

The Junction Health Centre

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Patient Participation Report 2013-14

1. Provide a description of the profile of the members of the PRG (Patient Reference Group):

Age	Gender	Ethnicity
24	Female	White British
37	Male	Mixed British
52	Female	Other white
31	Female	White British
47	Male	Black African
37	Male	Black African
52	Male	Other ethnic group

Meetings were held on the 15th May 2013, 11th September 2013, 4th December 2013 and 11th March 2014.

The meetings were held in the evenings as feedback had been given that this was the most convenient time as a large number of our patients are working during the day.

2. The steps taken to ensure that the PRG is representative of your registered patients and here a category of patients is not represented, the steps taken in an attempt to engage that category

The profile of our practice population is typical for our catchment area (SW11) and our opening times (8am to 8pm, 365 days a year) with the majority of patients in the 20-40 age range of both genders.

Please see appendix A for a breakdown of the current practice demography.

This year we have continued to advertise for members by placing posters and forms in the following locations:

- Patient forum notice board in our waiting room
- Patient information screen in the waiting area
- Reception desk
- On our website

In addition all new patients were notified of the PRG during their compulsory new patient health checks when registering and clinicians approach patients on an opportunistic basis.

We don't have representation from teenagers which is 1.4% of our total patient population. No one has come forward despite advertising as above. We are considering creating a Facebook or Twitter account which might assist with this age group.

3. Details of the steps taken to determine and reach agreement on the issues which have priority and were included in the local practice survey

We discussed priorities for the current year in our meeting on the 15th May 2013. Both the PRG and the practice agreed that appointments and communication should be the topic for the patient survey. It was also agreed to include questions concerning the PRG to check the awareness with patients.

4. The manner in which the practice sought to obtain the views of its registered patients

A questionnaire was handed out by reception to patients during the month of October 2013. Details of the survey were displayed on the information screen and notice boards.

5. Details of the steps taken by the practice to provide an opportunity for the PRG to discuss the contents of the action plan

We received 103 responses which was a reasonable uptake. The results were analysed prior to next PRG meeting and the results were presented to the members on the 4th December 2013. The PRG reviewed the results and decided on the action plan, taking into consideration the main topics of the survey and any relevant comments. The PRG and the practice agreed to implement six changes going forward.

6. Details of the action plan setting out how the findings or proposals arising out of the local practice survey can be implemented and if appropriate reason why any such findings or proposals should be implemented

Appointments: Responses in the questionnaire highlighted that patients are unclear about the type of appointments available to them, booking options, unaware of online appointment bookings and more GP appointments are required.

Communication: Responses in the questionnaire highlighted we need to expand our methods of communication, a better layout of notice/information boards, make the website more user-friendly and answer the phones quicker in the mornings.

Other findings: Installing a self-check in screen in reception would be useful and majority of the patients surveyed knew about the PRG.

7. A summary of the evidence including any statistical evidence relating to the findings or basis of proposals arising out of the local practice survey

Please see appendix B for the survey results.

8. Action plan

Action	Person responsible	By date	Status
Add an additional GP session every week to improve patient access.	Service Manager	31 March 14	Completed Jan 14
Increase awareness of online bookings and appointment options available to patients.	Reception Team	31 March 14	On going 300 patients registered on EMIS Access – on-line booking
Redesign the website so it is more user friendly.	Central marketing Team	31 March 14	Completed Feb 14
Consolidate information notice boards and put leaflets in one area of the waiting room as one point of contact for all information materials.	Reception Team	31 March 14	Completed Dec 13

Use email to cascade service/patient information and to create a virtual forum going forward.	HCA's, Reception Team and Service Manager	31 March 14	On going Nearly 900 email add have been captured
Install a self-check in screen in reception.	Service Manager	31 March 14	Order has been placed Awaiting delivery – April 14
Following a review of the appointment system it was identified that we had a high rate of did not attend (DNA). This information will be Added to the notice board in the waiting area to raise awareness. The practice will also write to patients that DNA.	Senior Administrator	31 March 14	On going. Monthly DNA figures are displayed in the waiting room

9. The opening hours of the practice premises and the method of obtaining access to services throughout the core hours

The Junction Health Centre is open from 8am to 8pm Monday to Sunday including bank holidays. Call us on 0333 200 1718 or visit the practice.

