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THE MWH PRACTICE LOCAL PATIENT PARTICIPATION REPORT 2013-14

Component 1 - Developing patient participation and ensuring equitable representation

The MWH Practice operates across two adjacent boroughs, Ealing and Hounslow. The main branch is based in Southall which is a large suburban district of west London, England, and part of the London Borough of Ealing. Both boroughs have one of the largest concentrations of South Asian people outside of the Indian sub-continent and very similar population profile. Southall is known as Little India due to large concentration of Punjabi population and our practice profile is very distinct from that of other parts of Ealing borough. Practice serves diverse groups of population with high deprivation and high prevalence of chronic disease illnesses.

Aggregate ethnic group				
	The MWH Practice	Ealing	London	England and Wales
White	6%	49%	60%	86%
Mixed	2%	4%	5%	2%
Asian	81%	30%	18%	8%
Black	7%	11%	13%	3%
Other	4%	6%	3%	1%

Main language				
	The MWH Practice	Ealing	London	England and Wales
English	45%	66%	78%	92%
Polish	1%	6%	2%	1%
Panjabi	22%	5%	1%	1%
Arabic	0%	2%	1%	0%
Tamil	8%	2%	1%	0%
Gujarati	5%	2%	1%	0%
Somali	2%	2%	1%	0%
Urdu	6%	2%	1%	0%
Persian/Farsi	1%	1%	1%	0%
French	0%	1%	1%	0%
All other languages	10%	11%	13%	4%

Population				
	The MWH Practice	Ealing	London	England and Wales
Overall population	6356	338,449	8,173,941	56,075,912
Male	53.0%	50.0%	49.3%	49.2%
Female	47.0%	50.0%	50.7%	50.8%

Source : EMIS and 2011 census

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The MWH Practice profile age, sex distribution

Age	0-4	5-16	17-24	25-34	35-44	45-54	55-64	65-74	75-84	85-89	90+	Total	%
Male	199	387	349	842	601	410	317	156	98	10	6	3375	53
Female	197	359	298	649	496	362	297	189	106	16	12	2981	47
Total	396	746	647	1491	1097	772	614	345	204	26	18	6356	
%	6.2	11.7	10.17	23.4	17.2	12.1	9.6	5.4	3.2	0.4	0.2		100

In 2011, in line with national guidelines for improving patient participation, The MWH practice developed Patient Reference Group. The aims and objectives of PRG group are-

Aims

- To participate in the health improvement of the local population
- To encourage patients to engage in their own healthcare

Objectives

- To have knowledge on issues that impact on health
- Being a signpost to other services. agencies
- Sharing experience & feeding back
- Identifying areas with scope for improvement
- Highlighting excellence
- Turning knowledge into action
- Supporting change
- Bringing peers together for mutual encouragement
- Promoting self-management
- Linking into the community

Our PRG consists of only registered patients and members continue to be recruited using the following methods:

- Face-to-face (members to members, staff to members...)
- advert on practice website, nhs choices and myhealthlondon
- advert on the Jayex screens and posters displayed around the various practice's noticeboards

Practice uses best endeavours to ensure PRG is representative of registered patients. Group members have grown gradually over the years. As much as practice would like to get involvement of the patients from different socioeconomic background, it is hard to get engagement from the patients due to various reasons such as diverse patient populations and wide variety of health and social care needs. PRG is under representative in the following areas:

- Working age group
- Particular vulnerable groups specifically patients with learning disabilities and drug misuse

However, our practice continues to make every effort by using following methods to reach out to the wider registered patient population in order to address the current under representation.

