

2013/14 Local Patient Participation Report
31 March 2014

Dr Victoria Muir's Practice

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Table of Contents

Component 1	Develop a Patient Reference Group (aka PPG)	p3
Component 2	Agree Priority Areas with the PPG	p5
Component 3	Collate patient views through the use of a survey	p6
Component 4	Provide the PPG with an opportunity to discuss survey findings and reach agreement with the PPG on changes to services	p7
Component 5	Agree action plan with the PPG and seek PPG agreement to implementing changes	p8
Component 6	Publicise actions taken, and subsequent achievement	p9
<hr/>		
<i>Appendix I</i>	Current practice opening times and services available	<i>p10</i>
<i>Appendix II</i>	Review of PPG recommendations and practice actions	<i>p11</i>
<i>Appendix III</i>	2013/14 Patient Survey	<i>p13</i>
<i>Appendix IV</i>	2013/14 Patient Survey Results	<i>p14</i>
<i>Appendix V</i>	2014/15 Action Plan	<i>p17</i>

COMPONENT 1: Develop a Patient Reference Group

Dr Victoria Muir's practice formed a Patient Participation Group (PPG) in 2011. Its stated aim was 'to determine how the practice could improve the quality and provision of its care to all registered patients'.

The PPG has enabled the practice to obtain feedback from its patients through regular meetings between patient representatives, and through an annual survey open to the wider patient group.

In 2011/12 and 2012/13, the PPG met once every six months to follow the timetable set out by the Directed Enhanced Service (DES). This was to identify priority areas, draft a patient survey, draft an action plan and monitor the practice's progress with the action plan.

In mid-2013/14, the PPG expressed a desire to hold additional meetings. Two meetings per year would be to fill the requirements of the DES, as above, and the agenda of the additional meetings would be driven entirely by the PPG. For example, in December 2013 the PPG held a meeting to discuss the importance of recognising carers among the patient population. A Carer Ambassador from Carer's UK came to the meeting to speak about his role, and continues to disseminate information about carers to the PPG. As a result of this meeting, the practice also named a member of staff as their lead in this area. Training on recognising carers has been provided to this staff member.

Please see Appendix I for an overview of the practice's current opening times and services available (also advertised in the practice leaflet and website)

Please see Appendix II for a review of the PPG's recommendations and the practice's actions in response to these suggestions.

1.1 Recruitment of patients to the PPG

In 2013/14, the practice recruited patients to its PPG by advertising on its website and in the annual survey, and by asking the Principal GP and current PPG members to encourage patients to join. These techniques were considered successful as two new members were recruited during the year, so the practice and PPG will continue to follow this approach.

As of March 2014, the PPG consists of eight registered patients, a registered patient's carer, the Principal GP and an independent facilitator.

1.2 Composition of the PPG

In 2013/14 the practice has taken steps to ensure that the PPG is representative of all registered patients at the practice, through its advertising and targeted encouragement of patients to join the PPG. It is clear, however, that further efforts can be made to ensure the group is more representative.

The PPG could improve its representation of the 18-25 and 26-40 age groups, should encourage male patients to join, and should represent a wider range of ethnicities (indicated by red shading in tables 1-3).

To address this, the practice will continue to advertise the PPG to all patients and the Principal GP will target groups who are currently underrepresented. The practice will also consider breaking down the age groups (below) into ten-year increments to allow for a clearer analysis of the ages represented.

Table 1: Age comparison of registered patients and PPG Members

Age Group	Percentage of registered patients	Percentage of PPG members
0-17	15%	0%
18-25	10%	0%
26-40	37%	13%
41-65	30%	25%
66-999	8%	63%

Table 2: Gender comparison of registered patients and PPG Members

Gender	Percentage of registered patients	Percentage of PPG members
Male	46%	13%
Female	54%	88%

Table 3: Ethnicity comparison of registered patients and PPG Members

Ethnicity	Percentage of registered patients	Percentage of PPG members
White	63%	88%
Mixed ethnicity	4%	0%
Asian/Asian British	10%	0%
Black/Black British	5%	13%
Other	5%	0%
Not stated	1%	0%
Not recorded	12%	0%

COMPONENT 2: Agree Priority Areas with the PPG

The PPG met on the 19th of September 2013 to discuss which priority areas patients should be consulted on in the 2013/14 Patient Survey. The PPG discussed patients' priorities and issues, practice priorities and issues, and planned practice changes.

