



PATIENT PARTICIPATION AND ENGAGEMENT 2014-2015 REPORT

VALENTINE HEALTH PARTNERSHIP Patient Participation Group (PPG)
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Membership of the Valentine Health Partnership PPG

Valentine GP surgeries value
YOUR VIEWS - *get involved...*



Would you like to join Valentine Patient Participation Group for monthly meetings or be part of our virtual community?
Please leave your name, telephone number & E-mail

Working Together To Improve Your Health Service.

Name: _____
Telephone: _____
E-mail: _____

 Like us on Facebook

Valentine Patient Group

 @valentinehealth



The membership of the Valentine PPG is open to all Valentine patients and their carers who are registered with Valentine Health Partnership, offering GP services across 3 GP surgeries in the Royal Borough of Greenwich serving 24,000 patients. There are currently 85 registered PPG members (March 2015) who participate and engage with the group and the practice as much as their working patterns or responsibilities allow: some members may attend both monthly meetings, some just one while some remain the virtual members being part of the online community and participating when the topic of their special interest may be discussed.

The PPG meetings were regularly held every month throughout the 2014/2015 on first Friday of the month at 11:30 am and every 3rd Saturdays at 10am. The meetings are held at Ferryview Health Centre lasting for approximately 3 hours including the lunch.

The PPG membership leaflets are prominently and at all times displayed across all 3 surgeries. The membership leaflet is also available from the PPG area of the Valentine Health Partnership website:

http://www.valentinehealth.org.uk/Patient_Participation_Group.php

Patients are welcome to speak to the receptionists on the phone or in person about becoming a member and information will be passed to the appropriate person. Should patients require further information a dedicated PPG member of staff will call the patient back and discuss the membership in more detail.

At its early forming stage the PPG members always felt it important to facilitate the engagement with the following large three groups of Valentine Patients:

- i) Young mothers with babies and toddlers
- ii) Working Patient Population who may not be able to attend usual Friday meetings
- iii) Young people

The Valentine patient population is very young as almost 60% of the patient population is under 35 years old. The practice and the PPG know it is hard to attract and engage with young (and usually healthy) patients and therefore efforts have been made to recruit young people at the surgery when attending the dedicated sexual health clinics. The campaign was undertaken by their peers from the reception team with a view to establish a better rapport and establish better understanding of the PPG however as per attached demographic analysis below the results were of limited success. The PPG membership has proposed to approach local colleges to raise the awareness of the Patient Participation in the NHS and eventhough it may not be specific to only Valentine Patients to lobby the local colleges and schools to include the awareness as part of their civic education.

With a view to facilitate engagement from the young people and the patients working regular working hours (Monday to Friday , 9am to 5pm) the PPG membership remained committed to continue organising the monthly PPG meetings on Saturdays in addition to Fridays and hopes to continue to do so during 2015/2016. Eventhough the Friday meetings seem to be better attended, they should not be seen as the main meeting as both contribute to the improvements of how the practice is run from different patient population' views.

An additional group of patients targeted, to improve better engagement, is young parents with the babies or toddlers of up to 5 years old. As Valentine directly provides the Health Visiting service to all under 5 years old registered children it is of equal importance to hear from this specific group. The PPG had always had a close relationship with the Health Visiting Service and has invited the members of the team to participate at the meetings. The Health Visiting team has further engaged with the PPG and has provided PPG membership leaflets to the families being visited or attended the clinics at Ferryview. The Saturday walk in well-baby clinic further facilitates attendance of the PPG meeting at 10:00 am, eventhough attending with the baby may well be a challenge. Some of the regular PPG members are grandmothers who have regular contact with the Health Visiting Service and other Children services and therefore consistently contribute to the improvements of the services being specific to this age group by their representative voice at the Friday or Saturday PPG meetings.

The attached demographic analysis (Table 1) shows that the current PPG membership is closely aligned to the overall practice population ethnicity profile while male patients are slightly under-represented. When analysing the group of members who have regularly attended the PPG face-to-face meetings during 2014/2015 the representation is much closer to that of the overall patients population (26 PPG members attended meetings during 2014/2015 of which 16 (60%) were female and 10 (40%) were male). One would conclude that the PPG membership shows sufficient representation when compared with 3 different demographic criteria (age, sex and ethnicity) of the overall patient population and where less successful representation has been achieved the PPG is taking active steps to engage such groups.

