

The Hammersmith Surgery - Patient participation Survey year 3

Registered number of patients: 9528

Practice Profile:-

The practice serves a diverse mix of local residents, some of whom have lived in the borough for many years. Currently the younger population's stability is more transient due to costs of living in London, of the patients registered we have a large number of ethnic backgrounds, patients with disabilities, and families with young children, we also provide care to 'Nazareth House' a local nursing home with a 96 patient capacity.

Breakdown of practice population:-

Male: 4649

Female: 4879

Breakdown of ethnicity:-

White British: 2591

Asian: 532

Other White: 1950

Black: 762

Other Mixed: 1012

Not Stated/Declined: 2681

The Patient Representative Group (PRG) is now well established and meets four times a year on a quarterly basis. We wanted ensure that the group reflected the demographics of the patient population, we found the most difficult group of patients to engage with are the single parents with children under five, we continue to actively promote the PRG and encourage patients to join this group via posters in the reception area, the website, word of mouth, email. The group consists of: 8 people in total: 2 Doctors both British/Indian 30 – 60 age group, 1 practice Manager White British 50 – 60 age group, 1 Full time Female Carer/Patient Irish 50 – 60 age group, 1 British White Male Unemployed (Complex health needs) 50 – 55 age group, 1 Black Female Employed/Carer 30 - 40 age group, 1 British Male (Employed and a Carer for both parents 30 – 35 age group, 1 Other white Female Employed 20 – 30 age group

It was agreed during the meeting in December the format the 2013/14 patient survey would follow the NHS Commissioning Board – Improving Patient Online Access:-

Aim of the survey:- Establish patient online access to GP patient information systems as follows:-

- Enabling and utilising electronic communications for booking appointments
- Enabling and utilising electronic communications for repeat prescriptions
- Registering patients (issuing passwords and using verification practices) to enable patient On line access

Our survey this year was going to be a paper questionnaire handed out in reception over three days 17th – 19th March inclusive, 2 members of staff were made available to engage with patients & carers to help with the completion of the paperwork (the reason behind the paper format was because it was felt by the PRG that those who currently engage with IT services online would know what is available and patients who may not be as well versed may miss out.

PATIENT SURVEY 2013/2014

- Which is your preferred method of booking an appointment at Hammersmith Surgery
 1. Face to Face
 2. Telephone
 3. On line access
 4. No Comment
- Which is your preferred method of ordering your repeat medicines
 1. Face to Face
 2. Telephone
 3. On line access
 4. Letter
 5. Pharmacy pick up
 6. No comment
- Which is your preferred method in receiving information from the practice
 1. SMS (Text Messaging)
 2. Telephone Call
 3. Practice Website (www.thehammersmithsurgery.co.uk)
 4. Email (sms.hammersmithsurgery@nhs.net)
 5. Letter
 6. No comment
- How well do we communicate with you
 1. Excellent
 2. Good
 3. Satisfactory
 4. Poor
 5. No comment
- How well do you think the practice respects your privacy
 1. Excellent
 2. Good
 3. Satisfactory
 4. Poor
 5. No comment

