

**PATIENT PARTICIPATION  
Direct Enhanced Service  
2013-14**

**The New Medical Centre  
F82021**

**23 March 2014**

**Dr Edison, Dr Ola and Dr Akwenuke  
264 Brentwood Road  
Heath Park  
Romford  
Essex  
RM2 5SU**

## Report Summary

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This report details the work undertaken by the Practice to gather feedback from our patient population and to ensure that patients are involved in decisions about the range and quality of services we provide. We believe we have achieved all the components of the Patient Participation DES:

**Component 1:** *Establish a PRG comprising only of registered patients and use best endeavours to ensure PRG is representative.*

**Component 2:** *Agree with the PRG which issues are a priority and include these in a local practice survey.*

**Component 3:** *Carry out the local practice survey and collate and inform the PRG of the findings.*

**Component 4:** *Provide the PRG with an opportunity to comment and discuss findings of the local practice survey. Reach agreement with the PRG of changes in provision and manner of delivery of services. Where relevant, notify NHS England of agreed changes.*

**Component 5:** *Agree with the PRG an action plan setting out the priorities and proposals arising out the local practice survey. Seek PRG agreement to implement changes and where necessary inform NHS England.*

**Component 6:** *Publicise the Local Patient Participation Report on the Practice website and update the report on subsequent achievement.*

This practice participated in the Patient Participation DES in 2011/12 and 2012/13.

## Component 1: *ESTABLISH A PRG*

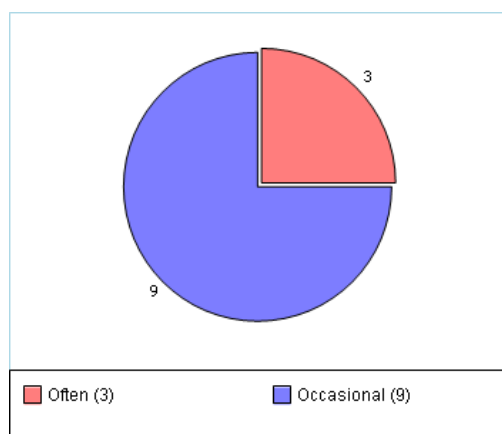
The Practice found this difficult to achieve. Numbers have dropped since last year. The practice has a well established PPG group which was successfully founded and lead by Dr Farrow, Senior Partner for many years being superseded more recently by Dr Edison.

The practice reviewed the PPG membership and then began recruiting for out PRG. We strive to attract new members through posters, our website and the practice newsletter to try and reach a broader practice base. Disappointingly, numbers have dropped this year.  
(Current figures as at March 2014)

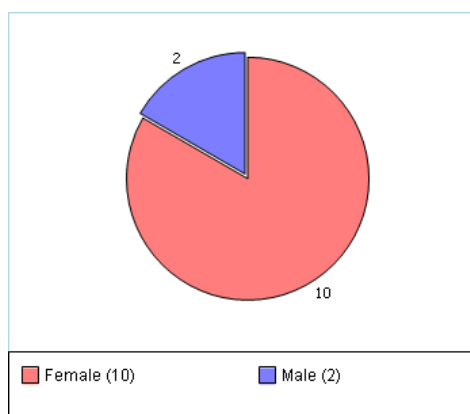
### Patient Reference Group

The patient group comprises 12 members

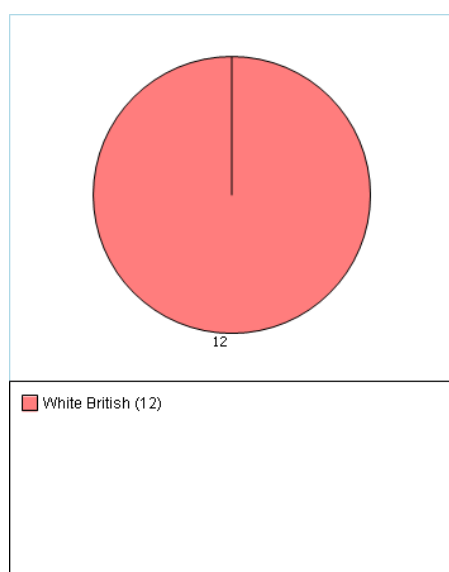
**Attendance**



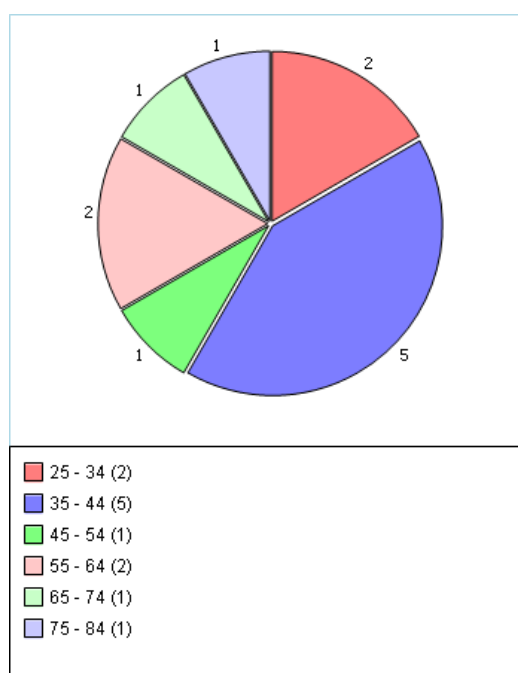
**Gender**



**Ethnicity**



**Age**



Practice population profile	Number	% of total	PRG profile	Number	% of total
<b>A G E</b>					
% Under 16	1972	19.73	% Under 16	0	0
% 17-24	1005	10.05	% 17-24	0	0
% 25-34	1262	12.63	% 25-34	5	41.66
% 35-44	1350	13.51	% 35-44	5	41.66
% 45-54	1466	14.67	% 45-54	1	8.30
% 55-64	1159	11.60	% 55-64	2	16.66
% 65-84	1536	15.37	% 65-84	2	16.66
% Over 84	241	2.41	% Over 84	0	0
<b>ETHNICITY</b>					
<b>White</b>			<b>White</b>		
% British Group	5628	56.30	% British Group	12	100%
% Irish	96	0.96	% Irish		
<b>Mixed</b>			<b>Mixed</b>		
% White & Black Caribbean	27	0.27	% White & Black Caribbean		
% White & Black African	12	0.12	% White & Black African		
% White & Asian	10	0.10	% White & Asian		
<b>Asian or Asian British</b>			<b>Asian or Asian British</b>		
% Indian	196	1.96	% Indian		
% Pakistani	72	0.72	% Pakistani		
% Bangladeshi	31	0.31	% Bangladeshi		
<b>Black or Black British</b>			<b>Black or Black British</b>		
% Caribbean	57	0.57	% Caribbean		
% African	138	1.38	% African		
<b>Chinese/other ethnic group</b>			<b>Chinese/other ethnic group</b>		
% Chinese	25	0.25	% Chinese		
% Any other	3703	37.04	% Any other		
<b>G E N D E R</b>					
% Male	4809		% Male	2	16.66
% Female	5186		% Female	10	83.33

**a. Process used to recruit to the PRG:**

Put up posters in the practice  
E-mailing our patient database  
Offered leaflets to patients attending the practice  
Speaking to patients by the PPG group when they came to the practice  
Telephoned patients and asked them to come to our educational evenings  
Placed a message on our website  
Placed a message on our internal television screen

**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 practice has actively encouraged all patients to join the PRG group. We had noticed that our PPG was represented largely by retired people and we were hoping that the PRG would represent a wider patient base. The younger members were particularly good at responding. We would like to recruit more disabled people and age group 35-45. We will continue working on recruitment.

## Component 2:

### AGREE WITH THE PRG WHICH ISSUE ARE A PRIORITY

During 2011-12 the practice asked patients who attended the surgery to indicate areas which they perceived to be the most important by means of a survey at reception. The outcome was discussed with our PPG and the most important areas formed the basis of our survey.

2012-13, again the reception team asked patients and we were surprised to note that priorities remained largely unchanged. Therefore, the practice asked the same questions as year 1 to establish a clear improvement in service.

2013-14,

### Agree areas of priority with the PRG

#### The areas of priority agreed with the PRG:

Telephone service

Getting an appointment

Self Check In

Text messages regarding missed appointments

Upgrading the building

Survey	Practice Action	Improvement	Year 3	Conclusion
Difficulty in getting through to the practice	Allocate more staff in high pressure times  New telephone system dependent on new build.	Patients are able to get a response within maximum 7 minutes  Awaiting NHS England approval for new building.	Aim: is to lower waiting time to maximum of 4 minutes  Awaiting NHS England approval for new building.	Patients remain concerned that the telephone is still not being answered as quickly as they would like and we will continue to work on this area.
Getting an appointment	Walk in surgery piloted for one session per week	Rolled out to every morning due to patient approval and success of reduction of A&E	To refine clinic booking with new on line services.	The practice will continue to find new ways of allowing patients access to their GP or nurse.

		attendances		
Self check in	PPG to raise funds for check in monitor	The PCT were to support practices with the purchase of check in equipment. CCG's have now taken over and the project is being reviewed.	Review still taking place	The practice will revisit the possibility of making this substantial purchase.
Text messaging	The Practice have been working closely with Vision, to get this service installed during year 1	Facilities on-line services installed during Year 2.	To go live March 2014.	PPG to review text service at next meeting in May 2014.
New building	Enlist third party development company.	Outline Business Case submitted to NHS England	Awaiting NHS England approval	Will continue to request permission from NHS England.

### Component 3:

#### Carry out the local practice survey

##### **How was the survey distributed?**

The survey was distributed via our website to the PRG members via e-mail.

The survey was also given out by the reception team for patients visiting the surgery for an appointment, collecting prescriptions or other documents.

#### **Component 4/5:**

**Reach agreement with the PRG of changes in provision and manner of delivery of services. Agree with the PRG an action plan**

##### **Describe the survey findings:**

Very disappointed with the response from the survey. The GP's were pleased to note that patients are happy with their care. Please see: Appendix 1. General Practice Survey

Everyone agreed that more advertising to show patients of the alternatives to booking appointments were now available.

More permanent staff should be available for the busiest periods of telephone requests.

PPG had worked hard on arranging Patient Participation Evenings but found response low. New ways of generating patient attendance should be looked at for 2014-15.

#### **Component 6:**

**Publicise the report on the practice website.**

##### **Describe how the survey findings were reported to the PRG:**

E-mail.

Hard copies available in the practice

Website [www.thenewmedicalcentre.co.uk](http://www.thenewmedicalcentre.co.uk)



**Action plan: consultation with the PPG and seek PRG agreement on implementing changes**

	<b>Action</b> (change in practice)	<b>Person responsible</b> (to lead the change)	<b>Completion date</b> (when the change will be applied)	<b>Review</b> (what result the practice/patients saw as a result of the change)
1	New Building	Partners	2014/15	Positive feedback with patient support.
2	Introduce a notification board for missed appointments	Practice Manager	April 2013	Completed
3	Text service	Partners	2014/15	Live March 2014
4	Self check-in monitor	PCT/CCG IT	July 2014	Awaiting CCG project
5	Telephone system	Partners	2014/15	To be reviewed
6				

**Action plan for 2011/12: what result the practice/patients saw as a result of the change(s)**  
[Results 2013/14](#)

1. **Switchboard review.** Taken place. Plans to incorporate a new switchboard on completion of a new building. [On-going 2014-15](#)
2. **Employ a Nurse Practitioner.** The practice now employs a Nurse Practitioner with a special interest in Diabetes . [Completed](#)
3. **Purchase text software.** The practice reviewed the cost of text software which was found to be too high at present. [Completed](#)
4. **Extend the survey to incorporate the building ie decoration** The partners are in the process of procuring a new building so no new monies have been allocated to refurbishment of the current building. [Awaiting NHS England approval.](#)
5. **Extend patient knowledge of designated clinics:** New section in our website and on our internal television. [Completed](#)

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## 6 Additional Information

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

### Opening Times



	Times
<b>Monday</b>	08:00 - 18:30 18:30 - 20:00*
<b>Tuesday</b>	08:00 - 18:30
<b>Wednesday</b>	08:00 - 18:30 18:30 - 20:00*
<b>Thursday</b>	08:00 - 13:00 13:00 - 18:30
<b>Friday</b>	08:00 - 18:30
<b>Saturday</b>	<i>See Below*</i>
<b>Sunday</b>	<i>closed</i>

#### ***\*Extended Hours***

We offer later evening appointments, on Mondays and Wednesdays from 18:30 - 20:00 by appointment only. We are also open on every third Saturday of the month from 08:30 - 09:30.

