

PPG Report 2018/19

Practice Populations:

Capitation as of March 2019: 43,950

Breakdown: Male – 21,744 Female – 22,206

Membership of the PPG:

Total Members: 534

Gender: Male: 212 Female: 322

Age Range:

18-24: 18 25-34: 17 35-44: 123 45-54: 107 55-64: 86

65-74: 53 75-84: 27 85+: 5

Ethnicity:

British or Mixed British	452	Pakistani or British Pakistani	1
Irish	1	Other Asian Background	2
Other White Background	28	Bangladeshi or British Bangladeshi	4
White & Black Caribbean	2	African	11
Indian of British Indian	1	Other Mixed Background	2
Other Black Background	4	Chinese	8
White European	4	White & Asian	2
Ethnic Category Not Stated	3	Other not stated	11

2018/19 Survey Results:

The survey was sent out to our PPG and also advertised in house in December 2018 for ten weeks.

The detailed results are in Appendix 1. However the most notable trends were:

- Little appetite for extended hours on a Sunday – Saturdays was the most popular although the preference was clearly with early morning appointments.
- Only 14% of respondents currently use extended hours. This is a drop on 2018/19. Whilst we accept that we have endeavoured to make more appointments available at different times of day, we will review and further promote these in 2019/20.
- Almost 75% of respondents were aware of the online services. This is reassuring and in line with the increase in uptake from our patients. We continue to promote online services – for

example, they are a great way of checking tests results, rather than having to telephone the practice and go through the phone system.

Additional Services - Patients were asked what additional services they would like to access through online service. The top 5 answers were:

- Blood tests
- Diabetic appointments outside of usual working hours
- E consultations
- More/Longer appointments

SystemOnline can give blood test results once they have been reviewed by a clinician. We have also enabled patients to book blood test appointments online in 2018/19.

We are reviewing our extended ours appointments offerings and plan to expand the HCA/Nursing appointments currently available. This will include diabetic appointments.

E consultations have returned! After the pilot in 2015, which did not see a significant uptake, the local Clinical Commissioning Group (CCG) have funded this service. This is a really good way of contacting the practice for routine requests, and they are responded to promptly.

More appointments – we have added cervical smear clinics to the online booking system to improve our uptake rates as well as more HCA appointment types. A resource has been placed on our website to help you get the most out of our Online Appointment booking. You can view it [here](#).

We are also well underway in our new Model of Care research and implementation – hoping to introduce by the summer. We believe this will put the patient in touch with the right person at the right time, and we hope to improve access to GP appointments. We are still working through the data, and we are aware that we will need to invest in more staff to manage the acute demand. Further information will be sent when we are closer to launching.

Focus Areas - Patients were asked to highlight up to two areas they felt we should focus on, with reasons why. The overwhelming response was around the appointment system and availability of appointments. As stated above, 2019/20 will see Portsdown launch a new Model of Care, and we firmly believe this will have a positive impact. Watch this space!

You Said / We Did:

Patient feedback is not solely restricted to our annual survey and VPG/PPG communications. During the year patients are invited and encouraged to provide feedback to the practice. The main feedback we regularly receive is currently through the 'Friends and Family Test' (FFT) completed by registered patients on forms in practice and via text responses sent automatically after appointments. The results of the FFT are published on our website monthly. Some of the feedback that we were able to implement action from is listed below:

1. Navigating the Appointment System

We have published resources on our website regarding appointments – top tips and how to get the most from your appointment. There is a common misconception that a doctor is the only clinician

who can help a patient with an ongoing condition. We employ a wide range of general and specialist clinicians and as part of this work, We are also fortunate to have access to very good voluntary sector support and a minor ailments scheme with good uptake from pharmacists in the city, so we will also endeavour to signpost patients to the most appropriate service – which is not always within the practice.

We are also using eConsult a great deal more and this should be first port of call for administrative requests such as sick notes. You

2. Further Refurbishment Improvements – predominantly Cosham Park House

Following a well-received investment in Heyward Road Surgery, we continue to roll out our schedule of refurbishment across sites. Huge improvements were made and are planned to be implemented to flooring and patient toilets in the South side of Cosham Park House

3. Issues with Phone System

In late 2017/18 we migrated our phones to a new system. This has meant we can be much more responsive in communicating to our patients. We will continue to utilise the new hosted system in the best way we can, to further improve the patient experience.

4. Prescription Issues (various)

We are in the process of advertising for a Senior Clinical Pharmacist and intend to develop a pharmacy team.

5. No indication for delays in being seen when you are in the waiting area

The Check in boards at Crookhorn, Cosham, Kingston and Somerstown has been reconfigured to alert you to any delays. Those patients attending Paulsgrove or Heyward still need to check in via reception, and our receptionist will let you know if they are aware that the wait time exceeds 20 minutes, when you check in.

