

Dr A Augustine
Dr M V Edwards
Dr C Lamptey
Dr R M Rowland
Dr A Sykes
Dr S Van Cooten
Dr A Warsop

—The—
JENNER
PRACTICE

Jenner Health Centre
201 Stanstead Road
Forest Hill
SE23 1HU
Tel: 020 3049 2960
Fax: 020 3049 2961

Practice Code: G85004

www.jennerpractice.co.uk

PPG / vPPG - Patient Survey Report

Updated 22nd March 2012



This year, the Department of Health wants to ensure that patients are more involved in decisions about the range and quality of services provided by their GP surgery and, over time, commissioned by their practice. We have agreed to set up our very own face-to-face and Virtual Patient Participation Group. We need to work with as many different patients as possible and make sure that the group is a fair representation of our entire patient population.

Within this report you will see the following information which the practice and our Virtual Patient Participation Group have been working on since 11th January 2012 along with an explanation as to what the patient group types are, how the survey questions were devised and conducted.

In addition, the practice invited Lewisham Link to attend the practice during **5th Nov 2011 – 24th Nov 2011**. They completed 206 surveys with patients face-to-face. The results are available within our Patient Group section on our website www.jennerpractice.co.uk and also available upon request at the practice.

Main Points to this Report

- **Survey Results and Statistics**
- **Survey Comments and Suggestions**
- **Action Plan for changes to be made with completion dates**

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Patient Group Types

The Jenner Practice has two types of patient participation groups; Face-To-Face and Virtual.

- **Face-To-Face (PPG – Patient Participation Group):** this group consist of the 6 original members plus an additional 25 members which we've been signing up since 11th January 2012, totalling 31 patient members.
- **Virtual Patient Participation Group (vPPG – Virtual Patient Participation Group):** this is our newly created e-mail and discussion forum based virtual community consisting of 37 patient members that we aim to liaise with on a regular basis on matters concerning our practice and patients. Communication with these patients' is done virtually through emails and our new discussion forum.

Patient Group Overview

The current PPG and vPPG membership is reasonably representative of our practice population as shown by the table below. Our membership age range is between 25 and 84. We will be looking into ways of signing up patients in the age range of 15 – 24 this year.

Age	PPG	vPPG	Total	% Of The Group	Jenner Practice	% Of The Practice
< 5	0	0	0	0%	1186	7.7%
5 – 14	0	0	0	0%	1453	9.4%
15 – 24	0	0	0	0%	1637	10.6%
25 – 34	8	9	17	25%	2918	18.8%
35 – 44	6	11	17	25%	2897	18.7%
45 – 54	5	6	11	16.2%	2287	14.8%
55 – 64	5	7	12	17.6%	1521	9.8%
65 – 74	6	3	9	13.2%	846	5.5%
75 – 84	1	1	2	3%	510	3.3%
> 85	0	0	0	0%	224	1.4%
Total	31	37	68	100%	15,479	100%