Thursday afternoons are for collection of prescriptions, results and appointment booking only. In an emergency please call 999 or for advice call 111.

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

As above.

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### Comments:

*Lovely practice, I've been here for 50 years and I still get quality service. Need to have a redecorate the place is looking shabby.*

**Receptionists could do with more training some of them are so rude.** Why can I not get an appointment when I want one? **I WANT TO TALK TO MY DOCTOR ON THE TELEPHONE.** Why can I not have a home visit in the evening? **The receptionist could not have been more helpful. Thank you.** I get the same girl doesn't matter which option I choose on the telephone! *I don't want other patients to hear me when I am on the telephone.* Text me I can't remember when I am supposed to be at the doctors! **WHY DO I HAVE TO QUEUE WITH EVERYONE ELSE WHEN I HAVE AN APPOINTMENT?** *Fantastic surgery my GP is the best.* **Could do with decent baby changing facilities.**

Enjoyed the summer fate. I recently came to an education evening with Mr Gujral EXCELLENT.

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Appendix 1 – Additional general practice survey results 2013/14 for data and information purposes.

## The New Medical Centre GPAQ - R (Version 4) (copy) (1)

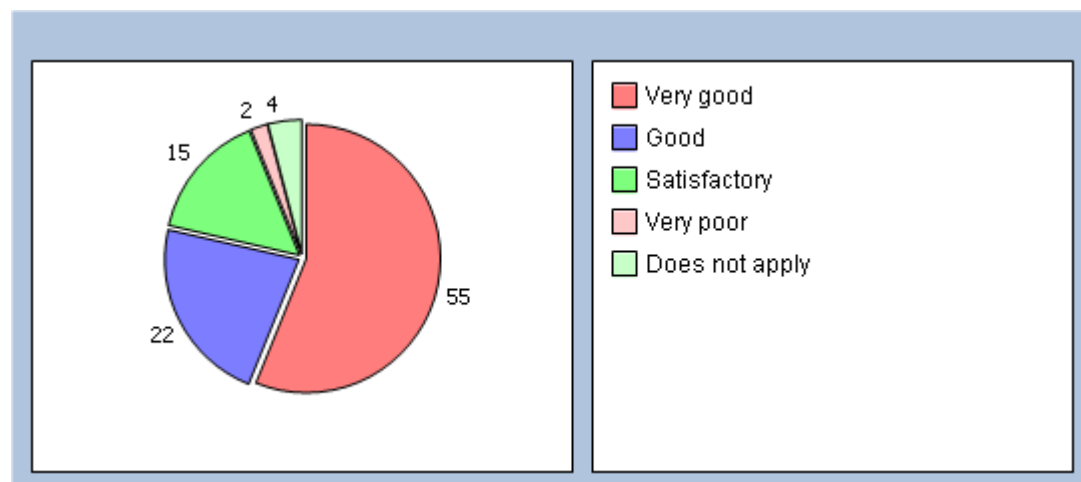
We would be grateful if you would complete this survey about your doctor and general practice. They want to provide the highest standard of care. A summary from this survey will be fed back to them to help them identify areas for improvement. Your opinions are very valuable. Please answer ALL the questions you can. There are no right or wrong answers and your doctor will NOT be able to identify your individual answers. Thank you.

### About Your Visit to the GP

#### *How good was the GP at*

##### Q1 Putting you at ease?

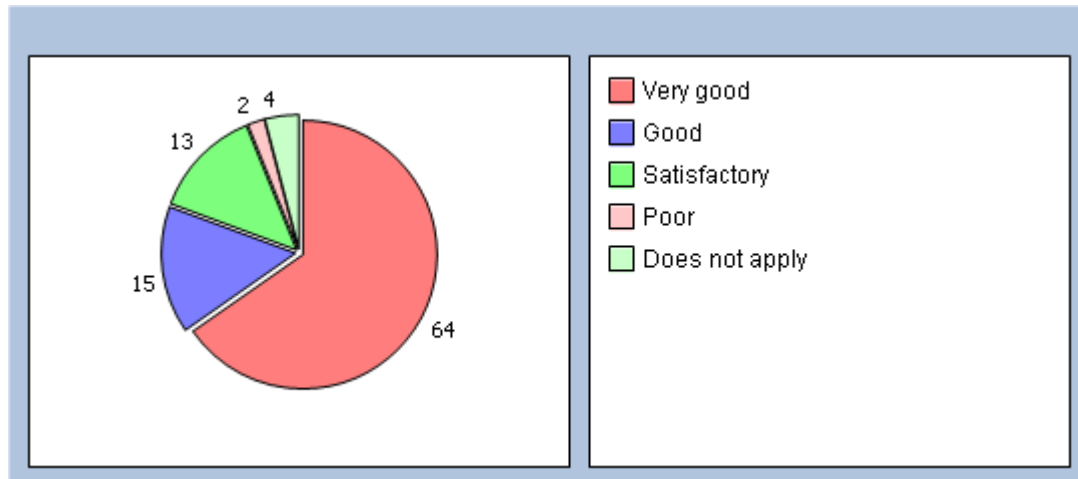
Very good **55%**  
Good **22%**  
Satisfactory **15%**  
Poor **0%**  
Very poor **2%**  
Does not apply **4%**



##### Q2 Being polite and considerate?

Very good **64%**  
Good **15%**  
Satisfactory **13%**  
Poor **2%**  
Very poor **0%**  
Does not apply **4%**

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### Q3 Listening to you?

Very good **48%**

Good **26%**

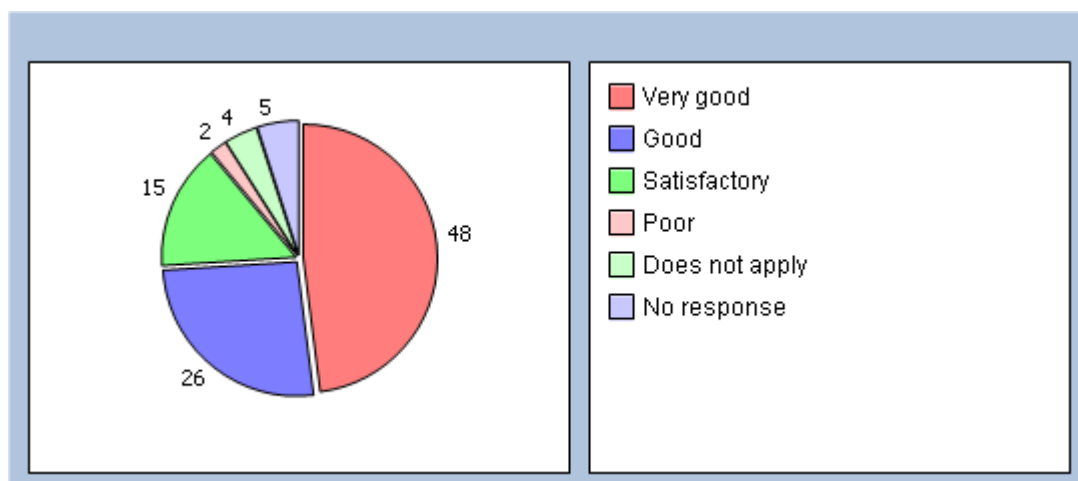
Satisfactory **15%**

Poor **2%**

Very poor **0%**

Does not apply **4%**

No response **5%**



### Q4 Giving you enough time?

Very good **55%**

Good **22%**

Satisfactory **8%**

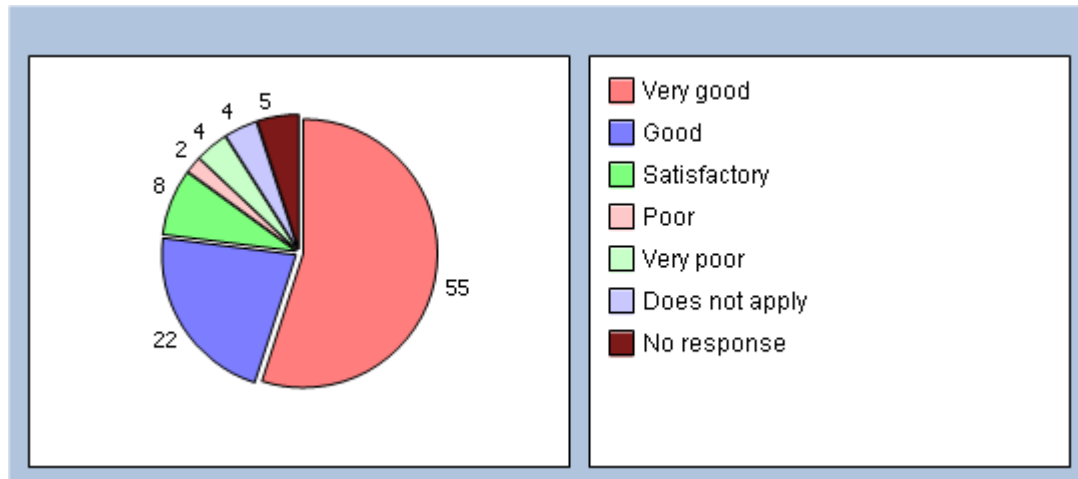
Poor **2%**

Very poor **4%**

Does not apply **4%**

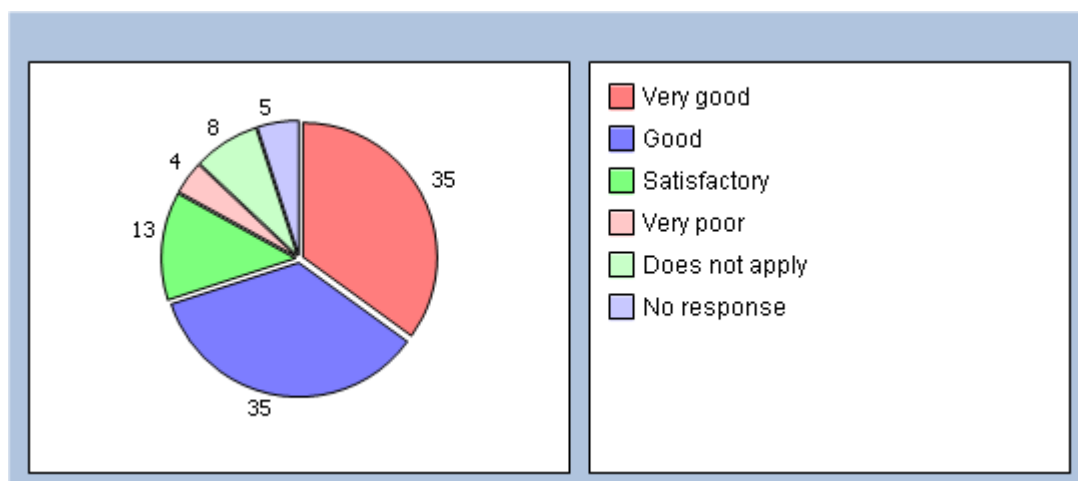
No response **5%**

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## Q5 Assessing your medical condition?

