

THE LIMES MEDICAL CENTRE

PATIENT REFERENCE GROUP

Are you interested in being more involved in the development of services at your local surgery The Limes Medical Centre?

We have an established online Patient Reference Group and we would really encourage you to join!

The key roles of the group are:

- Create and improve two-way information between patients, the Practice and the community it serves
- Provide an avenue for patients' input in the way facilities and services are planned
- Provide constructive two-way feedback on patients needs, concerns and interests
- Collect patient opinions and experiences to help the practice evaluate services
- To communicate to the practice community information about the practice
- If you would like to be part of a constructive forum who give feedback on issues and changes that happen at the surgery

All registered patients are welcome to join our online Patient Reference Group

Please visit www.thelimesmedicalcentre.com to sign up now or ask at reception for a registration form

The Limes Medical Centre Patient Reference Group Report

www.thelimesmedicalcentre.com

31 March 2015

Introduction

Welcome to The Limes Medical Online Patient Representative Group report 2015.

Our online Patient Participation Group has been running effectively now for the past three and a half years. This year we have been really working on ensuring that the PPG is representative of the practice population in terms of gender, age and ethnic background. We also felt that it was very important to keep patients up to date with all the latest news and information that is happening within the practice and the CCG. We also have asked patients for feedback regarding the surgery and systems that we have implemented in the past year.

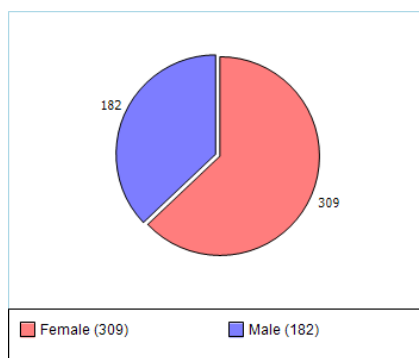
We understand that our patients are so busy and life is full with so many pressures so we decided that the online Patient Participation Group fits within the 21st century. Our aim has always been to set up a 'virtual' group for those people who use email and the internet, but also enable those people who find it easier to chat in person to do so on an ad hoc and more planned basis.

Description of the profile of the members of the PPG

We have a list size of 18,593 patients as at 31 March 2014 with a Patient Participation Group size of 491.

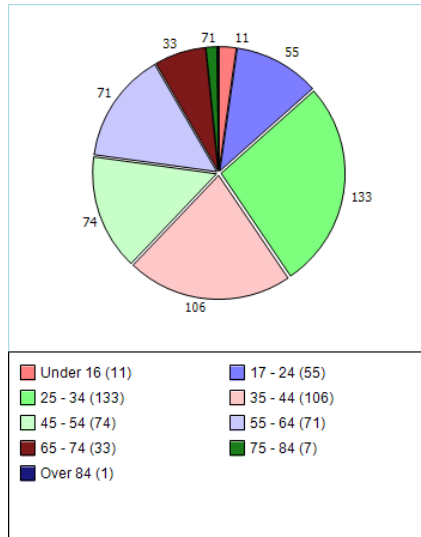
This breaks down with the following results:-

Gender



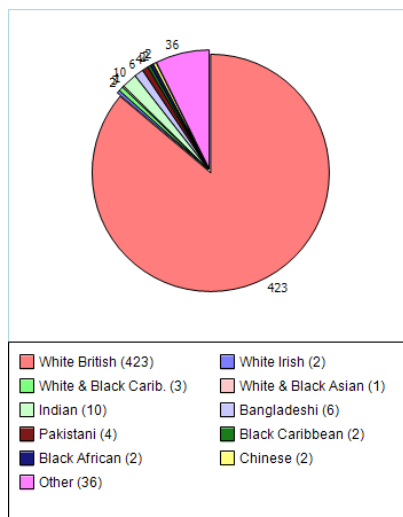
| % | Male | Female |
|----------|------|--------|
| Practice | 48% | 52% |
| PRG | 37% | 63% |

Age



| % | <16 | 17-24 | 25-34 | 35-44 | 45-54 | 55-64 | 65-74 | >75 |
|----------|-----|-------|-------|-------|-------|-------|-------|-----|
| Practice | 18 | 8 | 11 | 13 | 15 | 12 | 12 | 11 |
| PRG | 2 | 11 | 27 | 22 | 15 | 14 | 7 | 2 |

Ethnicity



Methods of Engagement with PPG

Our PRG is primarily an on-line group, as we understand that our patients are so busy and life is full with many pressures, and we felt that an on-line Patient Participation Group fits within the 21st century. Our aim has always been to set up a 'virtual' group for those people who use email and the internet, but also enable those people who find it easier to chat in person to do so on an ad hoc and more planned basis.

