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Patient Participation Group Report March 2015

This report summarises the progress and work of North Laine Medical Centre Patient Participation Group (PPG) in 2014/15.

The sections are:

1. Demographics of the Practice population and PPG/PRG
2. Steps we took to recruit the PPG/PRG
3. How we agreed the issues to be addressed in the survey
4. The patient survey
5. Survey Findings
6. Details of our Action Plan
7. Summary of the evidence.

1 Demographics of the Practice population and PPG

The practice is located in the heart of the North Laine in the Brighton City Centre. We are a three doctor partnership and provide the full range of services to NHS patients. The practice was established at the beginning of the NHS and has some patients who have been registered with the practice for 60 years. Our current list size has been slightly increasing with more patient moving into Brighton. We have also have taken a number of new patients following the closure of Eaton Place and now have 4120 patients.

Many patients live and work on the city centre, the list profile remains little changed from previous reports; the largest group of patients are aged between 30-39 of whom 56.3% are male and 43.7% are female. Our list turnover is higher than the PCT or National Average but typical of a busy city centre practice. Our patients come from a wide ethnic, cultural and social background; many are attracted by the services we provide and our reputation for the providing a high level of care. Detailed graphs are shown below.

Patient Group Profile

0% 16 and under
0% 17 - 24
25% 25 - 34
30% 35 - 44
20% 45 - 54
18% 55 - 64
7% 65 - 74
0% 75 - 84
0% over 84

