

**Waltham Forest Area Team  
2011/14 Patient Participation Enhanced Service Report DES  
(2 YEARS)**

Practice Name:	Dr Shantir's Practice, Forest Road		
Practice Code:	F86626		
Postcode:	E17 5JL		
Practice Manager:	Amal Shantir		
Signed on behalf of the practice:	<i>Amal Shantir</i>	Date:	Fri 30 <sup>th</sup> Jan 2015

**1. Establish a Patient Reference Group (PRG) comprising of only registered patients**

Does the practice have a PPG?	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>
Method of engagement with PPG:	Face to face <input checked="" type="checkbox"/>	Email <input checked="" type="checkbox"/>
Other Please specify:	Link on website	
Number of members of the PPG:	17	

Current Practice Profile		
Age Range	Number	% of total
<16	889	18%
17-24	417	8%
25-34	1289	26%
35-44	1010	20%
45-54	596	12%
55-64	298	6%
64-74	235	5%
>75	219	4%
	4953	100%

Gender	Number	% of total
Male	2719	53%
Female	2394	47%
	5113	100%

Ethnicity	Number	% of total
British	1059	20%
Irish	104	2%
Gypsy or Irish Traveller		
Other White	1661	32%
White & Black African	58	1%
White & Asian	32	1%
Other Mixed	128	2%
Indian	104	2%
Pakistani	760	15%
Bangladeshi	46	1%
Chinese	77	1%
Other Asian	345	7%
African	182	4%
Caribbean	104	2%
Other Black	125	2%
Arab		
Any Other	396	8%
	5181	100%

Current PRG Practice		
Age Range	Number	% of total
<18		
18-24	1	6%
25-34	1	6%
35-44		
45-54	2	12%
55-64	4	24%
64-74	9	53%
>75		
	17	100%

Gender	Number	% of total
Male	8	47%
Female	9	53%
	17	100%

Ethnicity	Number	% of total
White British	10	59%
Irish		
Gypsy or Irish Traveller		
Other White	2	12%
White & Black African		
White & Asian	3	18%
Other Mixed		
Indian		
Pakistani		
Bangladeshi		
Chinese		
Other Asian		
African		
Caribbean		
Other Black	2	12%
Arab		
Any Other		
	17	100%

## 2. Agree areas of priority with the PRG

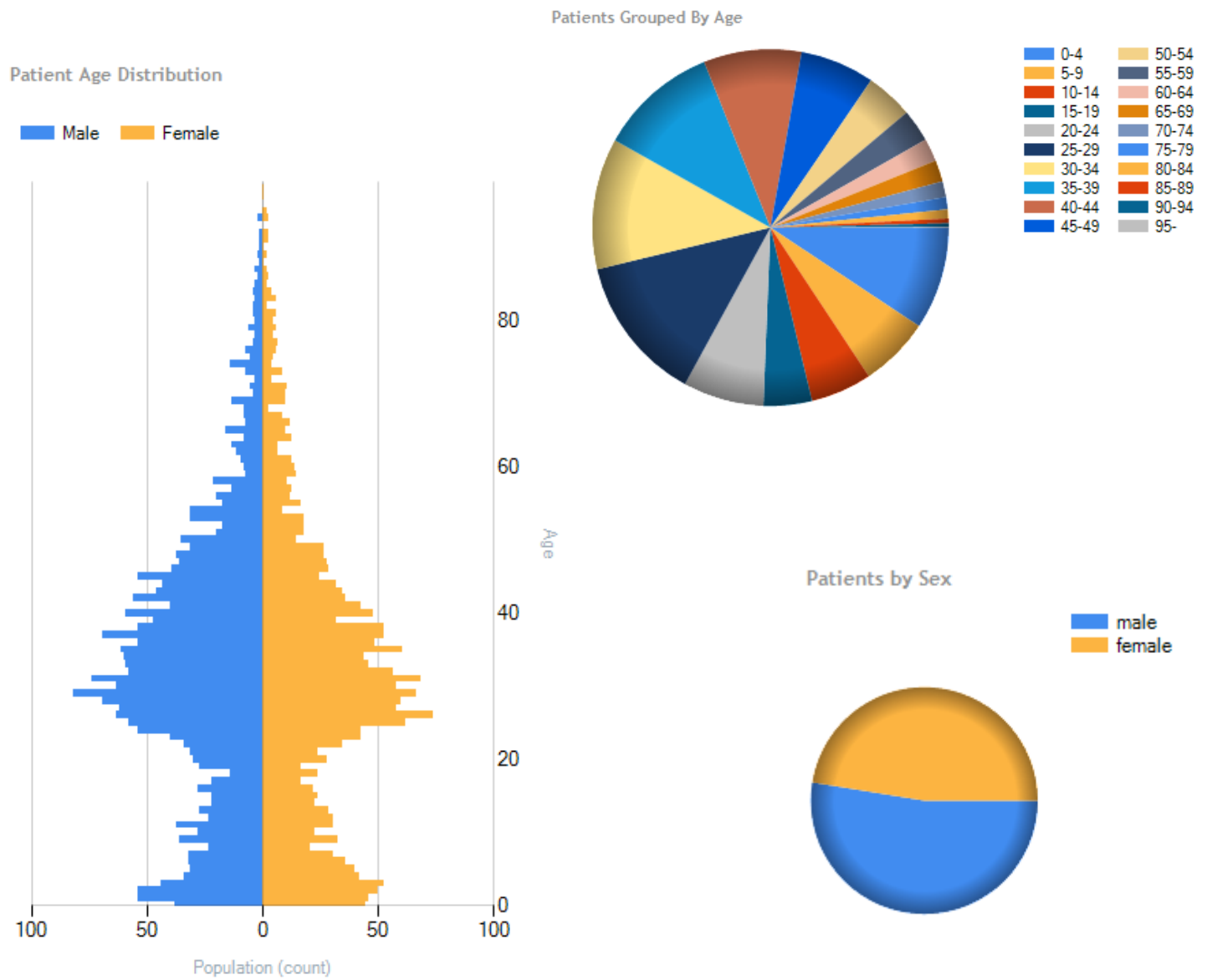
We are planning our next annual survey and to ensure that we ask the right questions, we would like to know what you think of our key priorities should be when it comes to looking at the services we provide to you and others in the practice.

