



# **THE ACORN & GAUMONT HOUSE SURGERY**

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## **PATIENT PARTICIPATION GROUP REPORT 2013/2014**

**MARCH 2014**

Report on the activity of the practice patient participation group for the year Apr 13 to Mar 14.  
Written by A. Williams with contributions from P. Rodgers.

## Introduction

The Acorn and Gaumont House Surgery is a busy urban practice catering for the holistic health needs of patients in the south locality of Southwark in London. The patient list size was approximately 11,500 during this reporting period.

Practice demographics\*

Figure A:  
Age %

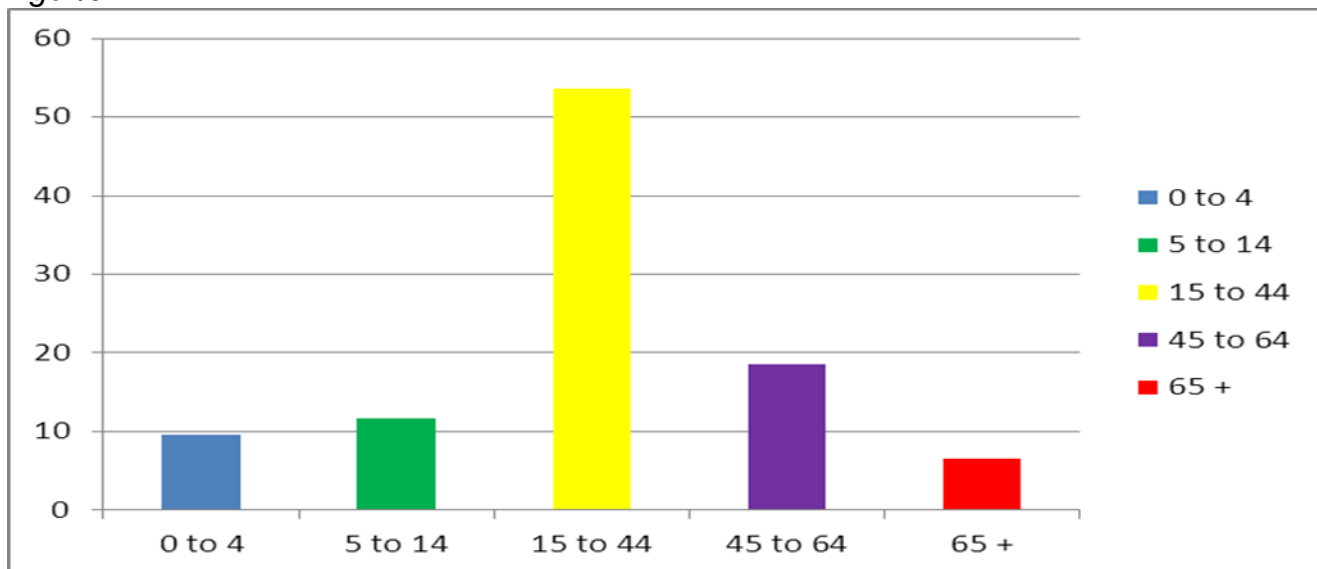


Figure B  
Ethnicity

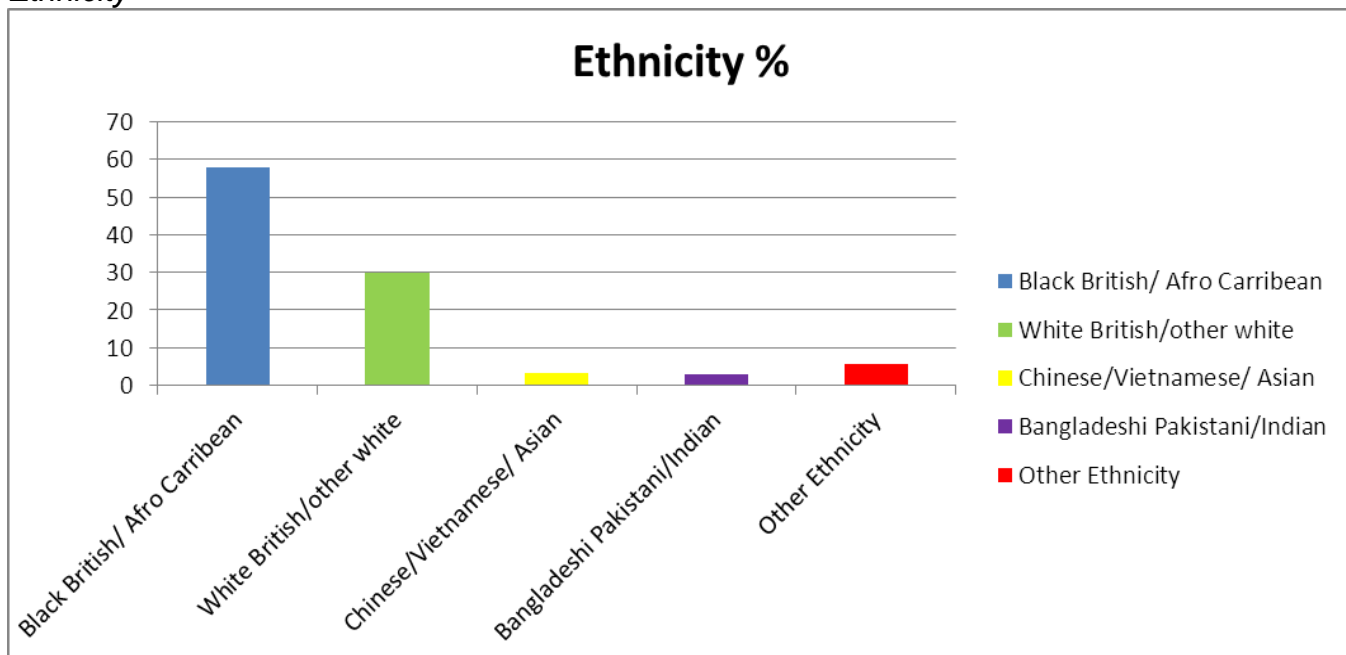
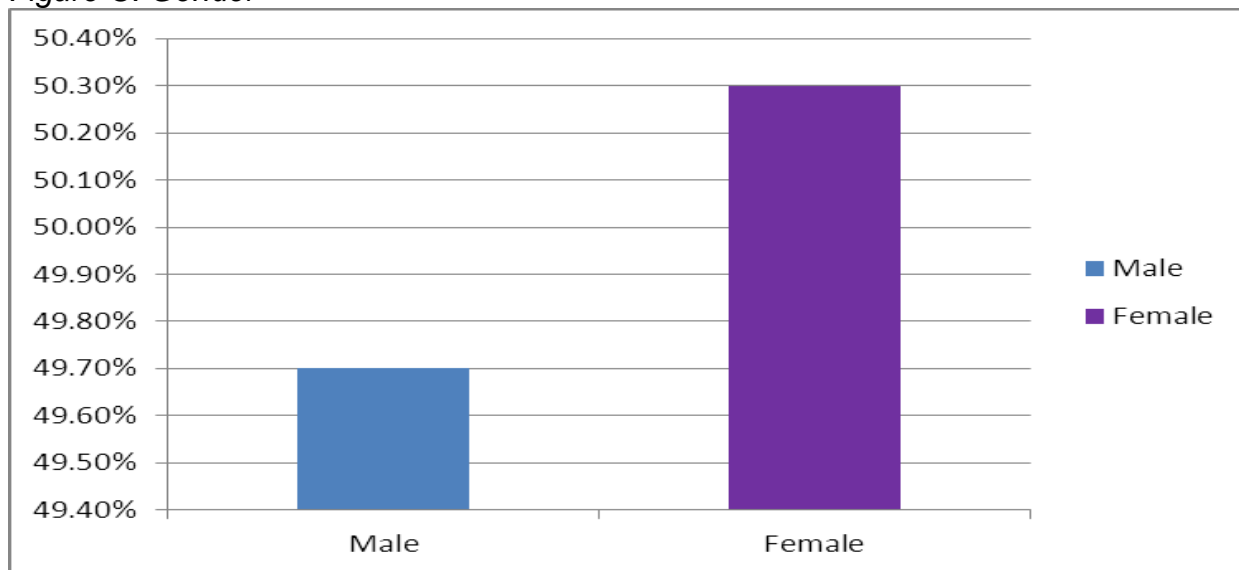