The PPG will consider reviewing formal patient complaints and patient comments on NHS Choices to help identify which issues are priorities in 2014/15. It was noted that very few complaints are received each year.

The PPG decided the survey should prioritise the following:

1. Patients' satisfaction with services currently provided
2. Patients' thoughts on services the practice are looking into offering

Table 4: Priority areas measured by the 2013/14 Patient Survey

Survey Question	Priority area measured
What is your age?	<i>N/A (measures the range of patients surveyed)</i>
What is your gender?	
Which ethnic group do you belong to?	
How do you rate the treatment by receptionists?	Patients' satisfaction with services currently provided
Was interpreting support offered to you if you needed it?	
How were you informed of practice times and services?	<i>N/A (measures the effectiveness of the practice's communications)</i>
What would you do in an emergency when we are not open?	
Which of these services are you aware of?	Patients' satisfaction with services currently provided
Which of our non-core services have you used and do you appreciate?	
Would you be comfortable if we took photos of certain conditions (i.e. moles) in consultations to help the GPs' referrals to specialists?	Patients' thoughts on services the practice are looking into offering
Would you like to have the option of a scheduled telephone call with your GP in order to hear test results?	

COMPONENT 3: Collate patient views through the use of a survey

In December 2013, the practice used the 2013/14 Patient Survey to collect and collate patient views.

Please see Appendix III for a copy of the 2013/14 Patient Survey

To ensure the survey was completed by a representative sample, the practice's GPs handed the one-page form to every patient who attended a consultation within a two-week period in early December (Monday, 9 Dec 2013 to Saturday, 21 Dec 2013 inclusive).

The practice surveyed a representative sample of patients in terms of age, gender and ethnicity. 161 patients completed the survey (2.56% of the patient population) in total.

Table 5: Age comparison of registered and surveyed patients

Age Group	Percentage of registered patients	Percentage of surveyed patients
0-17	15%	3%
18-25	10%	10%
26-40	37%	35%
41-65	30%	33%
66-999	8%	19%

Note: The 0-17 age group is underrepresented in the group of surveyed patients, and 66-999 age group is over-represented. The practice would expect this trend as the over-65s attend the surgery more frequently than those aged under 17.

Table 6: Gender comparison of registered and surveyed patients

Gender	Percentage of registered patients	Percentage of surveyed patients
Male	46%	40%
Female	54%	60%

Table 7: Ethnicity comparison of registered and surveyed patients

Ethnicity	Percentage of registered patients	Percentage of surveyed patients
White	63%	73%
Mixed ethnicity	4%	4%
Asian/Asian British	10%	10%
Black/Black British	5%	5%
Other	5%	7%
Not stated	1%	0%
Not recorded	12%	0%

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

On the 27th February, the practice presented the PPG with the results of the 2012/13 Patient Survey, in the form of pie charts that indicated surveyed patients' responses to each question.

The PPG commended the Reception Team, noting that 99% of surveyed patients consider their treatment by reception to be 'good' or 'very good', and no patient considers their treatment to be 'poor' or 'very poor'. GPs at the practice also received excellent feedback in the 'additional comments' section at the end of the survey, with patients noting that they would recommend the practice to families and friends.

The PPG asked the practice to update the poster in its window (17% of patients rely on this poster for information). The practice agreed to review the poster and amend as needed.

The PPG thought it would be helpful to measure patients' use of and appreciation for the Baby Clinic and Flu Clinic in next year's survey, in addition to measuring this for extended hours, phlebotomy and travel clinics.

The practice and PPG were impressed that such a high percentage of patients would like to have telephone consultations for test results (89%) and/or would be comfortable with doctors photographing dermatological conditions for diagnosis and referrals.

Agreement to add new practice services: Rather than choose one priority area for 2014/15, the practice and PPG decided that the practice should develop a system for telephone consultations for test results, and also use cameras to photograph dermatological conditions for diagnosis and referral.

