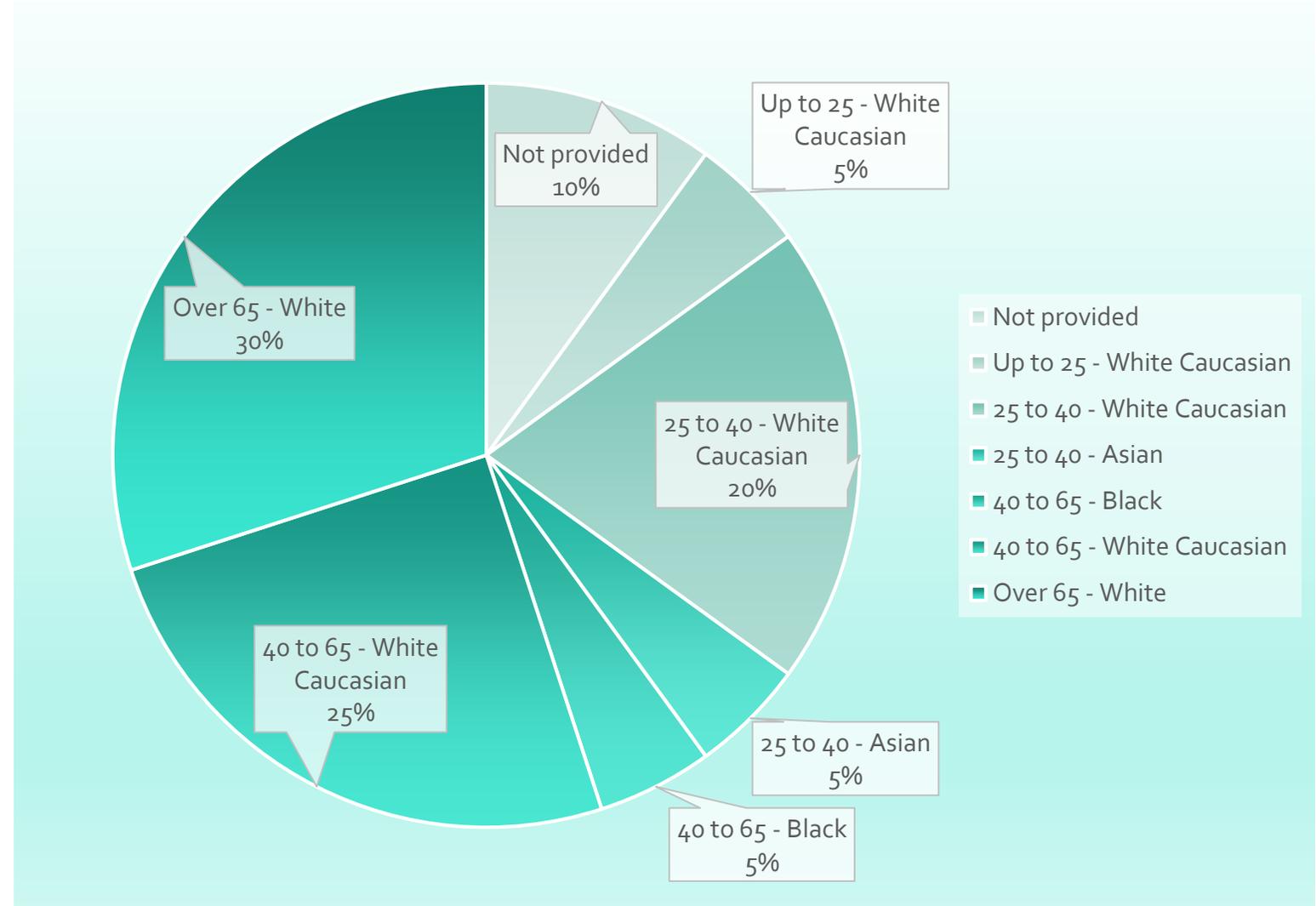


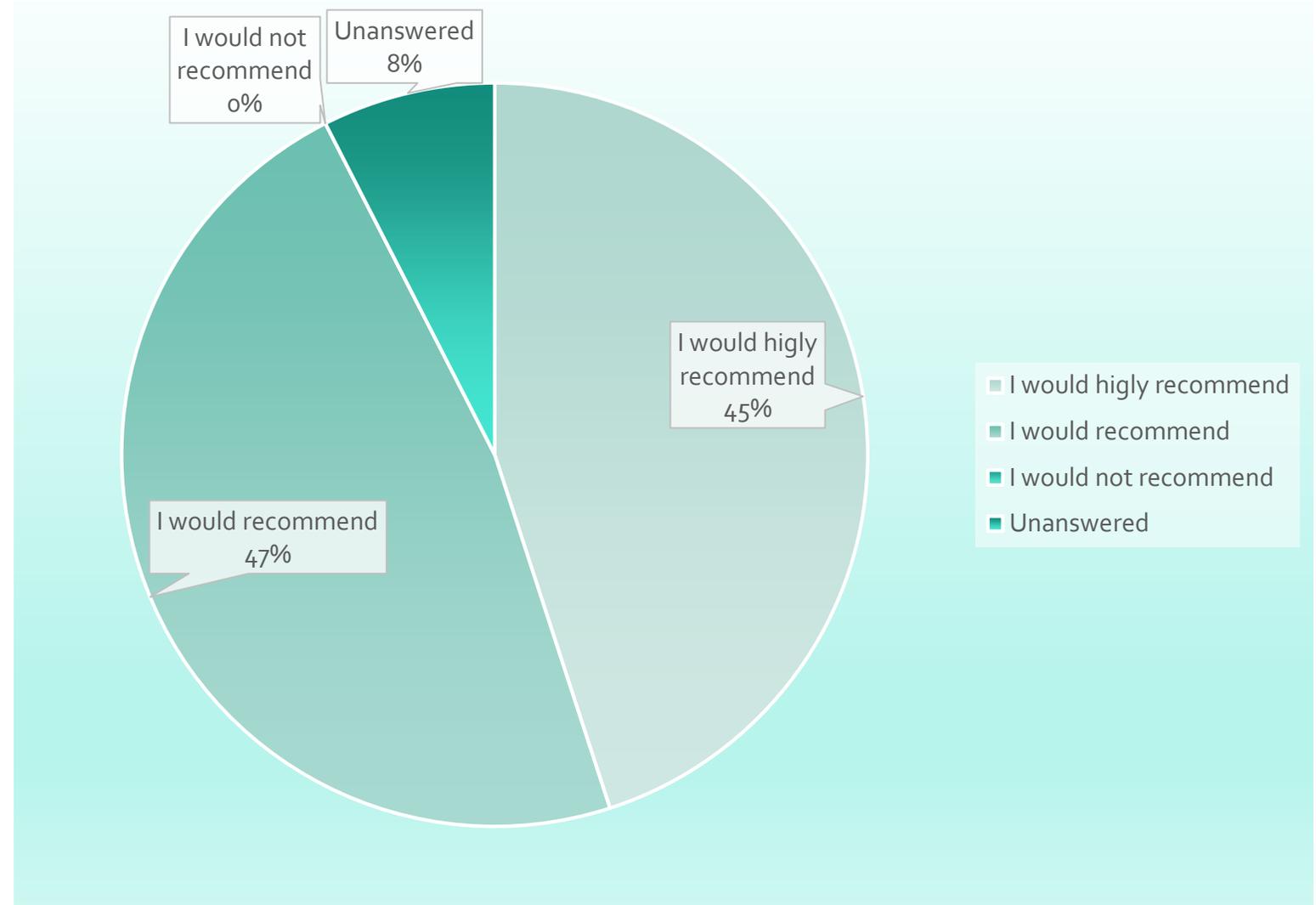
Patient participation survey – Hornchurch Healthcare