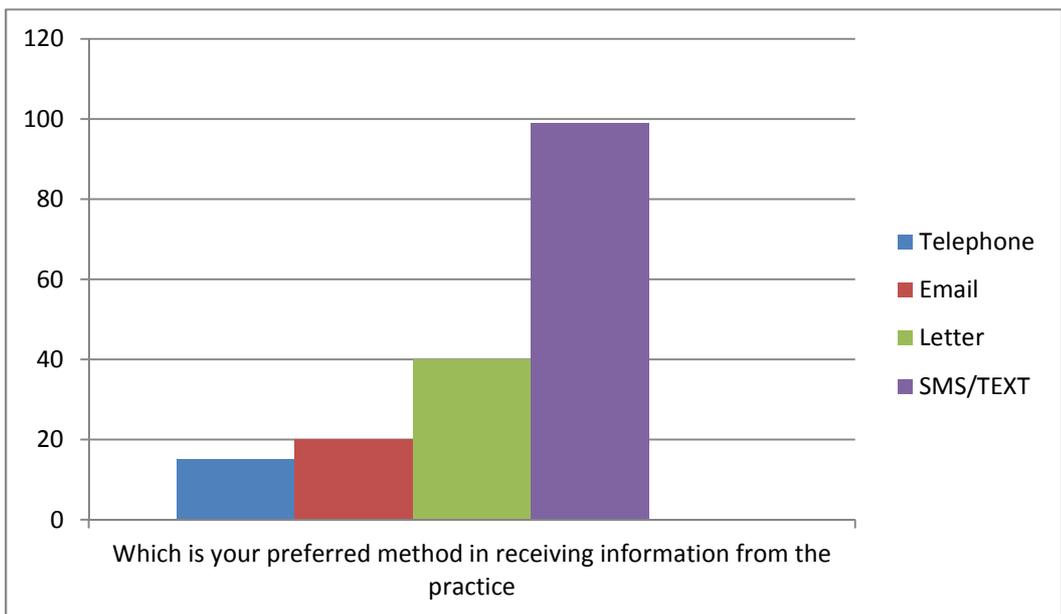
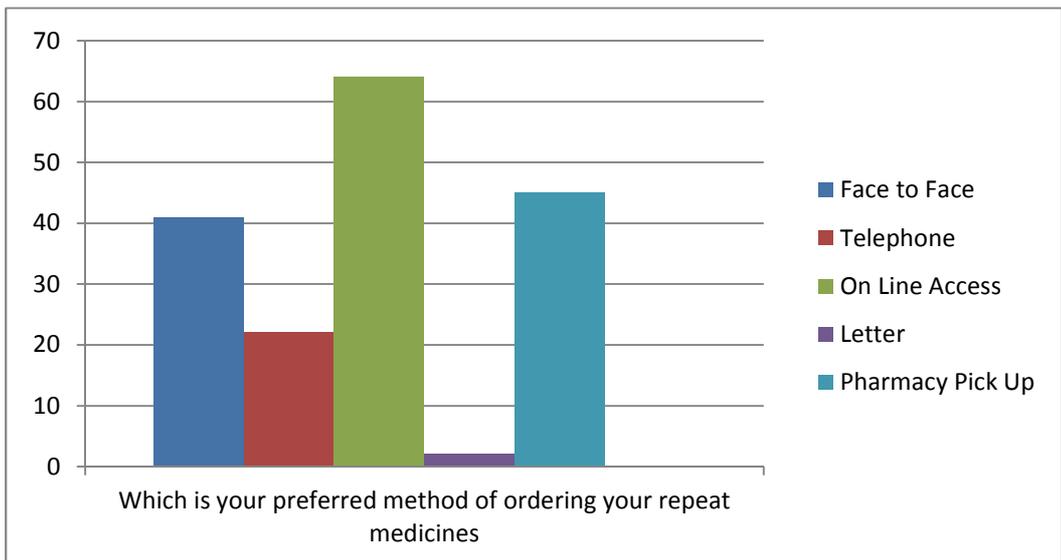
PATIENT SURVEY 2013/14 ACTION PLAN/REPORT FOR PUBLICATION

