

**NOTTING HILL MEDICAL CENTRE
14 CODRINGTON MEWS
LONDON W11 2EH
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OPENING HOURS

**MONDAY TUESDAY WEDNESDAY & FRIDAY 8:00AM – 18:00PM
TUESDAY EXTENDED HOURS 18:30PM-20:30PM
THURSDAY 8:00AM – 1:00PM**

**LOCAL PATIENT PARTICIPATION REPORT
2013/2014**

We have an Eclectic mix of patients which makes a very interesting profile.

We have many patients with complex health and social needs but also have very affluent patients. Our patient's conditions include COPD, Depression, diabetes, and Asthma. We also have a small population of patients with extra learning needs.

Our practice population which is over 3200 patients is made up of slightly more females 1686 than males 1516.

The age ranges for 0 – 103

We also look after a local nursing home called Princess Louise.

Our PRG group is made up of a carer, patients from different cultures, and a patient with a disability, both males and females. The practice made every effort to ensure that all areas of the practice population were asked to join the group. We advertised the dates of the meeting and encouraged patients to join. It was advertise in our practice leaflet, in the waiting area on our notice board, and in the reception area.

We discussed with the PRG what we were trying to achieve which was an overall idea of how the practice was performing, so we could improve on some aspects of the way in which we provided a service.

The PRG were happy to use last year's survey questionnaire, as the questions were relevant to this year, and also so we could compare the results.

We had a list of Questionnaires at the reception desk from November 2013 – Jan 2014. When a patient came in to collect a prescription or see a doctor, nurse, or health visitor they were asked to fill it in, and to post it in the allocated box in reception. We did this for about three months and just over 100 patients filled in the survey.

The patient group met in March 2014 to discuss the results of the survey and action points for 2013/14

Comparing the survey with last year we have improved on the following:

If you need to see a GP urgently can you normally get seen on the same day.

Length of time you had to wait for your consultation to begin.

All things considered, how satisfied are you with your practice.

Ability to speak to someone to get medical advice.

Thinking about when you consult the doctor, how thoroughly the doctor asks about your symptoms.

A selection of **Positive** comments were

The kindness of the reception personnel is so good. They do their best within the system to serve you and they do it with kindness.

I love this practice in all my 41 years this is the best practice I have been to. All the doctors are excellent and caring I am very happy.

I am very happy with the level of care I receive here, other than that I consider myself to be very lucky to be with your GP practice.

I have been fortunate enough to see the same Doctor for roughly the last 3 years. To be tolerated and helped over such a time span is very good for morale and most importantly my health.

A selection of **Negative** Comments were.

It is often difficult to get an appointment with a particular GP.

It is very difficult to get continuous care with the Doctor. I have had a long and complicated history. So this is important.

Sometimes you wait too long after your appointment time to be seen.

It can take a long time to get through at 8:00am

The action points discussed by the PPG were.

1. Patients still lacking continuity of care.
 - This is an ongoing issue. We decided that when patients request an appointment we should ask which GP they would prefer to see. If the patient is unsure of the name of the doctor we will then look at the consultations.
2. Long wait to see Dr of choice.
 - Discussed if urgent they should see the next available Doctor
3. Long time for consultation to begin.
 - We have improved this slightly, but will continue to monitor it.

Action Plan

Our biggest concern from the survey is continuity of care. Although the group said they found the trainee doctors, very good. It is a problem for many of our patients to see the same doctor.

1. Reception to ask the patient if they would like to see a particular Doctor.
2. To view who they have been seeing, and where possible to book them with a particular doctor.

Action To review in two months (May 2014)

A request made by a member of the Patient Group was to have photographs of all staff on the wall. This may help with identifying

who the team are especially as we are a training practice and have new Doctors.

Action To be arranged within three months (June 2014)

Next PRG meeting will be July 2014 to review all action points.

PPG

The group discussed their own experiences at getting appointments at the practice, and said they didn't have a problem assessing the GP's or a Nurse of their choice.

We discussed what the group's most important issues were, and they are completely satisfied with the service they get from the surgery. They were happy with the Doctors and how they manage their care and reassure them.

They were very positive about the local Pharmacies who order their medication and deliver it to them if needed.

We discussed the new walk in service on a Saturday & Sunday based at Colville health Centre for our patients to attend. This is now part of a seven day GP access for our patients. This is advertised in our practice leaflet and we have a poster in the reception & waiting area.

A member of the group had been at an away day on behalf of the practice. This was organised by Healthwatch. It was a workshop and PRG networking day in January which was a very positive experience. The patient would definitely recommend going if there is another one, she said she found out about a lot of services provided. At the next meeting the patient will bring her notes to share with us.

Useful websites are

www.healthwatchcwl.co.uk

www.patientoption.org.uk

www.iwantgreatcare.org

www.patientvoices.org.uk

The survey results are available on our website and laminated copies are available in the waiting area.

Patients can also request a copy at reception.

www.nottinghillgp.co.uk

Here is a selection of some of last year's action points that we have implemented.

You Said	We did
I would like to be able to book more than two weeks in advance.	Patients are now able to book appointments more than two weeks in advance when requested by the Doctor
It would be helpful to know which doctor is available on a particular day.	There is a schedule at the front desk telling patients which Dr's are here on which days.
Other patients can hear what I am saying at the reception desk.	Reception will make sure they are mindful of other patients being able to hear, and ask patients to fill in forms etc in the waiting area.
I don't like undressing my baby by the door.	Baby weighing scales have been moved to the back of the waiting area
I would like hand gel at reception	Hand gel is available at the reception desk.
Sometimes I need my medication before the requested 48 hours	Patients are told that chemist's will give out a short supply of their medication until they get their prescription from the doctor.
I don't want to hear patients on their mobiles	We have put up posters asking patients to turn off their Mobile phones.