Very good **35%**  
 Good **35%**  
 Satisfactory **13%**  
 Poor **0%**  
 Very poor **4%**  
 Does not apply **8%**  
 No response **5%**

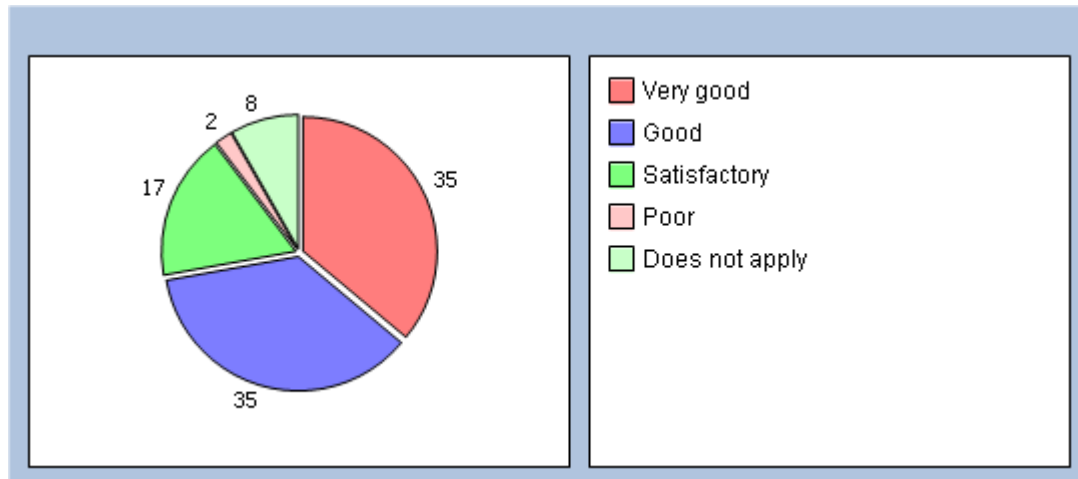


## *How good was the GP at:*

### Q6 Explaining your condition and treatment?

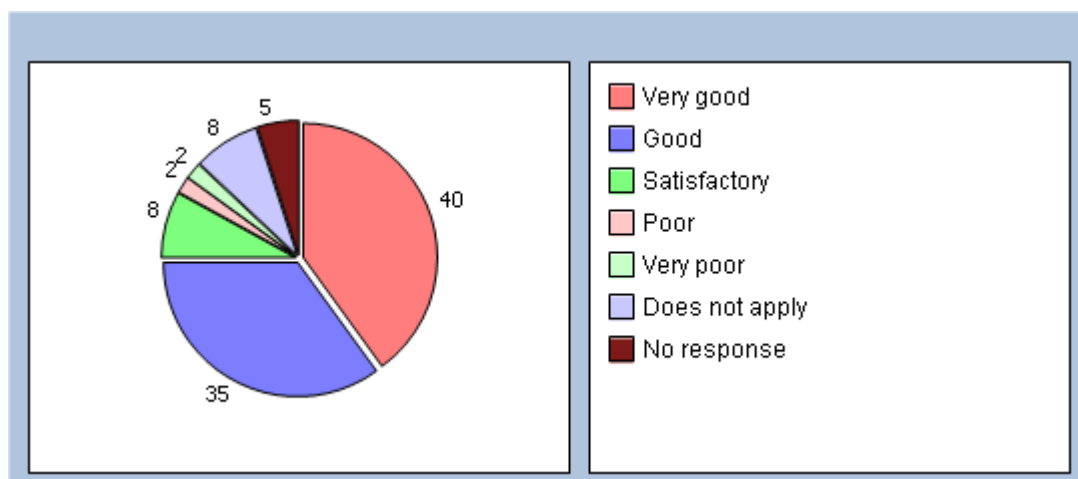
Very good **35%**  
 Good **35%**  
 Satisfactory **17%**  
 Poor **2%**  
 Very poor **0%**  
 Does not apply **8%**

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## Q7 Involving you in decisions about your care?

Very good **40%**  
 Good **35%**  
 Satisfactory **8%**  
 Poor **2%**  
 Very poor **2%**  
 Does not apply **8%**  
 No response **5%**

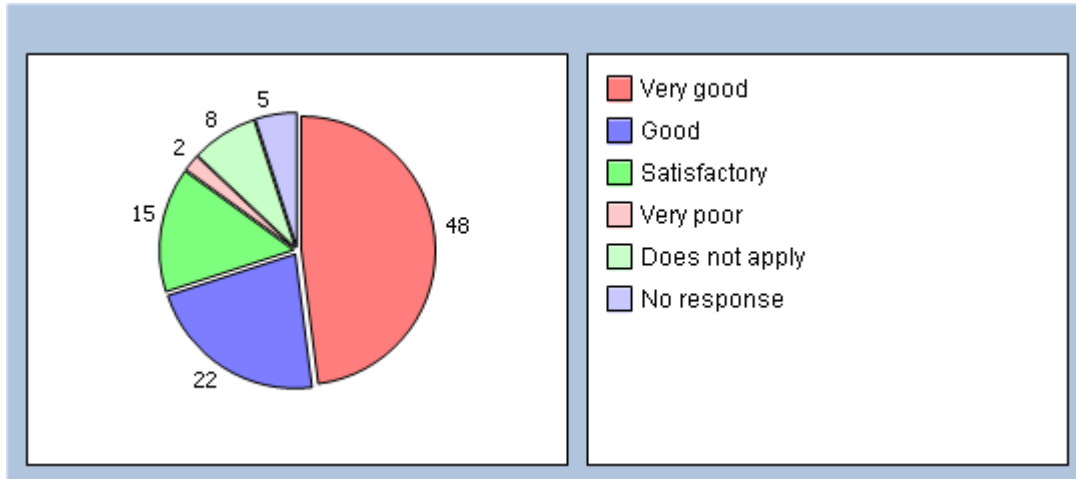


## Q8 Providing or arranging treatment for you?

Very good **48%**  
 Good **22%**  
 Satisfactory **15%**  
 Poor **0%**  
 Very poor **2%**  
 Does not apply **8%**  
 No response **5%**

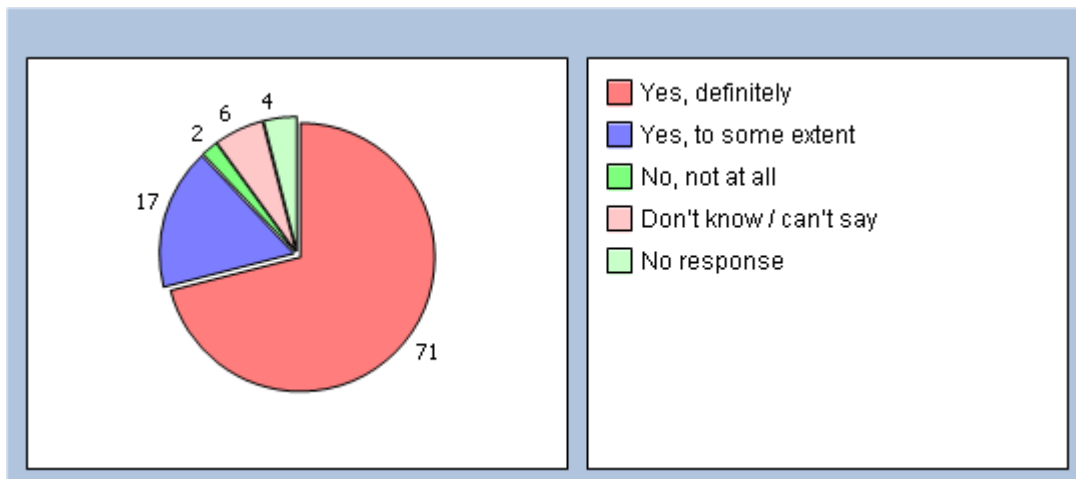


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## Q9 Did you have confidence that the GP is honest and trustworthy?

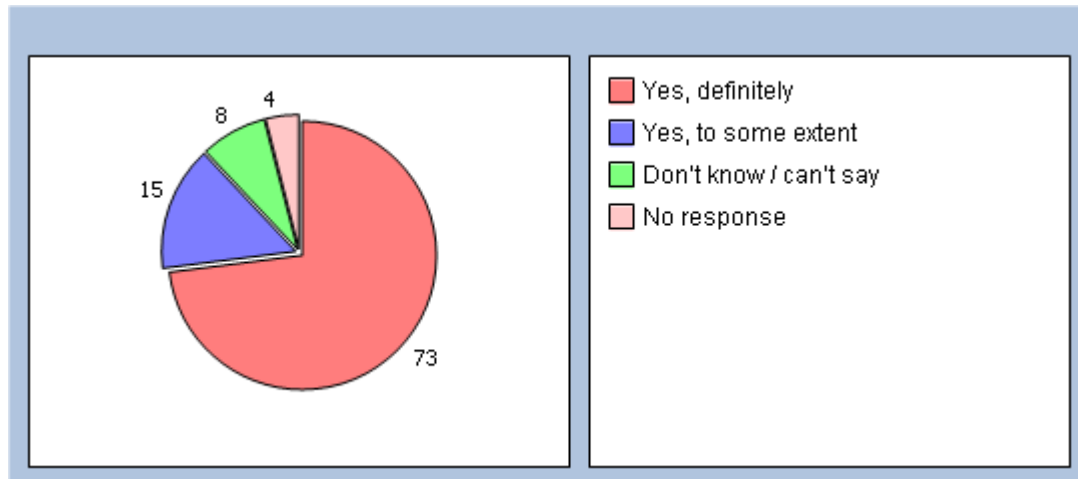
Yes, definitely **71%**  
 Yes, to some extent **17%**  
 No, not at all **2%**  
 Don't know / can't say **6%**  
 No response **4%**



## Q10 Did you have confidence that the doctor will keep your information confidential?

Yes, definitely **73%**  
 Yes, to some extent **15%**  
 No, not at all **0%**  
 Don't know / can't say **8%**  
 No response **4%**

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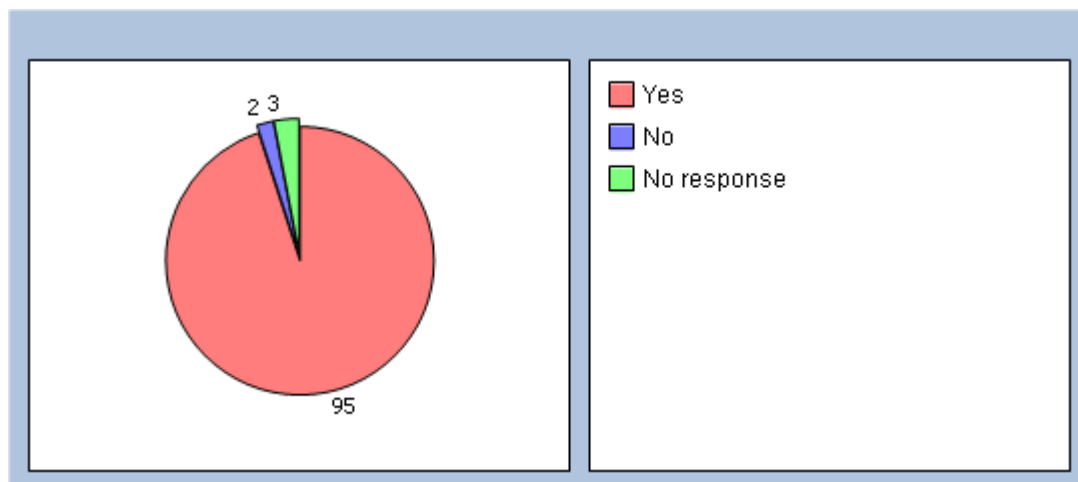