The PPG asked the practice for a more detailed breakdown of the survey results so that they could analyse responses further. For example, it would be helpful to know which age groups use the website most, to tailor the website accordingly and improve access for groups who do not use it. The practice agreed to send detailed analysis to the PPG before its next meeting.

Please see Appendix IV for results of the 2013/14 Patient Survey

COMPONENT 5: Agree action plan with the PPG and seek PPG agreement to implementing changes

The 2014/15 Action Plan was drafted after the 27th February 2014 meeting. It responds to suggestions from the PPG, partly in response to the results of the 2013/14 Patient Survey. A draft version of the action plan was circulated to the PPG, to be reviewed by group members before its was finalised.

The 2014/15 Action Plan includes three main actions:

1. The practice is asked to draft a Patient Charter to display in the waiting room, to identify the practice's commitments to patients and their expectations of patients.

The PPG asked for a 'friendly, snappy and sensible list' that outlines 'what the practice promises to you' (e.g. a high quality medical service that is free at the point of access and is delivered in a respectful and compassionate manner) and 'what the practice asks of you' (e.g. punctuality, mindfulness of other patients, and zero tolerance).

2. Second, the practice is asked to purchase a camera to use during consultations for diagnoses and referrals. Part of this action is to ensure that the practice's policies include guidelines on the use of the practice camera.
3. Third, the practice is asked to develop a system for telephone consultations, so that patients can discuss their test results with a GP remotely.

The PPG will review the practice's progress against the action plan at the September 2014 PPG Meeting.

Please see Appendix V for a copy of the 2014/15 Action Plan

COMPONENT 6: Publicise actions taken, and subsequent achievement

This Local Patient Participation Report is located on the 'Patient Group' page of the practice's website, which is also accessible via a 'Quick Link' on the homepage. The practice has also left a copy of the report in its waiting room, for patients to read, and will summarise the report in its practice leaflet.

It is evident that this report covers the following areas:

1. A description of the profile of the PPG members
2. Steps taken by the practice to ensure that the PPG represents the practice's registered patients, and the steps taken to engage patients in poorly represented categories
3. Details of the steps taken to determine and reach agreement on the priority issues, which were then included in the local practice survey
4. The manner in which the practice sought to obtain the views of its registered patients (through the patient survey)
5. Details of the steps taken by the practice to provide an opportunity for the PPG to discuss the contents of the action plan
6. Details of the action plan setting out how the findings or proposals arising out of the local practice survey can be implemented and if appropriate, reasons why any such findings or proposals should not be implemented
7. A summary of the evidence including any statistical evidence relating to the findings of the local practice survey
8. Details of the action the practice intends to take as a consequence of discussions with the PPG in respect of the results, findings and proposals arising out of the local practice survey
9. How the practice has taken on issues and priorities as set out in the Local Patient Participation Reports of previous years (11/12 and 12/13)
10. The opening hours of the practice premises and the method of obtaining access to services throughout the core hours
11. The times at which individual healthcare professionals are accessible to registered patients during extended opening hours

APPENDIX I: Current practice opening times and services available

Opening Hours

Monday:	08.00 - 20.00	<i>Baby Clinic</i>
Tuesday:	08.00 - 19.00	Thursday: 14.00 - 15.30
Wednesday:	08.00 - 19.00	
Thursday:	08.00 - 19.00	<i>Blood Tests</i>
Friday:	08.00 - 18.30	Monday: 08.00 - 10.30
Saturday:	09.00 - 14.00	Tuesday: 08.00 - 09.30

Travel Clinics: Please make an appointment with the Practice Nurse.

