

2012-13 PATIENT PARTICIPATION REPORT

**THE SPTIALFIELDS PRACTICE  
20 OLD MONTAGUE STREET  
LONDON E1 5PB**

<p>A description of the profile of the members of the PRG</p>	<p>There are 25 patients signed up as members to our Patient Reference Group (PRG). The profile of the members of the group is broadly in-keeping with the demographic of our adult patient population:</p> <p><i>Ethnic profile</i></p> <p>Asian (Bangladeshi, Indian &amp; Pakistani) - 48% Black (Caribbean, African and others) – 16% White (British, Irish and others) – 36%</p> <p><i>Age &amp; gender profile</i></p> <p>Females: 20 to 29 years – 4% 30 to 39yrs – 12% 40 to 49yrs – 4% 50 to 59yrs – 4% 60 to 69yrs – 4% 70 to 79yrs – 12% 80+yrs – 4%</p> <p>Males: 20 to 29 years – 0% 30 to 39yrs – 12% 40 to 49yrs – 16% 50 to 59yrs – 8% 60 to 69yrs – 4% 70 to 79yrs – 16% 80+yrs – 0%</p> <p>The preferred format for meetings of the group was face-to-face. Three meetings were convened during the period 1 April 2012 and 31 March 2013: 17 July 2012, 06 November 2012 and 19 March 2013.</p>
<p>The steps taken to ensure that the PRG is representative of our registered patients and where a category of patients is not represented, the steps we took in an attempt to engage that category</p>	<p>The PRG was pleased that this year we have managed to more than double the number of members in the Group compared to last year.</p> <p>The demographic profile of members of the PRG is broadly reflective of our overall patient demographic, with the exception of the 20 to 29 year old age range (female and male) which is underrepresented, although this is to be expected as this age range tends not to use the surgery's services as often as other groups. The age groups which are overrepresented are the 40 – 49 year old category (male) and the 70 - 79 year category (female and male). In terms of ethnicity, the profile of members of the PRG reflects our patient population. We will continue in our endeavours to attract the younger age group to join the PRG.</p> <p>Recruitment publicity is displayed on the electronic and wall-mounted</p>

## North East London and the City

	<p>notice boards within the surgery. Staff also actively encouraged patients to join the PRG. Patients were contacted face-to-face, when they are visiting the surgery, by telephone and by email.</p> <p>In September 2012 we took on a volunteer Patient Advocate, whose role was to assist, signpost and listen to the views of our patients to feedback to management. We received such a positive response from our patients about having a Patient Advocate in the surgery that it was decided to make the role a paid position from December 2012. We are confident that our Patient Advocate, with the support of the rest of the staff team, will ensure that numbers of people from the groups underrepresented in our PRG will increase.</p>
<p>Outline the issues that the practice covered in the local practice survey</p>	<p>The survey focused on the quality of customer service provide by our reception team. It consisted of two questions: (1) Are you treated with courtesy and respect by the reception staff; (2) Do you feel your enquiries are dealt with efficiently by the reception staff?</p>
<p>Details of the steps taken to determine and reach agreement on the issues which had priority and were included in the local practice survey</p>	<p>At the PRG meeting held in July 2012, a review was conducted of last year's priorities and the actions arising out of the survey. Last year, the survey questions were both broad (Overall how happy are you with your GP surgery?) and specific (Are you happy with the appointment system?).</p> <p>The PRG agreed that this year the survey questions should be more focused on a how we deliver our services. It was agreed that the survey would be carried out on the quality of the customer service provided by our reception team because members of the PRG had mixed views about the customer service they had personally received. It was agreed that this survey would be a useful tool to find out the opinion of our wider patient population.</p> <p>As stated above, the survey consisted of two questions:</p> <ul style="list-style-type: none"> <li>(1) Are you treated with courtesy and respect by the reception staff?</li> <li>(2) Do you feel your enquiries are dealt with efficiently by the reception staff?</li> </ul>
<p>The manner in which we sought to obtain the views of our patients</p>	<p>This year's survey was based on priorities set by the PRG at its meeting in July 2012. We obtained the views of our patients by using a paper questionnaire, copies of which were available in reception and waiting areas, and an online survey. Patients were actively encouraged to complete the survey by all members of staff.</p> <p>Completed paper surveys were collected in a sealed box kept in the reception area, specifically designated for this purpose, giving patients assurance that their responses were anonymous.</p> <p>The survey questions were 'closed' (i.e. requiring only a yes or no answer). This ensured that the respondents' answers were relevant to the PRG's agreed priorities.</p> <p>A total of 135 paper surveys were given out and 84 were returned (response rate: 62%) The online survey, which was advertised on the practice's electronic notice boards, yielded 4 responses.</p>