What do you think are the most important issues on which we should consult out patients?

- Getting an appointment
- Registration of new patients
- Answering phones
- Reception issues

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

#### Results of the Patients survey conducted 2013 - 2014



Total number of patients who responded to the survey: 125

The questions included in 2014 survey were discussed and agreed with the PRG group in the annual meeting held last year on 29<sup>th</sup> March 2013.

**Methods of communication used:**

A variety of communication methods were adapted to get as many questionnaires done as possible because it would make the data collected more accurate and précised.

The questionnaires were handed out to patients to be filled/ completed and to be returned. Also, they were posted and emailed to the patients who were housebound, and those who provided their email addresses.

Only 125 questionnaires in total were received back before the deadline out of 200. We hold a diverse cultural community in our practice and have several doctors who can speak Plain English, Arabic, Urdu, Punjabi, Hindi and Polish. This allows us to accommodate a vast majority off our patients practice list.

**The tables below shows the ethnic background, age and gender of the patients who participated in the survey:**

White	40
Mixed	16
Asian or Asian British	30
Black or Black British	19
Other ethnic background	12
Not stated	8
Total	125

<b><u>18-24</u></b>	<b><u>12</u></b>
<b><u>25-32</u></b>	<b><u>25</u></b>
<b><u>33-40</u></b>	<b><u>29</u></b>
<b><u>41-50</u></b>	<b><u>24</u></b>
<b><u>51-64</u></b>	<b><u>21</u></b>
<b><u>65+</u></b>	<b><u>14</u></b>