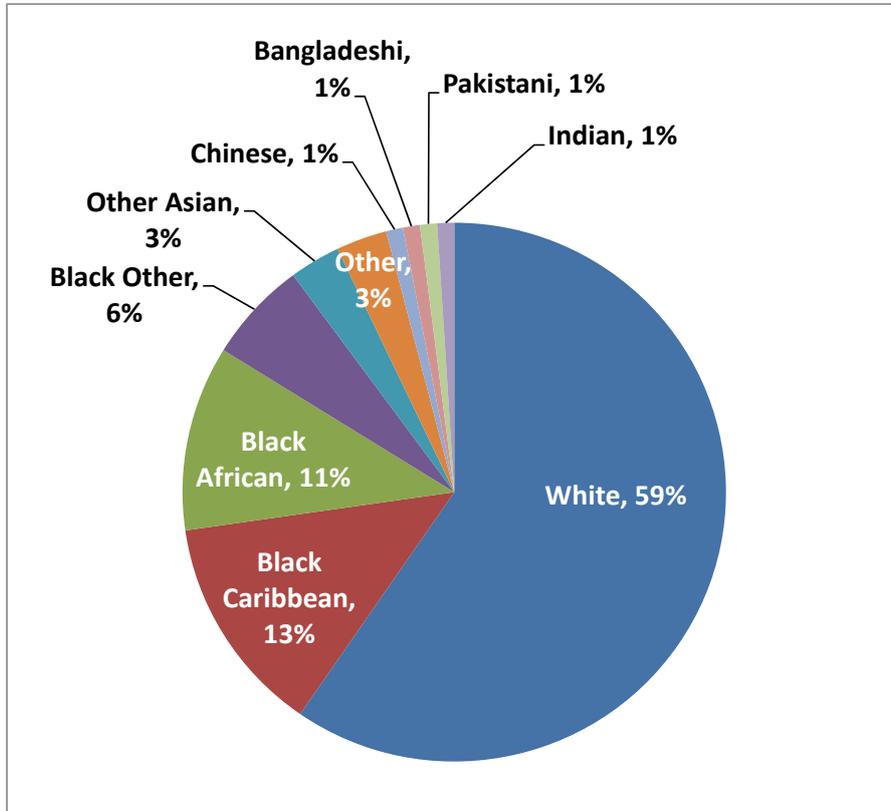
The practice organises quarterly evening meetings with our PPG members to ensure all can attend at that most suitable time.

PPG/vPPG Ethnicity & Lewisham Population Comparison

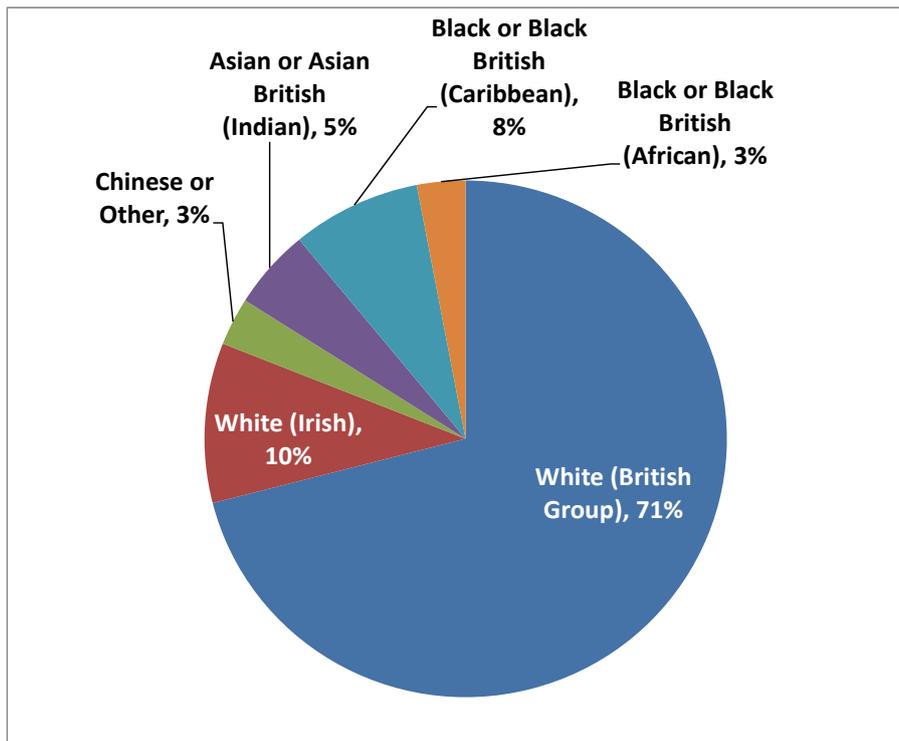
There is a reasonable representation of patients from different backgrounds in the Patient Group. However, we aim to increase this in order to make the group even more representational.

Below is a diagram providing statistics of Lewisham's Population in 2010. Below that is our Patient Group Ethnic Breakdown for comparison.

