

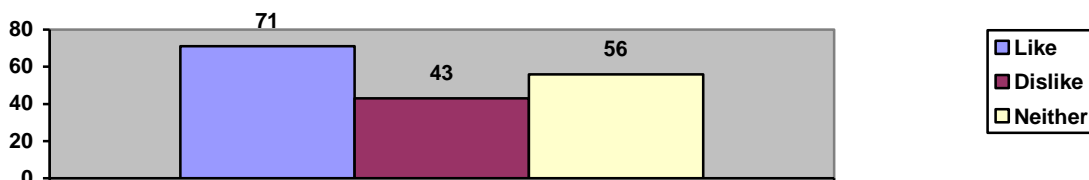
Results of the Hammersmith Surgery's Patient Survey, carried out between 14th January and the 28th January 2013

200 Questionnaires were given out to patients, 170 were completed and returned

A report will be published and will be available on the website www.thehammersmithsurgery.co.uk. Paper copies will also be available at reception

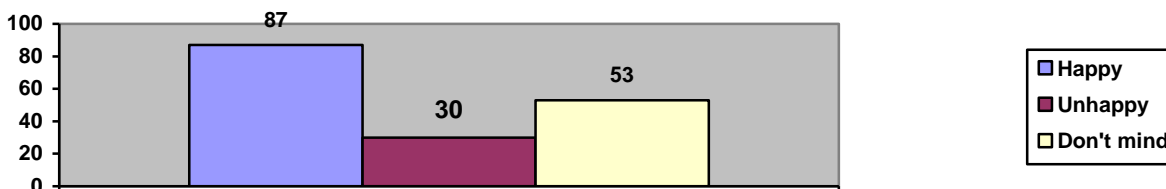
SELF CHECK IN SYSTEM

Have you found the system helpful?



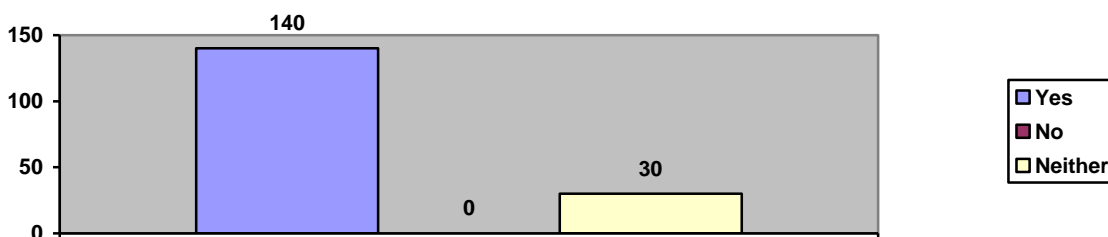
PATIENT CALL SYSTEM

Do you have an objection to your name being displayed electronically in the waiting room ?



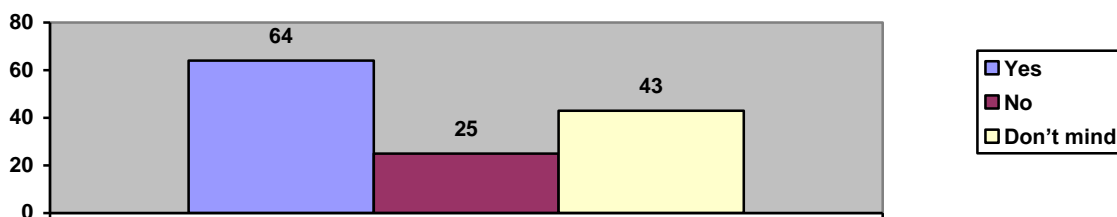
TELEPHONE NUMBER

We changed our telephone number from 0844 to a 0208 number, has this been helpful?



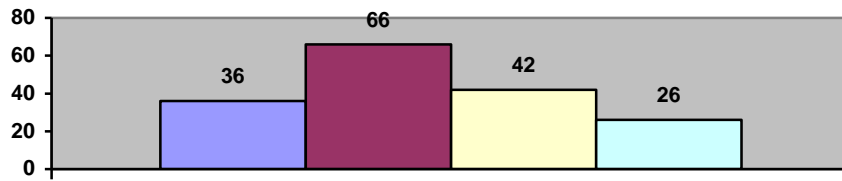
APPOINTMENT AVAILABILITY

Are you able to get an appointment when need one ?



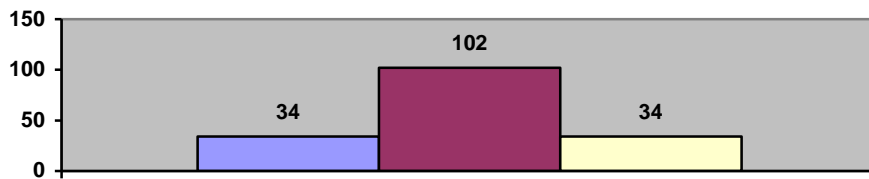
WAITING ROOM

Do you find the waiting room user friendly ?