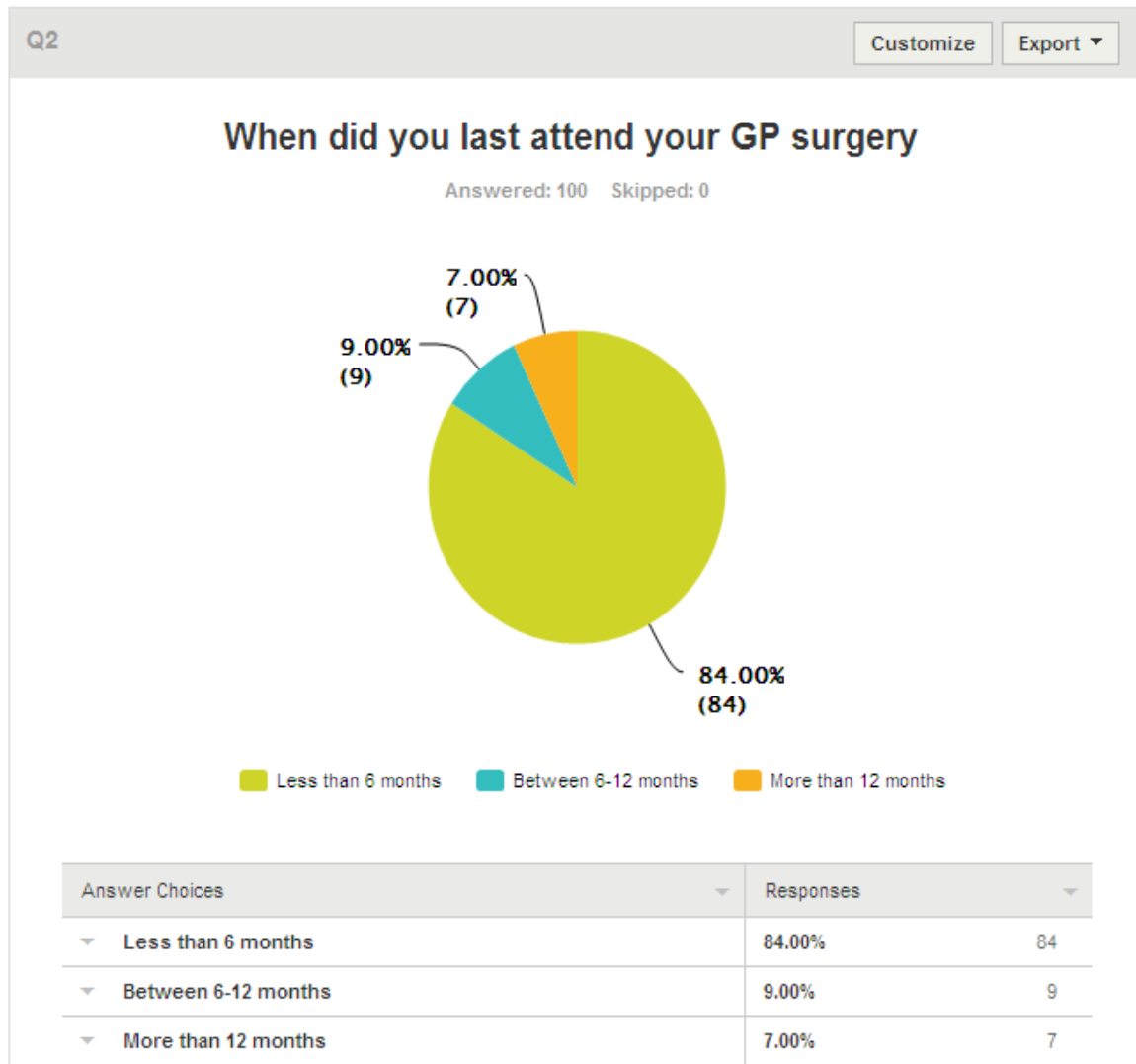
**Gender**

<b><u>Female</u></b>	<b><u>66</u></b>
<b><u>Male</u></b>	<b><u>59</u></b>
<b><u>Total</u></b>	<b><u>125</u></b>

The data was analysed using Survey Monkey. This permitted us to present the outcome in charts and graphs to make it presentable, clear and concise for our patients.

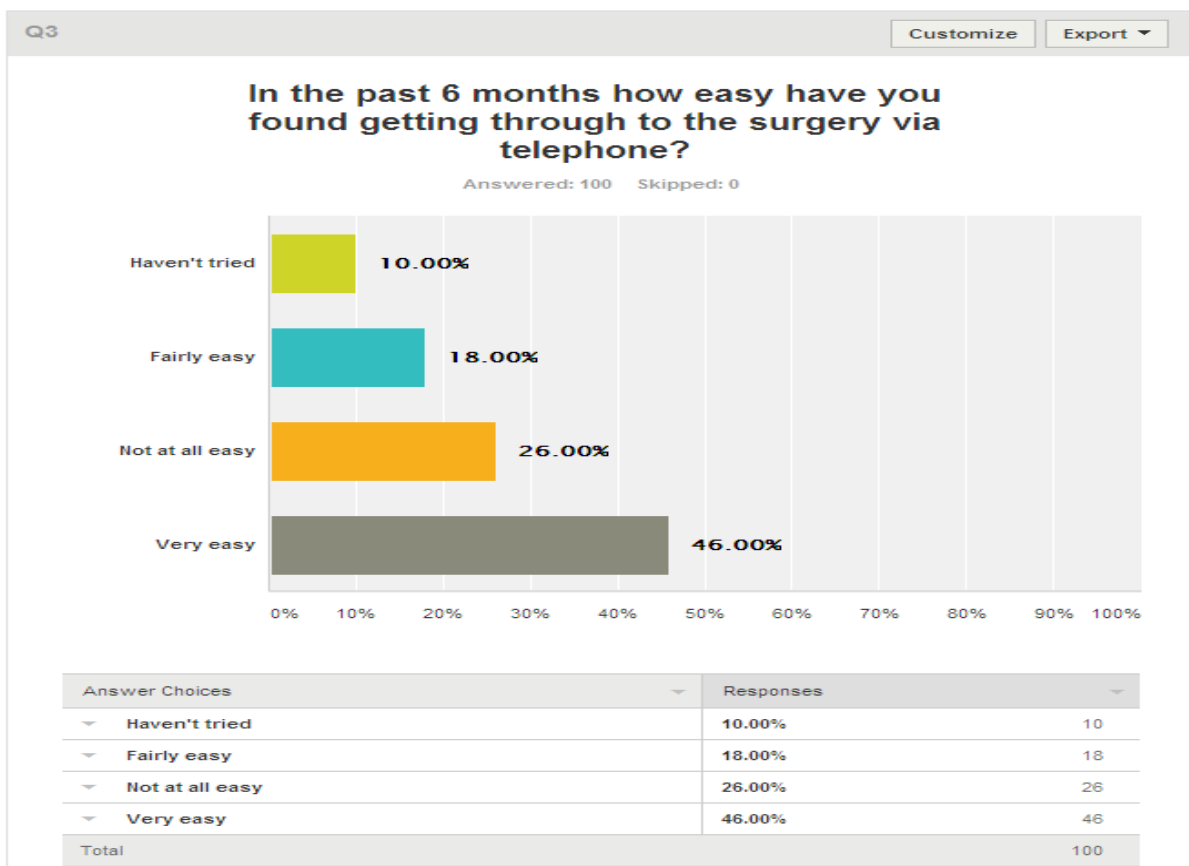
**Following are the questions that were included in the survey and their results:**

- **Please enter your e-mail address (this information will be kept confidential).**
- **When did you last attend your GP surgery?**



- Majority of the patients (84%) in the survey said they attend the surgery in less than 6 months.
- 9% came to the surgery in between-12 months.
- 7% said they attended the surgery in more than 12 months.