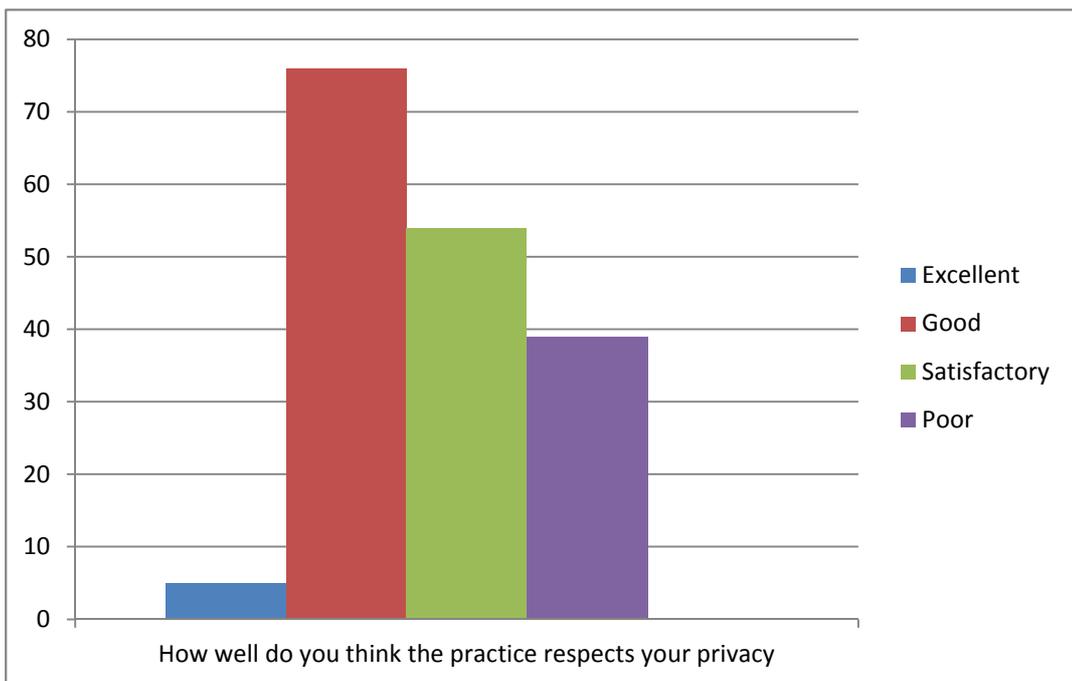
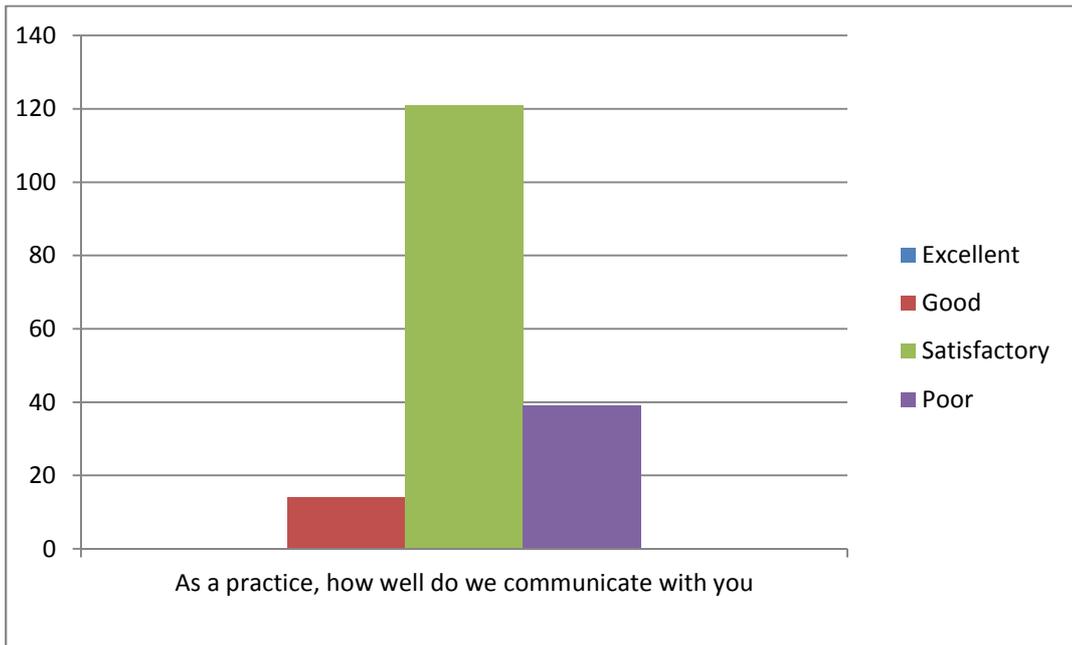
200 surveys were made available, of the 200, 20 were made available to our district team to be given to our housebound patients and a further 10 to our health visitor to engage with those who are not part of our Patient Representative Group

Of the 200 surveys, 174 were completed

The results of the Survey were analysed and areas for Improvement identified with our PRG following a meeting

- **On line access** - 64 patients who completed the survey were delighted that the service was now available for booking/ cancelling appointments, the practice continue to promote the service in an effort to increase the target of 5% set by NHS Commissioning Board, the practice hopes to achieve this by targeting the patients who were not part of the survey , by advertising the service via:- SMS text messaging, website, posters, for those patients who do not have on line access the practice offers appointment access via telephone booking, coming into the surgery
- **On line access** – 62 patients who completed the survey were delighted that the service was available for ordering repeat medicines. This was complemented by our local pharmacies pick up service, for those patients who did not have on line access, this proved to be most popular. For housebound patients/carers a telephone request service is available, for all other requests can be requested via fax (020 8600 2879) coming into the surgery, or letter enclosing a stamped address envelope.
- **Preferred method of receiving information** – The majority of patients surveyed wished to continue with SMS messaging as the first line of contact, followed by telephone and letter.
- **How do we communicate with our patients** – The survey showed areas of weakness. 39 patients surveyed stated that there were areas of service that was not communicated/informed as well as it might have been .The PRG have agreed to a quarterly newsletter to be published on line, hard copy to be available in reception, Our aim is to produce our first newsletter by June 2014 with the aim to increase the level of satisfaction
- **Does the practice respect your privacy** – The survey showed a lack of understanding in relation to the NHS BetterInformation means better care and the leaflet that was delivered to all households rather than focusing in areas within practice. More information is available from: www.nhs.uk/care data or the dedicated patient information line on: 0300 456 3531 (This line also offers translation and text phone services. The practice is committed to respect privacy in all forms and this is a mandatory topic for training all those employed within practice, A leaflet is available to all patients/representatives including third parties re: Access to Medical Records and Data Protection and Confidentiality





The practice would like to thank all of those who took part in the survey, especially the members of the PRG who gave up valuable time to support the practice with the aims to improve services for all

