP – DR. CHETTY	18.30 – 20.00	1.5 HOURS
	GP – DR. RASHID	18.30 – 19.30	1 HOUR
<b>WEDNESDAY</b>	GP – DR. D. KAPOOR	18.30 – 19.30	1.0 HOURS

	NURSE - JENNY SOMERS	18.30 – 20.00	1.5 HOURS
	NURSE - CLAUDIA STANCU	18.30 – 20.00	1.5 HOURS
<b>THURSDAY</b>	NURSE - EUNICE MITTEE	18.30 – 19.00	0.5 HOURS
	NURSE – CLAUDIA STANCU	18.30 – 19.00	0.5 HOURS
<b>FRIDAY</b>	NURSE – EUNICE MITTEE		0.5 HOURS
	GP – DR. CHETTY		0.5 HOURS

Please note: contractually, the Practice should provide 6.75 hours of extended surgeries outside of 08.00 – 18.30. The Practice currently offers 13.5 HOURS well in access of these requirements.

## 7 Publicise actions taken – and subsequent achievement

### a. Where the report is published:

Practice website  
Displayed in patient waiting area.

Signature of behalf of practice:



Name of signatory: Sue Crabbe – Practice Business Manager

Date: 20.3.2014

