

**Vanbrugh Group Practice 2000
Patient Participation Report 2013/2014**

Recruitment

We currently have 10,237 registered patients, 4819 males and 5418 females aged from birth to 99 years. We have a higher than average elderly population.

The practice has had a Patient Participation Group (PPG) in place for a number of years who meet to discuss the results of our patient surveys. This group was recruited by the doctors contacting patients to gain their interest and, to ensure we reach all users of the surgery, by placing posters in the practice waiting area, Child Health Vaccination Clinics and main entrance lobby to the Health Centre. We also include details on how to join the group in our practice leaflet (which is placed in our New Patient Registration Pack) and a section dedicated to joining the group is included on our practice website.

To attract a wider audience we advertised inviting patients to join our 'Virtual Patient Group'.

Our total membership consists of 9 males and 16 females, of different social and demographic profiles, aged between 24 – 87.

Survey Discussion

We wrote to members of both groups (via post or email) asking if they would again assist us devising a patients' survey. We drew up a questionnaire and asked patients whether they agreed with our priorities. Suggestions were amalgamated and the questionnaire was then distributed within the surgery for two weeks from 10 February. We had 112 respondents.

Survey Findings

Results from the questionnaire were collated and both groups were invited to a meeting on 3 March 2014 to discuss the findings and agree an action plan. Dr Gossiau and our deputy manager attended the meeting.

- Q1 – 75% of patients are aware that routine GP appointments can be booked 2 weeks in advance
- Q2 – 65% are aware that we book telephone consultations with a doctor
- Q3 – 73% are aware that we offer same day appointments for medical emergencies
- Q4 – 79% of patients felt they were helped by the receptionist to book the most appropriate appointment
- Q5 – 43% are aware of our 'Patient Access' service where you can make routine GP appointments on-line
- Q6 – 32% are aware that using 'Patient Access' you can order repeat prescriptions on-line

Experience in the waiting room

We were very pleased with the positive responses in this area:

Were the reception staff professional	Very good or good 88%	Poor or very poor 4%
Were you seen punctually	Very good or good 62%	Poor or very poor 15%
Was the waiting room clean and tidy	Very good or good 94%	Poor or very poor 2%
Was the notice board Informative and up-to-date	Very good or good 83%	Poor or very poor 4%

Experience in the surgery

Again we were pleased with the very good or good responses for our doctors and nurses:

Was the GP professional and courteous	Very good or good 93%	Poor or very poor 0%
Was the nurse professional and courteous	Very good or good 78%	Poor or very poor 2%
Did the GP explain thoroughly explain the treatment options available to you	Very good or good 90%	Poor or very poor 0%
Did the GP seek to involve you in making appropriate decisions about your health	Very good or good 91%	Poor or very poor 0%

Action Plan & Time Scale

We will be undertaking a review of our appointments system during April in order to improve appointment availability and to ease telephone access to the surgery. 3 months

We also aim to further develop patient access to our clinical computer system using 'Patient Access' where patients will be able to book/cancel GP appointments, order repeat medication and view their medical records on-line. 3 months

Publicising

The survey results and our report will be published via our website www.vanbrughgps.co.uk.

A copy will also be sent to NHS England.

Opening Hours

The practice is open from 8am - 6.30pm Monday – Friday.

We offer extended hours appointments Friday 7.00am – 8.00 am and Wednesday, Thursday and Friday 6.30-7.30pm

Our telephone numbers are:

Appointments and advice	020 8312 6090/6091
Repeat prescriptions (housebound patients only)	020 8312 6092
Nurse appointments and advice	020 8312 6093
Home visit requests	020 8312 6095
Cancellation line 24-hour	020 8312 6096
Fax	020 8293 1226

If patients require urgent medical assistance whilst the surgery is closed our answering machine message advice is to call 1-1-1, or 999 for a life threatening emergency.