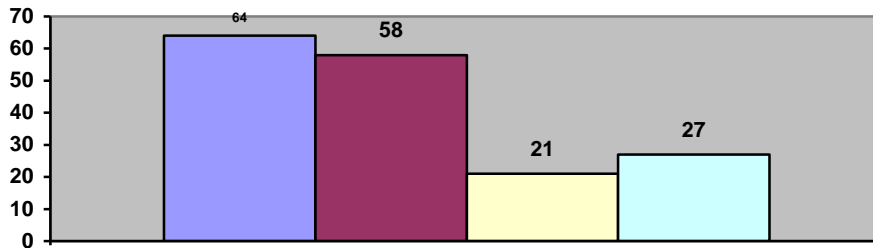
WAITING TIMES

Is the waiting time to see a Dr/nurse acceptable to you ?



PATIENT EXPERIENCE

On your most recent visit to the surgery, were you happy with the outcome ?



Patent Participation Report for the 'Hammersmith Surgery' January 2013

We are pleased to publish this report to share with you what we are doing well and not so well – This is an opportunity to work in collaboration with the 'Patients Representative Group' Working together we can influence the growth of our patient focussed services.

Introduction:-

The PGR is now in its second year, the patient group has increased to nine members, we meet four times a year and would welcome any new members.

Our focus for this current survey was 'Patient Experience'

Survey answers:-

What was your experience of your most recent visit to the Surgery

- 25% of patients surveyed would rather speak to a receptionist than use the 'Self check in system'
- 42% of patients surveyed preferred to use the 'Self check in system'
- 33% of patients surveyed did not have an opinion
- 51% of patients surveyed were happy to have their name showed electronically displayed in the waiting room
- 18% of patients surveyed were not happy having their name electronically displayed
- 31% of patients surveyed did not have an opinion either way
- 82% of patients surveyed find the change in the 0844 telephone number to an 0208 positive
- 18% of patients surveyed did not have an opinion either way
- 32% of patients surveyed were happy with the appointment availability
- 25% of patients surveyed were not happy with the appointment availability
- 43% of patients surveyed did not have an opinion either way
- 39% of patients surveyed found the waiting room a good comfortable environment
- 31% of patients surveyed found the waiting room an excellent comfortable environment
- 25% of patients surveyed found the waiting room a fair comfortable environment
- 60% of patients surveyed found the waiting times to see a Dr/Nurse with a booked appointment fair
- 20% of patients surveyed commented there were seen quickly by a Dr/Nurse with a booked appointment
- 20% of patients surveyed found the waiting times to see a Dr/Nurse too long
- 38% of patients surveyed were overall happy with the services provided by the surgery
- 34% of patients surveyed were fairly happy with the services provided by the surgery
- 12% of patients surveyed were not happy with the services provided by the surgery
- 16% of patients surveyed did not have an opinion

Action plan – Agreed with the PRG

- Some in house road shows are planned to demonstrate how the self check in works and the advantages to checking in on line
- Patient call system – Practice currently working with suppliers

- 0844 telephone no. replaced with 0208 no. the practice will continue to monitor the changes
- Waiting time to see a Dr/Nurse (when you have booked an appointment) we are currently doing some work around time management, One Dr is trialling 15 minute appointments (this will not reduce capacity)
- Appointments availability – ongoing audit work around supply and demand, we have increased PM appointment capacity and will continue to monitor
- Waiting room – Looking at children’s electronic play boards and looking to introduce an pram/buggy park
- Patient experience – An overall of all services provided by the practice to begin April 2013

The survey and report will be published and available on line www.thehammersmithsurgery.co.uk. Paper copies will be available at reception

THE HAMMERSMITH SUGRERY - PRACTICE POPULATION PROFILE

Show how the practice demonstrates that the PRG is representative by providing information on the practice profile:

| | | |
|--|--|---|
| Age:- 0 - 102 | Sex:- Male: 4559 Female: 5227 | Ethnicity:- White:- 5186 Asian:- 782 Black:- 380 Mixed Race:- 381 Other Ethnic Groups:- 381 Unknown:- 1565 |
| Working patterns of patients | Levels of unemployment:- 8% across LBHF | Carers:- 104 Recorded |
| Care groups, e.g. Nursing Homes, Learning Disability Community, Mental Health Groups | Other | |

THE HAMMERSMITH SURGERY - PRG PROFILE

Show how the practice demonstrates that the PRG being is representative by providing information on the PRG profile

| | | |
|--|-------------------------------|--|
| Age: 27 - 74 | Sex:- 6 Female 3 Male | Ethnicity:- 5 White 1 Mixed Race 2 Asian 1 Black |
| Working patterns of patients:- 6 patients in full time employment, 3 in part time employment | Levels of unemployment:- 0 | Carers:- 0 |
| Care groups, e.g. Nursing Homes, Learning Disability Community, and Mental Health Groups. | Other 0 | |

DIFFERENCES BETWEEN THE PRACTICE POPULATION AND MEMBERS OF THE PRG

Please describe variations between the group and what efforts the practice has made to reach any groups not represented.