Lewisham's Population 2010



PPG/vPPG Ethnic Breakdown



Steps taken by the Practice in signing up Patients to the PPG and vPPG

Following a practice meeting during October 2011, where we agreed to invite Lewisham Link to come along and survey patients in the waiting area with a view to reforming our patient participation group, we also decided the best way to catch patients for our group was to hand forms out in the waiting room, advertise on the practice website using a secure online form and put a message on the patient calling system as well as posters and leaflets around the surgery. The GP's would also hand leaflets out and talk to patients about signing up to the group during surgery. If not all aspects of the practice are shown within the group, i.e. age, range, careers, ethnic group, learning disability then Jeanette Garforth (Practice Manager) will write to patients in the areas not covered to ask them to join.

Steps taken to determine and reach agreement on the priorities set within the local practice survey

We engaged our vPPG via e-mail providing them with an example survey questionnaire we'd devised and asked them to provide their input for modification and or additions. We received 13 email replies from our group and made the necessary changes to the survey.

How the Local Practice Survey was conducted

The local Practice survey was set up on our website www.jennerpractice.co.uk. A pop up box alerted patients' with a link to complete the survey electronically. We also had 40+ paper surveys for patients' to complete on the reception desk. Patients' were also informed by a text messaging campaign as well as staff in the practice taking a proactive approach by asking patients to complete the survey in the waiting area.

Steps taken to determine and reach agreement on the issues raised within the local practice survey

We e-mailed our Virtual Patient Participation Group on Wednesday 21st March with the results from the practice survey along with all the comments patients made. From the replies we received from the group, the following priorities were agreed.

1. Appointment System
2. Patient Access
3. Patient Communication regarding important changes within the Practice
4. Surgery Pod Location

Main Points Addressed and Detailed Action Plan

The main points are displayed below along with an action plan.

Overall, the results we received from the survey were very positive - please see results and comments on the next page.

Points Addressed	Action Plan	Completion Date
Appointment System: a review to adjusting the appointment system to work better with working class people or single parents.	PPG & vPPG will assist the practice.	18 th July 2012
Patient Access: Patients have commented that it's not always easy to book appointments online and through our telephone system.	Further investigation and a review needs to be done to make this easier and less problematic.	18 th July 2012
Patient Communication: It was noted that communication regarding upcoming changes and additional services could be communicated better to our patients.	We will be creating a practice newsletter. This facility has now been built into our website and will allow patients to subscribe and be emailed the newsletter automatically. The newsletter will also display on our website. We will also put up posters in the waiting area and send out occasional text messages for important updates.	9 th May 2012
Surgery Pod Location: Patients have expressed concern with the placement of the new surgery pods with regard to having privacy whilst using it.	We will be reviewing the location and or ways to make the surgery pod more private.	20 th June 2012

Evidence of Survey Results / Totals and Percentages

Q1 - 1. Would you favour a greater number of appointments being available to book in advance rather than 'on the day'?

	Total	Percent
Yes	69	67.6
No	33	32.4
	102	

Q2 - Is your experience of telephone access to the practice satisfactory?

	Total	Percent
Very Satisfactory	44	39.3
Moderately Satisfactory	42	37.5
Neither Satisfactory Nor Unsatisfactory	6	5.36
Moderately Unsatisfactory	12	10.7
Very Unsatisfactory	7	6.25
Not Applicable	1	3.57
	112	

Q3 - For urgent on-the-day matters, which of these would you normally prefer?

	Total	Percent
Phone conversation with Doctor	40	35.1
Phone conversation with Nurse	2	1.75
Drop-in session at surgery between specific times	28	24.6
Booked appointment with any available doctor	44	38.6
	114	

Q4 - Using a 10 point scale where 10 IS EXCELLENT AND 1 IS VERY POOR. How would you rate your last visit to The Jenner Practice? If you can't answer a statement, please leave it blank.