Services available

For everyone:

- We will provide advice on all medical matters during individual appointments. If you need a referral, we can arrange for a specialist to see you on the NHS or privately.
- We offer NHS Health Checks (including blood tests) to specific groups of people including children, everyone aged 40-74 and patients with long term conditions.
- We have doctors with a special interest in learning difficulties.
- We offer sexual health advice to patients aged 16 to 24.
- We can arrange for minor surgery and anticoagulation therapy
- Please ask if you would like to use any of our additional services (e.g. blood tests, smoking cessation advice, travel advice and vaccinations)

For men:

- Cancer prevention checks
- Heart health advice
- Sexual health advice

For women:

- Cervical smear tests
- Contraception
- Preconception advice
- Maternity care
- Menopause advice
- Advice on mammograms

For children:

- Baby Clinic for all children aged 0 to 5. A health visitor, doctor and nurse will be available at this time.
- Child immunisations are now by appointment, either during the Baby Clinic or at other times (including Saturday)

If you have any other questions about what we can offer you, please ask. We will be happy to help.

APPENDIX II: Review of PPG recommendations and practice actions

Since the PPG was formed in 2011, the group has identified priority areas each year, has surveyed patients for their opinions on these issues, and has made recommendations to the practice on how they can improve services based on this patient feedback. The following tables identify how the practice has acted on these recommendations each year.

2012/13 Recommendations	
PRIORITY 1	<p>Request disabled parking facilities, to improve patient access</p> <p><i>The practice sought advice on the issue and contacted Westminster City Council three times to request that the Parking Infrastructure Team review disabled parking facilities near the practice. The practice suggested a disabled parking space on Ranelagh Grove. No response was received from the Council.</i></p> <p><i>The PPG and practice noted that this issue should not be pursued further as very few patients drive to the surgery due to its location in Central London and its good transport links. There is also a single yellow line outside the practice that enables patients to be 'dropped off' for appointments.</i></p>
PRIORITY 2	<p>Develop Health Action Plans for patients with long-term conditions, to inform patients and promote better management of their conditions</p> <p><i>The practice drafted (with input from the PPG), trialled, finalised and fully implemented Health Action Plans for patients with asthma, diabetes and mental health conditions. These three long-term conditions were selected jointly by the practice and the PPG.</i></p>
PRIORITY 3	<p>Implement telephone and Skype consultations</p> <p><i>The practice drafted a proposal for implementing telephone and Skype consultations. The proposal raised concerns about the resources required to implement the scheme, and about issues relating to confidentiality (particularly in regards to Skype). These concerns were raised with the PPG, who determined that telephone and Skype consultations are a potential future development that we should not dismiss, although they should not be the current priority in light of the issues raised.</i></p>

2013/14 Recommendations

PRIORITY 1

Develop an online booking and cancellation system

The practice developed an online appointment booking and cancellation system, which is available through the practice website (www.drVictoriamuir.co.uk).

This system went live on 27 August 2013. The practice will continue to offer the service after migrating to a new clinical system in mid-2014, although it will take on a new format.

PRIORITY 2

Distribute Asthma and Diabetes Health Action Plans to 50% of patients with these conditions by 31 August 2013

The practice did not meet its goal of distributing these Health Action Plans to 50% of patients with asthma or diabetes, by 31 August 2013. One issue highlighted is that diabetes plans are too lengthy to be completed in consultations, and therefore needs to be revisited.

The PPG and practice decided it would be better to focus on developing one action plan at a time to ensure quality. The Medical Information Folder for the over-85s was decided on in the September PPG meeting as a priority.

PRIORITY 3

Continue to develop the Mental Health Action Plan

The practice decided to put this action on hold, as the plan needs a lot of work and the mental health service in Central London is changing.

The PPG and practice decided it would be better to focus on developing one action plan at a time to ensure quality. The Medical Information Folder for the over-85s was decided on in the September PPG meeting as a priority.

PRIORITY 4

Draft a Medical Information Folder for the over 85s

After the September PPG meeting, the practice and members of the PPG worked to draft a Medical Information Folder for the over-85s. As of 31 March 2014, the plan was still in draft format, but the practice and PPG are continuing to develop it.

PRIORITY 5

Develop a Personal Health Action Plan and make it available to patients online

The practice developed a Personal Health Action Plan, and made it available to patients online. It has been taken down from the website recently to allow for update/revision.