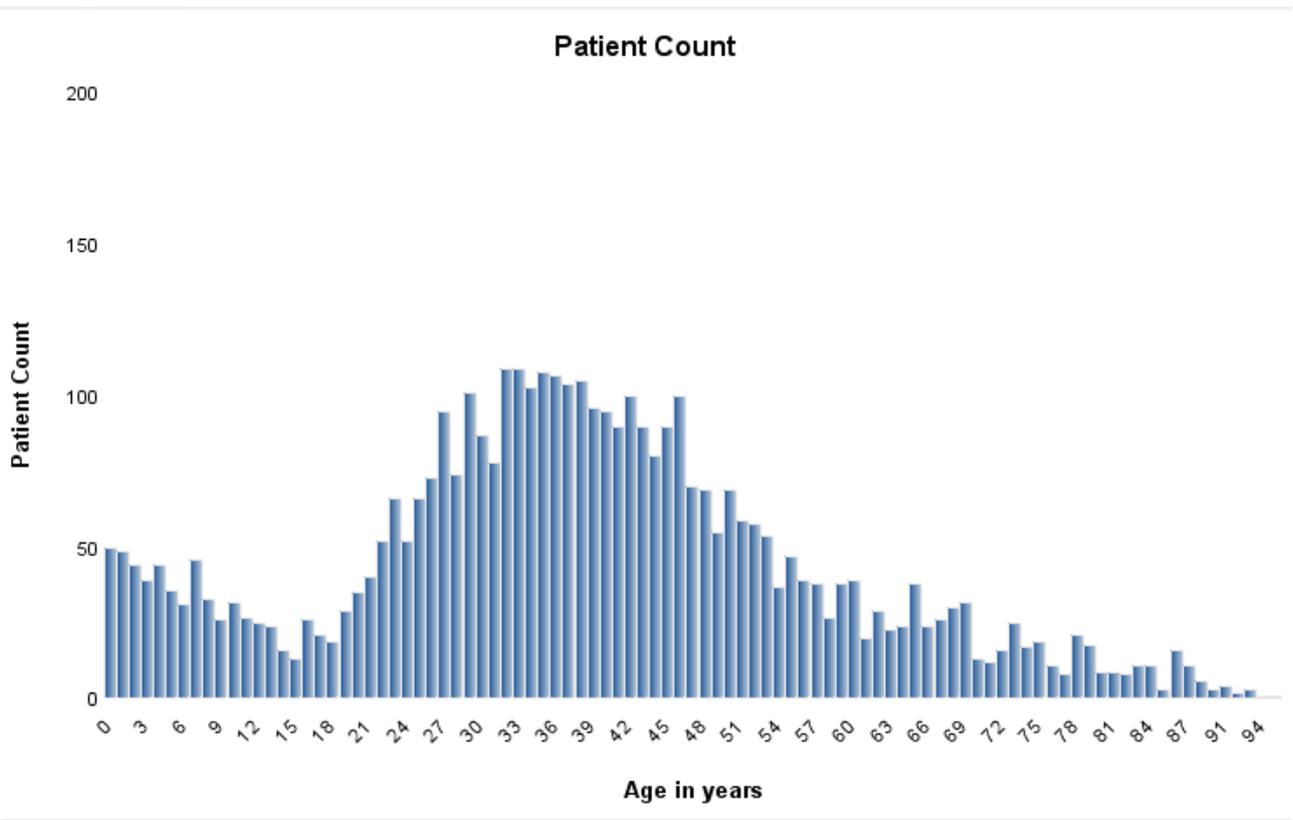
PPG

White

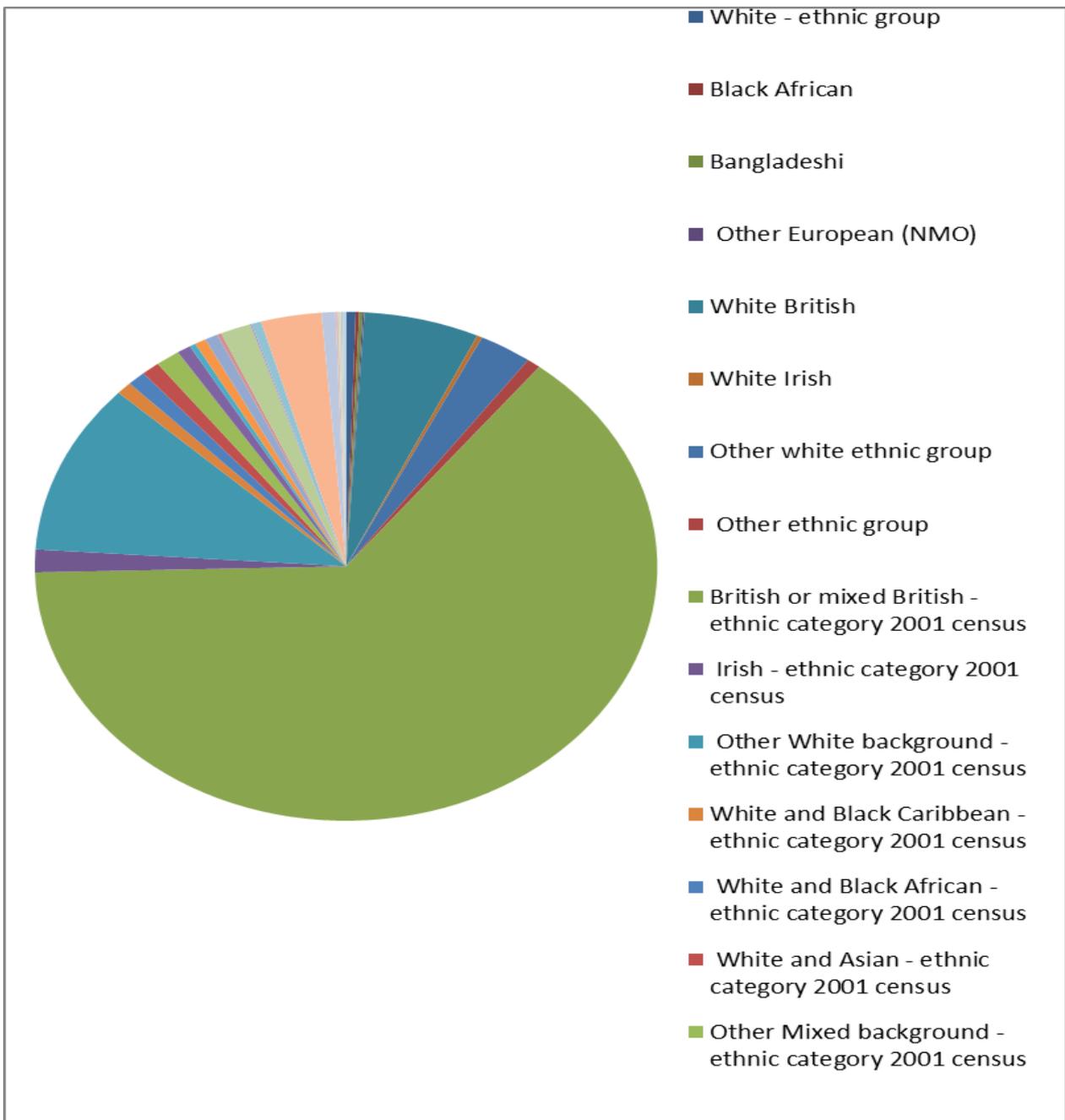
75% British Group
0% Irish
Less than 5% Other White