		10	9	8	7	6	5	4	3	2	1	
Being able to see a doctor quickly (or within 2 days) if it was urgent	Totals	26	14	18	13	5	6	4	2	1	1	90
	Percent%	28.9	15.6	20	14.4	5.56	6.67	4.44	2.22	1.11	1.11	
Doctor helpful in explaining your medical condition(s)?	Totals	28	29	13	6	8	5	2	3	2	0	96
	Percent%	29.2	30.2	13.5	6.25	8.33	5.21	2.08	3.13	2.08	0	
Doctor answering your questions?	Totals	34	23	17	7	5	3	3	4	1	0	97
	Percent%	35.1	23.7	17.5	7.22	5.15	3.09	3.09	4.12	1.03	0	
Doctor explaining how to take your medicine(s)?	Totals	29	23	15	3	4	1	1	3	0	0	79
	Percent%	36.7	29.1	19	3.8	5.06	1.27	1.27	3.8	0	0	
The competence of the nurse who treated you, if you saw one	Totals	24	20	11	8	2	2	2	0	0	0	69
	Percent%	34.8	29	15.9	11.6	2.9	2.9	2.9	0	0	0	
Were you treated with respect?	Totals	49	23	11	2	2	5	1	3	0	0	96
	Percent%	51	24	11.5	2.08	2.08	5.21	1.04	3.13	0	0	
The treatment or advice you received	Totals	42	19	16	2	5	2	1	3	3	0	93
	Percent%	45.2	20.4	17.2	2.15	5.38	2.15	1.08	3.23	3.23	0	
The helpfulness of the receptionist who dealt with you	Totals	39	20	13	9	3	1	3	0	0	1	89
	Percent%	43.8	22.5	14.6	10.1	3.37	1.12	3.37	0	0	1.12	
Getting through on the phone quickly	Totals	10	19	19	14	7	8	2	4	4	2	89
	Percent%	11.2	21.3	21.3	15.7	7.87	8.99	2.25	4.49	4.49	2.25	

Q5 - Are you aware that you can book and cancel your appointments online using our website www.jennerpractice.co.uk?

	Total	Percent
Yes	61	64.2
No	34	35.8
	95	

Q6 - Are you aware that you can record your blood pressure, weight and other tests on our system before seeing your doctor using our NEW Surgery Pod?

	Total	Percent
Yes	51	53.7
No	44	46.3
	95	

Q7 - Using a 10 point scale where 10 IS EXCELLENT AND 1 IS VERY POOR. Please answer the below question.

		10	9	8	7	6	5	4	3	2	1	
How likely is it that you would recommend your GP practice to family and friends?	Totals	34	24	13	4	7	6	1	5	0	0	94
	Percent%	36.2	25.5	13.8	4.26	7.45	6.38	1.06	5.32	0	0	

Q8 - What has been your experience of using SELDOC - the out of hours service?

	Total	Percent
Very Satisfactory	9	10.6
Moderately Unsatisfactory	21	24.7
Neither Satisfactory Nor Unsatisfactory	14	16.5
Moderately Unsatisfactory	3	3.53
Very Unsatisfactory	5	5.88
Not Applicable	33	38.8
	85	

Q9 - Please provide us with any comments or suggestions that could help us improve our service to you.

	Total Comments
23 Responses	23

THE JENNER PRACTICE RESPONSES TO PATIENT SATISFACTION SURVEY

RESPONSES TO QUESTION 3

For urgent on-the-day matters, which of these would you normally prefer?

Happy to wait if it is clear that session was for quick consultations.

20/3/2012 11:42

It depends on the problem. I imagine many would require an examination, necessitating face to face appointments.

19/3/2012 19:25

For the time I've been, the clinic is not doing bad. Very satisfactory.

18/3/2012 21:26

When you call up for same day appointments you can never get an appointment to fit around your routine. You might have to drop off children to school. You might have to still go to work and you can only get the afternoon off. These appointments are not taken into consideration for working class people or single parents.

13/3/2012 22:27

Conversation with doctor first and if necessary appointment to see doctor on day

13/3/2012 17:22

What percentage of your patients find it impossible to book an appointment when they need one? That is on the day they fall ill. Your phone appointment booking system isn't great.

13/3/2012 17:16

I think if there is a drop in at least one day a week will be very helpful.

Excellent

Any one of these

Either

RESPONSES TO QUESTION 6

Are you aware that you can record your blood pressure, weight and other tests on our system before seeing your doctor using our NEW Surgery Pod?

Not actually used.

20/3/2012 11:42

Have used the pod which is useful but other patients stood and looked over my shoulder as I was entering details. I did ask them not to but it made the whole experience very difficult. There is not much patient confidentiality when other patients can see over your shoulder. The POD should be more private.

14/3/2012 14:53

I saw once but I was in a hurry that day, but did not see where it was on my next visit/appointment, I would like to record.

14/3/2012 14:03

Very good

13/3/2012 23:08

This is my point, you're never told when important changes are made- so this could make arranging to see your GP easier.

13/3/2012 22:27

Yes, but it was not discussed or brought to my attention when I saw the doctor. I do not know if the information was passed on.

Good Idea

Sooner see doctor

RESPONSES TO QUESTION 8

What has been your experience of using SELDOC - the out of hours service?

Had to use several times when my Mum was alive and poorly. Found response time and treatment were good.

20/3/2012 11:42

Have not used Seldoc before.

19/3/2012 21:33

Dr. Tia was in a short period, Dr. Tia and Dr.Edward really assisted me during my heel pain. I recommend them.

18/3/2012 21:26

Never had cause to use this service

18/3/2012 17:24

Not used.

17/3/2012 10:51

Never used it

15/3/2012 20:07

On the one occasion I phoned at a weekend I had to wait for 3 hrs for someone to even phone back, in the end I had to resort to taking my son to A & E.

14/3/2012 13:38

It takes time.

13/3/2012 23:08

Haven't used SELDOC in the last 5 years.

13/3/2012 22:27

Never used SELDOC.

13/3/2012 17:44

I haven't had an occasion to use Seldoc for 5-6 years

13/3/2012 16:55

Never used it

13/3/2012 15:48

Never used it

13/3/2012 14:37

Very satisfied Always

Only used once

Never used this service

Never done it

I've never used SELDOC, so I can't comment

Very satisfied

Don't remember using it

Never used it

RESPONSES TO QUESTION 9

Please provide us with any comments or suggestions that could help us improve our service to you.

Help with registering online. I can't find my letter with registration details.

20/3/2012 11:42

No comment

19/3/2012 21:33

The standard now is alright. Just keep it. Well done.

18/3/2012 21:26

Being able to spend more time with the doctor would be useful.

17/3/2012 10:51

The addition of the surgery pod near the nurses offices has taken away an area of the waiting room which was widely used by parents with prams, and which provided much needed privacy for breastfeeding mums. As a mum, I am really upset that this space is no longer available, it was one of the most appealing things about the practice.

15/3/2012 20:07

Don't feel that when I have been to the docs it has been very thorough. Awful stomach complaints was tested for wheat allergy whilst not eating wheat. Have since been told I should have been eating it whilst being tested. Generally not thorough.

15/3/2012 10:58

I've seen a Dr and a nurse since joining the practise and both spoke to me rudely and made the experience fairly difficult. Communication was not good and as an NHS worker myself I believe communicating with your patients effectively is one of our most important roles. I've always been seen quickly and always had an appointment very promptly. This is much better than my previous practise and the automated phone service can be very good.

14/3/2012 14:53

I want you to open surgery on all Saturday's.

14/3/2012 14:03

Making appointments is a nightmare either on the phone or online.

14/3/2012 13:28

Certain GP's need to reflect on why they became a GP in the first place and whether this is the right job for them!

13/3/2012 23:31

I only have problem with one GP he was indirectly rude to me, that I would rather not see again.

13/3/2012 23:14

Satisfactory

13/3/2012 23:08

More times slots for working class and single parents. Also updating all patients when new things are introduced to the surgery. And the not to wait so long in the mornings to talk to a receptionist.

13/3/2012 22:27

I've got no problems always been good over the years

13/3/2012 19:48

I have been impressed by those doctors and nurses I have come in contact with. I prefer to have my medical problems dealt with by another person rather than by using technology

13/3/2012 19:06

None

13/3/2012 18:57

I was very offended by a receptionist I spoke to on the telephone about 4 months ago. I believe his name is Matt. He was very rude and showed a lack of respect and care, I think he is in the wrong job. When I call the Jenner practice I can hear in his voice a hostile kind of manner like he just doesn't want to be here. I have been at the Jenner for over 20 years but would never recommend the surgery to family or friends. I think if the surgery want to please their patients then it is imperative that you have the right staff working at the reception and people who generally care about patients and not just the money they earn.

13/3/2012 18:07

A very happy customer, I have no complaints regarding The Jenner Health Centre

13/3/2012 17:44

To be able to get an appointment on the day more frequently, than has happened in the past. I usually have to book a few days ahead to get first or last appointments. I work in town and cannot just drop in during the day. I do not find the phone system user friendly and call reception to make an appointment.

13/3/2012 17:22

Can you tell me what percentage of the test results letters reach patients? I saw a doctor who claimed that the number of people she saw meant that she didn't have time to follow and ensure that the results were sent out. The results of two tests I had done never reached me, my wife has had a similar experiences.

13/3/2012 17:16

Our Comment: It is normal practice for results to be reviewed by the GP, and if need be, the patient is contacted about the result. We normally ask patients to phone for their results after 5 days. We do not send results to patients.

I'd prefer to be aligned with a specific doctor, although I appreciate the downside of this is that it might be more difficult to get an appointment with him/her. Still, an initial alignment with a doctor would be good so that he/she got to know me and in some cases I might see a different one, rather than seeing a different one every time. Otherwise very happy, I have recommended you to a friend who has just moved to the area.

13/3/2012 17:14

Our Comment: Following a legislative a few years ago, patients now register with the practice and not an individual GP. This means that you are able to see the GP of your choice.

I feel the doctors don't really listen to how you feel. My last visit was quite upsetting as the doctor gave me the impression that she thought I was exaggerating my symptoms. I have not had many satisfactory visits to the Jenner Practice. In contrast, my previous doctors were extremely helpful and actually bothered to listen and absorb what I was saying.

13/3/2012 14:51

When repeat prescriptions are ordered please ensure that when a request is made for the prescription to be sent to the pharmacy that this is actually done.

13/3/2012 13:11

The Jenner Practice Opening Times

When the premises are open

Day:	Morning / Evening
Monday	8am – 7pm
Tuesday	8am – 7pm
Wednesday	8am – 7pm
Thursday	8am – 7pm
Friday	8am – 6.30pm
Saturday / Sunday	CLOSED

When the telephone lines are open

Day	Morning / Afternoon	Evening
Monday	8.30am – 12.30noon	2pm – 6pm
Tuesday	8.30am – 12.30noon	2pm – 6pm
Wednesday	8.30am – 12.30noon	2pm – 6pm
Thursday	8.30am – 12.30noon	2pm – 6pm
Friday	8.30am – 1pm	2.30pm – 6pm
Saturday / Sunday	CLOSED	CLOSED

Appointment System

The following range of appointments are offered:

- Advanced up to one month
- 48 hour appointments
- Un-booked – available daily
- Telephone Consultations
- Duty Doctor cover for emergencies, 3rd party queries and patient queries.

Out-Of-Hours are covered by SELDOC (South East London Doctors' Co-Operative). They can be contacted on **020 8693 9066**

A copy of the minutes, survey results, comments and action plan can all be found on our website www.jennerpractice.co.uk