We therefore send out specific information that we feel is informative and useful and we also asks patients for their feedback and input on decision that influence The Limes. This information is sent out by email.

We also felt that it was important to have a link with community and our Patient Participation Group Leads are met with approximately every 3-4 months to discuss various current and ongoing topics and they have given very helpful, constructive feedback on many matters. The Leads have also kept us informed of any matters they feel are important for patients to be updated on.

Please see below some examples of emails that have been sent out to the PPG group in this past year. You will see that there is a mixture of information that is sent to our members but we always try to ensure that it is relevant and interesting to patients.

Improvements to North Weald Surgery

Dear Patient Participation Group

We are currently in the process of trying to receive funding to improve North Weald Surgery. This would include internal refurbishment and improved patient access.

We would really like to hear from you as patients, as to what you would like to see improved at North Weald. This is your chance to express your opinions on how we can make any appropriate changes or improvements to this branch surgery.

We look forward to hearing from you. Please can you send your replies to s.tanner@nhs.net by Friday 20 February 2015.

Kind regards

Debbie Bodhanya
Managing Partner

Age UK Essex Project called Smart Life

Dear Patient Participation Group

The Limes Medical Centre is one of four GP practices working with an innovative Age UK Essex Project called Smart Life.

A Personal Independence Co-ordinator (PIC) from Age UK Essex will be working closely with the practice staff to identify high intensity users of hospital services and/or GP services and/or social care services. The PIC will work with these individuals and a team of volunteers (10 per surgery), to establish a personal care plan to support their self-management, maintain independence and ensure that the voluntary and community sector is considered as part of the individuals on-going holistic care. Volunteer time commitment is estimated at 3-4 hours per week for approximately 3-6 months per client.

The service is available to anyone over the age of 16 years so volunteers of all ages are welcome. This will be a very satisfying and rewarding role. Volunteers will have travel expenses reimbursed and there will be a structured training programme.

Please take a look at the attached flyer for contact details if you are interested in becoming a volunteer.

Kind regards

Debbie Bodhanya
Managing Partner

NHS Friends and Family Test Survey

Dear Patient

The NHS want you to have the best possible experience of care. The NHS Friends and Family Test is a way of gathering your feedback , so we can continually review our service.

It is based on one simple question :

'how likely are you to recommend our service to friends and family if they needed similar care of treatment?'

To complete our Friends and Family Test survey please follow the link below.

<http://fft.mysurgeryintranet.co.uk/surveys/3576/take-our-survey>

Kind Regards

Debbie Bodhanya
Managing Partner

Proposed changes to IVF Policy feedback form

Dear Patient

West Essex Clinical Commissioning Group is the NHS organisation that buys and plans health and care services for the population of Epping Forest, Harlow and Uttlesford. The CCG is committed to making the right decisions on behalf of all residents and therefore aims to engage with its patients and the public on any policy changes that may have an impact on people's lives.

This is why they are engaging on the extension of IVF services to 42 year olds, same sex couples and those with a disability - which will provide a fairer policy across West Essex. Our proposals are also about making the money go around, ensuring we listen to our patients and responding accordingly.

They are currently approaching a wide range of people - those who could be directly affected by the IVF changes and those who would just like to have a say - and they will incorporate your comments and views into the final proposals to be presented to the CCG board.

The full proposal can be viewed by going to <http://www.westessexccg.nhs.uk/Have-your-say/proposed-changes-to-specialist-fertility-services-in-west-essex.htm>

If you would like to comment, please use the attached form and email it to weccg.comms@nhs.net or you can fill it in online.