Table 1: Sex, Age and Ethnicity analysis of the Patient Population

Detail the gender mix of practice population and PPG:

	Male	Female	Total:
Practice (patients)	11973	12316	24289
Practice (%)	49.29%	50.71%	100.00%
PPG (patients)	24	61	85
PPG (%)	28.24%	71.76%	100.00%

Detail of age mix of practice population and PPG:

	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75	TOTAL:
Practice (patients)	6578	2428	5176	4274	2996	1544	763	530	24289
Practice (%)	27.08%	10.00%	21.31%	17.60%	12.33%	6.36%	3.14%	2.18%	100.00%
PPG (patients)	0	1	19	22	14	11	16	2	85
PPG (%)	0.00%	1.18%	22.35%	25.88%	16.47%	12.94%	18.82%	2.35%	100.00%

Detail the ethnic background of practice population and PPG:

	White				
	British	Irish	Gypsy or Irish traveller	Other white	SUB - TOTAL:
Practice (patients)	1598	155		3485	5238
Practice (%)	7.48%	0.73%	0.00%	16.30%	24.51%
PPG (patients)	16	0	1	0	17
PPG (%)	18.82%	0.00%	1.18%	0.00%	20.00%

Mixed/ multiple ethnic groups					
White &black Caribbean	White &black African	White &Asian	British:	Other:	SUB - TOTAL:
237	369	109	4737	246	5698
1.11%	1.73%	0.51%	22.16%	1.15%	26.66%
0	0	0	18	0	18
0.00%	0.00%	0.00%	21.18%	0.00%	21.18%

	Asian/Asian British						
	Indian	Pakistani	Bangladeshi	Chinese	British	Other	SUB - TOTAL:
Practice (patients)	494	184	185	546	11	1619	3039
Practice (%)	2.31%	0.86%	0.87%	2.55%	0.05%	7.57%	14.22%
PPG (patients)	4	0	0	1	0	4	9
PPG (%)	4.71%	0.00%	0.00%	1.18%	0.00%	4.71%	10.59%

Black/African/Caribbean/Black British			
African	Caribbean	Other Black	SUB - TOTAL:
5984	525	434	6943
28.00%	2.46%	2.03%	32.48%
27	11	0	38
31.76%	12.94%	0.00%	44.71%

Other		
Arab	Any other	SUB - TOTAL:
6	451	457
0.03%	2.11%	2.14%
0	3	3
0.00%	3.53%	3.53%

TOTAL:
21375
100.00%
85
100.00%

PRIORITIES AND THE 2015 PPG SURVEY

With view to carry out the annual PPG survey during months of January and February 2015 the PPG membership and the practice discussed the content of the survey during the regular December 2014 and January 2015 PPG meetings. The membership felt the issue of improved communication between practice and the patients should be a priority and is to be tested as part of the survey, following the previous discussions with the practice to set up a communication working group. The communication working group is to address several suggestions and shortcomings noted during the PPG monthly discussions through the 2014-2015 PPG cycle and the PPG received support from the partnership during the September 2014 joint meeting to set up such group. Both parties agreed communication remains weak and in order to improve patient satisfaction, improve the health outcomes, promote effective use of resources and promote self-help seeking wider patient' view will be crucial.

As the issue of communication has been discussed throughout the year and is equally important to the practice the following priority areas have been identified to include in the survey:

- i) Test awareness of Patient Access (EMIS Online where patients can book appointments, order medication and correspond with the practice online).
- ii) How important it is to patients to have readily available information about the services offered
- iii) How important it is to patients to be informed about the delays and late run clinics
- iv) How feasible may be the "Airport" system of informing who is next and which clinics are delayed
- v) How important is clear signage and clear instructions on how to e.g. self-check-in to prevent patients waiting in the queue
- vi) Test awareness of On-Line consultations

Furthermore it was equally important to the PPG members and the practice to test satisfaction of the Reception Services, Appointment System, Repeat Prescription Service as well as the physical environment of the practice.

