



# Thursday 22 March 2018

- 12:00 Welcome
- 12:05 Review of Actions in 2017/18
- 12:30 Review of Latest Patient Surveys
- 12:50 Discussions/ Suggestions for 2018/19
- 14:00 Close

# Review of Actions in 2017/2018

ACTION	STATUS
<b>Social Care and DWP Issues</b>	We saw a significant increase in the number of people presenting in appointments with non-medical problems, such as DWP Appeals and housing issues. We have taken advice from the LMC and introduced processes that will help our patients understand what the surgery do to help and direct patients to the most appropriate organisations to help them.
<b>Use of Online Services</b>	Feedback from our surveys and the GP patient survey indicate that patients are having difficulty in booking appointments through the telephone. We 4 channels that allow patients to manage their appointments. 1. Reception, 2. Automated Telephone System, 3. Online Access, 4. SmartPhone App. The last 3 channels are available 24 hours a day. We will continue to promote the online services for the convenience of our patients but uptake has been poor with patients preferring to call when the surgery is open.
<b>DNA &amp; Catchment Area</b>	Due to the increase in demand for our services we have enforced our DNA and catchment area policies. We still have a high number of DNA appointments over 1000 per year, where other patients could have been seen had the appointment been cancelled. We shall continue to promote the online services to help patients manage their appointments better and continue to inform patients of the impact of missing appointments.
Review of GP Patient Survey	We have reviewed the GP Patient survey and the main issues appear to be patients stating that they could not get appointments or found it difficult to get appointments. Some stated that they found the staff rude and others that it was difficult to get through by phone.
Patient Champion and PPG Survey	The PPG appointed a Patient Champion who met with patients in the waiting room to gather their comments and conduct a patient survey for those that had recently attended the surgery. The survey results shows that most patients were seen within 7 days of making an appointment, but some considered this too long to wait.
CCG Survey	With the assistance of our CCG we conducted a second survey through text messages of patients that had recently visited the surgery. The survey results showed that the majority of patients continued to use the telephone to manage their appointments and that more that 70% were seen within 7 days of making their appointment. Though the majority of patients rated high for the convenience of the appointment and the friendliness of the staff, the friends and family score was contrary to the other survey results with some patients stating they were unhappy with reception and staff. There were no comments made directly to the reception or staff during the period of survey.

# Review of Actions in 2017/2018

ACTION	STATUS
CQC Inspection	The practice had a CQC inspection in November 2017 where the inspectors identified several areas that required improvement. The main areas were regarding patient engagement with health and medicine reviews and also the results of the GP Patient survey and how the practice could improve the results of this survey. The practice had identified these issues and were working with our PPG and CCG to implement plans and take actions to improve these areas. The plans will continue into 2018/19.
Patient Engagement Sessions	The Patient Champion and members of our CCG have been holding sessions in the Practice waiting room to inform and promote the services of the surgery and other organisations that may be of benefit to our patients. The main promotions have been for Online access so that patients can manage their appointments at any time of day or night rather than having to wait until the surgery is open and call on the telephone. We are also promoting the hub services that provide evening and weekend appointments with a GP or nurse.
Patient Experience Improvement Plan	We have undertaken a patient experience improvement plan with the help of our PPG Members and CCG. From both surveys we note that the surgery is providing appointments within reasonable times and that the majority of patients are happy with the service. However, there are a few that are not satisfied but do not appear to make their comments or suggestions known to staff members, preferring to leave anonymous notes. We will work to address these areas but would prefer our patients to come and visit us and discuss any concerns they have.
Health Reviews and co-operation	We have noted that some patients are not taking up the invitations to have reviews for their conditions. The practice sends invitations out to patients asking them to come in for review and we expect patients to co-operate with us so that we both work together. Unfortunately, we have seen instances where patients have failed to come for review, even after 5 invitations throughout the year. We will be working with our PPG and Sutton Healthwatch to explore better ways to educate and inform patients of how to look after their conditions.

# Proposed Actions for 2018/2019

ACTION	COMMENT
<b>Patient Engagement Sessions</b>	The PPG agreed to continue with the Patient Engagement scheme with PPG members visiting other PPG's in Sutton and bringing back ideas to our practice. The practice would continue promoting its services and those of the CCG, including hub appointments in the evenings and the weekend.
<b>Patient Charter</b>	The practice has adopted a patient charter that details the rights and responsibilities of the practice and the patient. It is available on our website.
<b>PPG Notice Board / Room NameLabels</b>	The PPG have requested a notice board in the waiting room to advertise and promote their activities. They have also requested name badges on the consulting room doors in addition to the room number which is currently there..
<b>Increase PPG representation</b>	The PPG and practice will try to increase the size of the PPG through engagement sessions, advertisements and invitations. Working with Sutton Healthwatch to promote our PPG membership
<b>New Patient Survey</b>	We will continue with our text message surveys but will increase the coverage to take into account patients without access to text messages or a computer.
<b>Introduce Health Campaigns – Diabetes</b>	We will introduce health campaigns with the help of Sutton Healthwatch so that patients with long term illnesses can find attend presentations at the practice to learn more about their condition and the organisations that can help.
<b>Practice Newsletter</b>	The PPG is considering the release of a quarterly/bi-annual newsletter to keep patients informed of their activities and the changes at the practice.
<b>Walk in &amp; Talk Wednesday</b>	The practice will have a walkin clinic on Wednesday mornings between 10 and 11am for patients to meet with us to discuss any issues regarding the services at the practice. Patients can also make appointments to meet with us at other times or submit their comments, suggestions for us to consider and share with the PPG.
<b>Practice Self Promotion</b>	The PPG and our CCG have indicated that the practice should promote greater information about our services to patients. Most were unaware that 70% of appointments were within 7 days of booking or that the hub offered appointments on weekends and evenings. Most were surprised that over 1200 appointments were missed last year. We shall use our PPG board and newsletters to better promote our services.