Kind regards

Debbie Bodhanya
Managing Partner

Telephone Access Information

We sent out a copy of our latest Telephone Access Information to all members. This is also available at the practice for all patients.

THE LIMES MEDICAL CENTRE

TELEPHONE ACCESS GUIDE

When is the best time to call the surgery?

As a result of doing our telephone audit study we have found that the quietest time to call the surgery is between the hours of 11am to 1pm in the morning and 3pm to 5.30pm in the afternoon. The Limes receives the least amount of phone calls on a Thursday.

When are the busiest times to call the surgery?

We found that the surgery telephone lines are busiest between the hours of 8.30am to 11am in the morning and between the hours of 2pm to 2.30pm in the afternoon. Monday is always an extremely busy day.

Why is the system the way it is?

At The Limes the appointment system was implemented to improve:

- Appropriate appointment booking
- Patient safety
- Access to the surgery on the telephones
- Advance bookings

All our consultations are by appointment at the surgery. Routine appointments can be made using our automated system 24/7. For a new medical problem or flare-up of an existing condition, you will need to speak with one of our receptionists during surgery opening hours. In order to ensure that you are seen by the appropriate member of the team the receptionist will ask you for information that is essential for the booking system to work efficiently and successfully. The receptionist will ask you:

- "How can I help?"
- "Can you give me a rough idea of the problem?"
- They will then know whether this is a new or on-going problem.
- They may also ask "what's happened?"

The receptionist WILL NOT be making any clinical assessment – this information is to direct you to an appropriate appointment or to a call from our duty team. It is essential that you co-operate with the receptionists and understand that it may be more appropriate for a nurse, healthcare assistant or a nurse practitioner to see/speak with you. It is NOT always essential to be seen by a doctor.

GP and nursing appointments are bookable up to 6 weeks in advance for non-urgent routine appointments.

Is there anything The Limes is going to do to improve telephone access to the surgery?

Yes, we are going to make another telephone line available and more staff will be answering the telephone lines at our busiest times. We are also going to publish the information regarding our busy and quiet times for all patients to be able to see throughout the surgery and on our website.

The Limes Medical Centre is in the process of implementing a new way for patients to book routine appointments on line. This new system called Patient Access allows patients to book or cancel their appointments 24/7, and will be available to on computers or as an app on mobile phones or tablets. Patients will just need to register at the surgery to use this system.

We are also going to be starting a new 'text messaging' service. Patients will sign up to this service and will be informed of the results of their tests via text message, therefore again reducing the amount of patients telephoning the surgery.

Is there anything patients can do to improve telephone access to The Limes?

Yes, there are several things patients can do to help ease the telephone lines. Firstly, if patients are calling into The Limes for test results, general enquiries or for any other matters, they should try and call at the publicised times when the surgery lines are at their quietest.

Use our patient partner automated telephone line for booking of routine appointments, checking appointment times and to cancel any appointments.

Visit our website, www.thelimesmedicalcentre.com, to see if the information you are ringing in about is on the website.

Can I order repeat prescriptions on-line?

Yes patients can sign up to The Limes Medical Centre on-line repeat prescription service where patients can order all their repeat medication on-line. Any medication queries that patients have regarding their prescriptions can also be sent via this service. Please visit www.thelimesmedicalcentre.com for full details on how to register.

Our website is available on all smartphones and the app can be downloaded when you visit the site on your phone. Please note the website on your phone is only a limited site but repeat prescriptions can still be ordered via this app.

How do I get quicker access to individuals?

When calling The Limes if you know the person's extension number, please dial it when prompted on our automated system.