Further suggestion during the PPG meetings was to test perception of how Disability Friendly and complaint the practice is in the eyes of the patients attending the practice.

The priority areas of COMMUNICATION and SERVICE SATISFACTION were agreed to be included in the 2015 PPG survey under the following heading:

- i) APPOINTMENTS
- ii) CHANGES

Further heading of REPEAT PRESCRIPTIONS was to test satisfaction with the service, awareness of the Electronic Prescribing and assessment of how damaging the withdrawal of the repeat Prescription request facility over the phone, as proposed by the practice and consulted with the PPG may be. The Patient Survey content and layout was finalised and agreed at the Friday and Saturday January 2015 PPG meetings and the survey started on Monday 19th of January for 4 weeks.

The survey was carried out by the PPG members during the normal opening hours across all 3 surgeries taking into consideration proportion of consultation carried out per each surgery in order the survey to remain representative. Receptionists were involved in handing out the survey during the same period but only during the Extending Opening Hours and on Saturdays. The survey was also available from reception desks throughout the survey period. The PPG members produced a script for the members involved in the survey, promoting the PPG and encouraging the patients to become members. Some PPG members took copies of the survey to the housebound patients they know. The survey in essence captured the satisfaction of the services received during the period of the survey while past experience clearly influenced the responses and suggested areas of priority to improve.

Table 2: The 2015 PPG Survey

VALENTINE HEALTH PARTNERSHIP 2015 PATIENT SURVEY

This survey is designed to find out which parts of our service are good and which need to be improved. It has been discussed and agreed by our patients through the Patient Participation Group

APPOINTMENTS – please tick a relevant box to all questions below

	Excellent	Good	Satisfactory	Poor	Very poor	No view	Not applicable
Getting through on the phone 8am – 11am							
Getting through on the phone 11am – 6.30pm							
Booking an appointment on-line (EMIS)							
Getting an appointment at a time convenient to you							
Using the automatic check-in at the surgery							
Helpfulness of the receptionist							
Quality of the waiting area							
Information provided about any delays							
Number of days needed to get an appointment to see a doctor/ practitioner							
Time waited after the booked time to see a doctor/ practitioner for a pre-booked appointment							
Time waiting to see a doctor/ practitioner at a drop-in clinic							
The duty doctor system for urgent problems (doctor will phone back, discuss the problem and offer a same-day appointment if necessary)							
<i>Any more details/problems/good experiences or suggestions</i>							

REPEAT PRESCRIPTIONS – please tick a relevant box to all questions below

<i>* We're very sorry but Greenwich CCG's prescribing policy no longer allows us to take repeat prescription orders over the phone. You should be able to ring your chemist and they will be able to order repeat items for you. Will this give you a problem? <input type="checkbox"/> Yes <input type="checkbox"/> No</i>	Excellent	Good	Satisfactory	Poor	Very poor	No view	Not applicable
Getting a repeat prescription in the surgery							
Getting a repeat prescription by phone*							
Getting a repeat prescription on-line (EMIS)							
Getting repeat prescriptions automatically through a chemist							
Being reminded about your annual review							
Having your prescription delivered to your home by your chemist							
<i>Any more details/problems/good experiences or suggestions</i>							

INFORMATION

Where do you find out about Valentine services? (Please tick all that apply)

- Phone the surgery Leaflet in the surgery Notice in the surgery Letter from the surgery
 Told by doctor/practitioner Told by receptionist Web Other

Any more details/problems/good experiences or suggestions

NEW WAYS OF CONSULTING

Do you have access to internet? Yes No

We can now offer on-line and telephone consultations.

(For more information see www.valentinehealth.org.uk/Consult_from_Home.php)

Did you know about on-line and telephone consultations? Yes No

Have you used an on-line consultation already? Yes No

How likely are you to use an on-line service

- Very likely Quite likely Quite unlikely Very unlikely Would not use

CHANGES

These are some changes that have been suggested. What are your priorities?

THE WAITING AREA

Please put 1 next to the most important for you, 2 the next and so on. Leave out any that you have no view about.