2012/2013

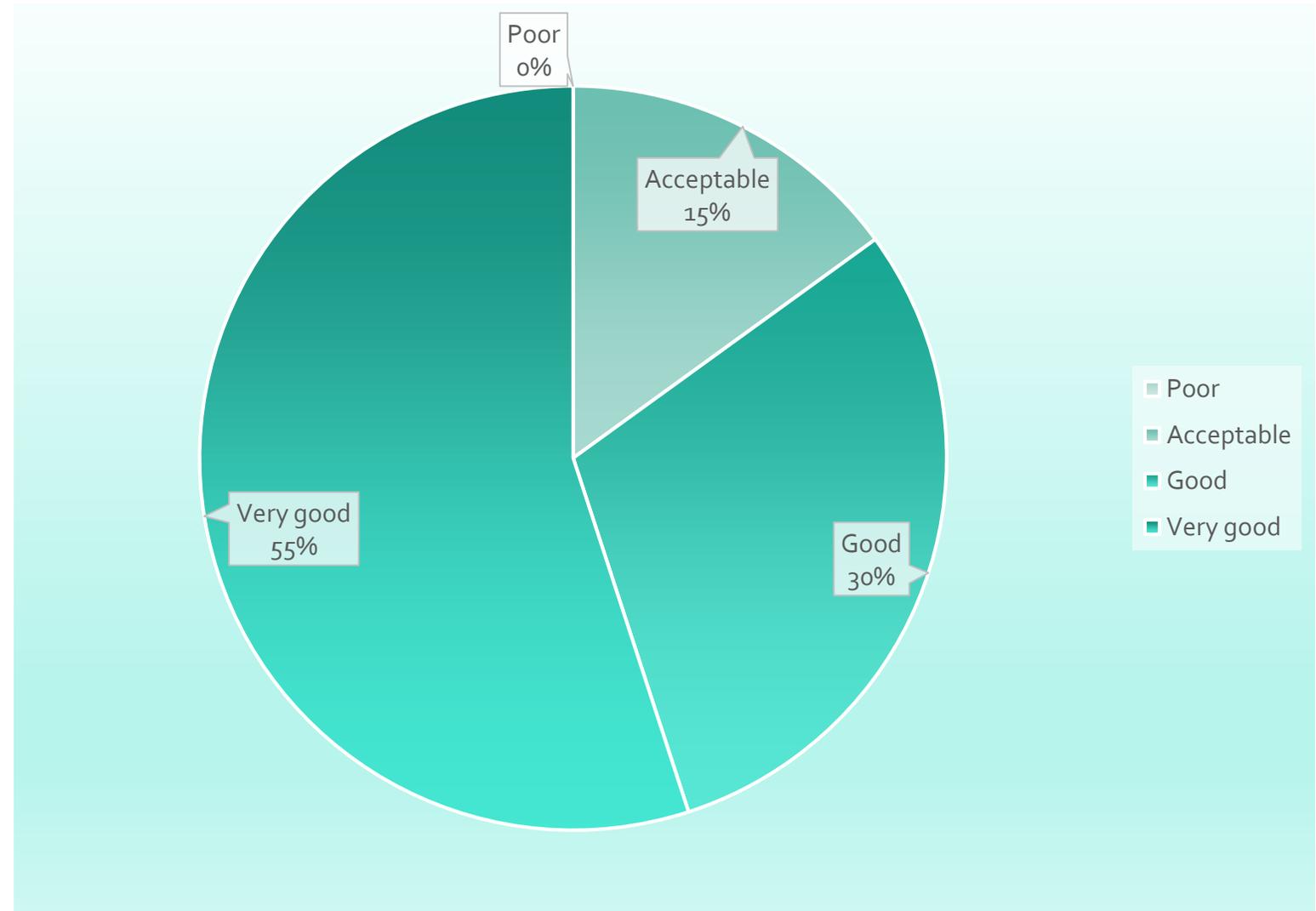
Age & ethnicity



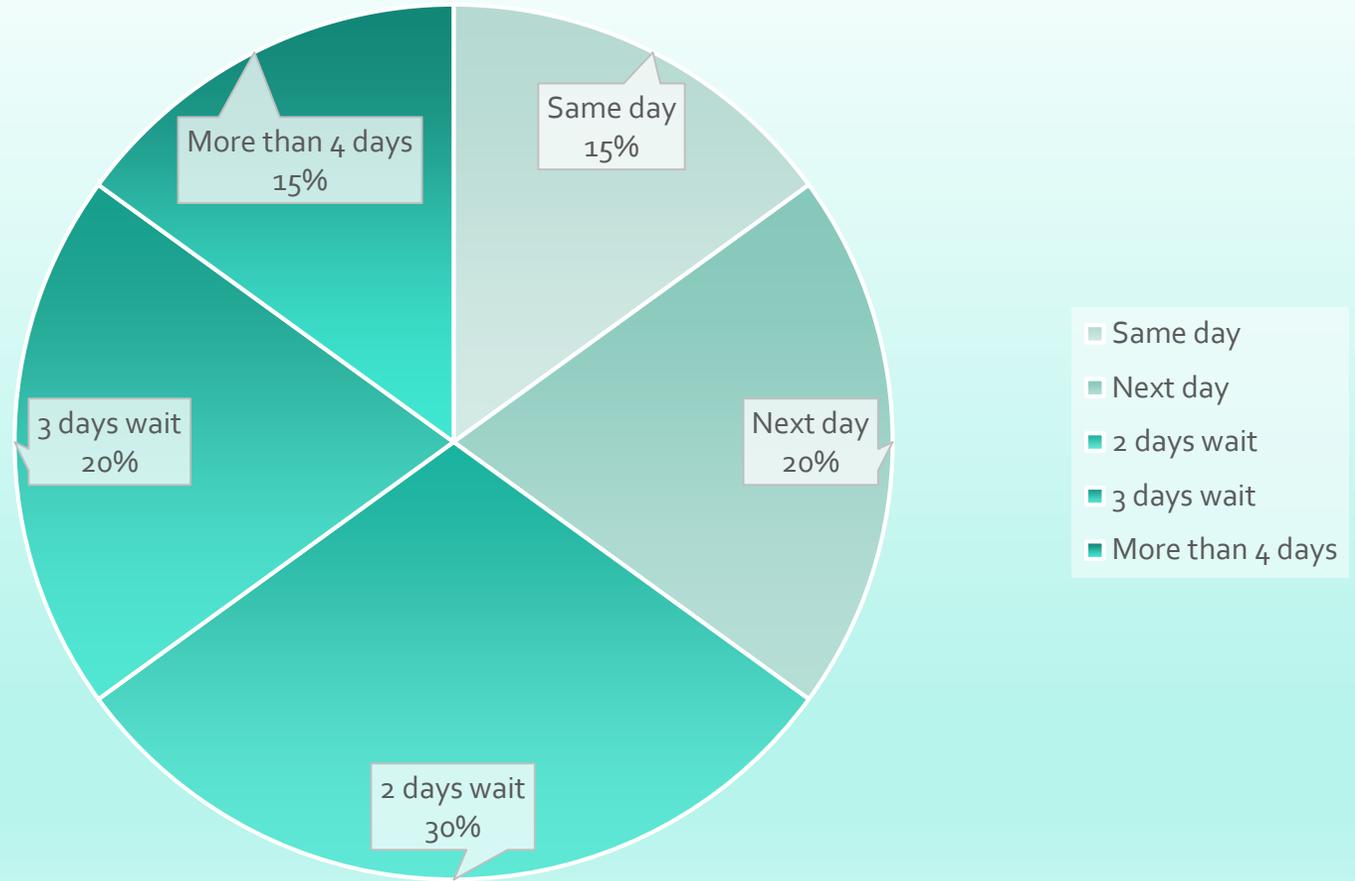
Would you recommend us?