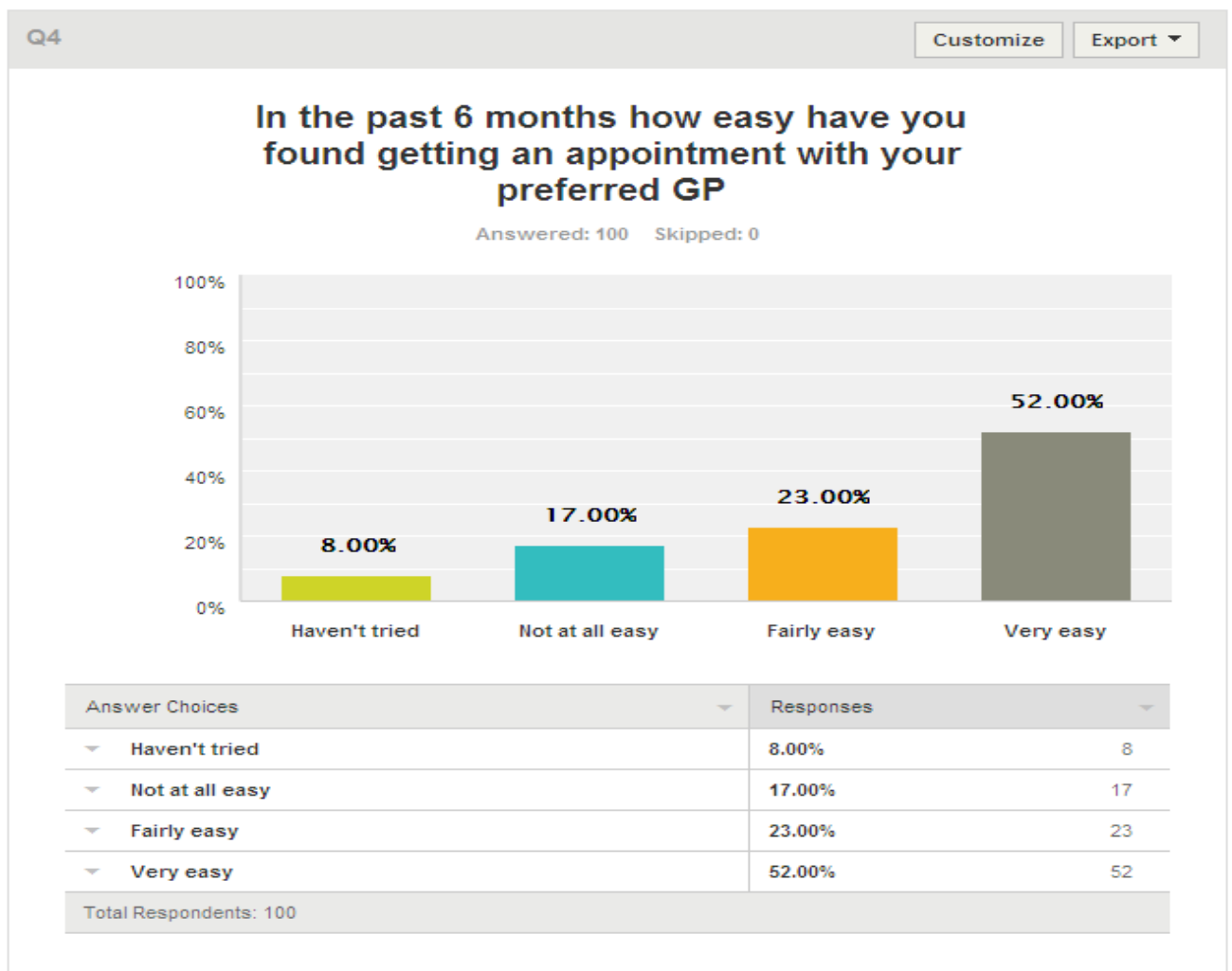
### 3. In the past 6 months how easy have you found getting through to the surgery via telephone?



Majority of the patients being 46% reported that it's very easy to reach the surgery via telephone. However, 26% of the patients said it wasn't easy at all to speak to someone on the phone. We are aware of the fact that our lines are really busy on a Monday morning every week but we do try our best to answer all the calls received.