- A children's area with children's TV and toys and/ or pencils and paper
 A child-free area
 A quiet area
 Clearer signs to show where to log in automatically and where to queue for reception
 More seats
 Information about Valentine services
 Information on how late clinics are running
 Information about who will be next

OPENING TIMES

The government are encouraging us to open longer. Which of these options would help you?

- 8.00am – 6.30pm Mon to Fri is fine for me
 Appointments on Saturdays would help me
 Appointments on Sundays would help me
 Appointments in the evening until 8pm would help me

DID NOT ATTEND

FOR DISABLED PATIENTS

Disability: Do you have a disability? Yes No

How satisfied are you with the service provided by Valentines?

- Very satisfied Quite satisfied Quite dissatisfied Very dissatisfied

Things you like *AND/ OR* Things you would like us to change *AND/ OR* Ways we could serve disabled patients better.

FOR ALL PATIENTS

ANY OTHER COMMENTS ABOUT THE VALENTINE PRACTICE

Things you like *AND/ OR* Things you would like us to change

Thank you for your time. We will use your information to improve our service to patients.

Join us

Do join us in the Valentine patient participation group.

Two different groups meet on either the first Friday of the month (11:30 - 2:30) OR the third Saturday of the month (10:00 – 1:00) at Ferryview.

Please find the leaflet and application form in the leaflet dispensers across all our surgeries and online http://www.valentinehealth.org.uk/Patient_Participation_Group.php or simply call the surgery or drop us a line by e mail to GRECCG.ValentinePMS@nhs.net

You are most welcome at either meeting (or both). Please check with the surgery as occasionally the dates are changed.

Patient Survey Results

The practice analysed the results and presented survey results to the PPG members at the regular Friday and Saturday PPG meetings during months of February and March 2015. The APPOINTMENT AND REPEAT PRESCRIPTION sections were seeking to assess the satisfaction with various aspects of the service delivered by the practice. The ratings available to the respondents were Excellent, Good, Satisfactory, Poor and Very Poor. For the purpose of measuring the overall percentage satisfaction the Excellent, Good and Satisfactory ratings were deemed as SATISFACTION with the service while POOR and VERY POOR amounted to percentage DISATISFACTION with the service.

The CHANGES section however requested to rate the importance of the proposed changes between 1 and 8 where proposed change rated 1 was very important to be carried out and change rated 8 was least important to the respondent. The score of all questionnaires has been averaged and the lower the average score the more important the changes are to the patients.

The changes to the appointment times simply measured how many of the respondents are happy with the current opening hour's arrangements or may possibly wish to see further extension to opening hours.

TABLE 3: SURVEY RESULTS:

APPOINTMENTS:

	Excellent	Good	Satisfactory	Poor	Very poor	No view	Not applicable	Left Blank	TOTAL:
Getting through on the phone 8am – 11am	23	51	58	12	10	1	6	5	166
Getting through on the phone 11am – 6.30pm	14	54	56	13	7	4	9	9	166
Booking an appointment on-line (EMIS)	11	17	15	8	6	28	51	30	166
Getting an appointment at a time convenient to you	14	33	38	34	30	3	3	11	166
Using the automatic check-in at the surgery	57	51	23	6	6	2	9	12	166
Helpfulness of the receptionist	58	59	34	5	2	1	0	7	166
Quality of the waiting area	22	64	50	12	8	0	0	10	166
Information provided about any delays	13	32	38	41	25	2	2	13	166
Number of days needed to get an appointment to see a doctor/ practitioner	6	22	30	52	40	1	0	15	166
Time waited after the booked time to see a doctor/ practitioner for a pre-booked appointment	9	35	55	42	15	1	0	9	166
Time waiting to see a doctor/ practitioner at a drop-in clinic	9	25	50	20	22	3	16	21	166