1. Including an open invitation in our Practice Leaflet and in our new patient registration pack
2. Promotion and recruitment via high traffic areas such as repeat prescription
3. Targeted invites (both in person, text and by letter)

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4. Integrate PRG promotion into the annual care plan review process for patients on practice learning disability register and patients on drug misuse programme
5. By conducting regular local patient survey (Recent survey report proved that 89% of survey was responded by patients age between 16-65 years old)
6. Developing email community by promoting practice email to get feedback from working age group

Our PRG group comprises of-

65% of members are from Hounslow site

35% of members are from Southall site (Hounslow list size is bigger than Southall, 55% and 45% respectively)

30% of members are under 65 years old

70% of members are over 65 years old

17% of members are in employment, 4.3% unemployed, 13% housewife and 65% retired,

8.6 % of members are carers

60% of members are patients with chronic diseases

4.3% of members are patients with mental illness

4.3% of members are patients with cancer

The Ethnicity Breakdown of The MWH PRG (February 2014 extract)

Ethnicity	Percentage
Asian	61%
White	17%
Black	13%
Others	9%
Total	100%

Component 2: Agree areas of priority with the PRG

Since 2011 Practice has been having PRG meetings regularly.

Plans and priorities of the PRG have been carefully collated from various sources such as-

National patient survey

JSNA

Local health needs

Patient's feedbacks

Complaints (Practice and NHS Choices)

Significant Events

QOF

GP assurance Framework

PRG and practice team then set out an agreed action plan of the year. Practice team and PRG have been working year in year out to achieve agreed action plan since.

This year, local patient survey questionnaire was developed after discussing with PRG what key priority should be included in the survey in order to looking at the services practice provides.

Issues on which PRG thinks practice should include in the local survey are-

1. Reception
2. Access
3. Opening times
4. Clinical care
5. Communication methods between practice and patients

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2013/14 Practice priorities

- Ensuring goals set in 2012/13 are achieved

The following priorities were discussed and agreed with the PRG at a meeting which took place on March 27, 2013. PRG was updated with the progress and achievement of last year goals. The results as follow-

<i>PRG members suggested the practice to</i>	<i>The Practice did</i>
<ul style="list-style-type: none"> • Change Hounslow surgery telephone line from 0844 to area code number 	-Completed and reported back to the PRG
<ul style="list-style-type: none"> • Respond to some of the NHS choices not reflecting practice reputation 	-Completed and reported back to the PRG
<ul style="list-style-type: none"> • Implement online appointments booking and repeat prescription facilities 	-Completed and reported back to the PRG
<ul style="list-style-type: none"> • Provide further training for receptionist 	- All receptionists are enrolled and now undertaking 1yr NVQ course on customer service.
<ul style="list-style-type: none"> • Review clinician rota to allow more appointments 	-Reviewed and added a new regular locum session

- Continue to improve our Reception and Administration services and standards
- Improve patient access
- Further improvement in the way practice communicates with patients and their family
- To make practice CQC compliant *

*Practice had CQC inspection on 17/02/2013 after PRG group meeting (30/1/2013) and we are fully compliant with CQC standards.

<http://www.cqc.org.uk/search/doctors-gps?location=UB1%201LA>

Component 3: Collate patient views through use of a survey

The Patient Survey

Practice has used adaptation of the validated GPAQ questionnaire.

The content of the Patient Survey was tailored according to local needs and finalized version of practice survey questionnaire was agreed and approved by the PRG members during face to face meeting.

The practice has been carrying out patient surveys for 4 years; both nationally and locally. Surveys cover general themes as well as local needs.

In order to avoid bias and survey to be as valid and representative as possible, practice agreed the following methodology with its PRG-

All patients attending the surgery during a two week period would be invited to complete the patient survey, including all patients accessing specialist clinics such as drug misuse services, baby clinics and ICP (Integrated Care Programme) clinics.

The sample methodology, survey format and analysis process are reviewed by the Practice and PRG at the PRG meeting in order to ensure that they remain credible and fit for purpose.

Survey Analysis

During 2 weeks survey period we obtained 52 accurately completed responses across the 2 sites. Results were then captured into a spread-sheet, analysed and report shared with the PRG members.