Figure C: Gender



\*Practice demographics source Primary care web tool and EMIS WEB

The Acorn and Gaumont House surgery Patient Participation Group (PPG) has a membership of 16 patients with 8 core members; although small in number the group is made up of dedicated individuals who want to make a difference in their community. They make themselves available to the practice whenever required and attend monthly meetings and other events in the locality. They have worked together for the good of the patients and practice, and have been very supportive and innovative in their contributions; some of these are listed below:

- PPG information board
- PPG survey,
- Suggestion boxes
- Weight loss programme

They all have an understanding of current changes in the NHS and the implications to patients and the surgery, and have agreed to take part in any practice CQC inspections and any other events that will require their participation.

PPG demographics:

Figure 1 Age

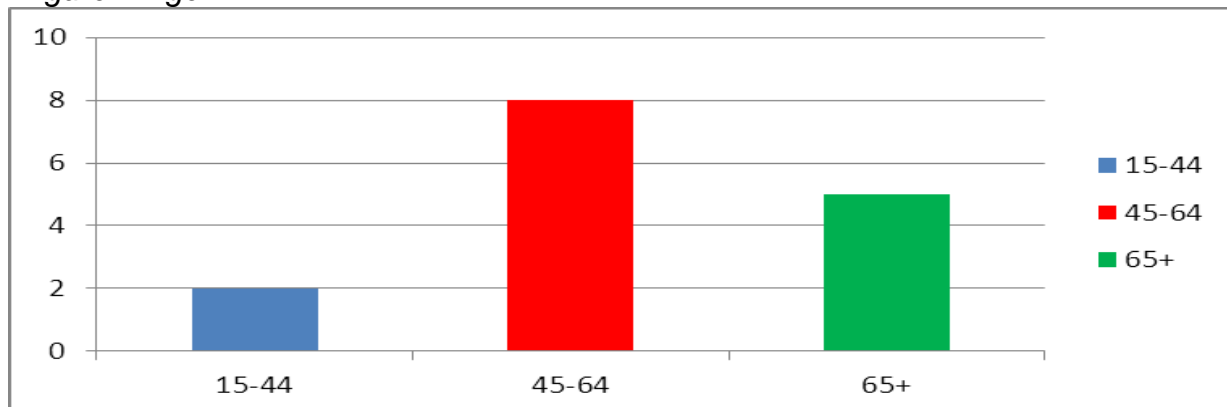


Figure 2:  
Ethnicity

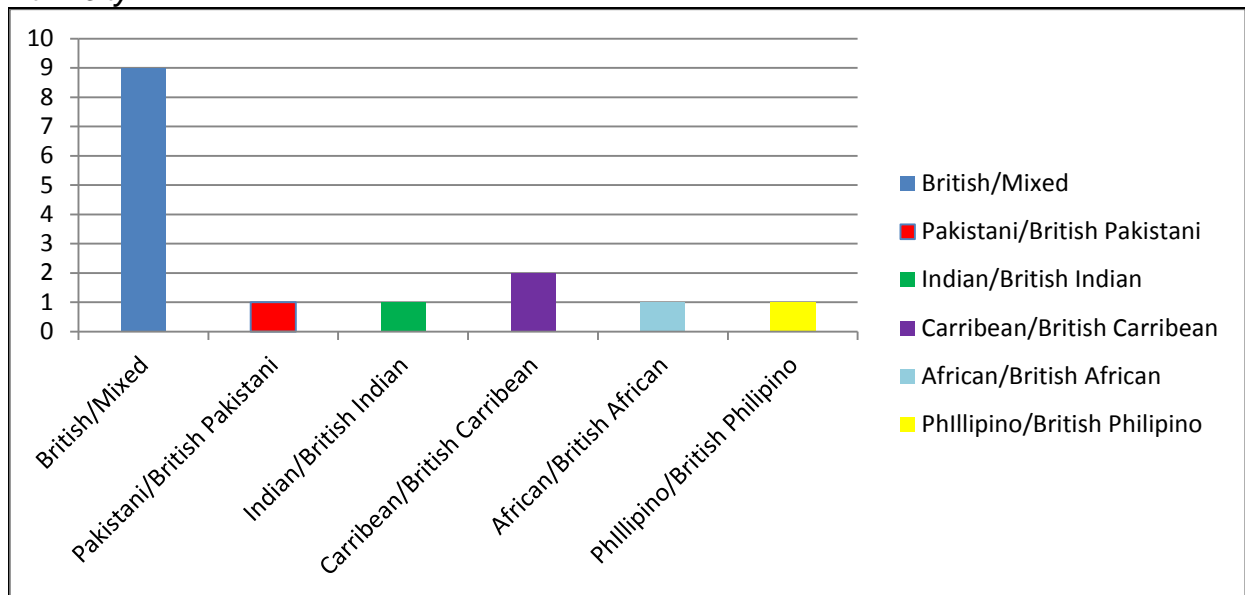


Figure 3:  
Gender

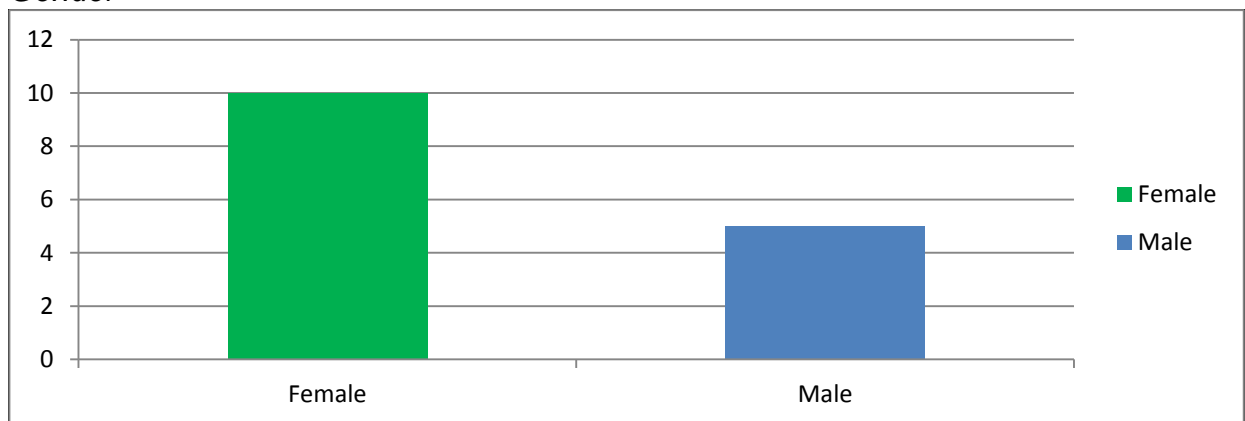


Figure 4  
Employment status

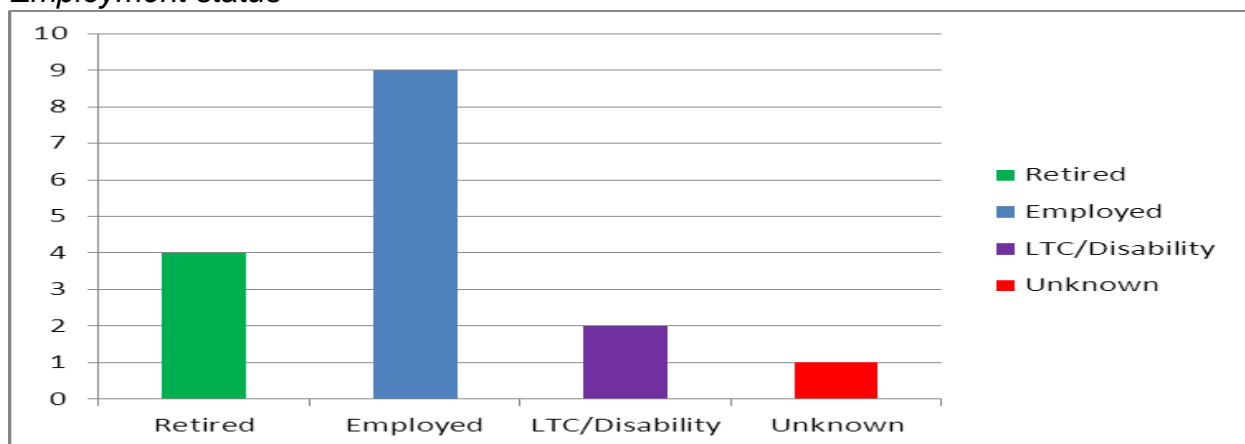
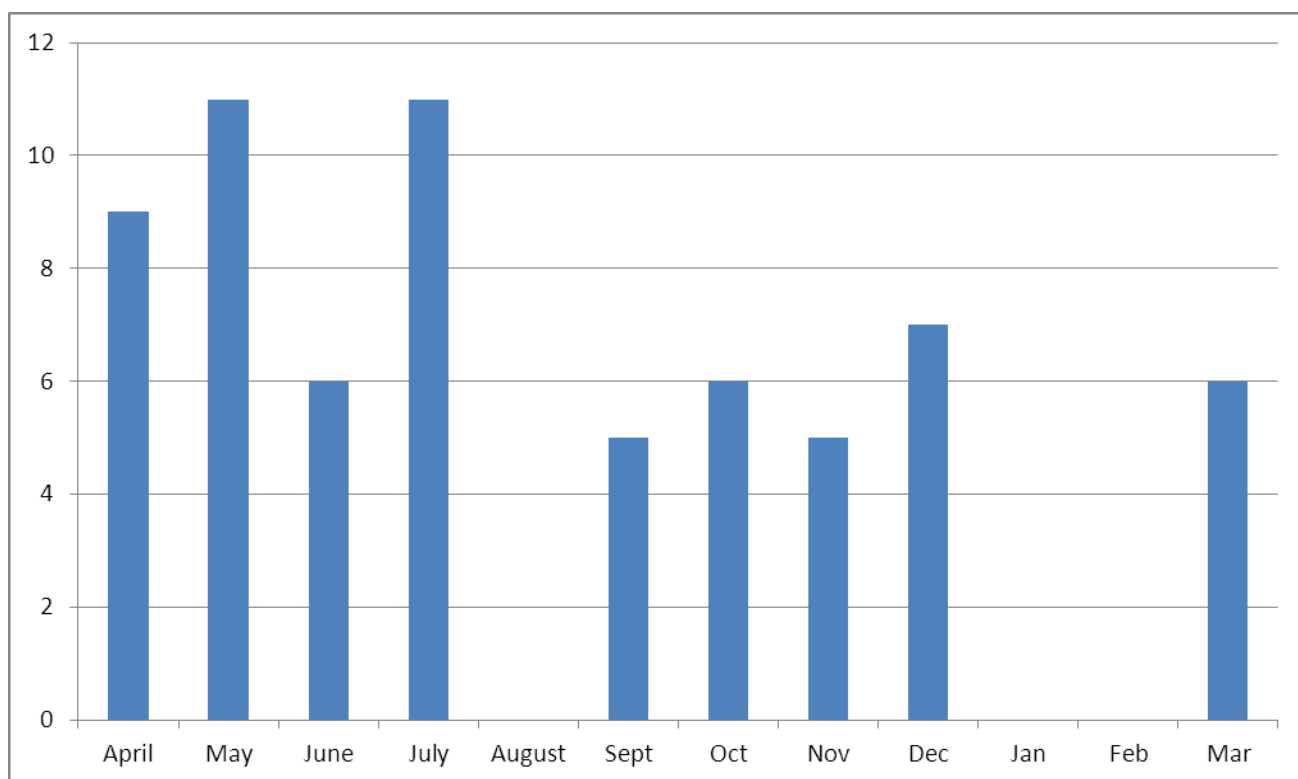


Figure 5:  
Attendance April 2013 to March 2014



The two different data sets show that the PPG is representative of the practice population in terms of gender; other figures show our practice PPG statistics differing to our practice patient population figures.

This is may be due to a number of reasons including but not limited to:

- Interest
- Lifestyle/ Balancing work life with children etc.
- Age

All patients registered with the practice are encouraged to join our PPG group and we look forward to hosting more educational/informational events during the year 2014/2015 to encourage more interest in our PPG.