**Q11 Would you be completely happy to see this GP again?**

Yes **95%**

No **2%**

No response **3%**



**Please enter the name of the GP/Nurse you recently saw and add any additional comments:**

## About Receptionists and Appointments

**Q12 How helpful do you find the receptionists at your GP practice?**

Very helpful **48%**

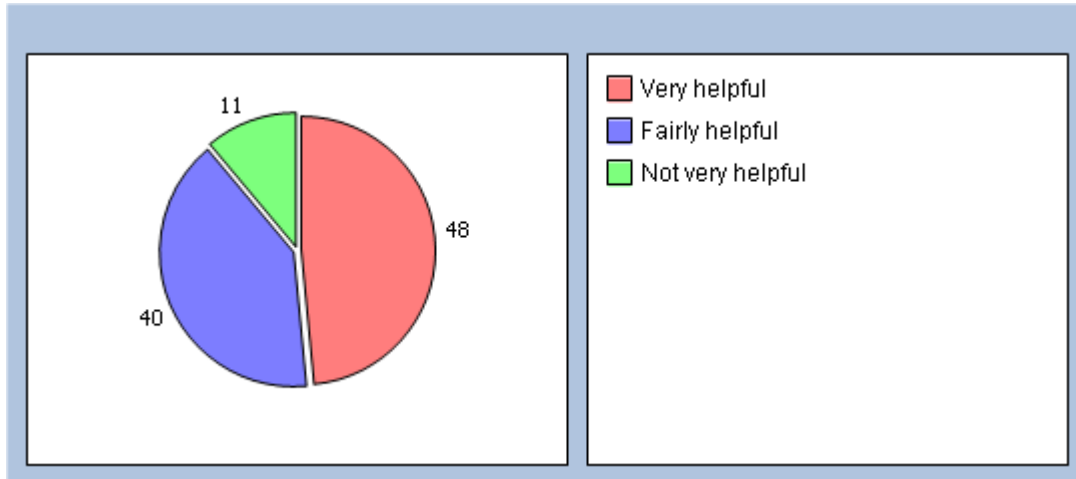
Fairly helpful **40%**

Not very helpful **11%**

Not at all helpful **0%**

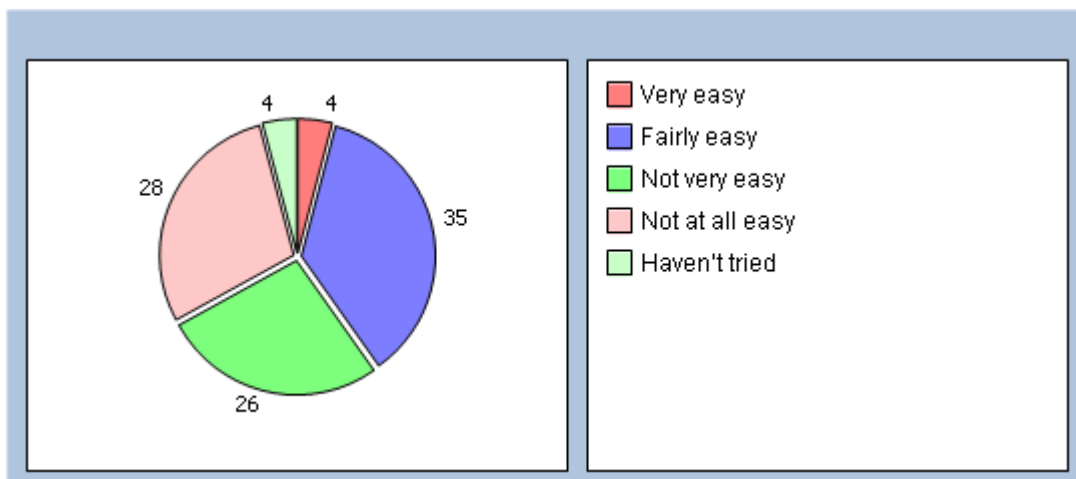
Don't know **0%**

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**Q13 How easy is it to get through to someone at your GP practice on the phone?**

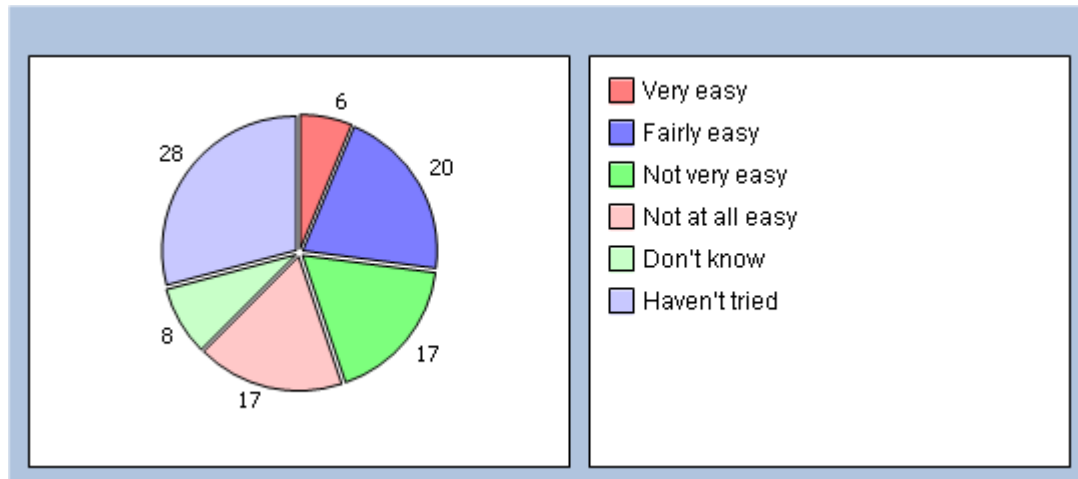
- Very easy **4%**
- Fairly easy **35%**
- Not very easy **26%**
- Not at all easy **28%**
- Don't know **0%**
- Haven't tried **4%**



**Q14 How easy is it to speak to a doctor or nurse on the phone at your GP practice?**

- Very easy **6%**
- Fairly easy **20%**
- Not very easy **17%**
- Not at all easy **17%**
- Don't know **8%**
- Haven't tried **28%**

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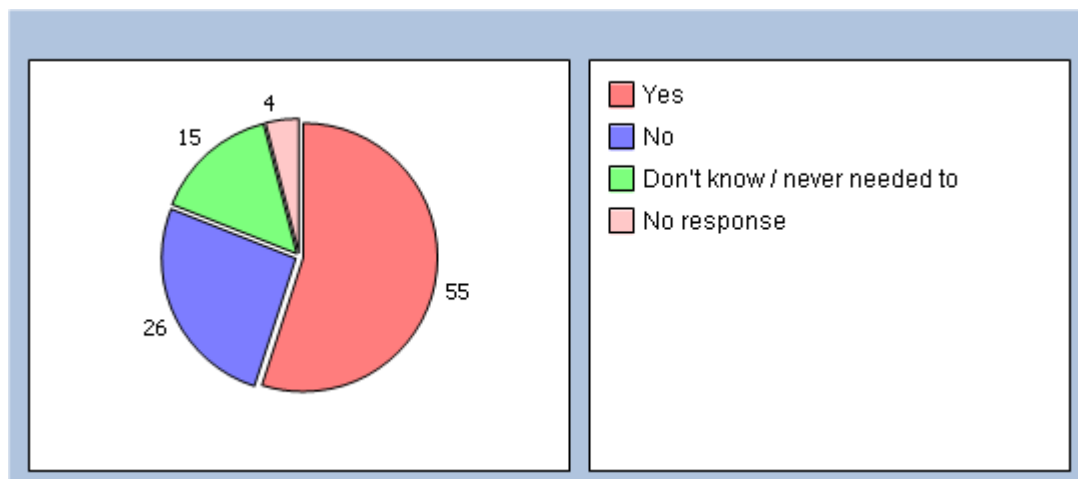
**Q15 If you need to see a GP urgently, can you normally get seen on the same day?**

Yes **55%**

No **26%**

Don't know / never needed to **15%**

No response **4%**



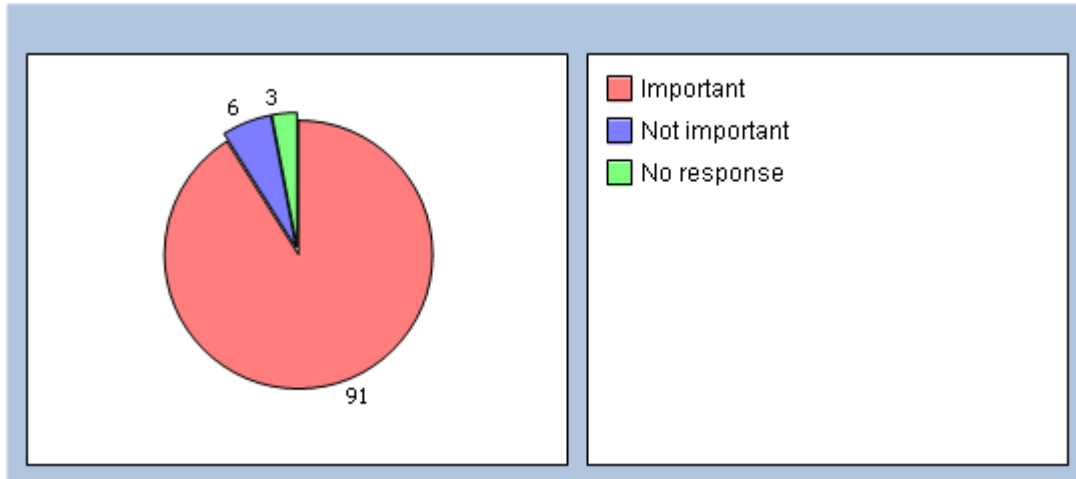
**Q16 How important is it to you to be able to book appointments ahead of time in your practice?**

Important **91%**

Not important **6%**

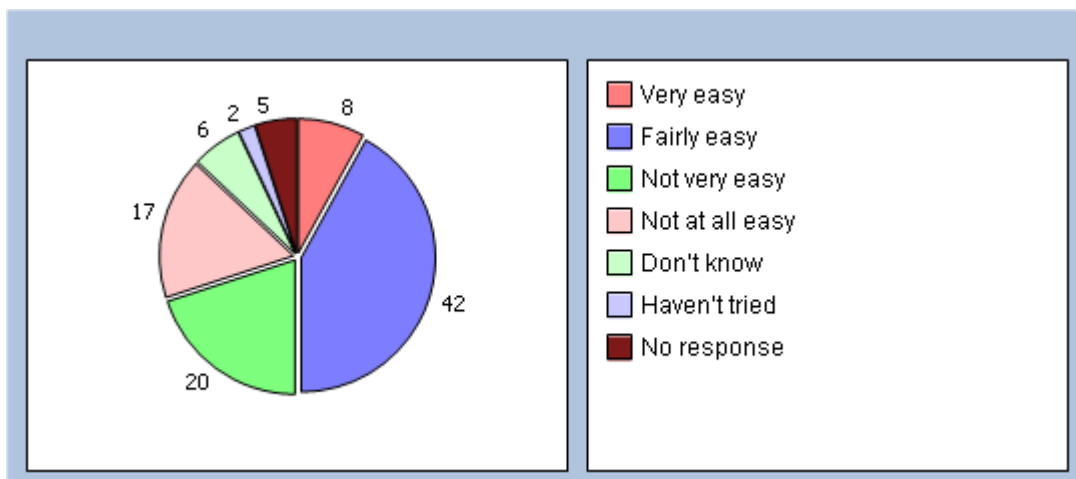
No response **3%**

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**Q17 How easy is it to book ahead in your practice?**

- Very easy **8%**
- Fairly easy **42%**
- Not very easy **20%**
- Not at all easy **17%**
- Don't know **6%**
- Haven't tried **2%**
- No response **5%**



**Q18 How do you normally book your appointments at your practice? (please X all boxes that apply)**

- In person **51%**
- By phone **82%**
- Online **17%**
- Doesn't apply **2%**

**Q19 Which of the following methods would you prefer to use to book appointments at your practice? (please X all boxes that apply)**

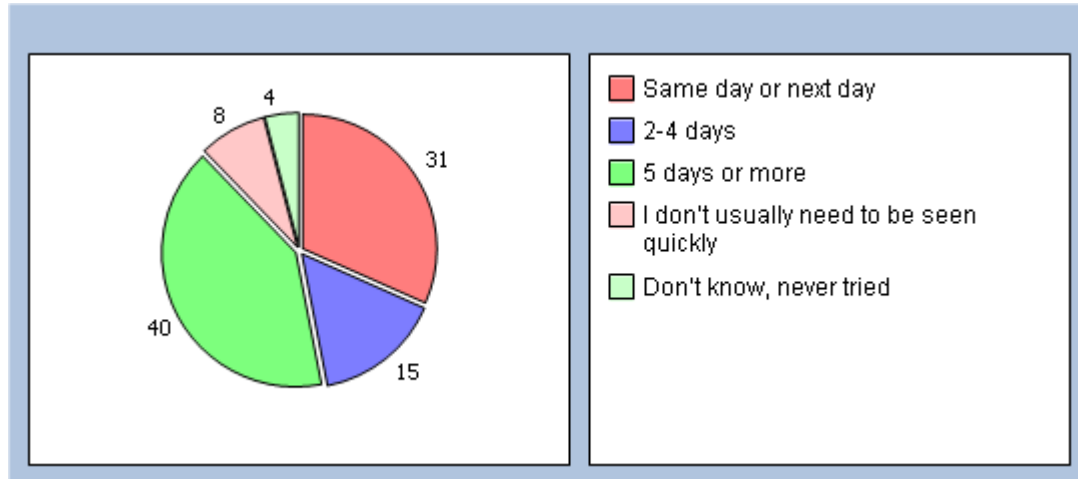
- In person **33%**
- By phone **66%**
- Online **62%**
- Doesn't apply **0%**

***Thinking of times when you want to see a particular doctor:***

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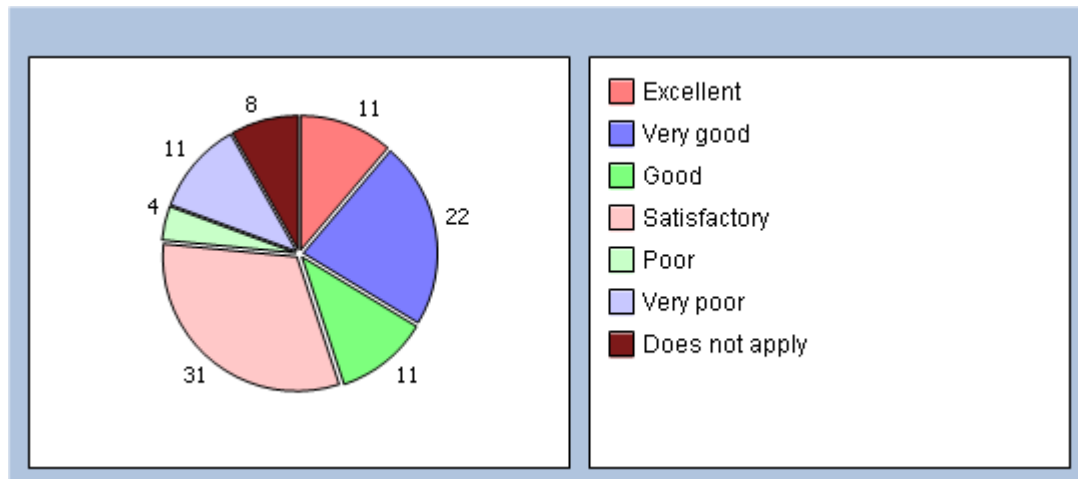
## Q20 How quickly do you usually get seen?