2013/14 PATIENT SURVEY – SUMMARY OF RESULTS

Of the 52 patients interviewed across the 2 sites,

- 89% are aged between 16 and 64
- 81% are of Asian or Asian British background
- 69% classed themselves as employed
- Just over 90% said that it was "easy to get through to someone" at the surgery and found the receptionist "helpful"
- **75% use the telephone to make an appointment**
- About 60% said they are "seen within 5 days of more" by a doctor
- **46% would welcome a Saturday opening times to suit working people**
- 77% feel that the practice opening times are "convenient" to them
- **Nearly 40% said not to be aware of the online appointment booking system**
- 87% think of their experience of the "GP surgery" as "very good or good"
- **87% never visited the practice website**
- **63% prefer to be kept informed by post/letters**

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Component 4: Provide PRG with opportunity to discuss survey findings and reach agreement with the PRG on changes to services.

PRG was provided with local survey report and given opportunity to discuss the findings of the the survey and comment on the results.

Draft action plan was emailed as well as posted to PRG members for review and feedback.

Idea	Agreement	Due date	Owner
Quicker access to appointments	Although the practice is offering a higher number of appointments per 1000 compared to the national average, access remains an issue; The practice will actively be looking at a smarter ways of working tapping into various innovation funds as they become available; one of the ideas discussed with the PRG was to pilot a clinical triaging of phone calls for appointments.	2014/15	Dr S Cho
Suggestion box to be placed in reception area	The practice has agreed to implement this across the two sites	August 2014	Practice Manager
Advertise the website to the wider practice population	This is already advertised on the practice leaflet and the Jayex screens. The practice has agreed to explore further ways of achieving this aim.eg promotion via repeat prescription.	August 2014	Practice Manager
CCTV in the Reception area in Hounslow	The Practice to undertake a feasibility study	August 2014	Practice Manager
Social media for mass communications	The practice to explore how this could be linked to the website	August 2014	Practice Manager
Continue to improve our reception and administration services and standard	Practice staff to continue NVQ in customer service training	2014/15	Practice Manager

The practice is committed to proactively respond to the various areas highlighted by the survey and the wider discussion with the PRG some of which will be straightforward to implement. However,

other areas, such as improving access to appointments, will need an appropriate feasibility study with adequate level of investment. The practice team is keen to investigate smarter and innovative ways of working to address this issue.

Proposed changes to the plan

There were no proposed changes to the action plan from either the PRG, practice team. There are also no contractual implications of the actions agreed with the PRG.

Timescales and responsibilities

As noted in the action plan, all actions are required to be implemented within agree time scale. Managing partner and the Practice Manager will be responsible for delivering this.

Component 5: Agree action plan with the PRG and seek PRG agreement to implementing changes

PRG agreed the action plan set out in component 4 and no further comment or suggestion was added.

Component 6: Publicise actions taken – and subsequent achievement

This report has been made available on our Practice Website as from the 31st of March 2014. A copy is also published on our waiting room promotion display. This display notes that copies are available upon request.

Website: www.mwhpractice.co.uk

A full copy of the report has also been distributed electronically to:

NHS England

All PRG Members

All staff and Associated Staff

The Local Neighbourhood Forum Leads

Ealing CCG

Ealing Healthwatch

A copy will also be made available to the CQC at the time of our inspection.

APPENDIX 1 - PRACTICE OPENING HOURS and ACCESS Arrangements

Southall Surgery

Monday	09.30 – 12.30
	16.00 - 18.00
	16.00 - 18.00
	18.30 – 20.00
Tuesday	09.30 – 12.30
	16.00 – 18.00
Wednesday	09.30 – 12.30
	09.30 – 12.30
Thursday	09.30 – 12.30
	16.00 - 18.00
Friday	09.30 – 12.30
	16.00 - 18.00

Hounslow Surgery

Monday	09.30 – 12.30
	16.00 - 18.00
Tuesday	09.30 – 12.30
	09.30 – 12.30
	16.00 - 18.00
Wednesday	09.30 – 12.30
	16.00 – 18:00
Thursday	09.30 – 12.30
	16.00 - 18.00
	18.30 – 20.00
Friday	09.30 - 12.30
	16.00 - 18.00

ACCESS AND APPOINTMENTS

The practice has an open list and follows clear Pan London operation procedure for primary care GP registration guideline.

http://www.ealingccg.nhs.uk/media/3499/nhs_london_gp_patient_registrations_operating_procedures.pdf

GP Appointments

Appointments are opened for 2 weeks in advance for booking. We offer extended opening hour on Monday (Southall) and Thursday (Hounslow).