### PPG Activity

During the year the PPG attempted to grow the group by encouraging other patients to join. The PPG information board was updated with information regularly and an open day/Launch event was held at the practice on 10<sup>th</sup> April to encourage patients to join the group and have an input in the running of the practice as well as educate patients on the use of A&E and Urgent Services

This event was marketed via

- Flyers at reception
- Jayex board
- Invites to particular patient groups
- Verbal invites

Members have attended training and events in the locality that have enabled them to have an understanding of the vision Southwark CCG has for equity of service for all patients in the Southwark locality and how they want to implement change to include patient wishes.

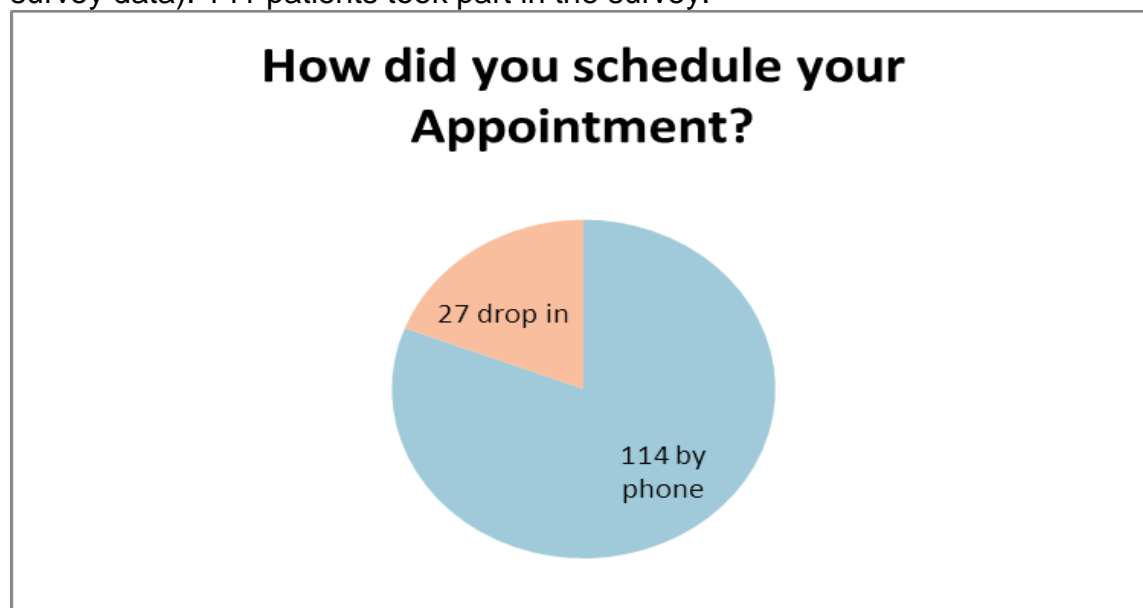
We are also looking forward to their continued positive influence and support in the shaping of the Acorn and Gaumont House Surgery.