Less than 5% White & Black African
Less than 1% White & Asian
Asian or Asian British
Less than 1%
Black or Black British
5 %
Chinese or other ethnic group
Less than 1% Chinese
5% Any other

The Practice Age profile is:



The practice records the ethnicity of all new patients. This chart has been downloaded from our Clinical software system.



PPG Profile

The PPG was formed in March 2011 and currently now consists of 3 male patients; all are registered patients at this Practice. It should be noted that we also have an established Patient Reference Group (PRG) who's views are sought by email. The PRG has 40+ participants reflecting our broad patient profile.

2. The steps taken to recruit to our PPG

The practice established our web site in early 2010. Typically we experience 700+ hits per month. 30-40% of our repeat prescription requests come via our SystemOne Online. We continue to find it difficult to recruit members. We have placed an invitation for patients to join our patient group on our practice website and also advertise for new member on our waiting room TV screen. We aim to bring the PPG back to 6 members and this year we have agreed with the PPG to invite patients personally to join our group when they come to see the doctor.

This is the link to our patient group.



Patient Group

<http://www.northlainmedicalcentre.co.uk/ppg.htm>

3. How we agreed the questions to be addressed in the survey

The practice use survey monkey and our survey is based on previous years surveys that had been prepared by the Practice Manager working with the Guidance of the patient group. Only questions relevant to the practice and reflecting the issues identified both by the PPG and our Questionnaire are used in the survey. This year we have introduced the Family and Friends test. This is run in house and we have many written responses from patients therefore the practice manager wrote to the patients group as follows:

We plan to run another patient survey in the New Year. You will be aware that we have started running the Friends and Family questionnaire; during last month's trial most patients have freely offered us comments about the practice. These comments will be useful when we review the outcome of next year's patient survey. The questionnaires will be available in the practice every month for the foreseeable future.

The patient survey will again be run via the practice website and I shall text all patients where we have their mobile phone numbers to give them a direct link to the online survey. I plan to reduce the number of question in this year's survey as we are receiving many comments as mentioned above.

Please let me know if there are any specific issues you would like to be covered in this year's survey or if you have any other suggestions that you wish us to consider.

The wording of the survey was amended as a result to PPG comments and then communicated to our patients.

4. The patient survey

We decided to again use the web tool Survey Monkey. The survey was posted on the 'Home' page of our website. Our clinical System has a text messaging service. We actively check the mobile telephone number of all patients attending the practice, and agreed with our patient group to broadcast the survey using the text-messaging system. Therefore on 5th February we sent text messages to all patients with mobile phones (60%) saying:

You are invited to complete our Patient Survey at <https://www.surveymonkey.com/s/83HX8WY> or visit the practice website on www.northlainmedicalcentre.co.uk. Your participation is very much appreciated. Thank you.

This gave a link to Survey Monkey. Also an invitation was posted on our waiting room TV display patient to participate in the survey. We had agreed with our PPG that patients whom do not have access to PCs would be given paper copies of the survey. The survey was available in reception for patients wishing to complete the survey manually.

5. How we sought the views on our action plan and how it was agreed

The survey results were emailed to the PRG and discussed at a meeting arranged for meeting of the patient group on Wednesday 11th March. But then rearranged for Wednesday 18th March.

Detailed graphs showing the outcome of the survey are shown in attached document called 'Response to all Questions 2015'. The Group were also given details a list of all the comments from the Have Your Say 2015 Survey plus the comments from the Family and Friends test.