APPENDIX III: 2013/14 Patient Survey

<p>1. What is your age?</p> <p><input type="checkbox"/> Under 18</p> <p><input type="checkbox"/> 18-25</p> <p><input type="checkbox"/> 26-40</p> <p><input type="checkbox"/> 41-65</p> <p><input type="checkbox"/> Over 65</p>	<p>8. Which of these services are you aware of?</p> <p><input type="checkbox"/> Online appointment booking/cancellation</p> <p><input type="checkbox"/> Online repeat prescription orders</p> <p><input type="checkbox"/> Online change of details form (i.e. address)</p>
<p>2. What is your gender?</p> <p><input type="checkbox"/> Male</p> <p><input type="checkbox"/> Female</p>	<p>9. Would you be comfortable if we took photos of certain conditions (i.e. moles) in consultations to help the GP's referral to specialists? Patient consent and confidentiality would be respected at all times.</p> <p><input type="checkbox"/> Yes</p> <p><input type="checkbox"/> No</p>
<p>3. Which ethnic group do you belong to?</p> <p><input type="checkbox"/> White</p> <p><input type="checkbox"/> Mixed ethnicity</p> <p><input type="checkbox"/> Asian/Asian British</p> <p><input type="checkbox"/> Black/African/Caribbean/Black British</p> <p><input type="checkbox"/> Other (please specify) _____</p>	<p>10. Would you like to have the option of a scheduled telephone call with your GP in order to hear test results?</p> <p><input type="checkbox"/> Yes</p> <p><input type="checkbox"/> No</p>
<p>4. How do you rate your treatment by receptionists?</p> <p><input type="checkbox"/> Very good</p> <p><input type="checkbox"/> Good</p> <p><input type="checkbox"/> Fair</p> <p><input type="checkbox"/> Poor</p> <p><input type="checkbox"/> Very poor</p>	<p>11. Which of our non-core services have you used and do you appreciate?</p> <p><input type="checkbox"/> Phlebotomy (blood tests at the practice)</p> <p><input type="checkbox"/> Extended hours (appointments) after 6.30pm on weekdays</p> <p><input type="checkbox"/> Extended hours (appointments) on Saturdays</p> <p><input type="checkbox"/> Travel clinics (at the practice)</p>
<p>5. How were you informed of practice times and services?</p> <p><input type="checkbox"/> Website</p> <p><input type="checkbox"/> Practice leaflet</p> <p><input type="checkbox"/> Reception</p> <p><input type="checkbox"/> Poster in window</p> <p><input type="checkbox"/> Other (please specify) _____</p>	<p>Do you have any additional comments on the service we currently provide, or suggestions on additional services you would like us to offer? Please specify below</p>
<p>6. Was interpreting support offered to you if you need it?</p> <p><input type="checkbox"/> Yes</p> <p><input type="checkbox"/> No</p> <p><input type="checkbox"/> Not applicable</p>	<p>Would you like to become more involved, as a member of our patient participation group?</p> <p>The group meets four times a year to discuss how the practice can improve. This year, the group is writing a care plan for the over 85s and nominated a 'Carer Ambassador' who will provide support to patients who are carers.</p> <p>Please ask at reception if you are interested.</p>
<p>7. What would you do in an emergency if we are not open?</p> <p><input type="checkbox"/> Go to Accident & Emergency</p> <p><input type="checkbox"/> Dial 111</p> <p><input type="checkbox"/> Other (please specify) _____</p>	

APPENDIX IV: 2013/14 Patient Survey Results

What is your age?

Possible responses	Count	Percentage
Under 18	5	3%
18-25	16	10%
26-40	56	35%
41-65	53	33%
Over 65	31	19%

What is your gender?

Possible responses	Count	Percentage
Male	64	40%
Female	97	60%

Which ethnic group do you belong to?

Possible responses	Count	Percentage
White	118	73%
Mixed ethnicity	7	4%
Asian/Asian British	16	10%
Black/ African/ Carribean/ Black British	8	5%
Other (please specify)	12	7%

How do you rate treatment by receptionists?

Possible responses	Count	Percentage
Very good	122	76%
Good	37	23%
Fair	2	1%
Poor	0	0%
Very poor	0	0%

How were you informed of practice times and services?