The PPG created a patient survey (see Appendix A PPG minutes) which addressed important matters concerning the practice. The survey was based on member's personal experiences as well as feedback from other patients via complaints or comments.

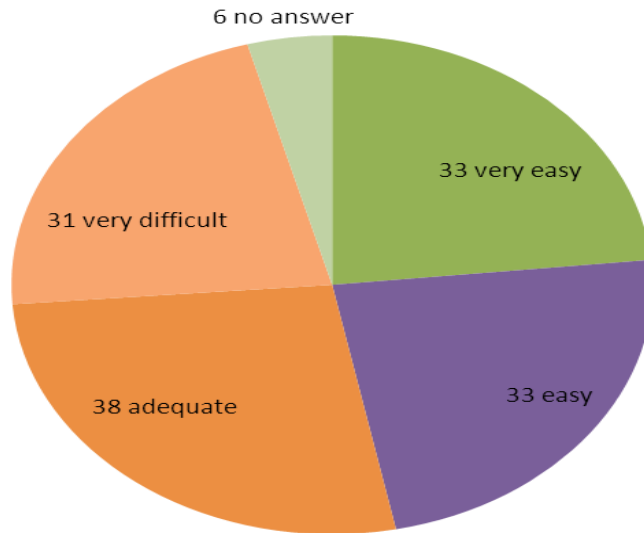
The surveys were placed at the reception of both sites. Reception staff and clinicians also handed out surveys to patients. The survey results were compiled by PPG member Paulette Rodgers.

### Survey Results

Charts below show some of the responses to the PPG survey (see Appendix B for survey data). 141 patients took part in the survey.



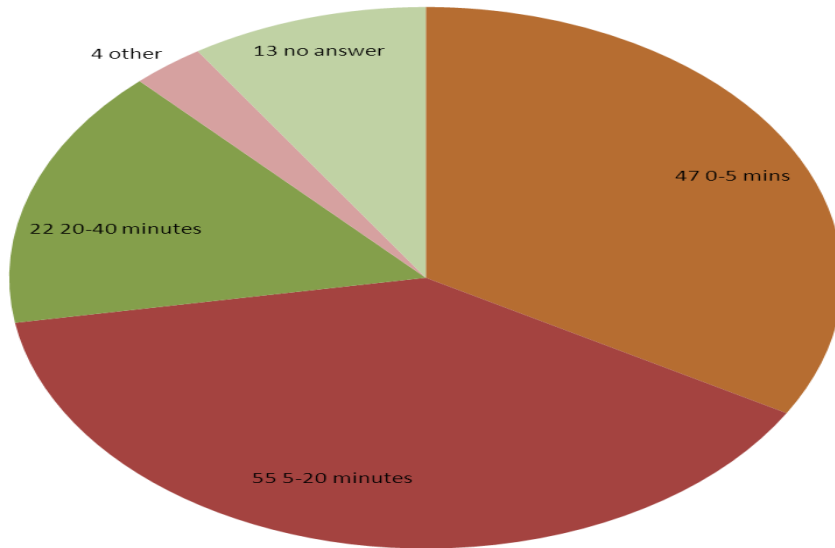
### How easy was it to make an appointment by telephone?



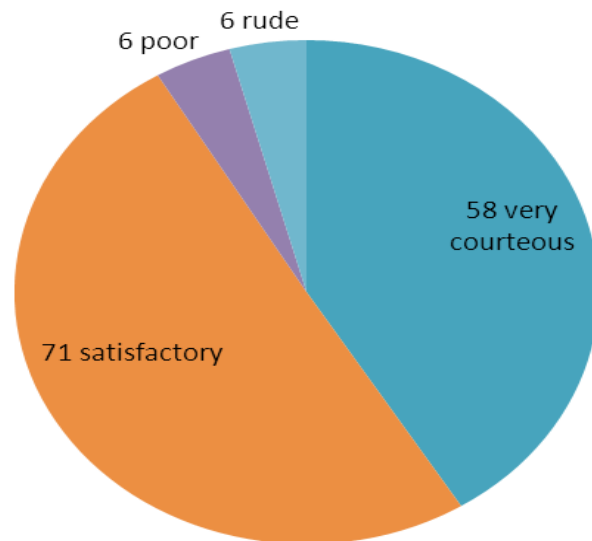
### How long did you have to wait for an appointment?