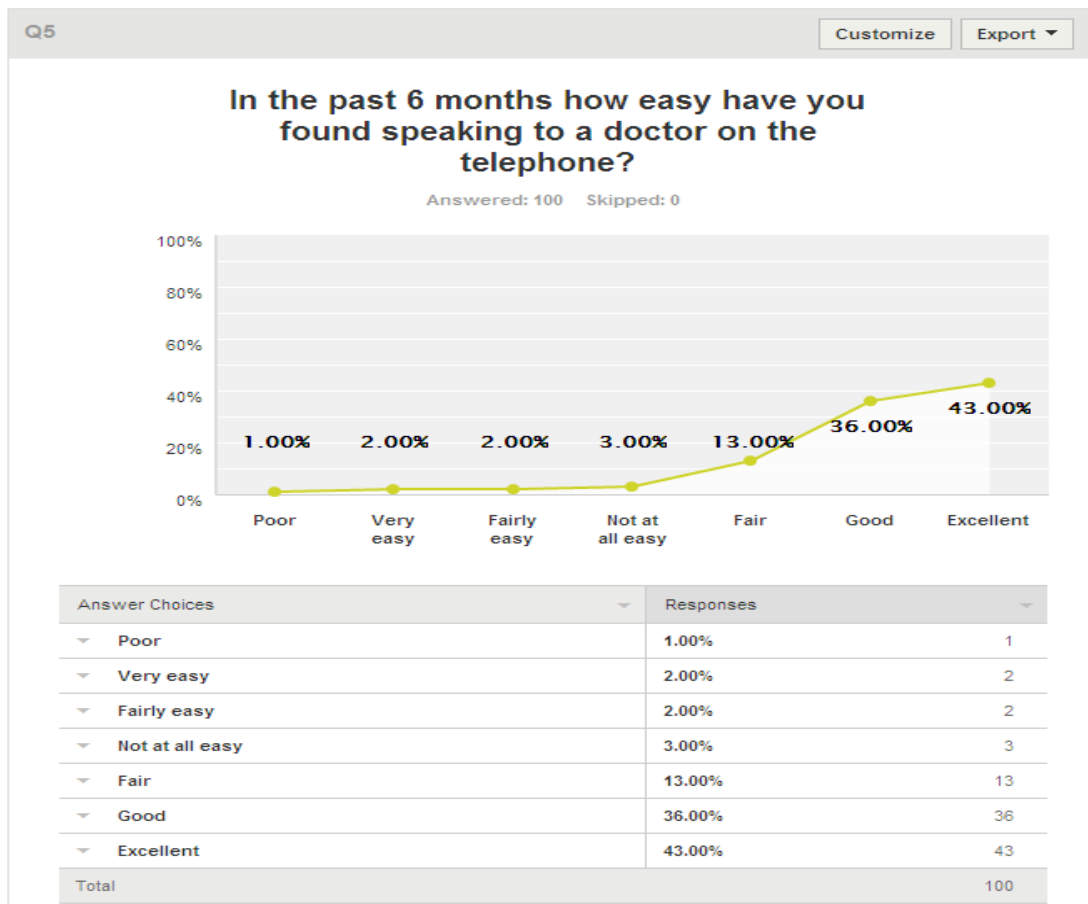
Also, we receive a heavy numbers of calls although have three lines available to answer the calls. Some of these calls are received via NHS 111 and other Practices which are irrelevant and causes delays to our own patients trying to get through to the practice. We do apologise for any inconvenience this may cause to our patients and we are striving to improve this service. An email was sent to our locality CCG managers to clearly the confusion about our telephone number as it has been displayed as a contact number for Forrest Road Medical Centre, and on NHS 111 and NHS Choice.

**4. In the past 6 months how easy have you found getting an appointment with your preferred GP?**



- 52% of the patients found it very easy to get an appointment with their preferred GP
- Followed by 23% who found it fairly easy.
- While 17% reported it wasn't easy to make an appointment with their favorite GP.

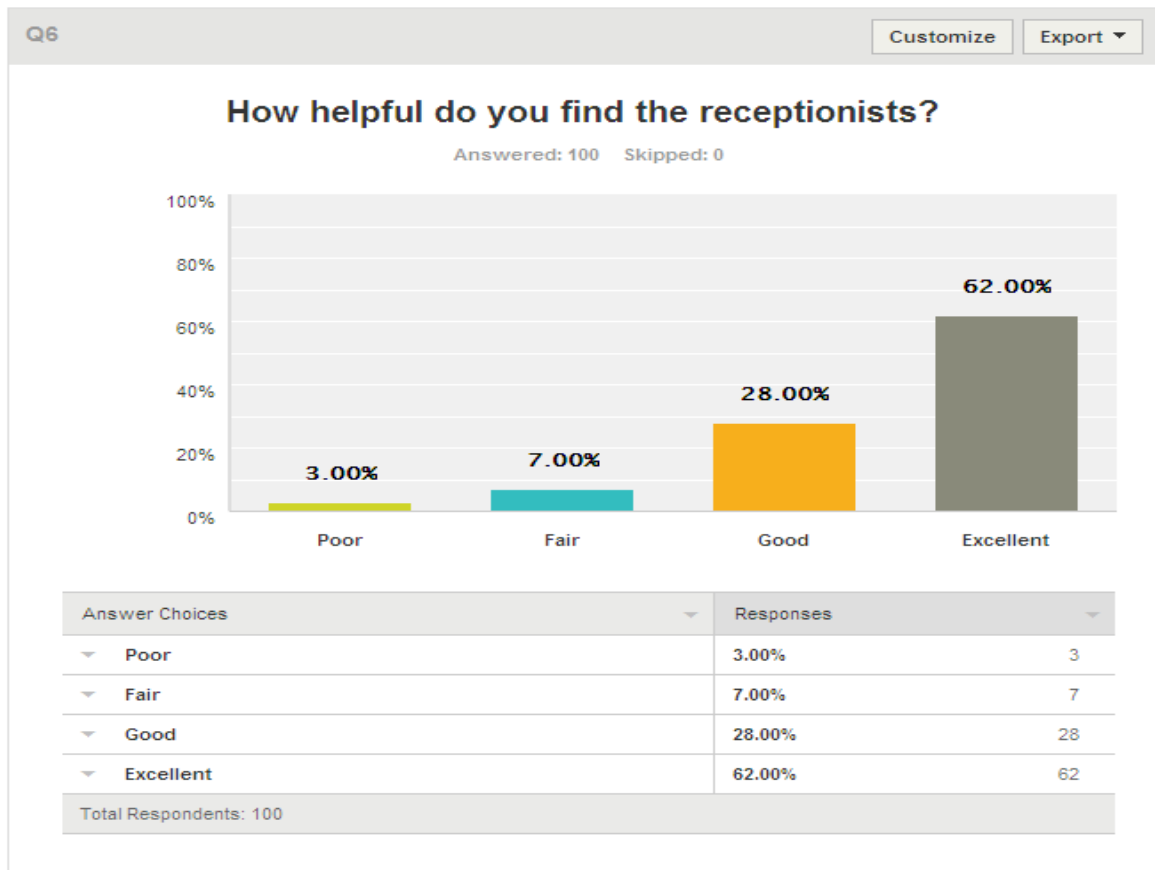
**5. In the past 6 months how easy have you found speaking to a doctor on the telephone?**