Possible responses	Count	Percentage
Website	58	36%
Practice leaflet	25	16%
Reception	72	45%
Poster in window	27	17%
Other (please specify)	7	4%

Was interpreting support offered you if you need it?

Possible responses	Count	Percentage
Yes	29	18%
No	14	9%
Not applicable	118	73%

What would you do in an emergency if we were not open?

Possible responses	Count	Percentage
Go to an Accident & Emergency	101	63%
Dial 111	58	36%
Other (please specify)	15	9%

Which of these services are you aware of?

Possible responses	Count	Percentage
Online appointment booking/ cancellation	71	44%
Online repeat prescription orders	61	38%
Online change of details form (i.e. address)	36	22%

Would you be comfortable if we took photos of certain conditions (i.e. moles) in consultations to help the GP's referral to specialists?

Possible responses	Count	Percentage
Yes	138	86%
No	20	12%

Would you like to have the option of a scheduled telephone call with your GP in order to hear test results?

Possible responses	Count	Percentage
Yes	144	0.894409938
No	14	0.086956522

Which of our non-core services have you used and do you appreciate?

Possible responses	Count	Percentage
Phlebotomy (blood tests at the practice)	75	47%
Extended hours (appointments) after 6:30 on weekdays	78	48%
Extended hours (appointments) on Saturdays	76	47%
Travel clinics (at the practice)	30	19%

Do you have any additional comments on the service we currently provide or additional service you would like us to offer?

Additional Comments
Dr Muir is the best doctor I have had
Professional, informed and helpful
Very happy with the service of Dr Muir's team. It would have to be really serious for me to go to A&E
I think the service is absolutely excellent and quite a way better than other practices in the area to judge by the experiences of friends
Generally very good
Dr Muir was very good
A really excellent practice

Additional Comments
Treatment at Reception is good, but poor with one of the team who is not present today!
Treatment by Reception is very, very good. A first class team. We are privileged to have Dr Muir and her team's service.
Great bedside manner
Very impressed with the level of information provided to queries raised.
Truly excellent practice. Well done!
I have been registered with a few doctors' surgeries in the past. I can honestly say Dr Muir's surgery is the best I have experienced in terms of the overall service they offer their patients, the personal touch I have received from the nurse and assistant female Doctor there, and their general all round service. I would and indeed have recommended other family members and friends to consider registering with them.
Good enough!
Dr Muir is a fantastic doctor & she makes visits to her practice pleasant at all times
Each doctor I ever see are always amazing
Always found the practice very helpful
Great Practice
Fantastic surgery, Dr Muir is wonderful
Dr Muir seems very nice
Everything is excellent
Seems to be one of the best surgeries in London. I hear what friends and colleagues go through and It sounds horrible compared to this practice.
Physiotherapy
Always friendly and helpful reception and the medical provision is compassionate, personal and reassuring
Excellent practice and great doctors and staff
I am satisfied with all the services provided now
Just fine, thanks for seeing me so quickly

APPENDIX V: 2014/15 Action Plan

The Patient Participation Group (PPG) met on three occasions in 2013/14 to discuss how the practice can improve the quality and provision of its care to patients.

This Action Plan identifies what the practice should do in 2014/15 to follow recommendations from the PPG. The PPG's recommendations are based on their own experiences as well as patient feedback from the 2013/14 Patient Survey.

The PPG will monitor the practice's progress throughout 2014/15. Deadlines are staggered throughout the year to enable the practice to focus on one area at a time.

Priorities for 2014/15	
Priority	Deadline
1 Draft a Patient Charter to display in the waiting room. This will identify the practice's commitments to patients as well as expectations of patients.	June 2014
2 Purchase a camera to use during consultations for diagnoses and referrals. For example, digital photographs may be used for monitoring, diagnosing, and referring patients to specialists for dermatological conditions. Ensure that practice policies are up-to-date and add to the practice's information governance policy, if necessary, to provide guidelines around the use of the practice camera.	September 2014
3 Develop a system for telephone consultations, so that patients can discuss their test results with a GP remotely.	March 2015

The practice will also take steps to recruit new PPG members in 2014/15, with a view to ensuring that the PPG is representative of registered patients.