The dynamics of the group has changed since last year, so this is a positive, unfortunately the groups that are currently not represented are difficult to bring on board, we are looking to run a couple of in house road shows to try and engage with these groups. Our objective remains the same to have a cross section of registered patients.

VALIDATE THE SURVEY AND ACTION PLAN THROUGH THE PATIENT PARTICIPATION REPORT

SURVEY

Please describe how the priorities for the survey were agreed with your PRG:-

We used our suggestion box, comments on the website, PALS, Team meetings

Having established the priorities, please describe how the questions were developed, e.g. Survey Monkey, NAPP website, etc.

Information gathering, not just one website

Please describe how you carried out the survey?

Questionnaires were made available to all clinicians, nurses, reception, District Nurses, Health Visitors, Patients had the option of either posting back (SAE enclosed) or placing them in a secure box at reception, 200 were handed out, 170 completed

Please specify the dates the survey was carried out: 14.01 – 28.01.2013

What were the survey results? Overall the survey demonstrated a level of satisfaction, but there are areas to be improved

- Patient self check in – 42% of patients surveyed found this helpful
- An electronic patient call system, to support the self check in – 51% of patients surveyed did not object to their information being displayed on a screen
- Changes to the 0844 telephone number – 82% of patients surveyed felt this was a positive improvement
- How long to you have to wait to see a Dr/Nurse (when you have a booked appointment) 80% of patients thought any wait was fair
- Appointment availability – 25% of patients surveyed were not happy with the current system
- Waiting room – 60% of patients surveyed found the waiting room to be excellent/good
- Patient experience – 16% of patients surveyed had a positive experience, 34% found the experience to be satisfactory

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| ACTION PLAN |
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| <p>Please describe how you agreed the action plan with the PRG?</p> <p>A f/up meeting was scheduled, 7 of the PGR attended on the 8th March</p> |
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Please include a full copy of the agreed action plan. The main actions were:

- Some in house road shows are planned to demonstrate how the self check in works and the advantages to checking in on line, it was agreed with the PGR this would never replace face to face contact, but could offer choices
- Patient call system – currently working with suppliers
- 0844 telephone no. replaced with 0208 no. the practice will continue to monitor the changes
- Waiting times to see Dr/Nurse (when you have a booked appointment) – we are currently doing some work around time management, One doctor is trialling 15 minute appointments (this will not reduce capacity)
- Appointment availability – Currently working on a supply and demand audit, we have increased the PM appointments to offer a solution and we continue to monitor
- The waiting room – Even with 60% of patients found the waiting room to be excellent/good, we are looking to improve on this with children’s electronic boards and introducing a pram/buggy park/disabled scooters/etc
- Patient experience – We are looking to overhaul and improve on the current services the meet and greet at reception, the waiting room right through to the appointments with the Dr/Nurse’s availability

Please describe the areas that you could not achieve what the PRG wanted.

PRG in total agreement

Are there any contractual considerations to the agreed actions?

Not currently

Please provide a summary of the progress made with your 2011/12 action plan

| You said | We did | The result is |
|---|---------------------------------------|---|
| Change our telephone No. from an 0844 | Change | To: 0208 No. |
| A review of the appointment system | Added more appointments | Ongoing works, as the practice population’s needs change |
| How patients would like to be involved in the practice’s future | Encourage more people to have a voice | Ongoing, a positive is the increase in numbers of the PGR group |
| | | |

LOCAL PATIENT PARTICIPATION REPORT 2012/13

| LOCAL PATIENT PARTICIPATION REPORT |
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| Please describe how the 2012/13 local Patient Participation Report was advertised and circulated |

Made available at reception, copies given to D/Ns (housebound patients) and H/Vs, and a link on our surgery 'Website'

Please include a copy of the report and link to your report on the practice website.

CONFIRMATION OF YOUR OPENING TIMES

Monday, Friday:- 08:00 – 18.30

Tuesday, Wednesday & Thursday:- 07.00 – 20.00

Saturday:- 08.00 – 10.00

Out of hours arrangements: Patients telephoning out of core hours are transferred to:-

LCW OOH service