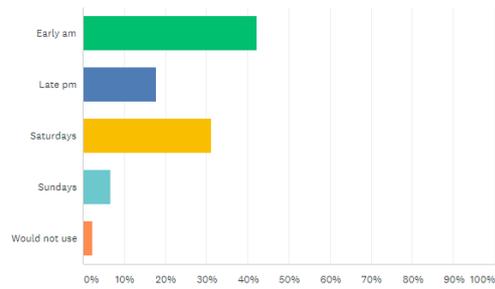
We thank all the patients for the overwhelming number of positive responses regarding our staff and services.

Priorities for 2019/20:

Whilst we will continue our refurbishment programme, and take advantage of any pilots that may be on offer to improve patient care, our main priority for 2019/20 is the Model of Care. We are still reviewing data and are also about to place adverts for Nurse and paramedic Practitioners, to assist us in the acute appointment demand and management. We have also appointed a Senior Clinical Pharmacist who can assist with medication queries and reviews, as these can form a lot of appointment requests.

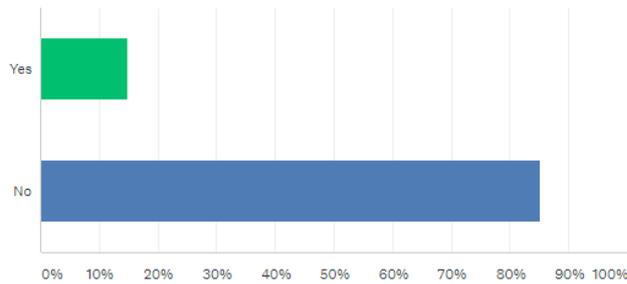
Appendix 1 – Survey Results

1 Portsdown Group Practice currently offers a range of "extended hours" appointments. Which appointment type would be most useful to you?



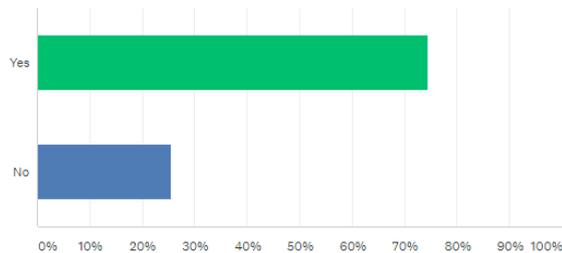
Early am	42.22%
Late pm	17.78%
Saturdays	31.11%
Sundays	6.67%
Would not use	2.22%

2 Do you currently use extended hours appointments?



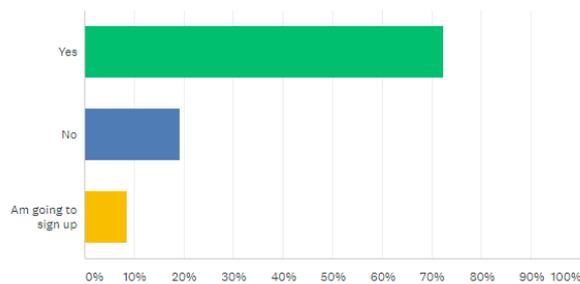
Yes	14.89%
No	85.11%

3. Are you aware of the online services we currently provide?



Yes	74.47%
No	25.53%

4. Have you signed up for online services with Portsdown Group Practice?



Yes	72.34%
No	19.15%
Am going to sign up	8.51%

5. What additional services would you like to see offered by Portsdown Group Practice?

- Email advice for simple queries or easier telephone chats. Used to be able to have a quick chat [with the doctor]. Now have to make an appointment.
- Longer opening hours for people who work various hours
- To actually get to see a GP (common theme)
- When one gets an appointment – 10 minutes only – for me is often too short. I realise that the doctors are “stretched” but that is usually little help to me
- I would like a phone line or a room that you could go to for advice about a health problem that you aren’t sure if it’s anything to worry about but you don’t waste a doctors time by making an appointment. I so use the pharmacist for minor things but sometimes you need a bit more than his advice
- Blood tests instead of having to go to QA
- More operators at the call centre, as it currently takes far too long to get through to try and get an appointment
- I would like more appointments available for diabetic clinics
- Physiotherapy, arthritis clinic or advice
- An improved system for making appointments
- More online bookable appointments
- Early and late nurse appts

6. What are the 2 main areas of Portsdown Group Practice you feel should be focused on?

- Appointments (most responses included this as a theme – access / volume / type)
- Call centre improvement and response time. Appointments at weekend
- Efficiency and out of hours treatment
- None known at present
- Getting and appointment and not wait 2 weeks
- Access times and reducing DNA’s
- Diabetes