**How long did you wait in the reception area beyond your scheduled appointment time?**

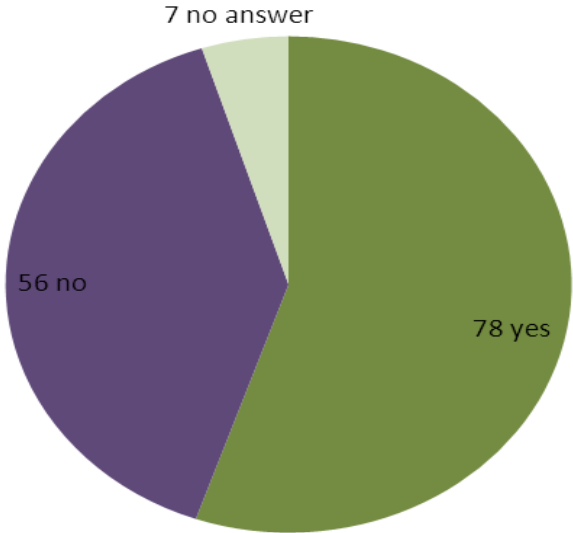


**How would you rate the courtesy of the staff at the reception desk?**

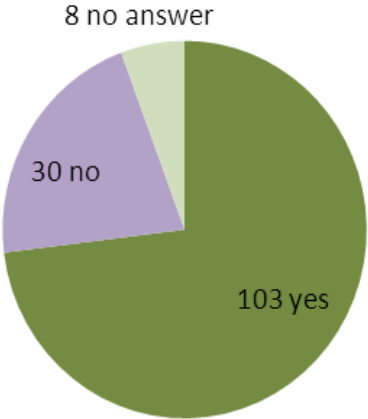




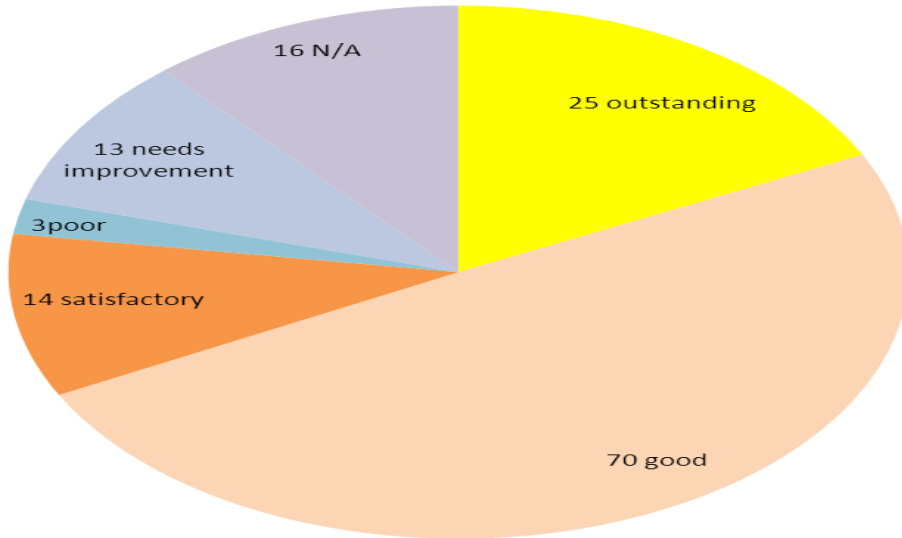
**Do you require later opening hours  
(from 6.30pm)?**



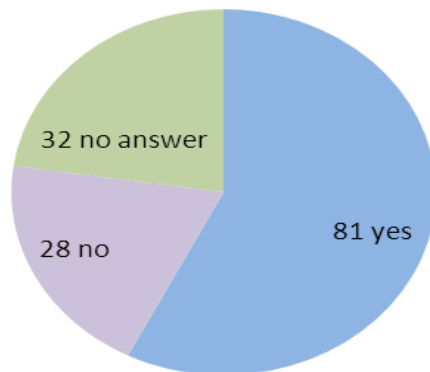
**Would you use Saturday  
appointments?**



**How well did your doctor include you in health care Decisions?**



**If you were seeking a referral to a specialist, was your request handled in a timely manner?**



The results of the survey show the practice is performing well in some areas and not so well in others and will be used in the future strategic planning of the practice where we will focus on areas of Access, Extended hours.

### **Access/Booking appointments**

The practice is always looking for innovative ways to do this better, with the introduction of on the day telephone consultations and appointments for our patients with urgent requirements. The practice has recently signed up to provide on line appointment booking which will hopefully alleviate some of the problems encountered in this area.

### **Waiting time in reception**

Our clinicians are aware of patient concerns in this area and have to balance the needs of a patient with multiple complex conditions with the time scheduled for appointments. In known complex cases more than one appointment is booked to address this.

### **Customer Service**

Our Receptionist are constantly coached in this area. Feedback from patients is given immediately and routinely, when reported. All staff are encouraged to be empathetic, courteous and kind at all times. The practice will continue to train staff. Specialist training on handling difficult customers and mental health awareness training has been scheduled for all Reception staff.

### **Extended Hours**

Currently the practice provides extended hours 3 days a week (see table below) and has indicated its interest in extending this to weekends in partnership with other practices in the locality. This will hopefully address the pressure on the A&E services in our locality.

Practice Opening hours

Day	Acorn Surgery	Gaumont House Surgery
Monday	08:00 to 18:30	08:00 to 18:30
Tuesday	08:00 to 18:30	08:00 to 20:00
Wednesday	08:00 to 18:30	08:00 to 20:00
Thursday	08:00 to 18:30	08:00 to 20:00
Friday	08:00 to 18:30	08:00 to 18:30

### **Healthcare Decisions/ Referrals**

Clinicians at the practice follow set guidelines and regulations concerning treatment and referrals they guide and involve patients appropriately on decisions concerning their health.

### **Action Plan:**

S/N	Item	Date
1	Results of survey to be discussed at next PPG meeting	3 <sup>rd</sup> April 2014
2	Identification of areas to be addressed from survey results	3 <sup>rd</sup> April 2014
3	Dependent on outcome of item 2 plan to be put in place.	3 <sup>rd</sup> April 2014

### **Additional PPG Activities**

### Weight Loss Programme – *Report from Paulette Rodgers*

The Idea of a weight loss programme came up at our PPG meeting in May 2013 when we were discussing ways in which the PPG could be more active. At the time there was a lot of press coverage regarding the ongoing issue that we have in this country regarding weight. So we had a brain storming session and one of the ideas that came out of it was the weight loss programme.

The idea was to help those patients that want to lose weight by re-educating them about food and nutrition.