The duty doctor system for urgent problems (doctor will phone back, discuss the problem and offer a same-day appointment if necessary)	30	61	35	12	6	1	8	13	166
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	Excellent	Good	Satisfactory	Poor	Very poor	Total Satisfactory to Excellent	Total Very Poor to Poor	% Satisfaction (Satisfactory to Excellent)	Dissatisfaction (Poor and Very Poor)	TOTAL: %
Helpfulness of the receptionist	58	59	34	5	2	151	7	96%	4%	158
Using the automatic check-in at the surgery	57	51	23	6	6	131	12	92%	8%	143
The duty doctor system for urgent problems (doctor will phone back, discuss the problem and offer a same-day appointment if necessary)	30	61	35	12	6	126	18	88%	13%	144
Quality of the waiting area	22	64	50	12	8	136	20	87%	13%	156
Getting through on the phone 11am – 6.30pm	14	54	56	13	7	124	20	86%	14%	144
Getting through on the phone 8am – 11am	23	51	58	12	10	132	22	86%	14%	154
Booking an appointment on-line (EMIS)	11	17	15	8	6	43	14	75%	25%	57
Time waiting to see a doctor/ practitioner at a drop-in clinic	9	25	50	20	22	84	42	67%	33%	126
Time waited after the booked time to see a doctor/ practitioner for a pre-booked appointment	9	35	55	42	15	99	57	63%	37%	156
Getting an appointment at a time convenient to you	14	33	38	34	30	85	64	57%	43%	149
Information provided about any delays	13	32	38	41	25	83	66	56%	44%	149
Number of days needed to get an appointment to see a doctor/ practitioner	6	22	30	52	40	58	92	39%	61%	150

REPEAT PRESCRIPTIONS:

	Excellent	Good	Satisfactory	Poor	Very poor	No view	Not applicable	Left Blank	TOTAL:
Getting a repeat prescription in the surgery	41	50	25	6	3	10	15	16	166
Getting a repeat prescription by phone*	17	31	21	13	3	18	38	25	166
Getting a repeat prescription on-line (EMIS)	7	18	17	10	2	28	58	26	166
Getting repeat prescriptions automatically through a chemist	30	30	28	12	3	15	28	20	166
Being reminded about your annual review	23	34	22	18	3	16	22	28	166
Having your prescription delivered to your home by your chemist	14	20	11	5	2	24	59	31	166

	Excellent	Good	Satisfactory	Poor	Very poor	Total Very Poor to Excellent	Total Satisfactory to Excellent	Total Very Poor to Poor	% Satisfaction (Satisfactory to Excellent)	% Dissatisfaction (Poor and Very Poor)
Getting a repeat prescription in the surgery	41	50	25	6	3	125	116	9	92.80%	7.20%
Getting a repeat prescription by phone*	17	31	21	13	3	85	69	16	81.18%	18.82%
Getting a repeat prescription on-line (EMIS)	7	18	17	10	2	54	42	12	77.78%	22.22%
Getting repeat prescriptions automatically through a chemist	30	30	28	12	3	103	88	15	85.44%	14.56%
Being reminded about your annual review	23	34	22	18	3	100	79	21	79.00%	21.00%
Having your prescription delivered to your home by your chemist	14	20	11	5	2	52	45	7	86.54%	13.46%

CHANGES:

	A children's area with children's TV and toys and/or pencils and paper	A child-free area	A quiet area	Clearer signs to show where to log in automatically and where to queue for	More seats	Information about Valentine services	Information on how late clinics are running	Information about who will be next	8.00am – 6.30pm Mon to Fri is fine for me	Appointments on Saturdays would help me	Appointments on Sundays would help me	Appointments in the evening until 8pm would help me
TOTAL SCORE	183	184	153	179	177	173	154	141	59	79	42	85
LEFT BLANK	74	107	106	111	95	101	79	99	N/A	N/A	N/A	N/A
ALL EXCL BLANK	92	59	60	55	71	65	87	67	N/A	N/A	N/A	N/A
AVERAGE SCORE	1.99	3.12	2.55	3.25	2.49	2.66	1.77	2.10	36%	48%	25%	51%

Patient Survey Action Plan

The Survey findings were discussed at the regular Friday meeting of 6th of March and regular Saturday meetings of 21st February and 21st of March 2015. Preliminary results were also presented to the PPG members on Friday 6th of February for early discussion and suggestion of the actions arising from the survey results. The members had opportunity to attend one of the four meetings at which the survey results were discussed and the action plan which arose from those four meetings underpins the response to the 2015 PPG survey results and clearly defines the action plan which will closely monitored for progress by the PPG membership and the practice at each meeting during 2015/2016 PPG year.