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- 43% found the telephone consultations with the doctors to be excellent.
- 36% rated it good and 13% said it is fairly easy to speak to a doctor on the telephone.



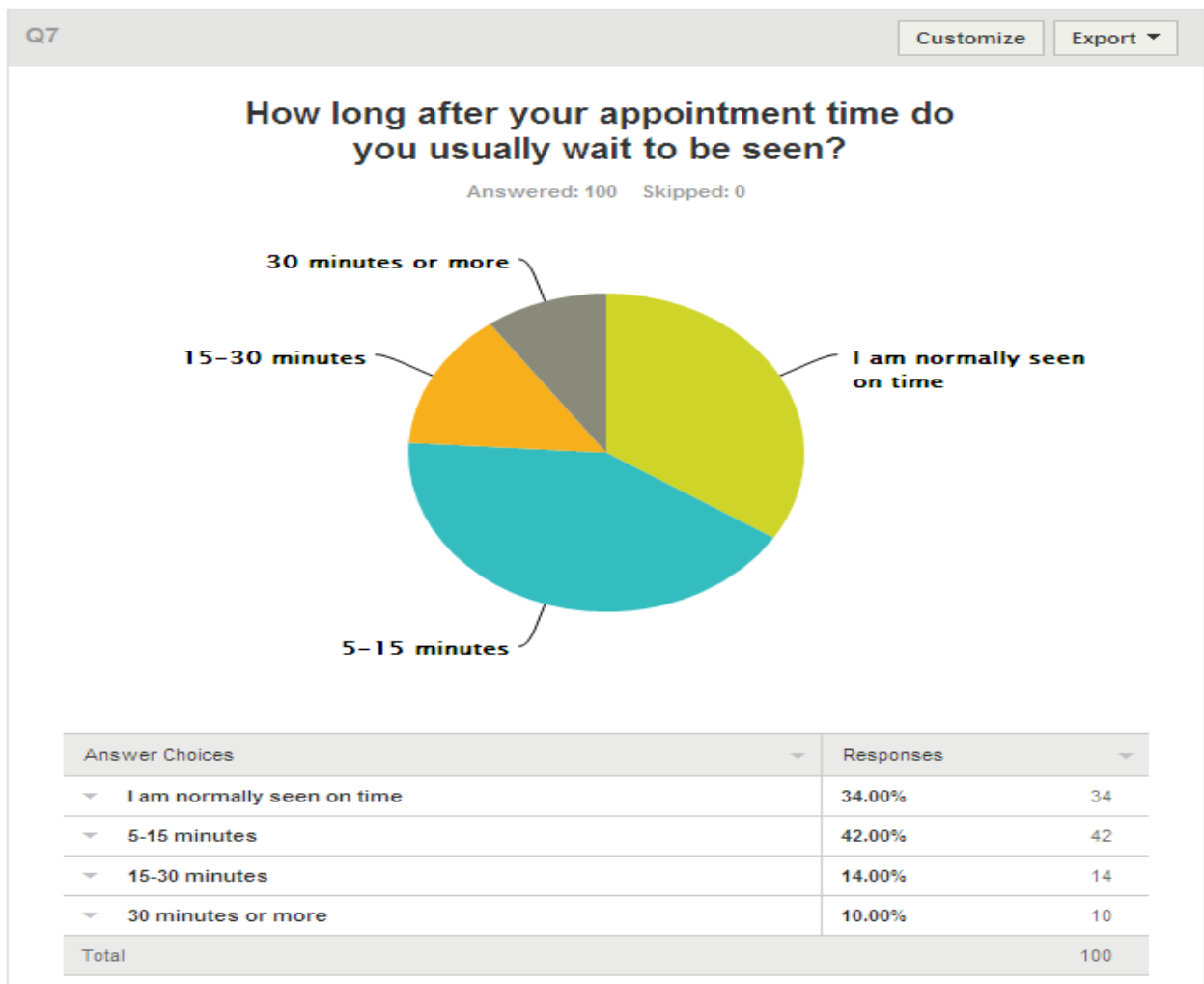
## 6. How helpful do you find the receptionists?