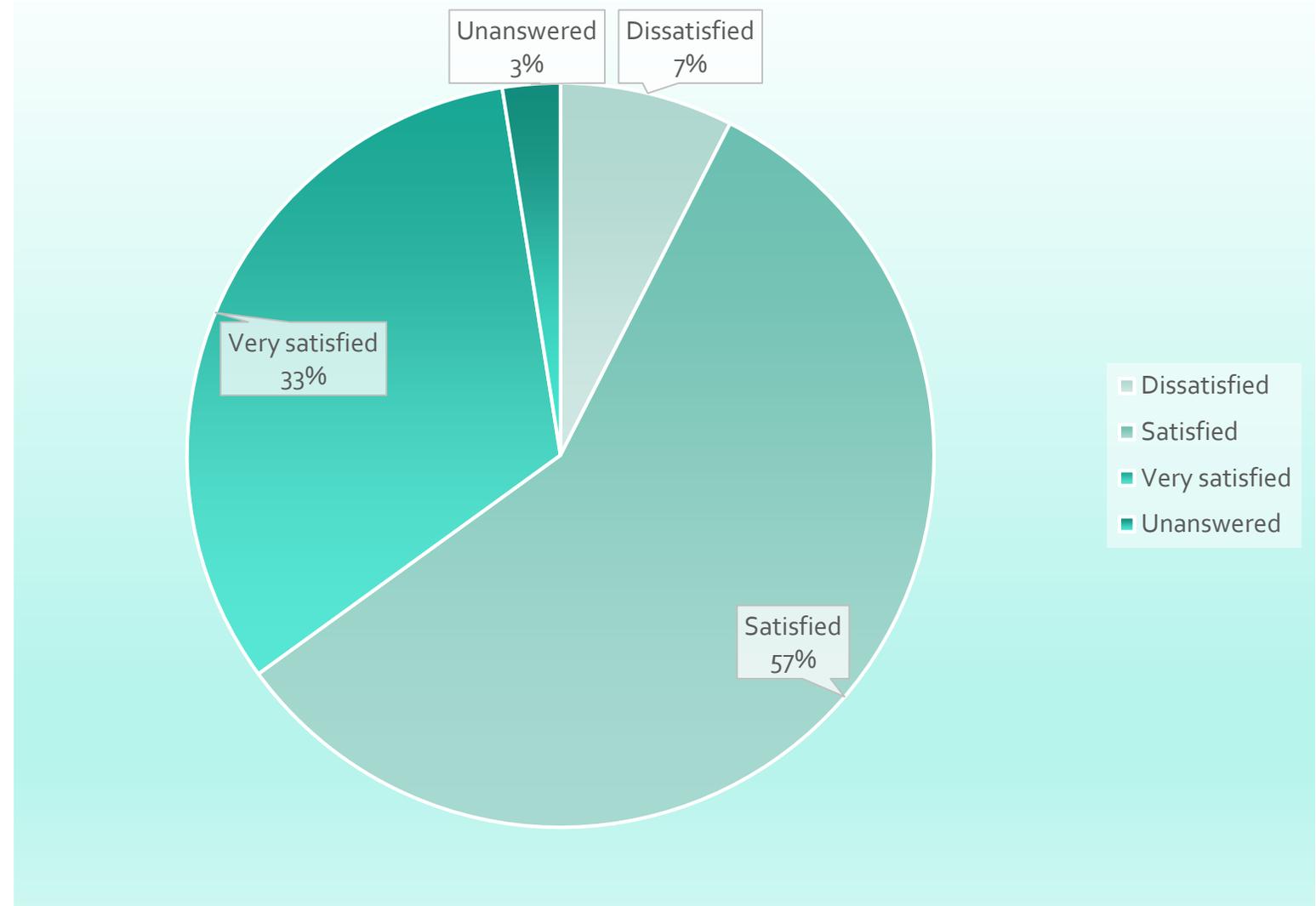
Experience with doctor



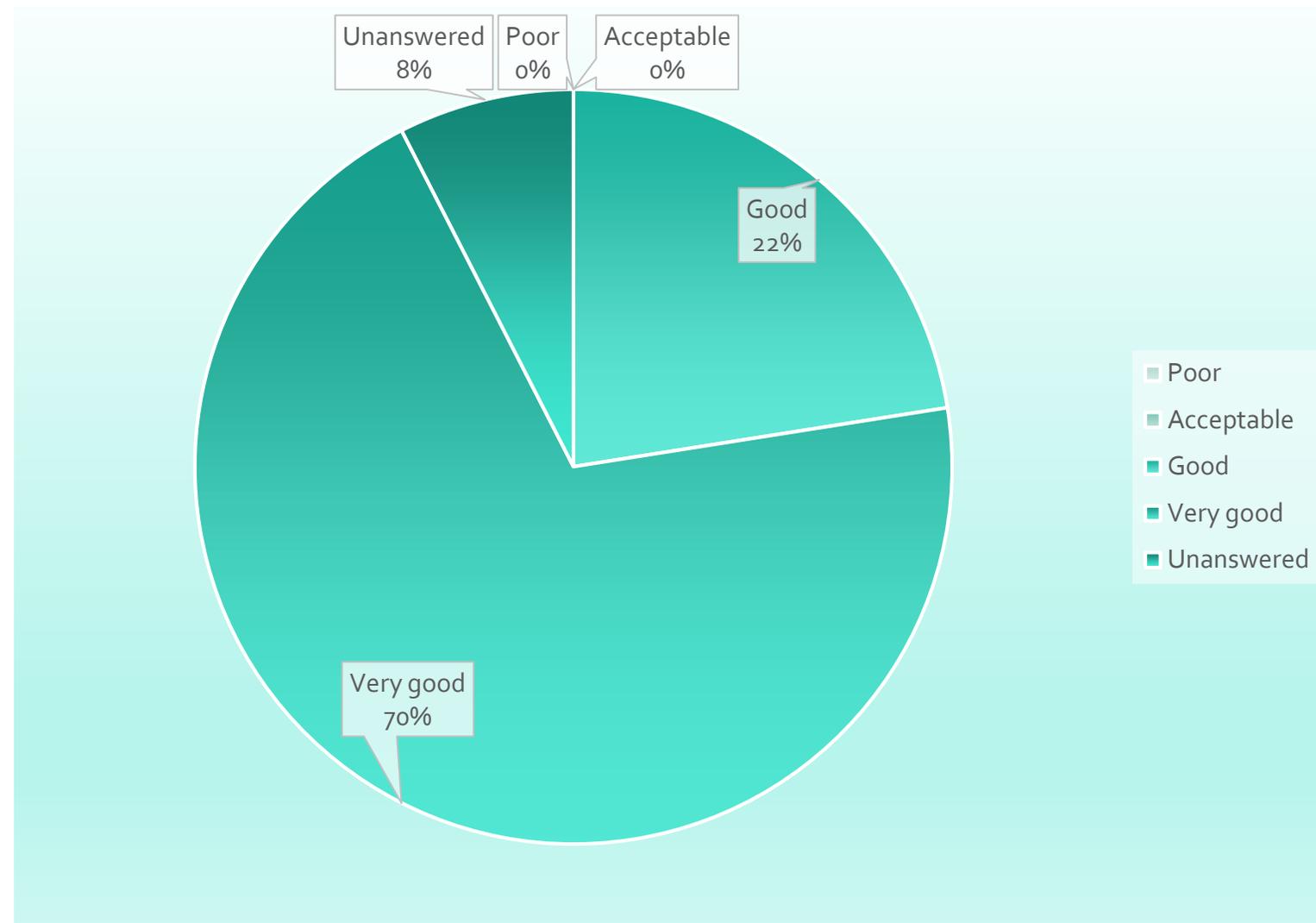
Time to see your doctor of choice



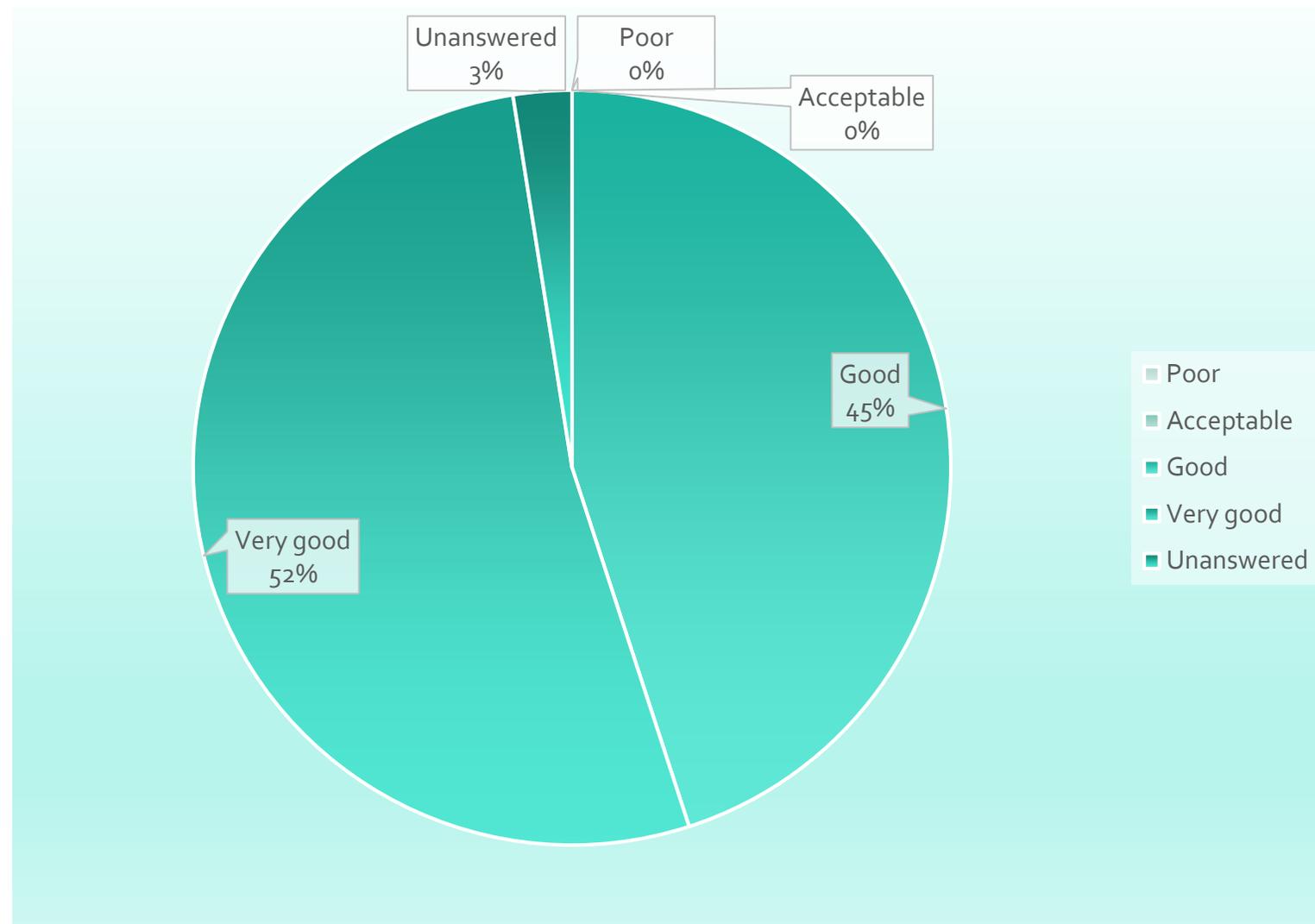
Satisfaction with access to doctor of choice