ACTION PLAN

PRIORITY HEADING	DETAIL AND BACKGROUND	DETAIL OF THE ACTION TO BE TAKEN,	WHO TO MONITOR PROGRESS AND COMPLETED BY DATE
Communication	Screen in reception with Power Point messages for ease of changing the messages	Messages about the services provided by Valentine to be designed and projected on the dedicated screen in reception - special attention paid to seasonal services (e.g. flu vaccination)	PPG & practice representative - 1st October 2015
Communication	Screen in reception with Power Point messages for ease of changing the messages	Messages about the Did Not Attend Appointments - preferably with positive tone rather than negative tone. Example: "We offered Xnumber of appointments last week and thank you to Xnumber of patients who attended the appointments"	PPG & practice representative - 1st October 2016
Communication	Website - even though a great progress has been made during 2014/2015 and the website content is now much improved the patients suggested further amendments with view to improve navigation and user friendliness of the users (especially patients)	PPG members to ascertain the ease of use, relevance and prominence of the material and shortcomings. The proposal to feedback to practice who will update the website with view to improve ease of navigation and relevance of the material for the patients	PPG & practice representative - ongoing but progress made by 01.10.2015
Communication	Website especially updated about new ways of requesting medication and explanation why over the phone requests no longer available.	Promoting the Electronic Prescribing and Patient Access with greater ease of use	PPG & practice representative - ongoing but progress made by 01.10.2015
Communication	PPG Members in response to the PPG survey aware that not everyone have access to computer and therefore the PPG Notice Board and the Leaflet Dispensers retained at the practice	Practice to redesign the leaflet dispensers and working with the PPG which leaflets to be displayed and maybe run monthly awareness campaigns (in connection with the screen messages in the surgery). Consideration taken for patients who may need a larger print font of the leaflets.	PPG & practice representative - 1st October 2019
Communication	The PPG members felt important to communicate the positive results of the survey while seek to improve the less well rated part of the service provided by the Valentine	A poster highlighting the high satisfaction with the Reception and Customer Team and the Duty System. The poster also includes positive messages from the Family and Friends test.	PPG & practice representative - ongoing but progress made by 01.10.2015
Communication	High satisfaction with the Reception team however the survey and the PPG members noted the service may not be always consistent.	Practice to offer additional Customer Training and engage into shadowing and coaching of the reception team	PPG & practice representative - 1st October 2021
Communication	The Duty system satisfaction high however patients sometimes not aware of the true purpose and capacity of this service	Better information available to the patients about the Duty System to raise awareness of suitable health concerns resolved over the phone as well as to prevent false expectations of issues not being able to be resolved over the phone	PPG & practice representative - 1st October 2022