Please find listed below direct dial telephone numbers for the different members of staff who work at The Limes Medical Centre:

If you need to speak with one of the medical secretaries, or to discuss an insurance query please find a list of their direct dial telephone numbers below. You can also press option 3 on our automated telephone system:

Sharon Dower – Secretary to Dr Riches and Dr Hanger – Direct Dial 01992 566543
Kerry Snell – Secretary to Dr Abouharb and Dr Ashford – Direct Dial 01992 566552
Joanne Barnet – Secretary to Dr Rana and Dr Duggins – Direct Dial 01992 566542
Penny Hall – Secretary at Waltham Abbey – Direct Dial 01992 712139
Kerry Goldwater – Copy of Medical Records – Direct Dial 01992 566530

To speak with the Managing Partner about any issues you have regarding the practice please call: Debbie Bodhanya – Managing Partner – Direct Dial 01992 566555

To speak with the Managing Partner's PA - to organise any meetings with Debbie Bodhanya, or in Debbie's absence, or if you are a rep organising any meetings within the practice then please contact: Sarah Tanner – PA to Managing Partner – Direct Dial 01992 566557

Other members of the team that you may wish to contact:

Beverly Gibbs – HR and Administration Lead – Direct Dial 01992 566541

Liz Del-Molino – Reception Lead – 01992 566600

Emma Nossek - Finance Support Assistant – Direct Dial 01992 566622

Carol Graham – IT Support Administrator – Direct Dial 01992 566556

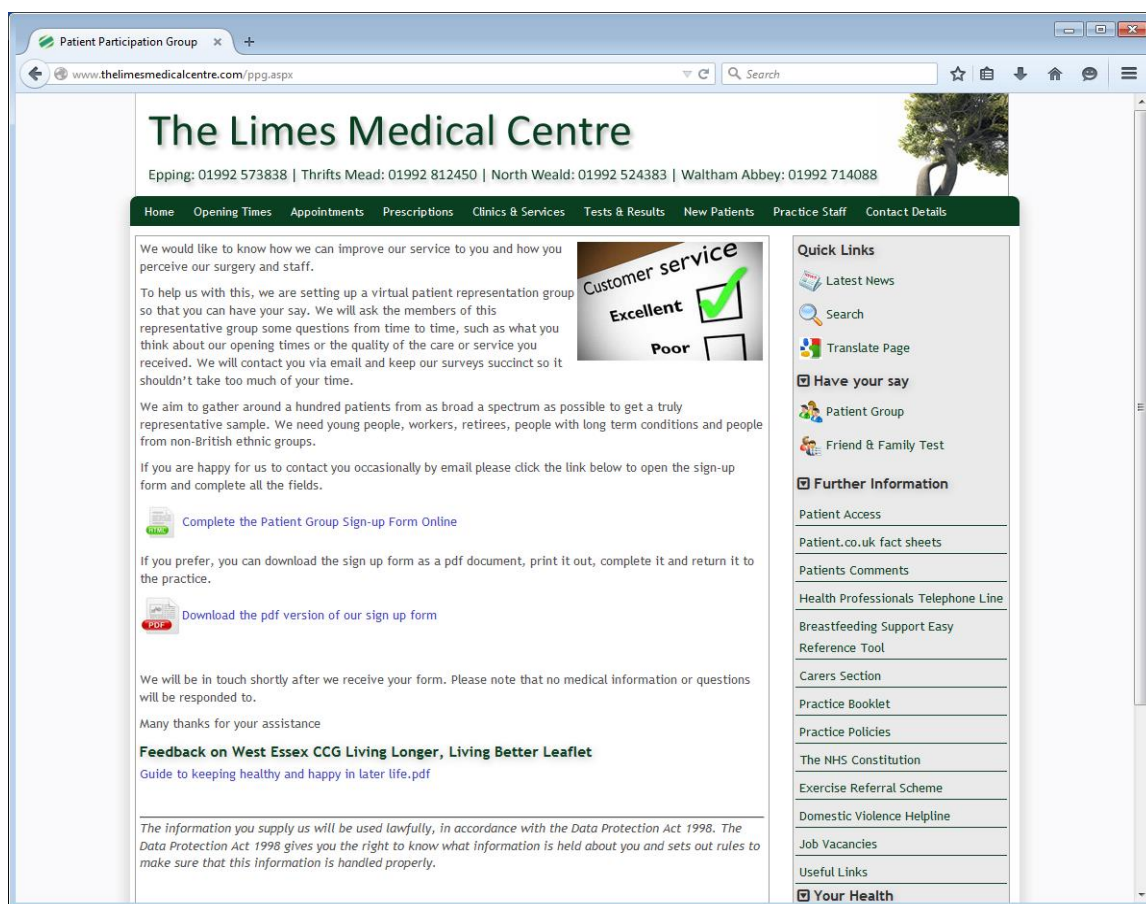
Are there any new improvements on the horizon?