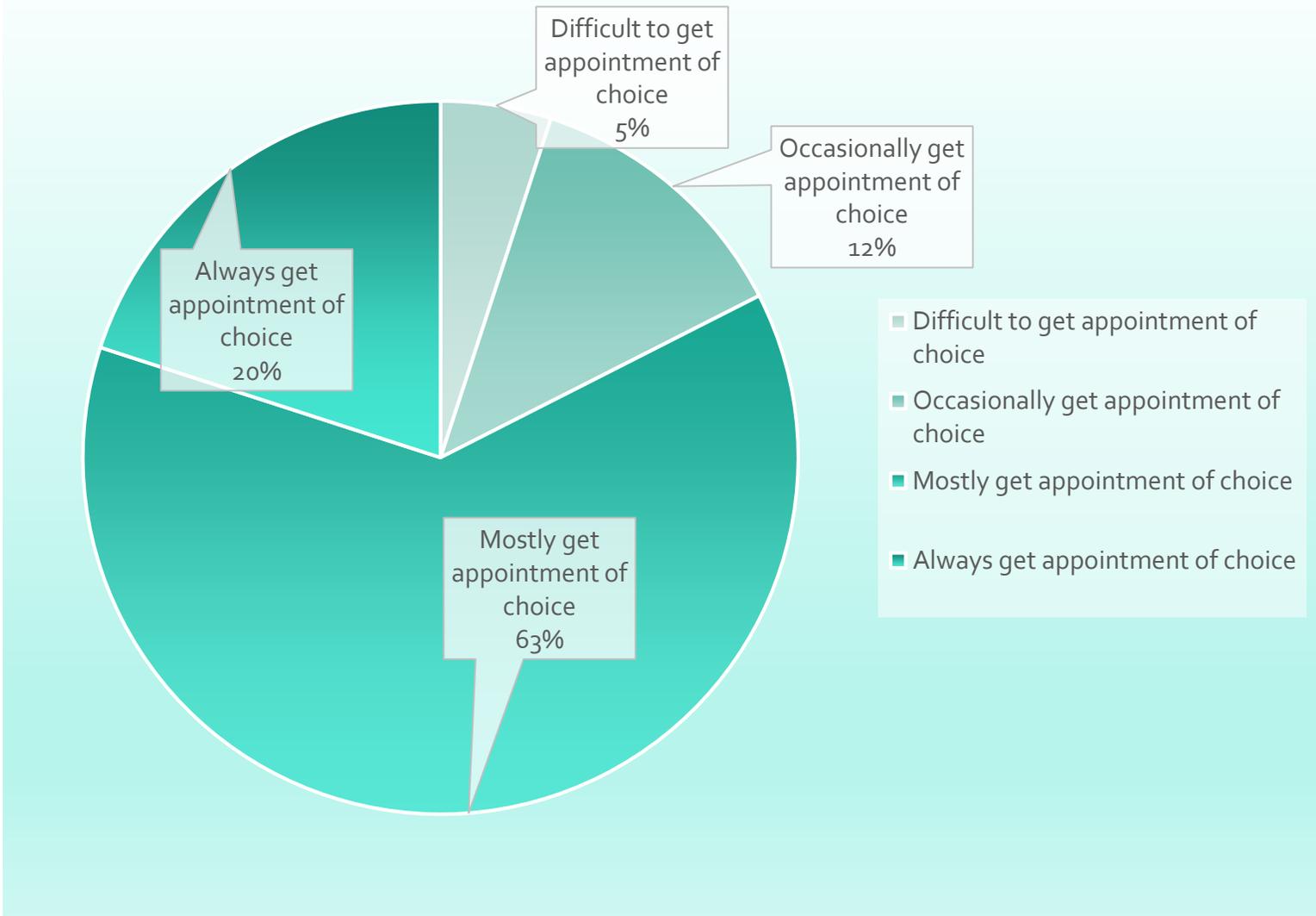
Experience with nurse



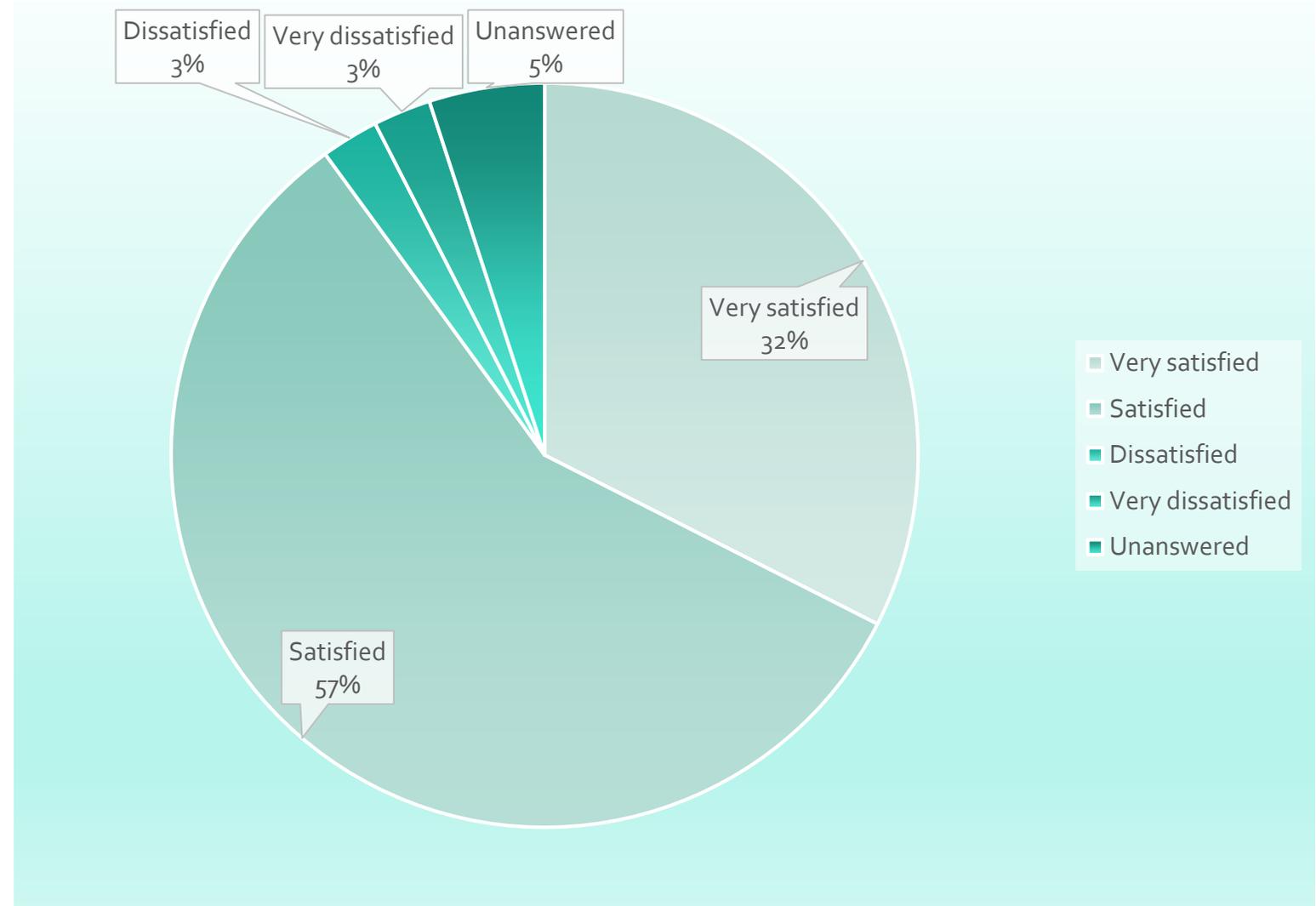
Experience with reception



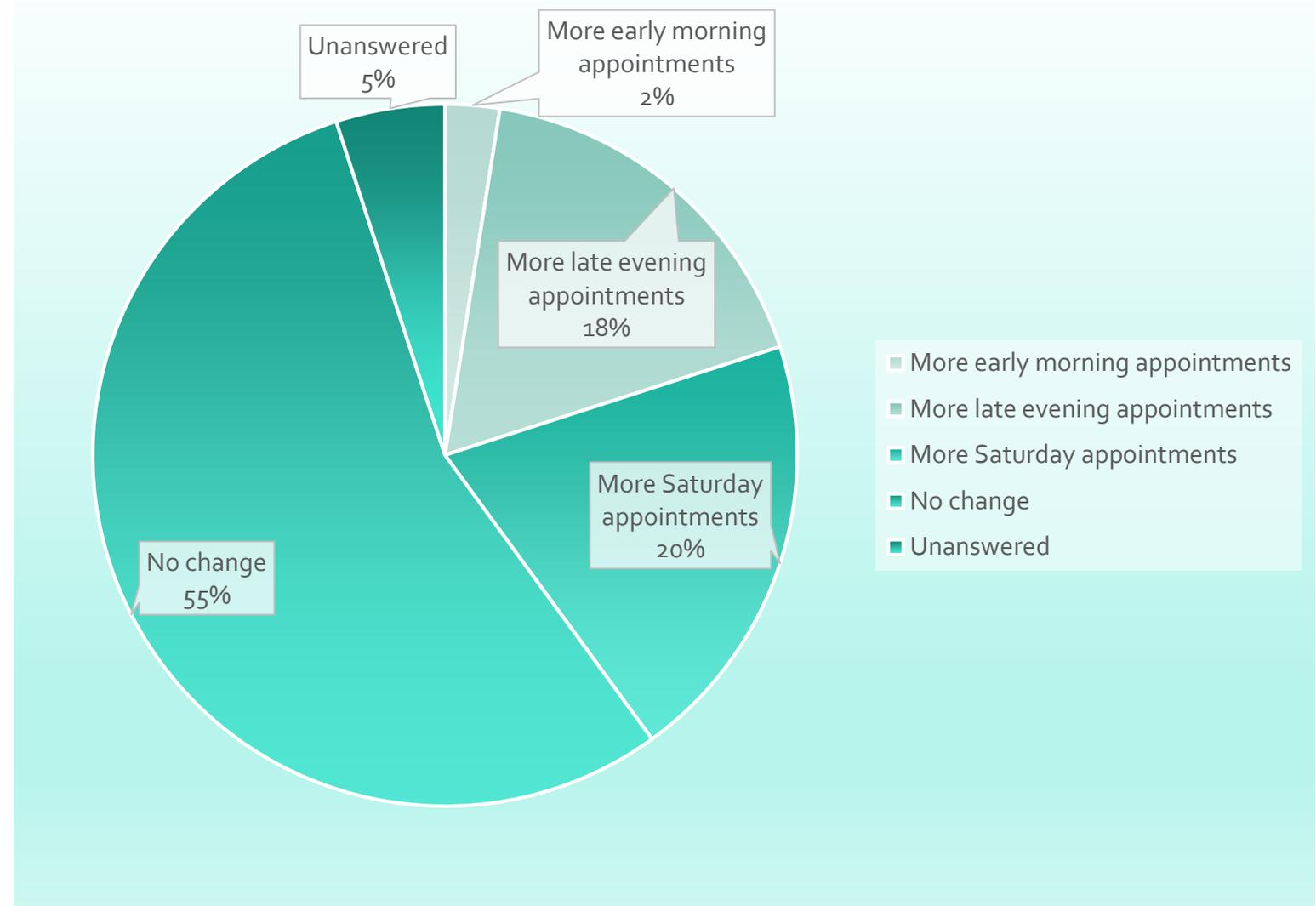
Ease of booking appointments