Communication	Only 2% of the patients population is subscribed to Patient Access and the low awareness is shown in the survey as 80% of the respondents did not have opinion of Patient Access	The PPG members recognise that a large proportion of patients may not have access to secure internet however the Patient Access needs to be promoted through the PPG noticeboard, the Screen Messages, Leafleting , website and by word of mouth by receptionists and clinicians alike	PPG & practice representative - ongoing but progress made by 01.10.2015
Communication	Requesting Prescription by Patient Access	It was noted by the patients and the PPG members using the service that it is unclear whether submission for repeat prescription has been successfully sent as no message displayed or confirmation e mail received. The practice to request feedback from Emis or lobby Emis to build into Patient Access Prescription request an automatic feedback e mail to the patient.	PPG & practice representative - 1st October 2024
Communication	The 2015 PPG survey so far "measured the satisfaction of the service during the survey period in January and February" however the PPG members felt specific groups should be re-surveyed during the year for their specific response to their specific needs	Parents with young children , over 65 and Diabetic Long term Condition has been chosen by the PPG for targeted surveying during the year	PPG & practice representative - 1st October 2025
Communication	High Satisfaction with the Self Check in system however at the same time high desire expressed to improve communication about the self-check in use and queuing system	Improve the signage for queuing and self-check in system clearly explains how to self-check in to prevent queuing and also explain when self-check in not suitable. The Queuing system clearly designed and better signage required.	PPG & practice representative - 1st October 2026
Communication	Under the "Changes" section of the survey the proposed "Information to patients how late the clinics are running " scored highest result. The PPG suggested an airport system where all clinics run simultaneously are shown with details whether on time or delayed, details of the delay and who is next.	The practice is not aware such system is available from the Clinical System provider (Emis) and therefore at first instance it was agreed to request from Emis any possible solutions in place already. If no similar solutions are in place the PPG wishes to lobby the EMIS for such solution to be developed in the future. At this stage the practice and the PPG agreed such system is not available yet.	PPG & practice representative - 1st October 2027
Communication	One of the biggest achievements during 2014/2015 was to initiate a daily Children Walk In Service for children up to 16 years of age. The PPG members and the practice alike was surprised with the lower than expected satisfaction level of the service while it remains extremely popular seeing up to 60 children a day	The PPG members felt the perceived dissatisfaction arises from the waiting time which can be sometimes up to 2 hours. As this is a walk in service and the demand can be unpredictable the longer waiting times are sometimes unavoidable due to the nature of the walk in service. It was proposed to develop a message board informing parents of the current waiting time which will also act as a compromise at this stage as full "airport" appointment delay information not being available from EMIS as above.	PPG & practice representative - 1st October 2028
Communication	Children Walk In Clinic	Establish Capacity and Waiting times for a period and communicate to the patients as part of the communication drive.	PPG & practice representative - 1st October 2029
Changes	Reception Area: more seats required scored high desirability in the survey by the patients	As the service is growing and especially the popularity of the walk in service the practice recognises the seating capacity should expand accordingly and therefore additional seating areas will be provided during the 2015/2016	PPG & practice representative - 1st October 2030

Changes	Children area: as the children services have grown during last 12 months the children area needs to expand for the benefit of the children as well as being moved to provide quieter area elsewhere in the waiting area of Ferryview	A new dedicated children area to be created while in the opposite part of the building a Quiet area to be made available. The Quiet area to be clearly marked asking patients to respect its underlying purpose.	PPG & practice representative - 1st October 2031
Appointments	Low satisfaction with the Access to scheduled appointments	The Practice maintains the ratio of registered patients per full doctor at 1,900 as discussed with the PPG members in the past. The ratio excludes the GP trainees. The Practice intends to maintain the ratio during 2015/2016 while continue redesigning the service in such way where limited resources are allocated to the areas of the GP services most needed.	PPG members to monitor maintenance of the ratio monthly
Appointments	Low satisfaction with the Access to scheduled appointments	The Practice and the PPG membership is fully aware of the wasted resources arising from up to 10% of the appointments being booked and not attended (DNA). The PPG and the practice will continue working on possible solutions how to better manage the DNA rate which can be up to 600 Doctors appointments a month and further 400 appointments with other clinicians (Nurses, immunisations and HCA appointments).	PPG & practice representative - report of actions devised and results achieved by 1st October 2031

Previous Year's Action Plan and Update

During the 2014/2015 the following change to the services has taken place and full agreement has been sought and received by the PPG:

- i) Relocation of the Shooters Hill Road Surgery to the Holburne Road from 1st of April 2015 has been agreed between by NHS England. The surgery will serve existing Shooters Hill and other Valentine patients from much improved premises of former Shooters Hill Medical Centre and will be open as follows:

Normal Opening Hours will be Monday to Friday 8:00am till 6:30 pm. The Surgery will be closed weekends and bank holidays except every 2nd Saturday of the month where GP and Nursing appointments will be offered as part of the Extending opening hours scheme. Further late appointments will be offered every Wednesday between hours of 6:30 and 8:00 pm.