Same day or next day **31%**  
 2-4 days **15%**  
 5 days or more **40%**  
 I don't usually need to be seen quickly **8%**  
 Don't know, never tried **4%**



## Q21 How do you rate how quickly you were seen?

Excellent **11%**  
 Very good **22%**  
 Good **11%**  
 Satisfactory **31%**  
 Poor **4%**  
 Very poor **11%**  
 Does not apply **8%**

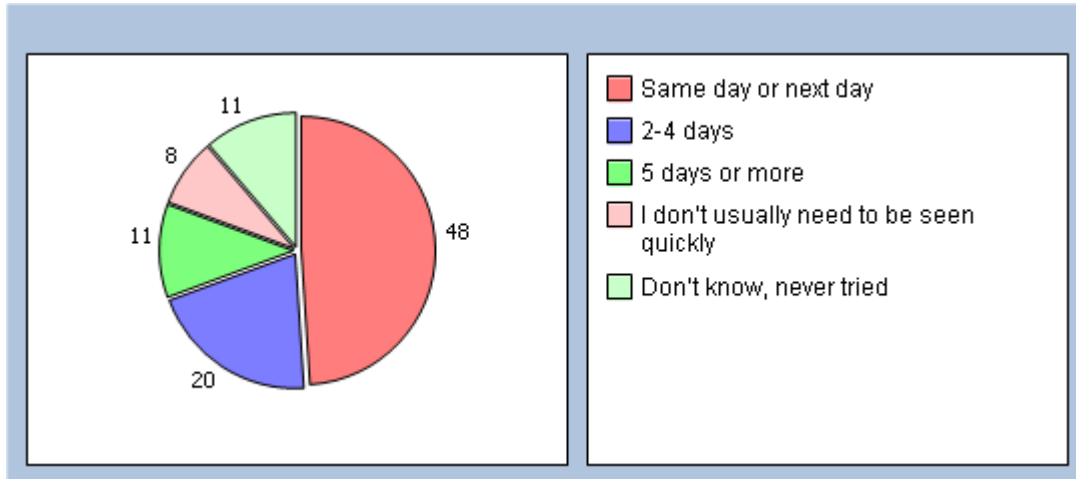


## *Thinking of times when you are willing to see any doctor:*

### Q22 How quickly do you usually get seen?

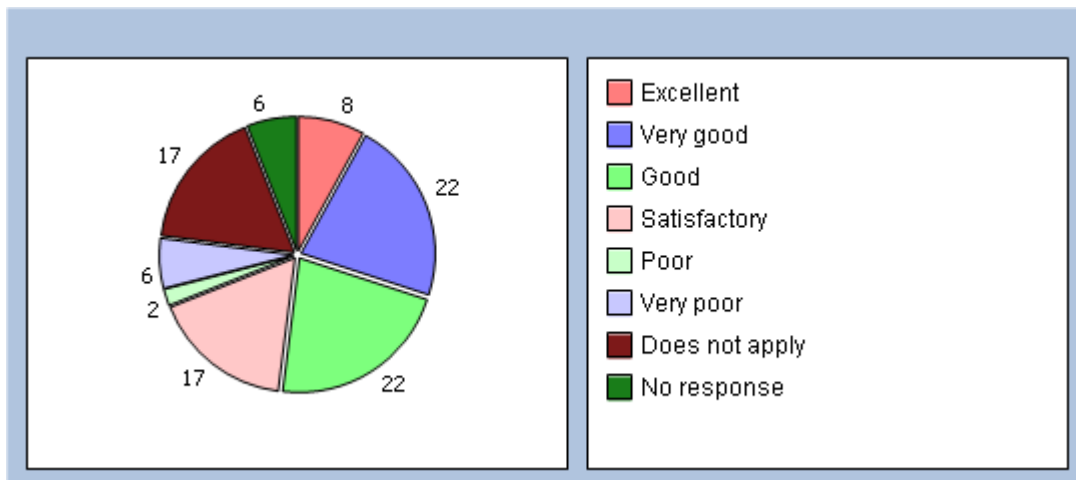
Same day or next day **48%**  
 2-4 days **20%**  
 5 days or more **11%**  
 I don't usually need to be seen quickly **8%**  
 Don't know, never tried **11%**

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**Q23 How do you rate how quickly you were seen?**

Excellent **8%**  
 Very good **22%**  
 Good **22%**  
 Satisfactory **17%**  
 Poor **2%**  
 Very poor **6%**  
 Does not apply **17%**  
 No response **6%**

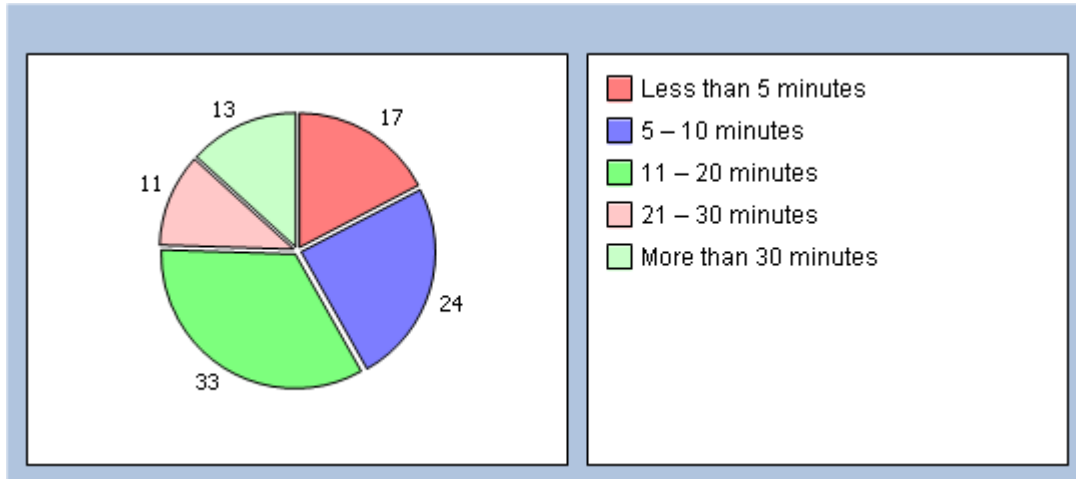


## *Thinking of your most recent consultation with a doctor or nurse*

**Q24 How long did you wait for your consultation to start?**

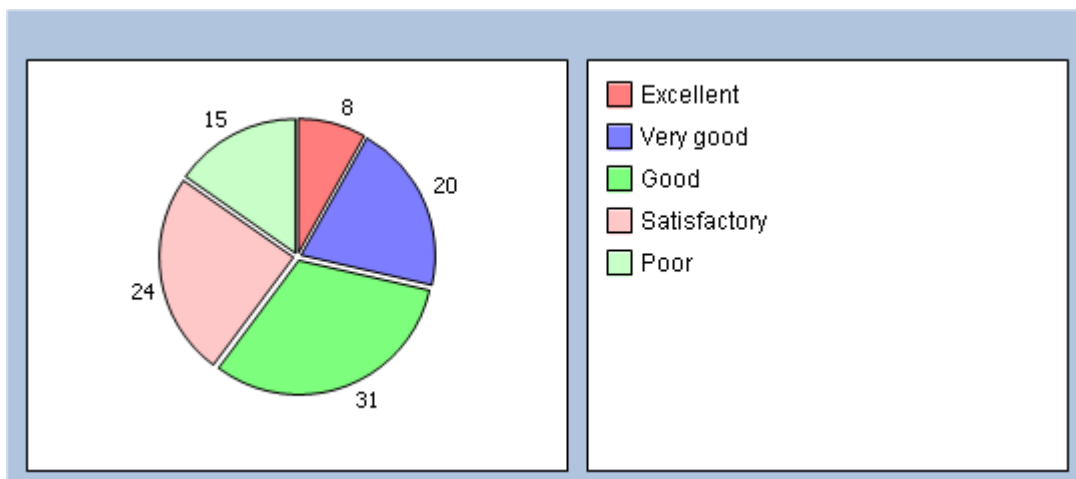
Less than 5 minutes **17%**  
 5 – 10 minutes **24%**  
 11 – 20 minutes **33%**  
 21 – 30 minutes **11%**  
 More than 30 minutes **13%**  
 There was no set time for my consultation **0%**

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**Q25 How do you rate how long you waited?**

Excellent **8%**  
 Very good **20%**  
 Good **31%**  
 Satisfactory **24%**  
 Poor **15%**  
 Very poor **0%**  
 Does not apply **0%**

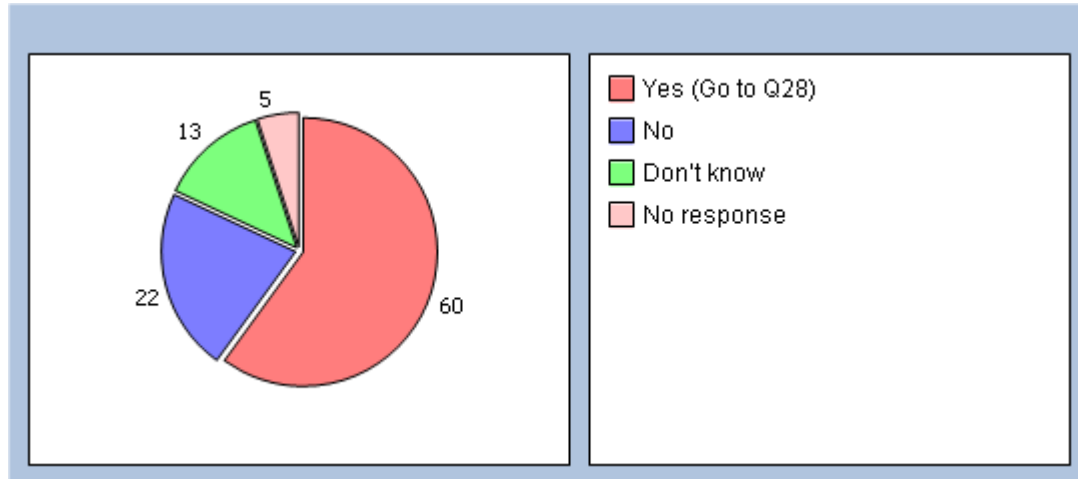


**Q26 Is your GP practice currently open at times that are convenient to you?**

Yes (Go to Q28) **60%**  
 No **22%**  
 Don't know **13%**  
 No response **5%**