## North East London and the City

<p>Details of the steps taken by the practice to provide an opportunity for the PRG to discuss the contents of the action plan</p>	<p>The statistical findings of the survey (see below) were discussed by the PRG at its meeting in March 2013. Overall, the Group felt that the results reflected the views of the members. An action plan (also see below) emerged from discussion about ways in which we the practice could improve the quality of service provided by our reception team to our patients.</p>
<p>Details of the action plan setting out how the finding or proposals arising out of the local practice survey can be implemented and, if appropriate, reason why any such findings or proposals should not be implemented.</p>	<p>The following actions were agreed by the PRG at its meeting on 19 March 2013:</p> <ul style="list-style-type: none"> <li>• A refresher training course in face-to-face and telephone customer service skills will be arranged for all reception staff during the course of 2013/2014.</li> <li>• Reception staff will be reminded to smile and make eye contact with patients when dealing with face-to-face enquiries. This will be implemented immediately.</li> <li>• All staff (clinical and non-clinical) will be required to wear name badges to enhance the professional image the Practice wishes to project. This will be implemented by July 2013.</li> </ul>
<p>A summary of the evidence including any statistical evidence relating to the findings or basis of proposals arising out of the local practice survey</p>	<p>The results of the survey were as follows:</p> <p>64% of respondents said they were both treated with respect and courtesy by the reception staff and that their enquires were dealt with efficiently by the reception staff.</p> <p>33% of respondents said they were both not treated with respect and courtesy by the reception staff and that their enquires were not dealt with efficiently by the reception staff.</p> <p>1.5% of respondents said they were not treated with respect and courtesy by the reception staff but that their enquires were dealt with efficiently by the reception staff.</p> <p>1.5% of respondents said they were treated with respect and courtesy by the reception staff but that their enquires were not dealt with efficiently by the reception staff.</p>
<p><b>Action Plan</b></p>	
<p>Changes we intend to take as a consequence of discussions with the Patient Representative Group in respect of the results, findings and proposals arising out of the local practice survey</p>	<p>The Practice has participated in the PRG scheme for the past two years (1 April 2011 to 31 March 2013). We have taken on board the issues raised and priorities set by our PRG, and have either implemented (see below) or are due to implement (see above) the actions arising from the Group's priorities.</p>
<p>Outline actions taken on issues and priorities as set out in the Local Patient Participation Report 2011-12 (where the practice participated in the Scheme for the year 2011-12 (year 1)).</p>	<ul style="list-style-type: none"> <li>• An appointment information leaflet for patients was produced. The leaflet is given to new patients at the time of registering. Copies of the leaflet are also available to pick up in the Practice or download from the Practice's website.</li> <li>• The Practice newsletter was re-launched.</li> <li>• This year's survey was made available online (survey monkey) as well as the in-house paper copies.</li> </ul>

## North East London and the City

The opening hours of the practice premises and the method of obtaining access to services throughout the core hours and extended hours arrangements (the times at which individual healthcare professionals are accessible to registered patients.

The Practice has 4 GP Partners, 3 Salaried GPs, 1 Nurse Practitioner and 2 Practice Nurses, all of whom work full-time hours. The doctors and nurses are supported by a team of 3 Health Care Assistants, as well as administrative, clerical and managerial staff.

At 26 March 2013, our Practice list size consisted of 12,827 patients and we are open to registering new patients.

Our core clinician consultation hours cover the period 8am to 6pm, Monday to Friday. We also offer extended hours on three days a week: patients can book an appointment to see a GP between 6.30pm and 7.30pm on Tuesdays, Wednesdays and Thursdays, or with our Nurse Practitioner on Thursdays.

Patients can book appointments online, by telephone or by popping into the surgery. Our reception is open from 8am to 6.30pm, Monday to Friday. Our telephone lines are open from 8.45am to 6.30pm, Monday to Thursday. On Fridays the lines are closed between 12.45pm to 2.30pm. Patients calling between these hours will be diverted to the GP Out of Hours service.

Full details of our opening hours and other useful patient information can be found on our NHS Choices webpage ([www.nhs.uk/Services/GP/Overview/DefaultView.aspx?id=39146](http://www.nhs.uk/Services/GP/Overview/DefaultView.aspx?id=39146)) and our website ([www.thespitafieldspractice.nhs.uk](http://www.thespitafieldspractice.nhs.uk)), as well as in our Practice Leaflet.

The Practice Team would like to thank the members of our Patient Reference Group for volunteering their time to attend meetings and for putting forward their ideas and opinions. We would also like to thank the patients who took the time to complete our survey. We greatly value our patients' feedback.