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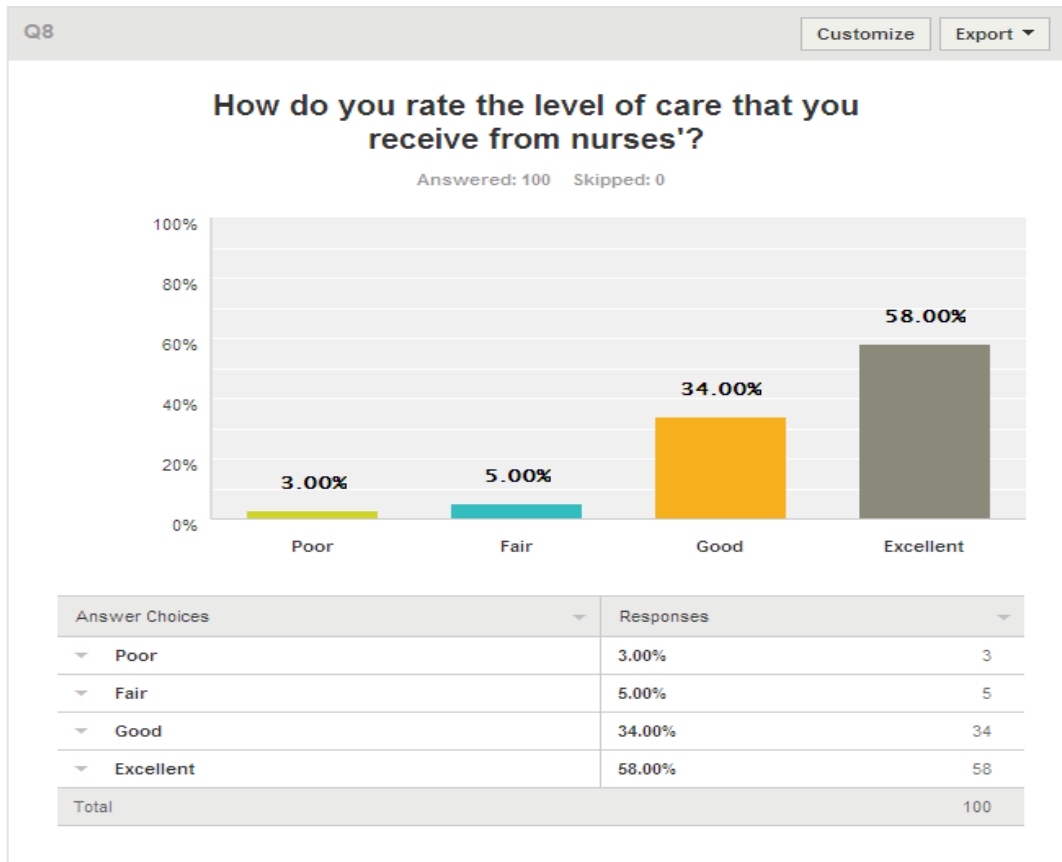
- A dominant percentage (62%) of patients reported that they find the receptionists excellently helpful.
- 28% informed they find the receptionists quite helpful.

**7. How long after your appointment time, do you normally wait to be seen?**



- 42% of the patients reported that they had to wait for 5- 15 minutes after their appointment time to be seen. This is mostly because of any urgent or emergency appointments which doctor has to give priority.
- 34% notified us they are seen on time.

## 8. How do you rate the level of care that you have received from the nurses?

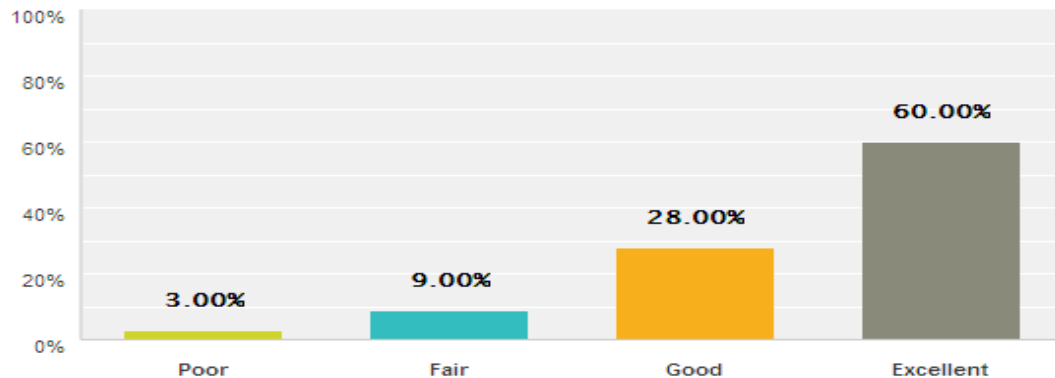


- Patients were given four choices to rate the level of care service they obtain from the nurses.
- Out of the four choices a huge number of patients voted the level of care received to be excellent which is 60%.
- While 34% percent believe it to be good.
- 5% rated the care obtained from the nurses to be fair.
- Once again only 3% of the total patient population rated it as being poor.