Yes, as mentioned in the improving telephone access section in August 2014 we will be introducing Patient Access. Patients will be able to book routine appointments 24 hours a day, with no need to queue or wait on the phone. We will also be introducing by the end of 2014, via Patient Access, a service where patients can sign up and have their test results sent to them via text. We will also be allowing patients access to some of their medical records. Further information regarding Patient Access and all the services it will provide will be coming shortly. Please regularly check the website for further information.

Practice Population

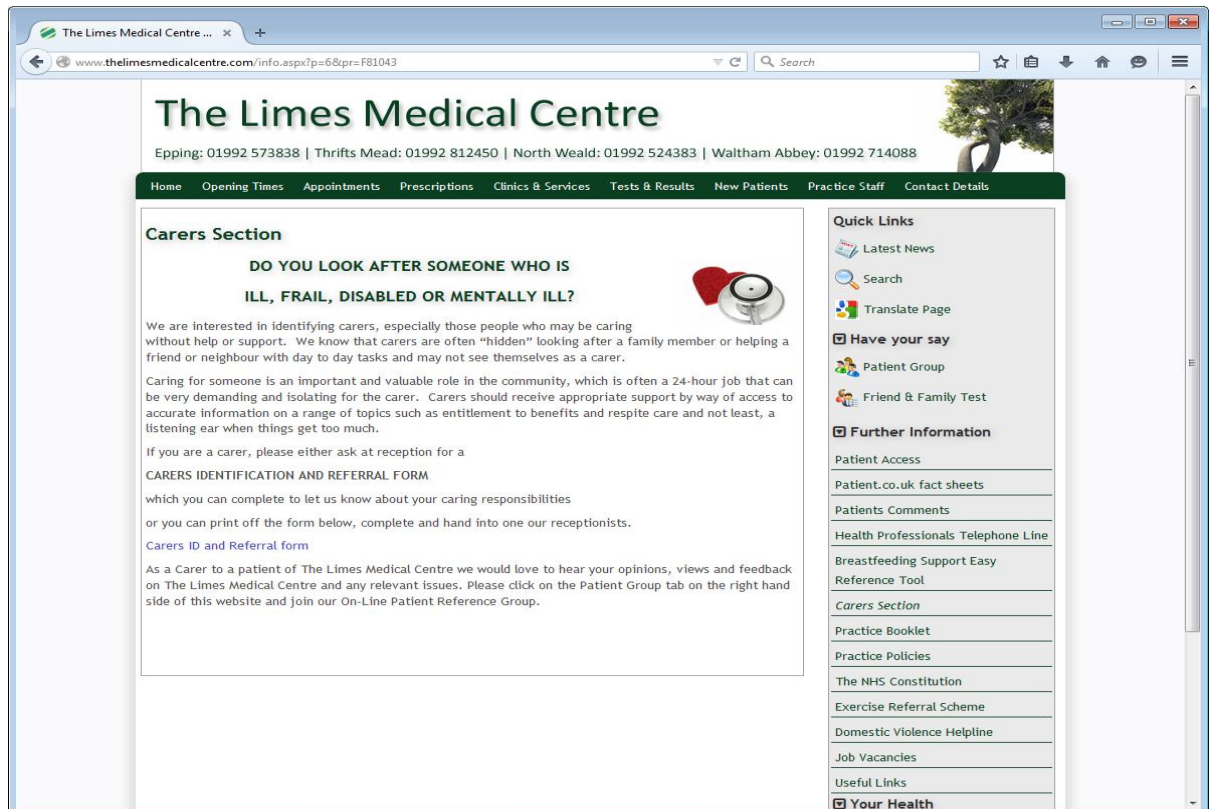
At The Limes Medical Centre we have been really working on trying to get a representative of the practice population. We have taken the following steps to try and attract as many patients as possible to join our PPG. Because the PPG is on-line and mainly 'virtual' we feel that we reach out to all the practice population as they can be fully involved with the group irrelevant of age, work commitments or access to the surgery. We also have our PPG leads that are a vital link to ensure that we communicate efficiently and effectively with all members of our patient reference group and send out appropriate key information and encourage their friends and family who are patients at the practice to join the surgery PPG.