The programme that we run is a 12 week programme which started on the 3rd July 2013 and we've now run this programme 3 times. Over 32 weeks we have had 34 patients attend, an average of 11.33 patients per 12 week session

The patients that attend the programme are weighed each week and given a calorie control plan to follow along with additional weight control and nutritional information, they are also encouraged to exercise to their own ability.

### Success Story

One of our type 2 diabetes patients attending the programme initially weighed 17st 2lbs and now weighs 14st. This patient still has another 4 week to go to complete our 3rd programme session; and is hoping to lose another 8lbs over this period. The patient has reported a huge health improvement and is also experiencing a normalized blood sugar level the patient is currently feeling great.

Due to the success and popularity of the programme we hope to continue to run the programme in the year 2014/2015.

## Appendix A PPG Minutes

### Notes on the Patient Participation Group Launch Day

Held on Wednesday 10<sup>th</sup> April 2013 at Acorn Surgery

Present:

[REDACTED]

[REDACTED]

[REDACTED]

Apologies:

[REDACTED]

#### 1. Message from Chair

- Thanked and welcomed PPG and attendees. PPG members were introduced.
- History of PPG. Has been in operation in the last 2-3 years on and off. However on track again recently with a few solid group formed.
- Will however need more patient volunteers hence the reason for the launch. Group of patient volunteers to discuss/bring ideas on improving service and keeping patient health at the forefront.

#### 2. Message from Dr Baker

- Explained the many changes in NHS including PCT gone and South CCG taking over as at 1 April 2013.
- CCG will be responsible for and monitoring of a budget of £350M. This will be used for planning and buying services for the community to alleviate pressure from secondary care i.e. less attendance of A & E and ailments to be managed in Urgent Care, GPs, Pharmacists
- There are 46 GP practices in Southwark and each have a PPG. A representative from the PPG meet with other fellow patients at a larger scale to discuss ideas on improvement of service and the group can go higher to a national scale.
- Other change that is coming forth is the 111 which takes over NHS Direct.

#### 3. Andi from SELDOC on 111 & Urgent Care

- 111 is available 24/7. It is Pilot but likely to be rolled out. It is operating in other areas including that of Bromley and Croydon.
- When in full operation in Southwark:
  - Advise patient over the telephone and signpost patient depending on ailment. An algorithm of questions will be made and this is where decision is made to signposting appropriately ie. Patient to see GP, see Pharmacist, home-visited or sent to A&E where necessary.
  - Call is free.
  - During the outside hours; SELDOC will still provide similar service as of now
- Pros and cons further discussed.
  - Advertisement/promotional items will be available once teething problems have been sorted out.
  - FEEDBACK from patient is very important whether good or bad. This can be made through <https://www.patientopinion.org.uk/>

**Minutes of the Patient Participation Group Meeting**  
**Held on Friday 14<sup>th</sup> June 2013 at Gaumont House**

Present: [REDACTED]

Apologies: [REDACTED]

**1. Minutes from the last meeting – 10.5.13**

Minutes of the last meeting were read out and accepted as a true and accurate record.

**2. Matters arising from the previous Minutes**

- **Presentation by Rebecca Scott from Southwark Clinical Commissioning Group** – It was clarified that Rebecca had requested that each member of the PPG complete the survey about local services and return by the end of May 2013
- **Improving services to patients at Acorn and Gaumont** – It was clarified that [REDACTED] presented the information about conducting a survey of patients in the practice on behalf of the Practice Manager. [REDACTED] and [REDACTED] had then liaised and [REDACTED] agreed to present at next meeting. **See item 3.**
- **Weight Management Group** – [REDACTED] plan is to meet with the nurses in the practice to discuss the structure of the group and the input she can expect from them. Once this has been done she hopes to start the group by the end of June
- **Quality Alert** – this to be clarified at next meeting

**3. Survey of patients at Acorn and Gaumont House**

[REDACTED] presented a draft copy of the patient survey. The PPG thanked [REDACTED] for all her hard work in putting the survey together. The draft was discussed and some suggestions were made regarding amendments and or points of note for the survey:

- Data Protection Act to be stated at the bottom of the survey and how long the information would be kept for
- At the beginning of the survey say how many questions and how long the survey will take to complete
- This is our short survey, give patients an option of completing a longer survey. This was discussed and it was felt that perhaps a longer survey could be compiled at a later date. No decision on this point was reached. We agreed to discuss further at the next meeting when the survey would be on the agenda again
- Who is going to read the survey?
- What will happen to the results?

Action: PPG to feedback comments to [REDACTED] by 28<sup>th</sup> June 2013, [REDACTED] to circulate draft to Dr's and they will give feedback as a group

[REDACTED] will then incorporate comments from this meeting and feedback. She will then produce another draft; this will be voted on at next meeting.

**4. Any Other Business**

## **Minutes of the Patient Participation Group Meeting**

**Held on Thursday 7<sup>th</sup> November 2013 at Gaumont House**

Present: [REDACTED]

Apologies: [REDACTED]

### **1. Minutes of last meeting – 7<sup>th</sup> November 2013**

Accepted as a true and accurate record

### **2. Matters arising from the previous Minutes**

- Weight loss programme – the programme is going well, further updates at future meetings.
- Flu Jab – Some sessions were advertised as open session but weren't. Patient's turned up but weren't seen. This situation was clarified and resolved.
- Website - It was agreed that PPG can have limited log in access to update information. Paulette agreed to update website with information on PPG and weight loss programme. Nicky Practice Manager to update surgery information. Open invitation to Nicky to attend a PPG meeting in the New Year. Briefly discussed the surgery implementing online bookings for appointments. This is still in the planning stage. Leonor agreed to provide an update at next meeting.
- Did Not Attend – PPG felt that this should be a permanent agenda item given the number of DNA's the surgery has. It was agreed that a review should take place of how many DNA's since July and the reasons why patients did not attend and did not cancel the appointment. It was noted that the appointment system has improved but there are still too many DNA's
- Constitution - [REDACTED] will email updated constitution, PPG to review, send back comments and then we will discuss at the next meeting. Put on agenda.
- Suggestion Box – This has been completed but is yet to be put up. It was discussed where to put the box, what to call it, but no decision was reached. Slips of paper and a pen to be attached. As noted it is a suggestion box not a complaints box, it is about having your say – how to improve your surgery.
- Information leaflet – this needs to be kept up to date. Leonor to ask reception staff if they want us to do anything in order to keep this information up to date.
- PPG board not up to date – this needs to be updated.