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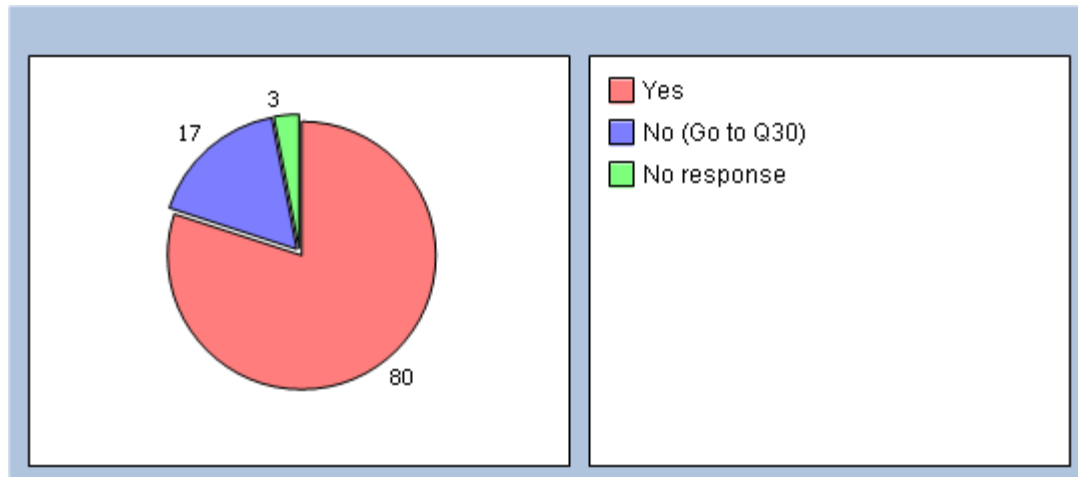


**Q27 Which of the following additional opening hours would make it easier for you to see or speak to someone? (please X all boxes that apply)**

- Before 8am **15%**
- At lunchtime **13%**
- After 6.30pm **33%**
- On a Saturday **31%**
- On a Sunday **13%**
- None of these **0%**

**Q28 Is there a particular GP you usually prefer to see or speak to?**

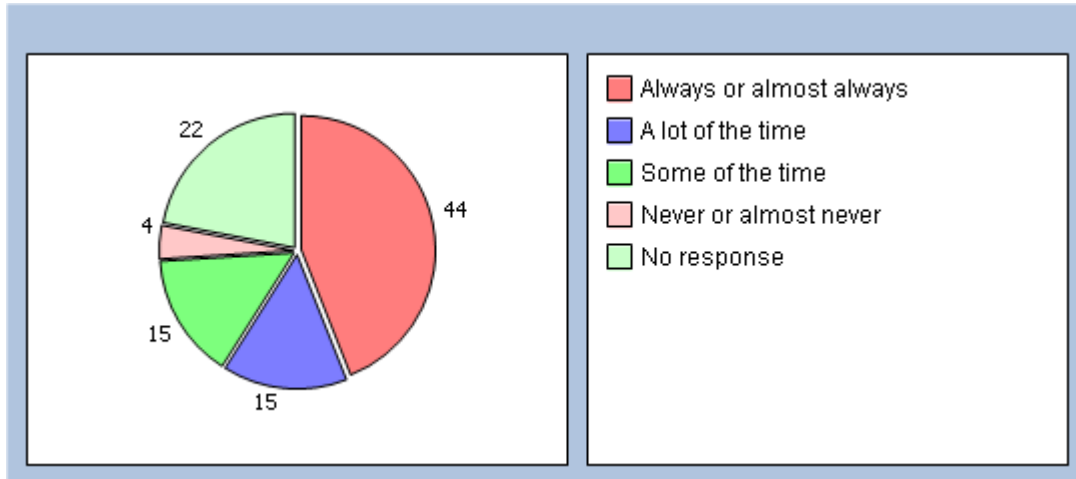
- Yes **80%**
- No (Go to Q30) **17%**
- There is usually only one doctor in my surgery (Go to Q30) **0%**
- No response **3%**



**Q29 How often do you see or speak to the GP you prefer?**

- Always or almost always **44%**
- A lot of the time **15%**
- Some of the time **15%**
- Never or almost never **4%**
- Not tried at this GP practice **0%**
- No response **22%**

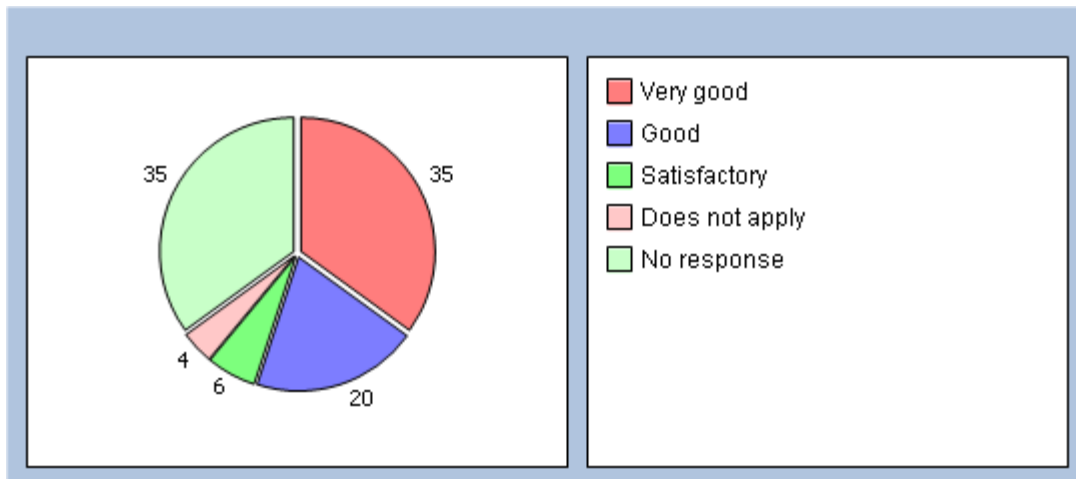
# THE NEW MEDICAL CENTRE



***If you haven't seen a nurse in the last 6 months please go to Q37. How good was the Nurse you last saw at:***

### **Q30 Putting you at ease?**

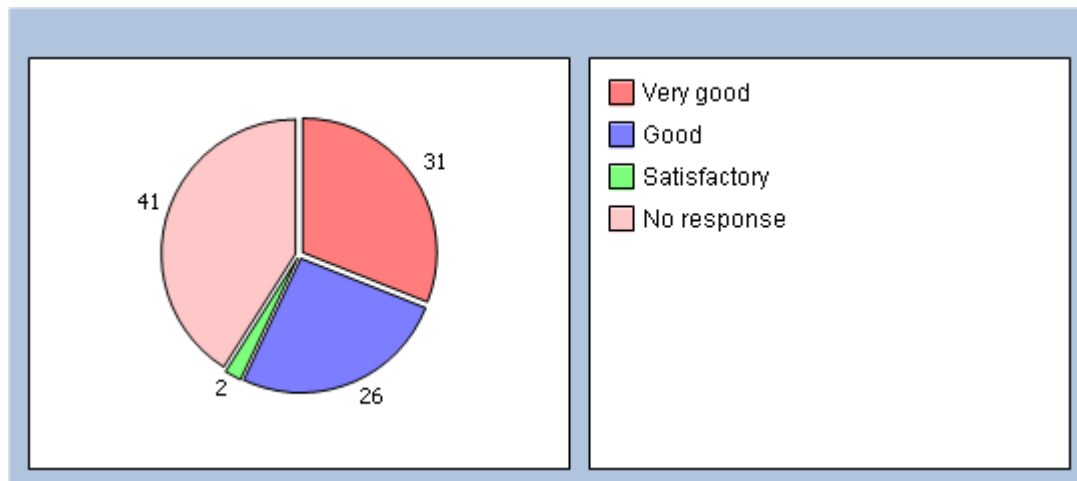
Very good **35%**  
 Good **20%**  
 Satisfactory **6%**  
 Poor **0%**  
 Very poor **0%**  
 Does not apply **4%**  
 No response **35%**



### **Q31 Giving you enough time?**

Very good **31%**  
 Good **26%**  
 Satisfactory **2%**  
 Poor **0%**  
 Very poor **0%**  
 Does not apply **0%**  
 No response **41%**

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## Q32 Listening to you?

Very good **31%**

Good **24%**

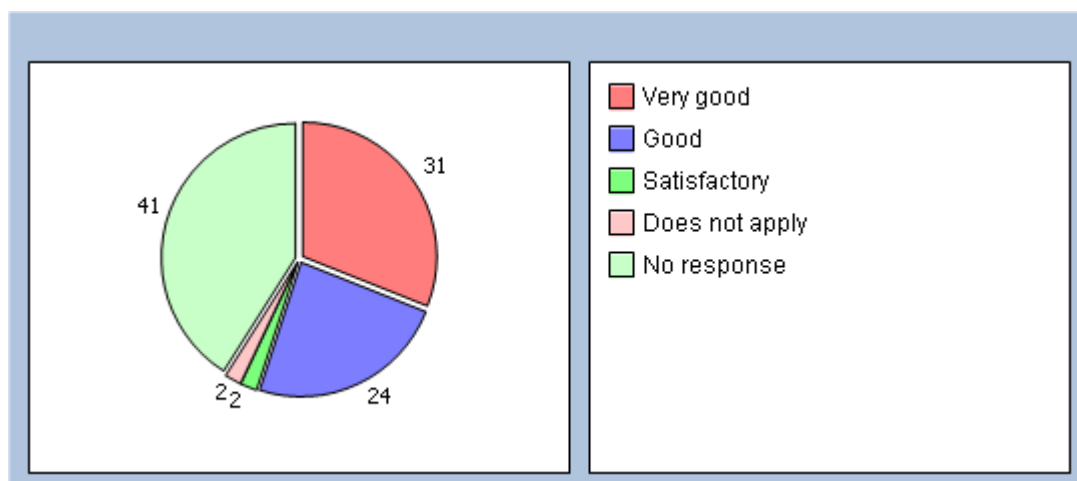
Satisfactory **2%**

Poor **0%**

Very poor **0%**

Does not apply **2%**

No response **41%**



## Q33 Explaining your condition and treatment?

Very good **26%**

Good **17%**

Satisfactory **2%**

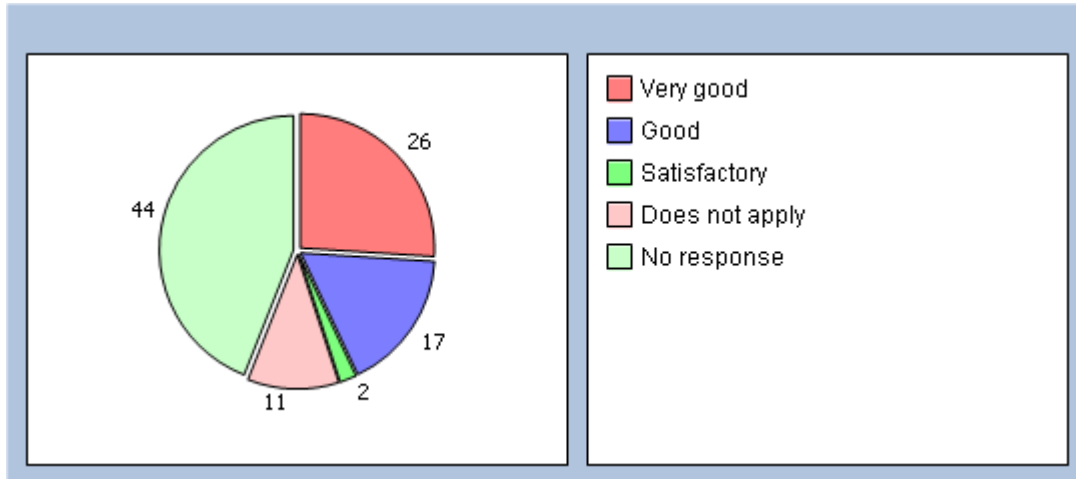
Poor **0%**

Very poor **0%**

Does not apply **11%**

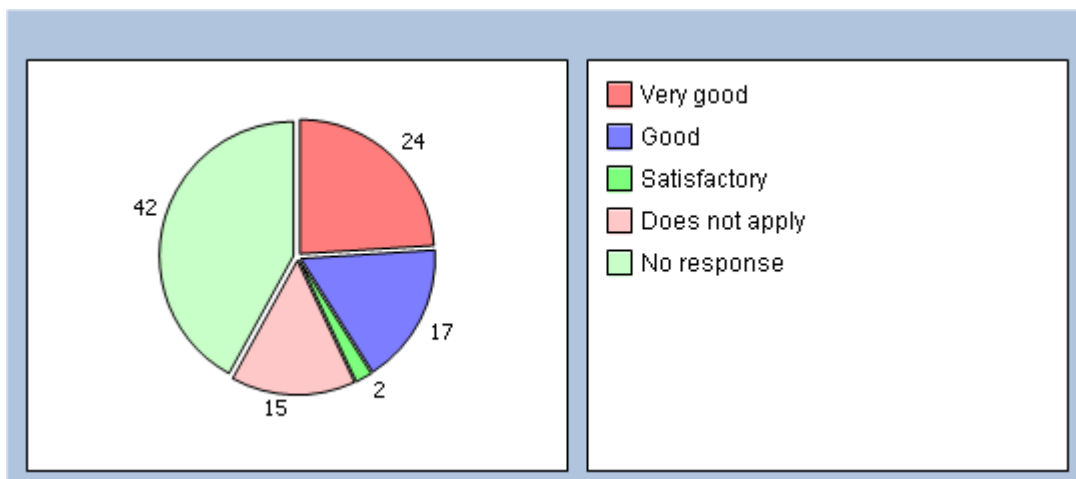
No response **44%**

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## Q34 Involving you in decisions about your care?