1. We attach a Patient Participation Group registration form to all new registration forms so that every patient is given the option to join our PPG.
2. We advertise the PPG on our website clearly encouraging all patients to join so we get a truly representative sample.



3. We clearly display the PPG group on a dedicated noticeboard in the reception asking patients to sign up to the group.
4. We advertise on our Amscreen, which is located in all surgeries the Patient Reference Group again asking patients to sign up.

5. We send to the care and nursing homes, attached with the registration forms a copy of the Patient Participation Group registration form so that they can ask their residents if they would like to join the group, or their relatives to keep them informed of all our latest news and information.
6. We encourage Carers to join our PPG group for their feedback on The Limes and to become involved in the group on our website Carers Section. When a Carer completes a Carers Form at the practice we also hand them a PPG registration form and encourage them to join so that we get feedback from all patient groups in our practice.



We have a large number of patients in care and nursing homes in the Epping locality and this is why we ensure that we send the Patient Participation Group registration forms along with the patient registration forms to the homes.

We also have a large number of patients, who live in the community but work in London and surrounding areas and this was a key reason why we wanted to make our PPG on-line, so these patients could be involved with their surgery and healthcare but still manage their work lives. Families are a specific characteristic in our patient population and again we felt that an on-line PPG worked efficiently and effectively for them. We have targeted these patients to join our PPG by clearly advertising on our website that we have an on-line PPG group, as we have researched that these patients actively use the website on a regular basis.

We feel that by targeting these key groups we have added further to our ever growing PPG and in the past year have increased our members by a further 154 patients.

Obtaining the View of our Patients

We have tried to co-ordinate all of the views of our patients this year, i.e. many emails, friends and family survey, face to face meetings with patients and the PRG Leads to influence:

1. What local patients to our North Weald branch surgery felt was important if we received funding to improve the surgery.
2. The use of patient feedback on Patient Access and how this should be implemented and any information that was needed when this new system went live.
3. The use of patient feedback on our re-organisation of the reception team.
4. The production of this annual report and action plan for 2015.

Update on Actions from Past PRG report

1. On-line booking appointments

In November 2014 we switched on Patient Access an on-line booking appointment service. Patient Access also allows patients to see a limited section of their medical history.

Patient Access has proved to be very successful with patients with over 150 patients joining in the first few months of the service becoming available. We have found that this is starting to reduce the number of patients that were kept waiting on the telephone lines ringing in to either book, check or cancel their appointment.

We listened to the PPG group and the PPG Leads who felt that more appointments needed to be put on-line as there were times only appointments 2-3 weeks in advance were still available. This is now being regularly checked and the Reception Lead makes sure this service is running effectively and efficiently.

2. Re-structuring the Reception Team

We are currently in the process of re-structuring the Reception Team as we had received a lot of feedback from the PPG group and the PPG Leads that the telephone lines are regularly very busy in peak times, feedback about reception staff and privacy issues in the reception area.

New reception staff are being recruited to reduce the waiting times on the telephone and allowing more staff to be able to work on the front desk. Clearer signs letting patients know that there is a designated 'private room' available if needed will be implemented all in the coming months. The Limes are also currently looking into upgrading their current telephone system allowing a faster and more efficient service for patients, again cutting waiting times.

3. Keeping the website up to date

We listened to the PPG group and the PPG Leads when they informed us that they were not always aware of the latest news or information regarding the practice and relative information about their healthcare.

The website is regularly updating allowing patients to see all the latest information and news regarding the practice.