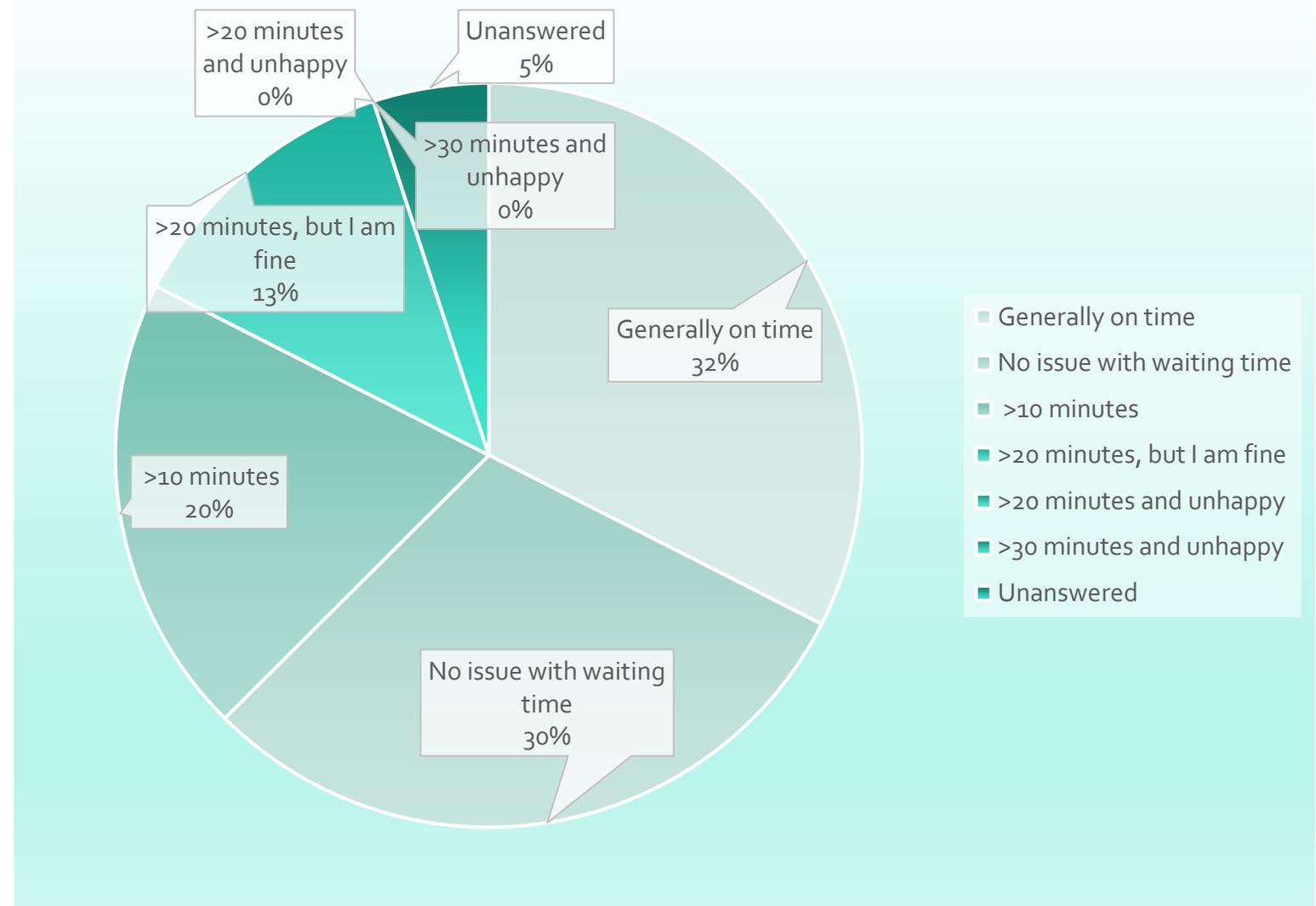
Satisfaction with opening times



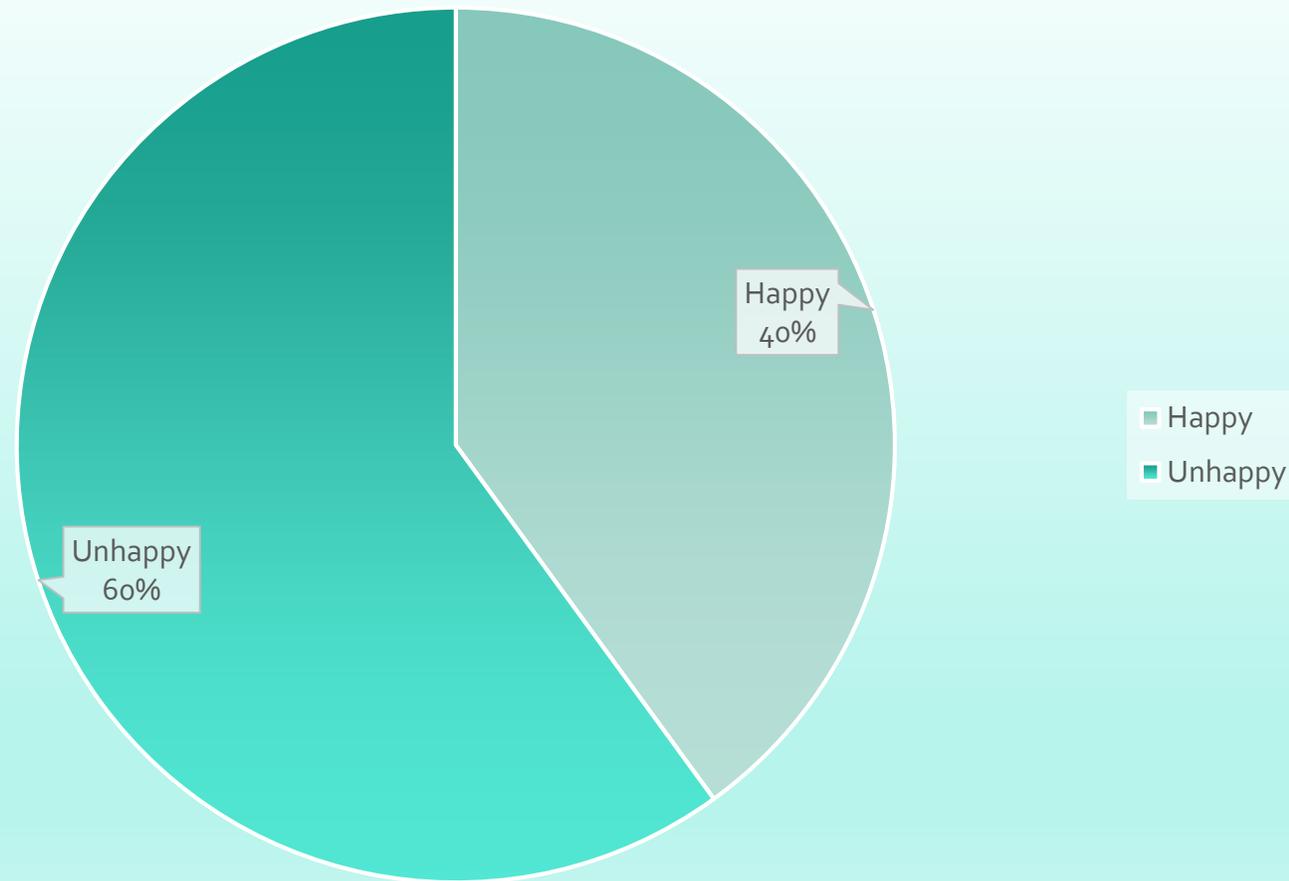
Suggested changes in opening times



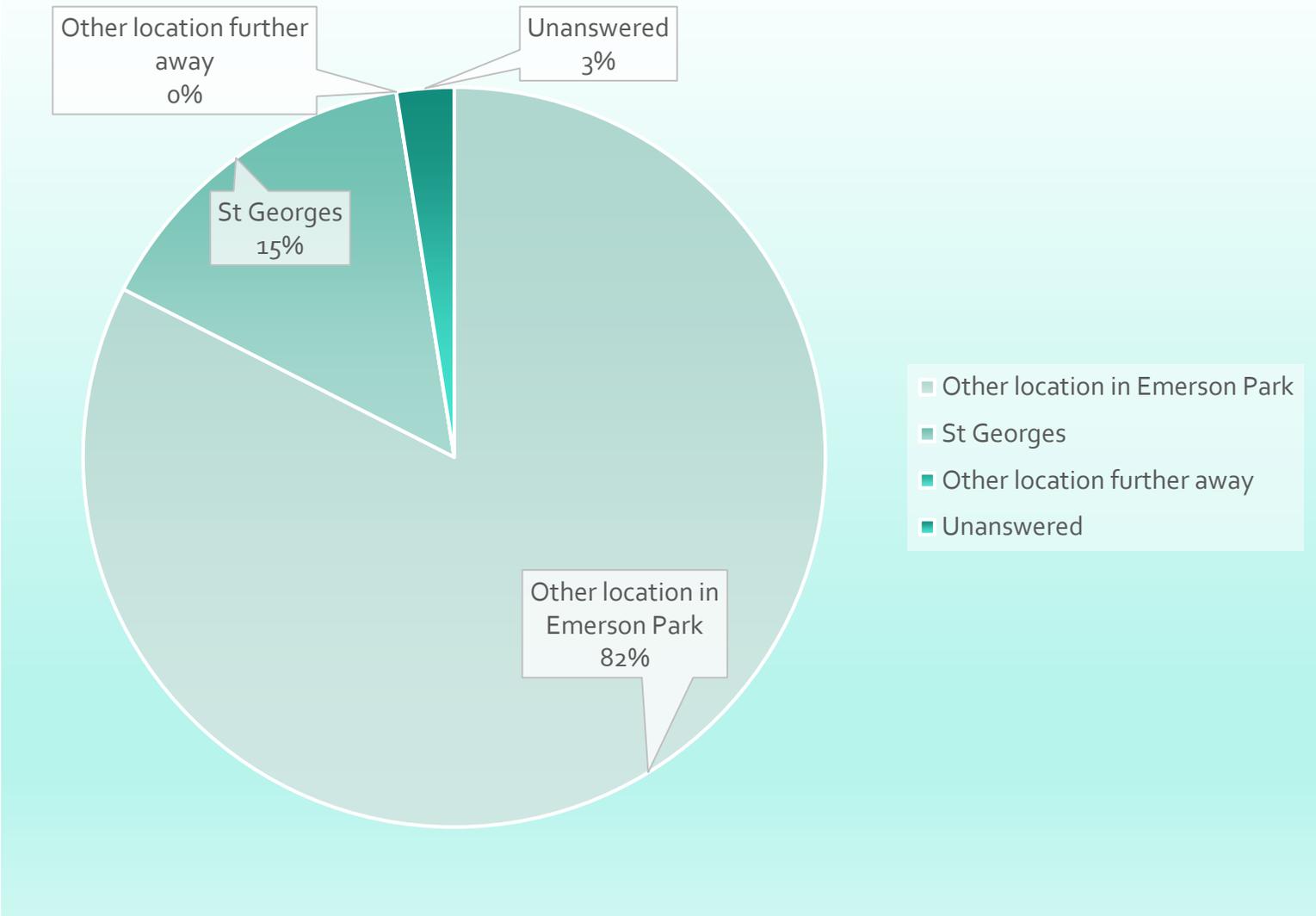
Waiting times



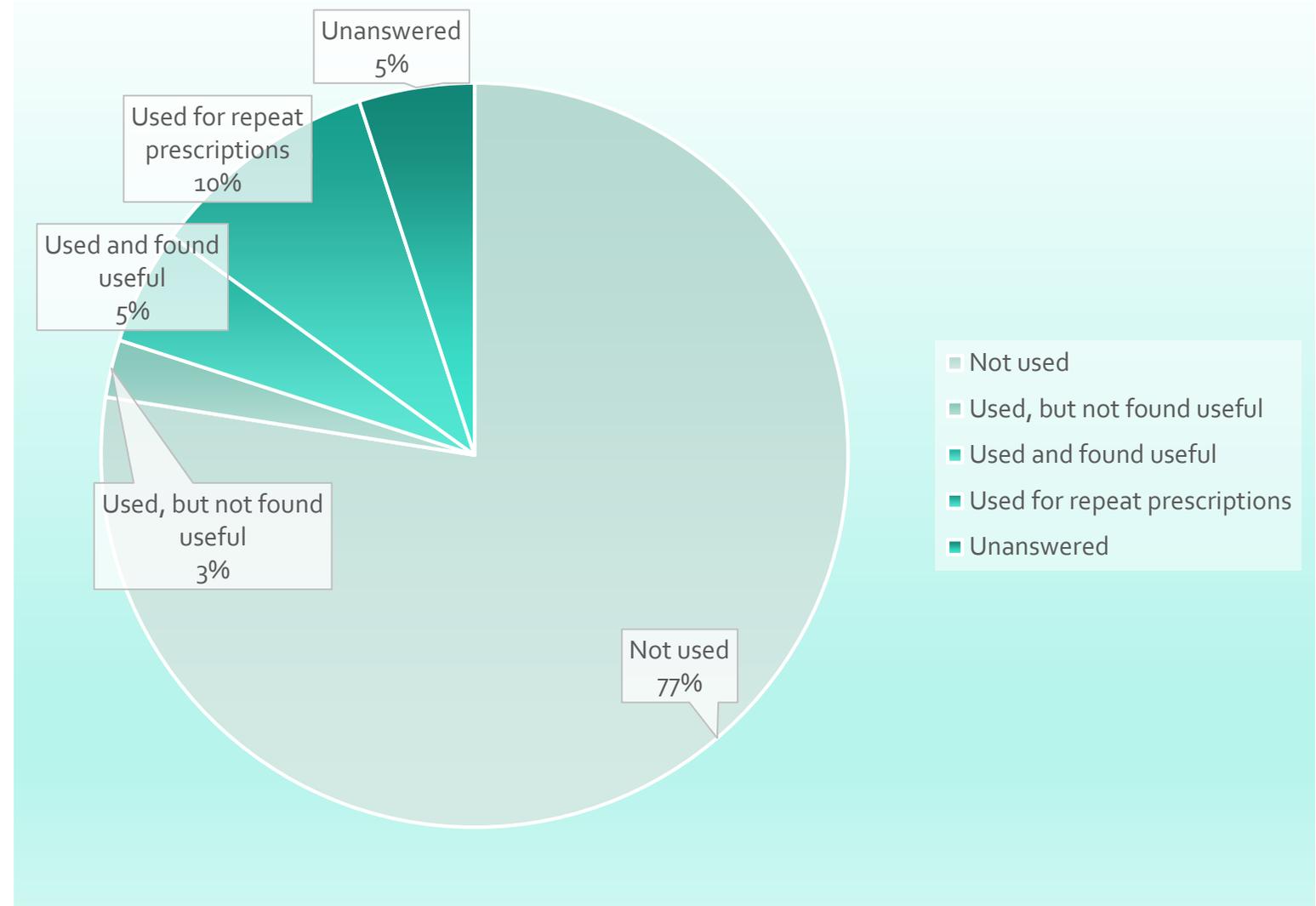
Relocation of premises outside current catchment area



Location of new premises



Usage of practice website



LOCAL PATIENT PARTICIPATION REPORT

Practice Name: Hornchurch Healthcare F code: 82055

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

The table below reflects the practice population and the PRG profile by age, ethnic group and gender.

Practice population profile	Number	% of total	PRG profile	Number	% of total
A G E					
% Under 16			% Under 16		
% 17-24		5	% 17-24		
% 25-34		25	% 25-34		
% 35-44			% 35-44		
% 45-54		30	% 45-54		
% 55-64			% 55-64		
% 65-84		30	% 65-84		
% Over 84			% Over 84		
E T H N I C I T Y					
White			White		
% British Group		75	% British Group		
% Irish			% Irish		
Mixed			Mixed		
% White & Black Caribbean			% White & Black Caribbean		
% White & Black African			% White & Black African		
% White & Asian			% White & Asian		
Asian or Asian British		5	Asian or Asian British		
% Indian			% Indian		
% Pakistani			% Pakistani		
% Bangladeshi			% Bangladeshi		
Black or Black British		5	Black or Black British		
% Caribbean			% Caribbean		
% African			% African		
Chinese/other ethnic group			Chinese/other ethnic group		
% Chinese			% Chinese		
% Any other		10	% Any other		
G E N D E R					
% Male			% Male		
% Female			% Female		

a. Process used to recruit to the PRG:

Personal verbal invites by doctor.

Receptionist invite

Nurse invite opportunistically.

Surveys sent out electronically by survey monkey and handed out in paper form at appointments

b. Differences between the practice population and members of the PRG: *describe any differences between the patient population and the PRG profile, what steps the practice took to engage any missing group*

The survey results reflected our patient demographics in that majority of our patients are Caucasian and elderly. We consciously tried to ensure there is ethnic representation which accounts for about 10% of patient population.

2 Agree areas of priority with the PRG

a. The areas of priority agreed with the PRG:

Opening times.

Ideas from patients on additional services which they would like to have - responses include obesity clinic, maternity services within surgery – currently nearest maternity appointments with midwives is in Cranham, several miles away.

b. How the priorities were decided: *Details of meetings, discussions, contact with patients outside the PRG*

Informal discussions with patients by Dr Tran during consultations with patients – especially on areas such as access to appointments and satisfaction with consultations/services. We concentrated on appointments and access in our formal survey as well as an additional question inviting patient suggestions.

3 Collate patient views through the use of a survey

a. When was the survey conducted? How was the survey distributed?

November-2012- February 2013

Electronically via Survey monkey and paper form.

b. Which questions in the survey relate to the priorities in (2a)?

What has your experience been like with the doctors at the surgery? (poor, acceptable, good, very good).

What has your experience been like with the nurse at the surgery?

How do you rate the service you receive from receptionist?

Do you find the process of booking appointments ? (Difficult to get appointment of choice/occasionally get appointment of choice/mostly

Do you have any suggestions on how the surgery can improve its services?

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

a. Describe the survey findings:

85% of surveyed reported they had good or very good experience with Doctors
92% of surveyed reported they had good or very good experience with Nurse
97% of surveyed reported they had good or very good experience with receptionists
90% of surveyed were satisfied with access to appointments.
87% of surveyed were satisfied or very satisfied with opening times.
55% of surveyed did not think there should further changes to opening times.
18% of surveyed would like more late appointments.
20% of surveyed would like more Saturday appointments.

Suggestions from survey on improving services include : offering a obesity clinic to tackle obesity issues. Offer of maternity mid wifery appointments within the surgery as nearest clinic is in cranham which is several miles away.

b. Describe how the survey findings were reported to the PRG:

Survey results were tabulated and copies left in waiting area for all patients to have a view within surgery.
Electronic versions were also sent to PPG respondents.

c. Changes the practice would like to make in light of the survey findings: *list each survey outcome and the changes the practice would like to make.*

We would like the PCT/CCG to find additional resources to enable the practice to offer more additional out of hours appointments – particularly weekends or later evenings. The current DES for Extended hours does not support this need.

The practice is currently putting together a business plan to submit to the NHSCB for relocation to bigger premises as currently our list size has outgrown our premises by 200%. If we relocate to larger premises we would be able to offer additional services such as obesity clinic, and maternity midwifery appointments as well as many other services. This will take about 6 months to realise.

d. Recommendations from the PRG based on the survey findings:

If the practice was to relocate – 82% of surveyed would support the new premises be within the Emerson Park catchment area.

e. Agreement reached with PRG on changes to be made? Yes

f. Changes the practice cannot make, and the reasons why:

More Saturday and late evening appointments – the practice funding for Extended hours have been reduced by two thirds. If more funding is available then the practice would be able to offer more appointments at these times. Currently Havering CCG is looking into a pilot to offer extended opening during the weekends and our practice would be prepared to take part in this.

g. Changes the practice will make:

We will be submitting our business case to relocate to larger premises and hopefully by late summer we will be in new and bigger premises to offer additional services such as obesity, dermatology, maternity services.

We will continue to offer Saturday and late evening appointments on Mondays despite the funding reduction. If further funding is made available we would be able to offer more late surgery appointments.



5 Agree an action plan with the PRG and seek PRG agreement on implementing changes

	Action (change in practice)	Person responsible (to lead the change)	Completion date (when the change will be applied)	Review (what result the practice/patients saw as a result of the change)
1	Submit business plan to NHSCB for relocation to bigger premises	Dr Tran	End 2013	Additional services within Emerson Park catchment area such as maternity, obesity, dermatology subject to funding.
2	Upon achieving larger premises Dr Tran to submit business case for obesity and maternity services at Hornchurch healthcare	Dr Tran	End 2013	
3	Maintaining extended opening hours, Saturdays and late evening on monday	Dr Tran	Ongoing	
4	Weekend opening pilot – currently being worked up by Havering CCG	Dr Tran	Ongoing	Pilot scheme to offer weekend GP appointments in cluster arrangement.
5				
6				

Update on action plan for 2011/12: what result the practice/patients saw as a result of the change(s)

Thursday pms – one action that the practice gave up its Thursday PM half days – we are now offering Appointments on Thursday Afternoon. Additionally practice offer appointments even on half days for PTI.



6 Additional Information

a. The opening hours of the practice premises and the method of obtaining access to services throughout the core hours:

Monday to Fridays 0830-1830. Mondays additionally 1830-2000.

Saturday one per month 0900-1030.

Access obtained by phoning 01708440187

b. The times individual healthcare professionals are accessible to registered patients under an extended hours access scheme:

Mondays 1830-2000

One Saturday per month 0900-1030

7 Publicise actions taken – and subsequent achievement

a. Where the report is published: www.hornchurchhealthcare.co.uk/ppg.html

Signature of behalf of practice: _____

Name of signatory: _____ Dr Alex Tran

Date: _____