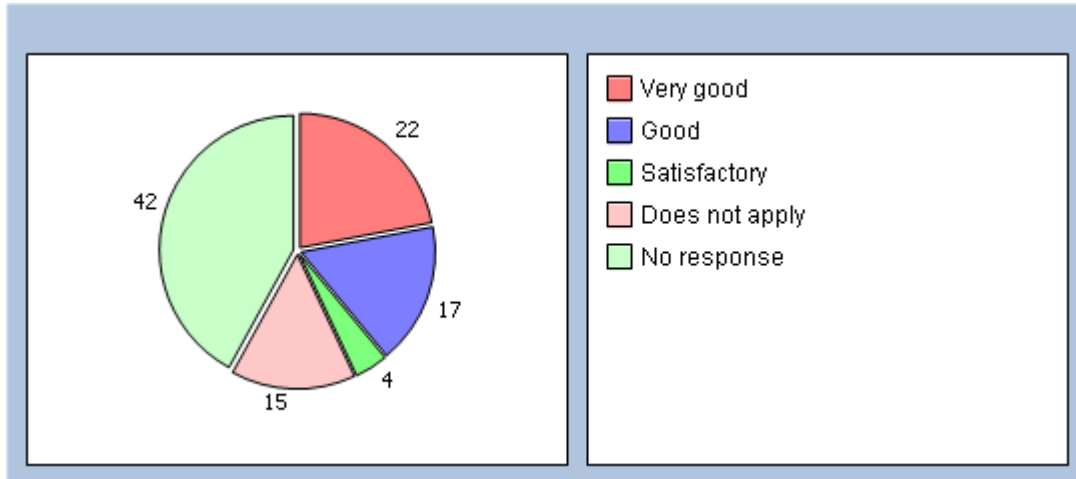
Very good **24%**  
Good **17%**  
Satisfactory **2%**  
Poor **0%**  
Very poor **0%**  
Does not apply **15%**  
No response **42%**



## Q35 Providing or arranging treatment for you?

Very good **22%**  
Good **17%**  
Satisfactory **4%**  
Poor **0%**  
Very poor **0%**  
Does not apply **15%**  
No response **42%**

# THE NEW MEDICAL CENTRE

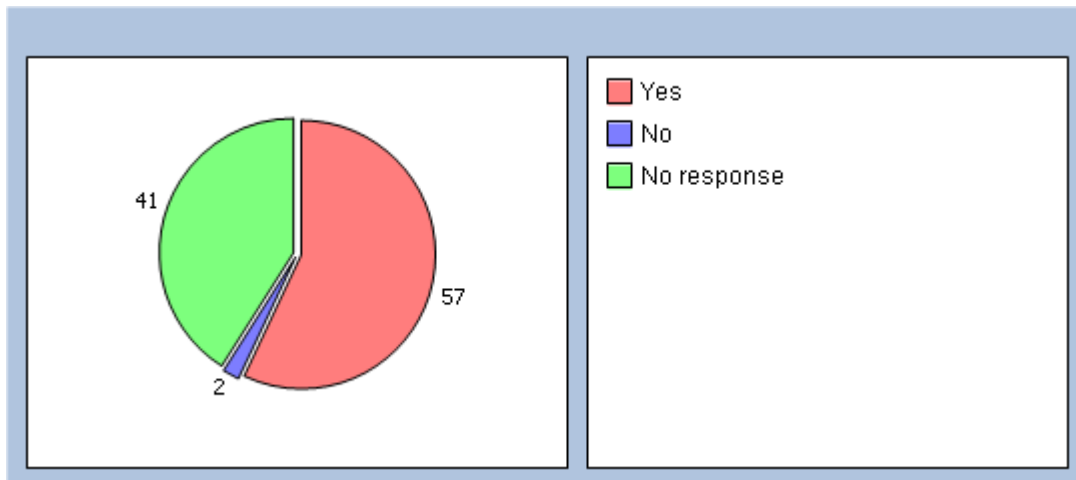


**Q36 Would you be completely happy to see this nurse again?**

Yes **57%**

No **2%**

No response **41%**



***Thinking about the care you get from your doctors and nurses overall, how well does the practice help you to:***

**Q37 Understand your health problems?**

Very well **64%**

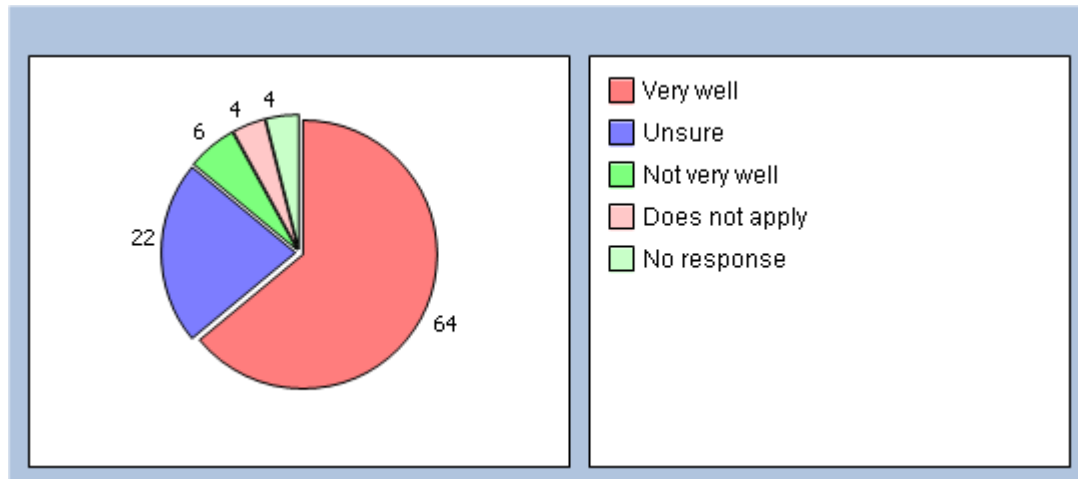
Unsure **22%**

Not very well **6%**

Does not apply **4%**

No response **4%**

# THE NEW MEDICAL CENTRE



## Q38 Cope with your health problems

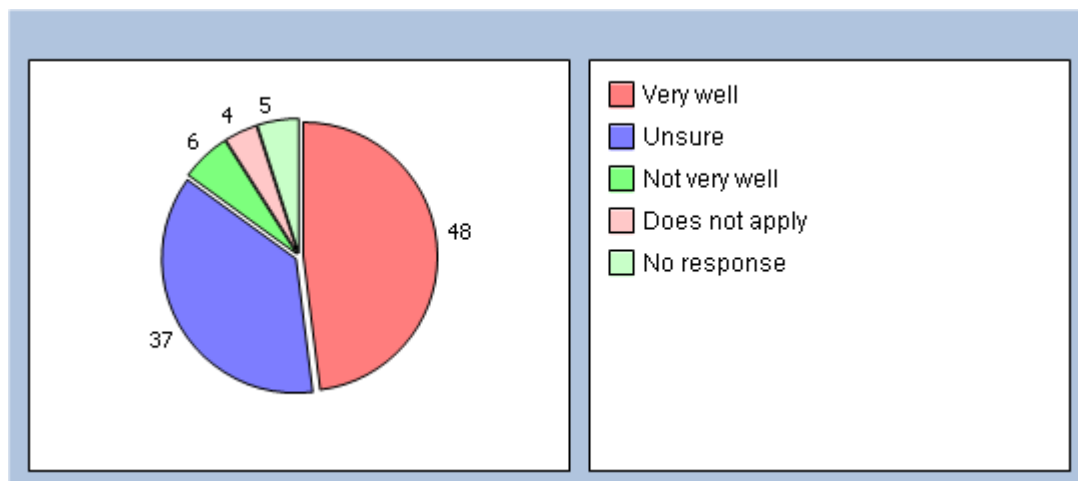
Very well **48%**

Unsure **37%**

Not very well **6%**

Does not apply **4%**

No response **5%**



## Q39 Keep yourself healthy

Very well **53%**

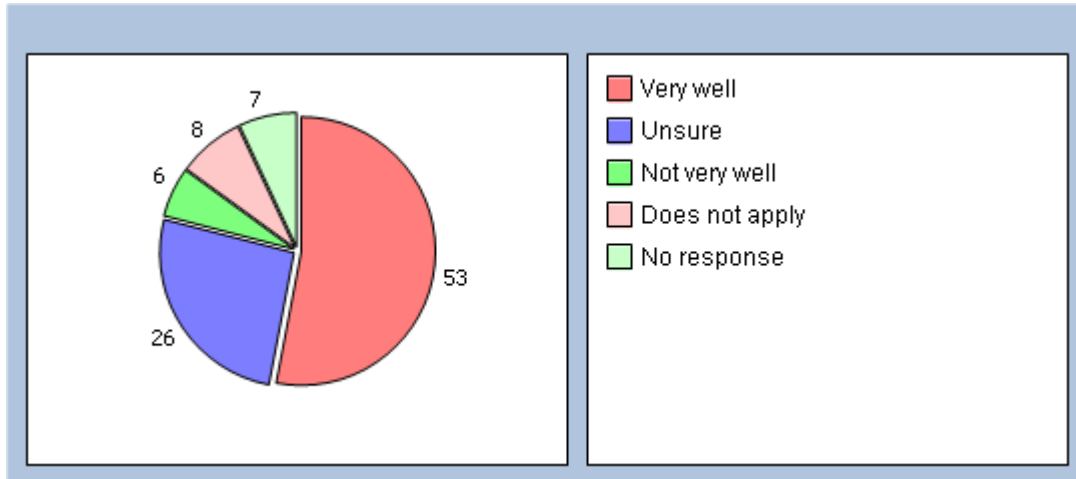
Unsure **26%**

Not very well **6%**

Does not apply **8%**

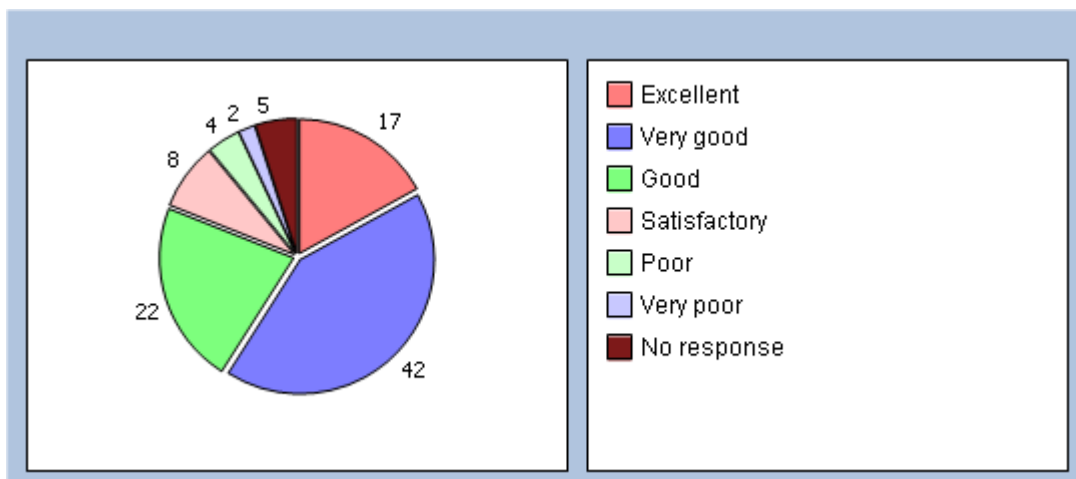
No response **7%**

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**Q40 Overall, how would you describe your experience of your GP surgery?**