## 9. How do you rate the level of care that you received from the GP's?

### How do you rate the level of care that you receive from GP's?

Answered: 100 Skipped: 0



Answer Choices	Responses
Poor	3.00% 3
Fair	9.00% 9
Good	28.00% 28
Excellent	60.00% 60
Total	100

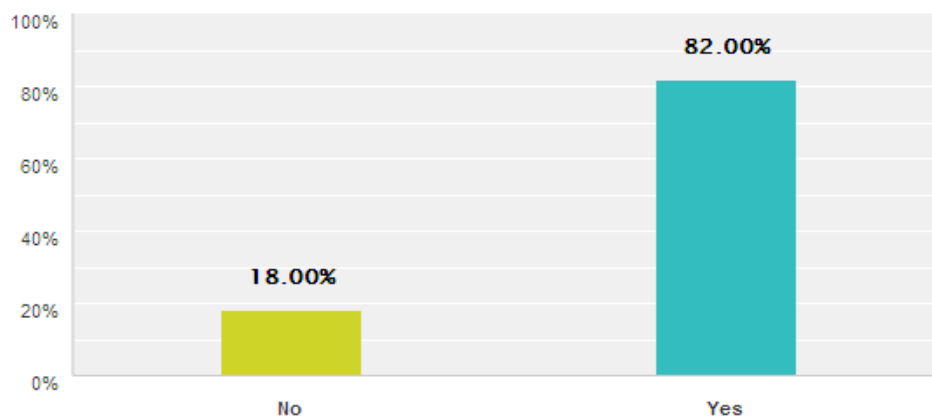
- Patients were given four choices to rate the level of care service they get from us.
- 60% of the patients rated the care provided to be excellent followed by 28% who said they find the services good.
- Only 3% of the patients notified us that the level of care they're receiving is poor. This percentage is significantly very minor in comparison to 60% of the patients who rated the level of care to be excellent.

## 10. Would you recommend your GP surgery to someone who has just moved to your area?

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### Would you recommend your GP surgery to someone who has just moved to your area?

Answered: 100 Skipped: 0



Answer Choices	Responses
▾ No	18.00% 18
▾ Yes	82.00% 82
Total	100

A vast majority of the patients being 82% said they'll highly recommend the GP Practice to someone who just moved to Waltham Forest borough.

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

Dear PRG Member;

Please find attached a report on the findings of the recent patient survey. Included in the report is a summary for the changes the practice would like to make as a result of survey responses.

If you have any comments, or any further suggestions for change, please respond within 2 weeks.

If you do not respond, we will assume that you have no comments or further suggestions for change.

Thank you for your assistance in improving the practice for patients.

Yours sincerely

The practice

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

- What specific activity/task will be happening?
- Who will be responsible for the task?
- The timeframe for completing the task/when the action will take place?
- What resources will be needed to accomplish the task and how those resources will be acquired?
- Who will know when the task is completed?
- How the effectiveness of the strategy will be assessed?

The following are the points that were discussed with the PRG group in the annual meeting.

1. The practice has a policy of seeing children under 5 on the same day, as well as frail elderly people who came to the surgery and request to be seen in addition to the emergencies. Most of the members of the PRG group felt happy with the emergency appointment slots provided on same day.

Excess opening hours will be as follows from immediate effect and highlighted on the practice website and practice leaflet, this task will be allocated to our website administrator and will be rectified within the next week;

- Monday: 6:30-7:30
- Tuesday: 6:00-7:00
- Wednesday: 6:00-7:00
- Friday: 6:00-7:00

1. The PRG group was informed of the telephone consultations daily except Thursday from 11:00 till 12:30. They praised this service, which will ease the burden of booking appointments.
2. A new service, The Integrated care management was implemented within the surgery since June last year, regular bi-monthly meetings with the community Matron, District Nurse and Social Worker. This prevents recurrent admissions for elderly people with chronic illnesses.

We are able to call the Integrated Management Team for any problems our patients have and see them at home thus preventing admission. The PRG group supported the service and mentioned that they will oppose any move to terminate it.

3. The PRG group suggested that each member of the clinician staff should wear a badge with their name on it, to be discussed with the clinical staff after a staff meeting with the practice manager.
4. The practice fully opposes any services being cut. All our patients that contact the surgery and need referrals or any other interventions for other health care professionals will be met in accordance with the practice guidelines. In addition to this the PRG group was keen that the primary care does require extra resources.
5. The PRG group also raised the problem regarding patients having difficulty getting through to the practice telephone lines. We explained the reasons for these problems as we receive a heavy numbers of calls and only have three lines available to answer the calls.

Some of these calls are received via NHS 111 and other Practice which are irrelevant and causes delays to our own patients trying to get through to the practice. We do apologise for any inconvenience this may cause to our patients and we are striving to improve this service.

Practice Manager:	Amal Shantir
Report signed on behalf of the practice:	<i>Amal Shantir</i>
Date of sign off:	Fri 30 <sup>th</sup> Jan 2015