Following our meeting with the Group on 18th March a draft action plan was sent to our PPG. The final Agreed Action Plan is shown in Section 6.

Action Plan – In Response to Patient Survey 2015 North Laine Medical Centre

Main survey subjects	Survey said	Surgery response	When
Appointments & Waiting Times	<ol style="list-style-type: none"> 1. Patients do not fully understand the appointment system. The difference between getting an appointment for an urgent appointment, same day appointments and routine appointment 2. Use of TV check in screen. The screen is either not noticed or ignored by patients. Yet it helps the practice and informs patients about the waiting times until their appointment. 	<ol style="list-style-type: none"> 1 We agreed that Bernd Sass and Mike Stemp would get together to draw up hand out/ flow chart to explain how to get appointment. This would then be available in the waiting room, TV slide show and website 2 Discuss with reception staff how to increase usage. 	June 2015
On Line Access	<ol style="list-style-type: none"> 1. 25% of patients are registered for online access. The system provides access to repeat prescriptions appointments and summary care record. 2. Appointments are increasingly being booked via the website however it is agreed that access to individual summary care records needs to be explained. 3. Patients do not understand why they must come in personal to register for SystemOnline 	<ol style="list-style-type: none"> 1. A message needs to be put on website explaining how to gain access to individual summary care records. Also a poster is now available to place in the waiting room. 2. Patients wishing to access the full records need to request access via their GP A hand out is being prepared. 3 SystemOnline provide direct access to individual patients medical records therefore the ID of every patients must be personally verified at the practice. 	From April 2015
Development of PPG	<ol style="list-style-type: none"> 1 We need more members to bring the group back to 6 members 2 The PPG wishes to participate with other PPG's across our cluster 	<ol style="list-style-type: none"> 1 Membership will be encouraged during individual GP consultations 2 The practice is part of Cluster 1, which is a group of city centre practices currently working together on the proactive care initiative. Our cluster is comprised of eight practices serving a total of 60,000 patients the Cluster practices are: North Laine 	on-going

		Medical Centre, Oxford Street Surgery, Albion Street Surgery Ardingly Court Surgery, Park Crescent Surgery, Morley Street with Boots and Lewis Road Surgery	
General issue	<ol style="list-style-type: none"> 1. Family and friends majority of patients either extremely likely or very likely to recommend this practice to family and friends. 2. TV Check in screen 3. Saturday morning appointment 	<ol style="list-style-type: none"> 1. Family & Friends. Response reflect high level of care provided by the practice 2. Use of TV check in screen to be encouraged by reception staff. 3. The practice provides extended access every Wednesday evening for working patients. We do not have the capacity to open Saturday morning 	<p>April 2015</p> <p>on-going</p>
Satisfaction with practice	<ol style="list-style-type: none"> 1. Satisfaction with the services we provided 	<ol style="list-style-type: none"> 1 Satisfaction with consultations with the doctors or nurse is excellent. See graphs. Waiting times vary with each clinician. Regular and long standing patients are positive about the level of care and time taken with patients. 	Done
Suggestions to improve our services	<ol style="list-style-type: none"> 1. Confidentiality at reception desk 	<ol style="list-style-type: none"> 1 Patients seeking to talk to reception staff about confidential issues should explain their need and they will be taken to a more secure area to hold a discussion. 	

7. Summary of evidence.

The key changes made within the Practice following agreement with the PRG are:

- Improvement to Information about Online Services
- Agreed development of handouts for patients re Appointment system
- Development of the PPG across the Cluster
- Encouraging more patients to join the PPG

Details of Opening Hours

The practice opening hours are available on the website in our Appointments section and states as follows:

‘The Surgery premises are open from 8.30 a.m. to 1.00 p.m. and 3.00 p.m. to 6.00 p.m. Monday to Friday (although telephone lines close between 12.30 pm and 2.30p.m.) and we are closed on Saturdays.’

The Practice continues to recognise the importance of listening to our patients and involving them in the decision made about the service we offer. The next meeting of the PPG is planned for July 2015.

**Mike Stemp
Practice Manager 27th March 2015**

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