Appointments can be made by calling practice or booking via our website.

We offer a large range of services all of which can be found on our website – www.mwhpractice.co.uk

The practice is fully DDA compliant. It has wheelchair access and a designated disabled parking bay in the surgery car park.

We have access to interpreting services.

Appendix 2: Emergency and out of hours.

There is always a duty doctor on each site during practice opening hours.

Out of hours services for patients is covered by Harmoni and Urgent care centre. A message on the surgery telephone number outlines how to access their services as does information on our website and patient leaflet.

Out of hours non-emergency conditions telephone – 111

Out of hours Emergency conditions – 999

Appendix 3: Local Patient Survey Questionnaire

The MWH Practice Survey Questions 2013/14

Your practice is striving to improve the services it provides for its patients. In doing so we are keen to collect opinions and views of patients and carers.

Please give us few minutes of your time to fill in the below.

Q1. How helpful do you find the receptionists at your GP practice?

- Very helpful
- Fairly helpful
- Not very helpful
- Not at all helpful
- Don't know

Q2. How easy is it to get through to someone at your GP practice on the phone?

- Very easy
- Fairly easy
- Not very easy
- Not at all easy
- Don't know
- Haven't tried

Q3. Which of the following methods would you prefer to use to book appointments at your practice?

- In person
- By phone
- Online
- Doesn't apply

Q4. Thinking of times when you are willing to see any doctor: How quickly do you usually get seen?

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

Q5. Is your GP practice currently open at times that are convenient to you?

- Yes
- No
- Don't know

Q6. If you need to see a GP during your working hours can you take time away from work to do this?

- Yes
- No

Q7. Which of the following additional opening hours would make it easier for you to see or speak to someone?

- Before 8am
- At lunchtime
- After 6.30pm
- On a Saturday
- On a Sunday
- None of these

Q8. Is there a particular GP you usually prefer to see or speak to?

- Yes
- No

Q9. How often do you see or speak to the GP you prefer?

- Always or almost always
- A lot of the time
- Some of the time
- Never or almost never
- Not tried at this GP practice

Q10. Did you have confidence and trust in the GP you saw or spoke to?

- Yes, definitely
- Yes, to some extent
- No, not at all
- Don't know / can't say

Q11. Did you have confidence and trust in the Nurse you saw or spoke to?

- Yes, definitely
- Yes, to some extent
- No, not at all
- Don't know / can't say

Q12. Overall, how would you describe your experience of your GP surgery?

- Very good
- Good
- Fair
- Poor
- Very poor

Q13. Would you recommend your GP surgery to someone who has just moved to your local area?

- Yes definitely
- Yes, probably
- No, probably not
- No, definitely not
- Don't know

Q14. Are you aware of online booking facilities and repeat prescription ordering facilities?

Yes No

Q15. Have you ever visited our practice website?

Yes No

Q16. Which is the best way to keep you informed about our services?

Website

Posters

Letters

Q17. Are you?

Male Female

Q18. How old are you?

Under 16

16-44

45-64

65-74

75 or over

Q19. What is your ethnic group?

White

Black or Black British

Asian or Asian British

Mixed

Chinese

Other ethnic group

Q20. Which of the following best describes you?

Employed

Unemployed

Full time education

Unable to work due to long term sickness

Looking after your home/family

Retired

PLEASE RETURN IT THE RECEPTION TEAM ONCE COMPLETED.

**Thank you for your cooperation
The Practice Management Team**