Appendix A – Practice Demography

Patient Count: 6561

Males: 2720

Females: 3841

	Age	0-9	10-19	20-29	30-39	40-49	50-59	60-69	70-79	80-89	90-99	100+	Total
Gender													
Female		108	55	2315	1135	144	48	17	14	4	1	0	3841
Male		129	38	1324	929	197	64	26	11	2	0	0	2720
Total		237	93	3639	2064	341	112	43	25	6	1	0	6561

African - ethnic category 2001 census	White Irish - ethnic category 2001 census
97	88
Any other group - ethnic category 2001 census	Other Asian background - ethnic category 2001 census
1	73
Bangladeshi or British Bangladeshi - ethn categ 2001 census	Other Black background - ethnic category 2001 census
7	13
British or mixed British - ethnic category 2001 census	Other Black or Black unspecified ethnic category 2001 census
666	29
Caribbean - ethnic category 2001 census	Other Mixed background - ethnic category 2001 census
57	56
Chinese - ethnic category 2001 census	Other White background - ethnic category 2001 census
172	1527
English - ethnic category 2001 census	Other white ethnic group
7	1
Ethnic category - 2001 census	Other White or White unspecified ethnic category 2001 census
4	1
Ethnic category not stated - 2001 census	Pakistani or British Pakistani - ethnic category 2001 census
174	14
Ethnicity and other related nationality data	Somali - ethnic category 2001 census
1	1
Indian or British Indian - ethnic category 2001 census	White and Asian - ethnic category 2001 census
85	11
Irish - ethnic category 2001 census	White and Black African - ethnic category 2001 census
43	13
Italian - ethnic category 2001 census	White and Black Caribbean - ethnic category 2001 census
2	34

Oth White European/European unsp/Mixed European 2001 census	White British - ethnic category 2001 census
3	1112
Other - ethnic category 2001 census	White Irish - ethnic category 2001 census
145	88

Appendix B – Survey Results

The Junction Health Centre
Patient Participation group Questionnaire 2013

103 Surveys were completed and analysed

1. What is your preferred method of booking an appointment

Over the phone	76
In person	9
Online	18
Any	0

2. Were you aware that you can book appointments online?

Yes	0
No	103

3. Have you ever booked an appointment using our online system?

Yes	0
No	103

4. How easy is it for you to get an appointment with a GP at the surgery?

Haven't tried	0
Very easy	7
Fairly easy	18
Not very easy	57
Not at all easy	21
Don't know	0

5. Did you know that you can request a duty doctor telephone call back on the day if an appointment is not required?

Yes	27
No	76

6. How long does it take you to get through to the surgery on the telephone?

UP to 5 mins	68
5-10 mins	23
11-15 mins	12
16-20 mins	0
21-25 mins	0
26-30 mins	0
More than 30 mins	0

7. What do you expect to be an acceptable time for your call to be answered?

UP to 5 mins	89
5-10 mins	14
11-15 mins	0
16-20 mins	0
21-25 mins	0
26-30 mins	0
More than 30 mins	0

8. How helpful do you find the reception staff at the surgery?

Very helpful	33
Fairly helpful	47
Not very helpful	17
Not at all helpful	6

9. Would a self-check in screen help improve your patient experience?

Yes	
No	

10. Which methods of communication would you like to see from your surgery?

Letters	35
Emails	27
Text messages	21
Posters in surgery	11
Practice leaflets	6
Information screens	3
Other (please specify)	0

11. Are the current forms of communication used effective?

Yes	94
No	9

12. Did you know the surgery has its own website?

Yes	80
No	23

13. If 'yes', how do you rate our website?

Very good	0
Good	38
Poor	42
Very poor	0

Comments: Not very user friendly, too noisy, clean website design, hard to navigate, should have live feed of waiting time, registering on line function does not work.

14. Do you think any improvements could be made to our website?

See above comments

15. Are you aware we run a quarterly patient forum?

Yes	79
No	24

16. If you have any feedback about the surgery, please tell us what you think below.

More appointments required

I would rather reception answer the phone and place me on hold that it continuously ringing

Reception staff should use name badges

Friendly staff

Good service and fantastic opening hours

Excellent service

More clarity on appointment options available to patients

Priority for registered patients seen on the walk in

WIFI in waiting area

A self-check screen in would be good. Don't have to wait in the line!

Website not user friendly

Clean website design. To noisy.

Like the newsletter. Can you send it out via email?

Some of the rooms are cluttered

Would like to see the same doctor

Toilet is dirty

Better chairs in the waiting room

Music in the waiting area

SKY Sports on the TV