- ii) Part of the GP resources have been transferred into a Children Walk-in Clinic operating from Ferryview daily Monday to Friday during hours of 10:00 am and 1:00pm. The clinic is extremely popular and is offered to children under the age of 16. During the year further resources have been allocated to the Walk IN scheme to preserve the clinical safety of the clinics due to its popularity and regular high attendance.
- iii) Following feedback from the older patients during the 2013/2014 we felt it would be beneficial to set up an Over 65 dedicated clinic on Thursdays afternoon to address the issues raised. The Over 65 clinic has been regularly held from July 2014 every Thursday afternoon and well attended. The PPG members feel further communication is needed to promote the new dedicated clinic.

Appointments:	Annual Medication Review Satisfaction	The practice has taken active steps to implement an effective Annual Medicine Review System and the satisfaction has increased to 79%
Appointments:	Did Not Attend	The PPG and the Practice took active steps to remind patients each appointment booked and not attended is a loss of appointments which could be offered to other patients. Unfortunately the DNA rate has not improved and the Practice and the PPG members are currently discussing a new policy which will regulate persistent failure to cancel appointments if no longer needed.
Appointments:	Late Run Clinics	The PPG has continued to engage with the practice and produced a comprehensive report about late run clinics being presented to the management group by the chair Geoff Sheath in February 2015. The work to reduce the occurrence of late run clinics continues while both sides are aware that patients very often need more than 12 minutes to deal with the medical issue presented during consultation effectively.
Appointments:	Late Run Clinics	EMIS does not provide a system of reporting similar to those seen at the "airports". The PPG and the surgery continue to engage as the issue has been highlighted by the 2013/2014 survey as very important to patients and in the 2014/2015 action plan the PPG intends to lobby the EMIS to consider the issue and seek solution
Communication	Quarterly Newsletter	Only a draft Newsletter has been produced - the idea of a newsletter in probably less ambitious and abbreviated format to be taken forward to 2015/2016
Communication	"Friends of Ferryview"	The initiative was of limited success during 2014/2015 yet it hopes to engage more fully in 2015/2016 Flu Season campaign and Relocation of the Shooters Hill Road Surgery

Opening Hours of our Surgeries

Ferryview Health Centre: Monday to Thursday 8:00am to 8:00 pm, Friday 8:00am to 6:30 pm

Shooters Hill Road Surgery: Monday to Friday 8:00 am to 6:30 pm

Frances Street Surgery: Monday to Friday 8:00am to 1:00 pm

Telephone access available to all sites on 0208 319 5400: Mon to Friday 8:00am to 6:30 pm

The surgeries are closed on weekends and bank holidays. The Out Of Hours cover is available by calling 111 which is a free number from landlines and mobile phones.

The routine appointments available to pre-book up to 4 weeks in advance. Same day requests and emergency requests are assessed by the Duty Doctor system daily 8:00 am to 6:30 pm.

Extended Hours Access (EoH)

The Extended Hours are available: Mon to Thursday at Ferryview Health Centre 6:30pm to 8:00pm. EoH offer GP and Practice Nursing appointments prebookable up to 4 weeks in advance. The clinicians provide EoH sessions as per rotating rota system to enable all patients to see their preferred clinician and therefore the system fully supports the Continuity model the Surgery promotes and encourages patients to embrace.

This report is available on the Valentine Health Partnership website

http://www.valentinehealth.org.uk/Patient_Participation_Group.php and is also available on request in printed format.

Please request large print should you feel the report may be easier to read.

VALENTINE HEALTH PARTNERSHIP PPG

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PPG Monthly Meetings:

An e mail reminder is sent by e mail 3 days before every meeting including the Agenda for the meeting and the Minutes of previous meeting. Meetings are held every month on 1st Friday of the Month at 11:30 am and 3rd Saturday of the month at 10:00 am. Meetings last approximately 2.5 hours. If 1st Friday or 3rd Saturday of the month is on or around a bank holiday the dates may be changed with prior agreement and changes notified by e-mail to all PPG members. Should members not have access to the e mail they are welcome to request a reminder by text or post.

Date of the Report: 31st March 2015

Data extracted and collated from: The PPG meetings records, the 2015 Patient survey analysis and results, the PPG promotional material and brief, attendance of the PPG meetings (Agendas and Minutes)