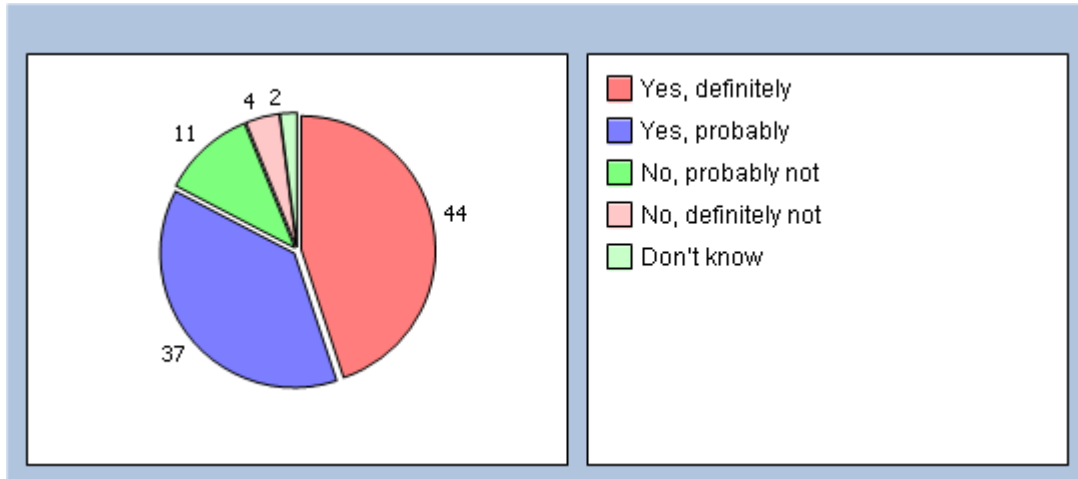
Excellent **17%**  
 Very good **42%**  
 Good **22%**  
 Satisfactory **8%**  
 Poor **4%**  
 Very poor **2%**  
 No response **5%**



**Q41 Would you recommend your GP surgery to someone who has just moved to your local area?**

Yes, definitely **44%**  
 Yes, probably **37%**  
 No, probably not **11%**  
 No, definitely not **4%**  
 Don't know **2%**

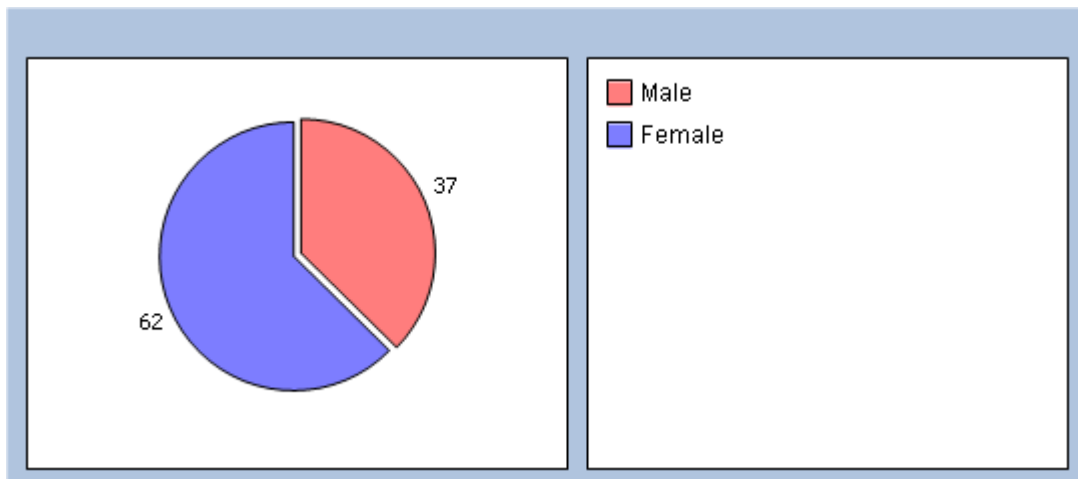
# THE NEW MEDICAL CENTRE



*It will help us to understand your answers if you could tell us a little about yourself*

## Q42 Are you ?

Male **37%**  
Female **62%**

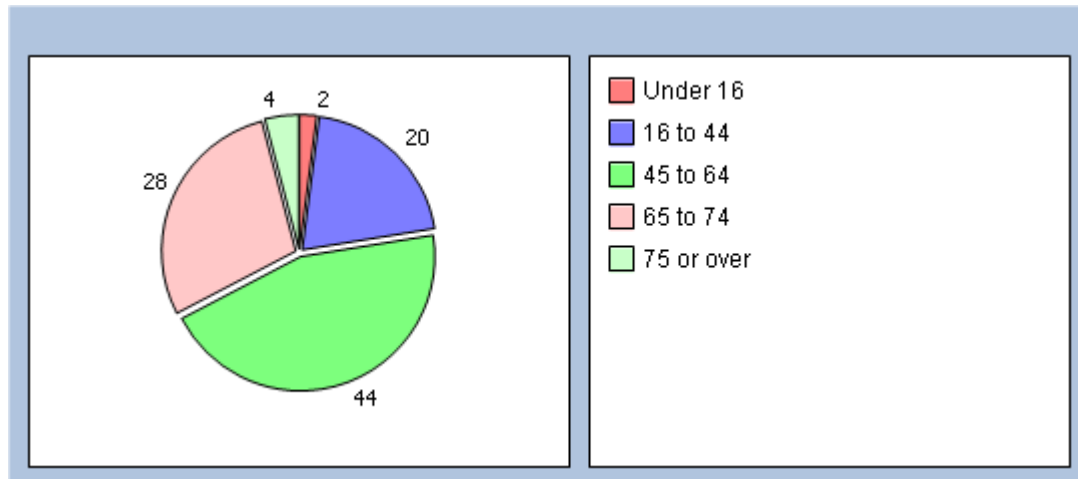


## Q43 How old are you?

Under 16 **2%**  
16 to 44 **20%**  
45 to 64 **44%**  
65 to 74 **28%**  
75 or over **4%**



# THE NEW MEDICAL CENTRE



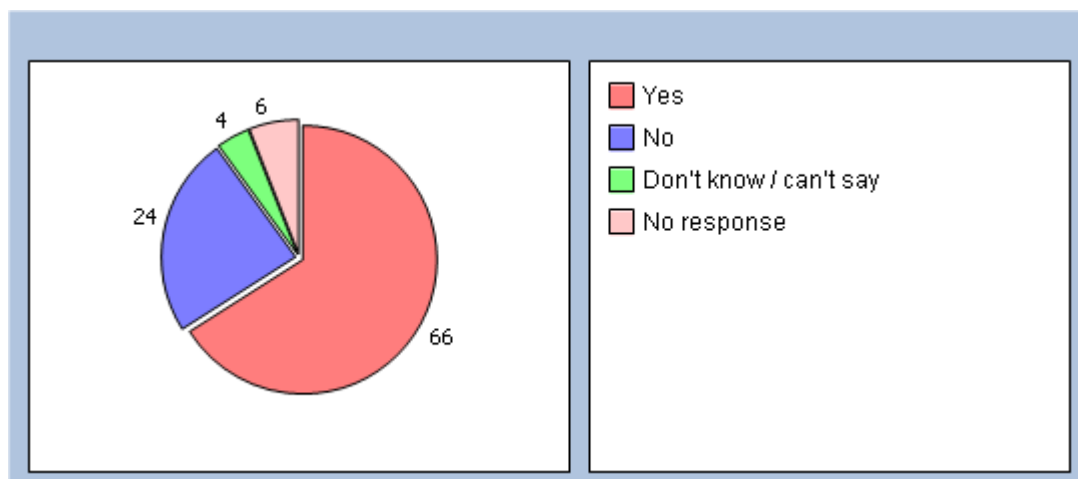
## Q44 Do you have a long-standing health condition?

Yes **66%**

No **24%**

Don't know / can't say **4%**

No response **6%**



## Q45 What is your ethnic group?

White **91%**

Black or Black British **4%**

Asian or Asian British **0%**

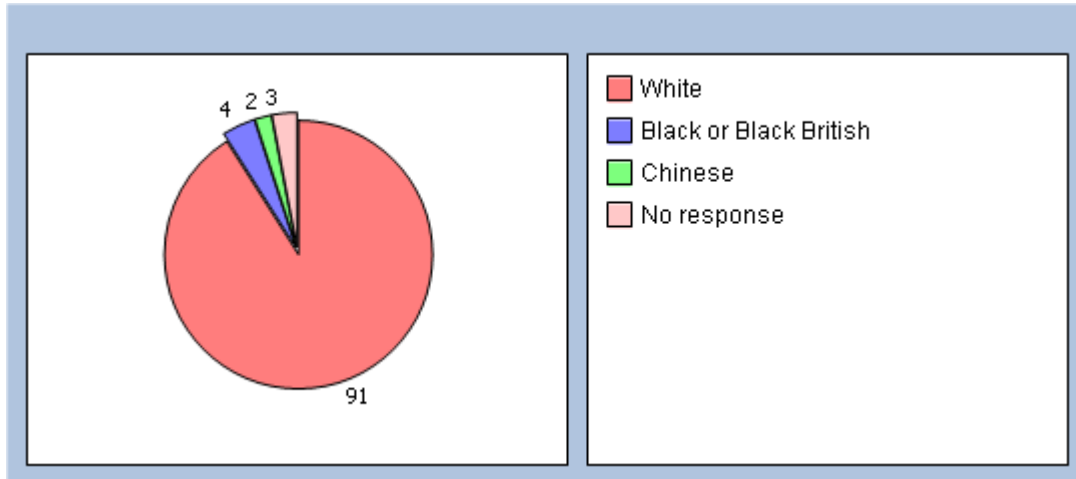
Mixed **0%**

Chinese **2%**

Other ethnic group **0%**

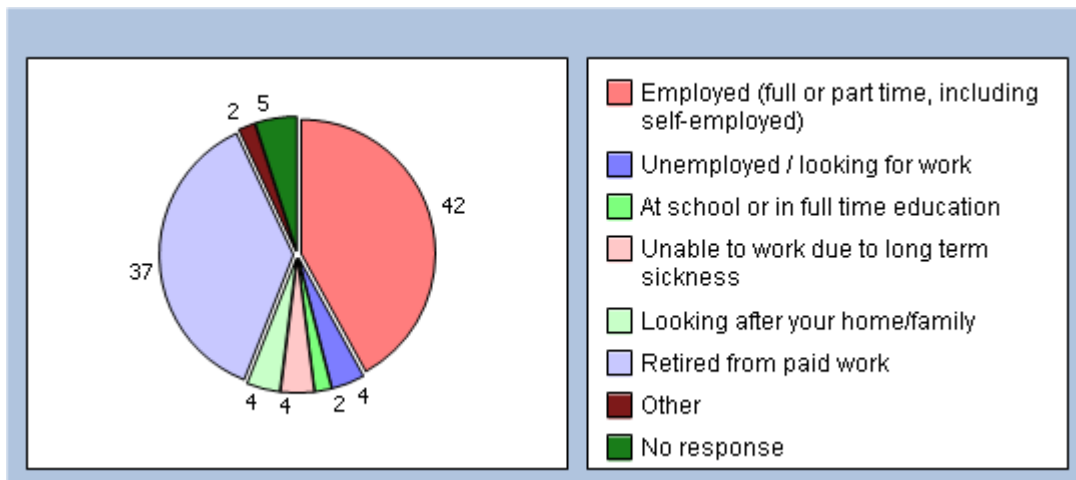
No response **3%**

# THE NEW MEDICAL CENTRE



## Q46 Which of the following best describes you?

- Employed (full or part time, including self-employed) **42%**
- Unemployed / looking for work **4%**
- At school or in full time education **2%**
- Unable to work due to long term sickness **4%**
- Looking after your home/family **4%**
- Retired from paid work **37%**
- Other **2%**
- No response **5%**



Finally, please add any other comments you would like to make about your GP practice: