



**STREATHAM HILL GROUP PRACTICE  
PATIENT PARTICIPATION GROUP ANNUAL REPORT  
2012-2013**

Following extensive advertising within the Practice during 2011, we now have a regular attendance on a monthly basis to our Patient Participation Group (PPG).

The PPG have discussed different options on how to encourage new members to attend and increase the group size including leaflets, text messages, a flyer for all new patient registrations, and a focused request to anyone who has felt the need to raise a concern or complaint regarding the practice.

The members of the group that currently meet are a good representation of our practice demographics profile, and included people of a range of ages between 25-80, both male and female, and from White British, Black British, Black Caribbean, & Asian backgrounds. The group also has a range of health conditions which would be helpful when addressing service developments in certain areas and a number within the group also have first line experience working within the NHS either previously or currently and are therefore aware of the constraints facing the NHS currently..

The PPG discussed the current meeting date and times and whether this was still suitable to most members. It was agreed that Monday was still suitable for those that attended regularly and dates and times were put in the calendar for the next six months and will be reviewed again towards the end of the six months.

The Practice Manager at the request of the PPG still chairs the meeting and produces the minutes, but this will be reviewed on a regular basis (six months). However, the PPG membership is aware that the Practice Manager encourages open, constructive discussion and analysis of service provision, and offering an alternative perspective on many of the topics relevant to general practice.

Over the past year, the meeting has discussed at length the aim and objectives of the Practice, NHS Lambeth, the PPG and the NHS in general.

Topics discussed include:

- Patient Survey - to gain the views of as much of the practice profile.
- Patient Education - the most appropriate services
- The criteria of the Emergency Clinic
- The reduction of DNA's (did not attend)
- Lambeth Link - a network of PPG across Lambeth
- List re-validation
- Smoking Cessation Service
- Complaints Report
- The development of Practice Leaflets
- Re-introduction of quarterly newsletters
- Lambeth Clinical Commissioning Board
- Where to go leaflet
- Care Quality Commission
- Lambeth early intervention service
- National Campaigns, Lung & Bowel Cancers
- Flu Campaign
- The demise of the Counselling Services in its current format
- Olympics
- EMIS web
- Diabetes Clinic
- Telephone System
- Integrated Care Programme
- Appointment texts
- Streatham Bid
- South London Press development
- Electronic Prescribing Service
- Healthy Living Champion
- Snow Wardens

### Patient Survey

In December 2012/January 2013 meetings the membership discussed at length the previous questionnaire for 2012 and what changes needed to be incorporated to make the questionnaire more accommodating to answer and reflect any changes that had come into effect during the past year. There were a number of changes which were all agreed and incorporated. This year it was decided to list what the practice already offered and asked those completing the survey to include any further service that they wished to have at the practice, resources permitted, plus an option to leave their

contact number if they wished to discuss any issues further with the Practice manager at a later date.

With the new format agreed the patient Survey would run from the 4<sup>th</sup> February 2013 for two weeks. Some of the membership of the PPG offered their services to encourage patients to complete the survey, to which this was readily accepted by the group and Practice Manager.

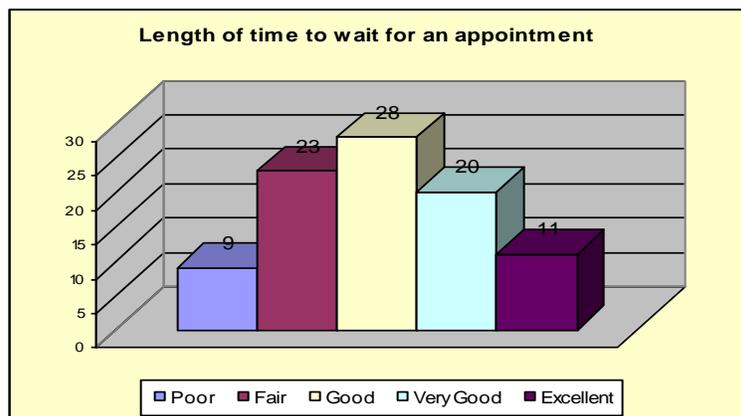
Our meeting in March 2013 was slightly down in numbers, but the evaluation of the patient survey was still productive. For those unable to attend the meeting an electronic version was shared to allow feedback to formulate an action plan for the coming months in areas identified for improvements.

In total 97 questionnaires' were submitted & completed to some degree, which was a decrease of 40 questionnaires from the previous year. As a Practice this was disappointing as it gave the views of only 0.01% of the Practice population. However, on the opposite note, it could be viewed that the majority of patients are happy with the services provided at the Practice and therefore did not feel the need to complete the survey.

The opening hours of the surgery remain the same as previous year. We are open at 7.30am each morning and until 7.30pm on a Wednesday evening and hold a Saturday morning surgery. The telephone lines are open between 8.00am and 6.30pm, Monday to Friday.

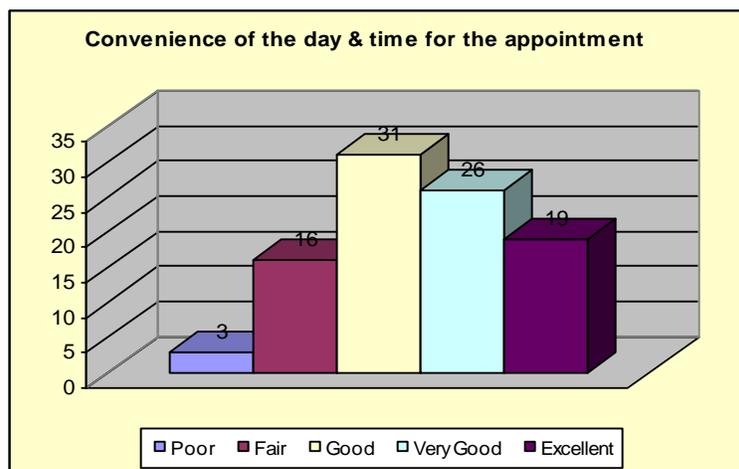
Below are the findings around the questions regarding access

#### Length of time that the patient had to wait for an appointment



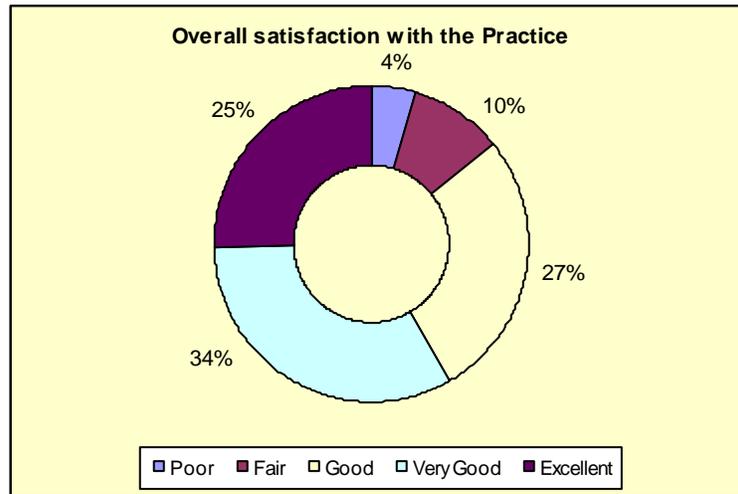
91 patients responded to the question. 9.1% felt that the length of time to wait for an appointment was too long, where 12.2% felt it was excellent, a significant decrease of 12% since the last survey. Currently the Practice has three types of appointments on a daily basis. There is an emergency clinic each morning, for patients with immediate health care needs, routine appointments bookable on the day or a routine appointment which are bookable up to four weeks in advance. Additional routine appointments were made available on the day, after last years survey and comments provided. The practice will review their appointment system on an annual basis.

### Convenience of the day and time of appointments



A total of 95 patients supplied a response regarding the days and times of appointments. 79.1% were satisfy with the options available to them and rated the service good or above. Only 3.2% rated poor, a slight reduction on last years figure of 5.2%. The practice is open at 7.30am each weekday morning and until 7.30pm on a Wednesday evening. The Practice currently opens on a Saturday morning from 8.00-11.00am

## Patients overall satisfaction with the Practice



Patients overall satisfaction with the Practice was high, with only 4% rating the surgery as poor. Unfortunately no indication was highlighted to where it was poor to enable to practice to work towards the areas needed for improvement.

The full summary of the evaluation can be found on our website [www.shgp.co.uk](http://www.shgp.co.uk)