### **3. Survey**

Over the course of 2 weeks we've had a good response to the survey.

- Anonymise any Dr's comments, list good and bad comments.
- [REDACTED] to summarise the results and the survey to run for another 2 weeks from today.
- A vote of thanks to [REDACTED] for doing the survey. Discuss at next meeting.

#### 4. A.O.B

- [REDACTED] does not want her full name listed in the minutes and only her initials if minutes are put on the website.
- It was suggested that patients be asked to give a 3 month commitment to do certain projects if they feel they are unable to commit to attend PPG on a regular basis. It was agreed that we would revisit this suggestion in order to increase the number of people on the PPG
- Permanent Agenda Items: Survey, DNA, Constitution feedback from EPEG
- Next meeting 5<sup>th</sup> December 2013

No meeting in January

6<sup>th</sup> February 2014, 6<sup>th</sup> March 2013

### **Agenda for the Patient Participation Group Meeting to be held 6.30 – 8pm on Thursday 5th December 2013 at Gaumont House**

1. Minutes of the last meeting
2. Matters arising from the minutes
3. Survey
4. DNA's
5. Constitution
6. EPEG
7. A.O.B



Minutes of PPG meeting held 6 March 2014

Present: [REDACTED]

Previous minutes read and agreed.

Items raised:

Weight Loss Programme: Ongoing – have around 10-12 people.

Suggestion Box: [REDACTED] displayed box – question raised where to put them in each surgery – Was suggested that PM be asked where she would like them to be positioned.

Constitution: All members to be emailed copy of this and ask for their comments to be posted before the next meeting so that this may be signed off.

Survey: Paulette is in the process of creating the charts for this. Dr B asked if this could be made available within the next 2 weeks.

DNA's Discussion took place on how to deal with this. A suggestion was made that we use the same approach as the hospitals etc. in allowing patients to text back if they are unable to attend.

EPEG: [REDACTED] and [REDACTED] will attend next meeting.

PPG Training: [REDACTED] will attend.

AOB: It was requested that a list be compiled of what duties the HCA/Nurses perform to assist patients in who they really need to see.

Next Meeting: 3/4/2014 – 6:30 Gaumont House

## Appendix B PPG Survey data

Questions	Answers							Totals
	Outstanding	Good	Some Chronic Issues	Adequate	Poor	No Answer	N/A	
In general, what is the quality of your health?	17	75	31	14	4			141
How would you rate our concern for your privacy?	25	79	25	6	3			141
How often have you visited Acorn/Gaumont House Surgery within the past year?	First Visit	2-5 Visits	More that 6					
	12	59	70					141
How did you schedule your Appointment?	By Phone	Dropped In						
	114	27						141
How easy was it to make an appointment by telephone?	Very Easy	Easy	Satisfactory	Very Difficult	No Answer			
	33	33	38	31	6			141
How long did you wait to speak to a member of staff?	0-2 Minutes	3-5 Minutes	5-7 Minutes	Longer	No Answer			
	49	56	16	18	2			141
Was the person who scheduled your appointment courteous and helpful?	Yes	No	No Answer					
	118	14	9					141
How long did you have to wait for an appointment?	Same Day	1-2 Days	3-4 Days	1 Week	No Answer			
	15	18	25	75	8			141
How would you rate the courtesy of the staff at the reception desk?	Very Courteous	Satisfactory	Rude	No Answer				
	58	71	6	6				141
How long did you wait in the reception area beyond your scheduled appointment time?	0-5 Minutes	5-20 Minutes	20-40 Minutes	Other	No Answer			
	47	55	22	4	13			141
Do you require later opening hours (from 6.30pm)?	Yes	No	No Answer					
	78	56	7					141
Would you use Saturday appointments?	Yes	No	No Answer					
	103	30	8					141
How would you rate your overall appointment with the nurse?	Outstanding	Good	Adequate	Needs Improve	Poor	N/A		
	36	62	9	6	4		24	141
Were you able to see the doctor of your choice?	Yes	No	N/A	No Answer				
	86	33	16	6				141
Did you feel that your doctor spent an adequate amount of time with you?	Yes	No	N/A	No Answer				
	109	21	6	5				141
<b>Mark the boxes that characterise the demeanour of your doctor:</b>								
How would you rate the overall appointment with the Doctor?	Outstanding	Good	Adequate	Needs Improve	Poor	N/A		
	37	69	12	10	5		8	141
<b>Did you feel that your doctor's examination was thorough?</b>								
Please rate the clarity of the doctor's explanation of your condition and treatment options:	Outstanding	Good	Adequate	Needs Improve	Poor	N/A		
	28	68	20	7	7		11	141
Were your questions answered to your satisfaction?	Yes	No	N/A	No Answer				
	110	18	4	9				141
<b>How well did your doctor include you in heate care Decisions?</b>	Outstanding	Good	Adequate	Needs Improve	Poor	N/A		
	25	70	14	13	3		16	141
If you were seeking a referral to a specialist, was your request handled in a timely manner?	Yes	No	No Answer					
	81	28	32					141
Please list any areas in which you feel the service provided could be improved.								