Please find below a copy of two meetings that have taken place with the PPG Leads in the past year:

The Limes Medical Centre

Online Patient Participation Lead Meeting

23 May 2014

Present: Debbie Bodhanya, Managing Partner
Sarah Tanner, PA to Debbie Bodhanya
Mark Evans, Patient and PPG Lead
Caroline Law, Patient and PPG Lead

PPG Report

DB let ME and CL know that the report has been published on the website for all patients to access.

Telephone Access Information

DB asked both ME and CL to look at the information and asked for their feedback to be emailed to ST.

Patient Access

We are due to go live with Patient Access a new online booking system in August 2014. DB explained Patient Access with ME and CL and how patients will be able to routine non-urgent doctor appointments online or via a mobile app. Patient Access will also allow patients to see a limited amount of their medical records.

DB explained that by the end of the year patients will also receive their test results via email and have the choice to opt out of this service if they want. A simple text will be sent either asking a patient to contact the surgery or to let them know that the results were normal. DB stated that she would need to take this to the Partnership Meeting to discuss all the final details of how this would work but wanted ME and CL feedback. ME and CL felt that it all sounded very interesting and felt that patients would really enjoy and benefit from have an online booking system available. There were concerns that patients might try and book inappropriate appts with the system but Debbie stated that we do not have this problem with our telephone online booking system and hoped the same would apply.

ME asked how patients would know that the Patient Access was available and DB and ST let him know that they would advertise it online, at the surgery and on the Amscreen in all practices.

Wifi Connection

DB informed ME and CL that free Wifi would be at Waltham Abbey and Epping very shortly. Both ME and CL felt this was great news and that patients, in this modern day, could then carry on working or read their emails whilst waiting in the surgery.

Practice Booklet

ME suggested that would it be possible to put the practice booklet into Chemists and Libraries and other public places. DB felt this was a good idea.

Pharmacies to U

CL brought up the fact that Pharmacies for U a new pharmacy that delivers to patients doors was being advertised and Theydon Bois residents were worried this would put Silesh (their local pharmacist) out of business. Though DB understood their concern she did state that some patients/residents would benefit from a home delivery service but this had nothing to do with The Limes so was unable to help or comment further.

Patient Survey

DB let ME and CL know that a Patient Survey had been available for patients to complete on line or in the practice.

NHS England

NHS England and the changes that were taking place in general practice was discussed with DB highlighting that a quarter to a third of most general practices income was to be reduced. This was to have a huge impact on the surgery.

CQC Visit

Debbie let the PPG leads now that at present we have not had the CQC visit but could have at any point and we are given two weeks notice. DB asked if ME and CL were happy to come in if possible and chat with the CQC inspectors. Both were happy with this.

GP's Running Late

ME asked if it was possible when GP's are running extremely late, with big delays that these details can be updated on our Amscreens? He also mentioned would there be any possibility of a coffee machine. DB stated that in the past the practice had trialled coffee machines and it had really not worked well. DB to look into the Amscreen and GP's running late.

Next meeting due October 2014.
ST to contact ME and CL

The Limes Medical Centre

Online Patient Participation Lead Meeting

30 March 2015

Present: Debbie Bodhanya, Managing Partner
Sarah Tanner, PA to Debbie Bodhanya
Mark Evans, Patient and PPG Lead
Caroline Law, Patient and PPG Lead

CQC Report

DB asked if Mark and Caroline had received a copy of the CQC. They both agreed that it was a very good report. Mark mentioned that there was a bad newspaper article about The Limes in the newspaper. DB confirmed that the CCG had apologised over the article and stated the information that was provided was out of date.

NHS Choices Website

DB mentioned that on the NHS Choices Website we are receiving quite a few negative reviews. Cards have been created asking patients to visit NHS Choices Website and leave feedback on their visit.

Friends and Family

Friends and Family has been implemented at the surgery with patients being asked to complete them. Caroline told DB that someone in Theydon Bois had been asked to complete a Friends and Family card and she had felt like she had been 'picked out' and she wasn't quite sure why. DB confirmed that no one is 'picked out' and that any patient that attends the surgery for an appointment is asked to complete the survey.

Staff Changes

Dr Ashford has reduced his time by half this is due to family illness.
Dr Abouharb will be taking over as Clinical Lead Partner on 1 August 2015.
Dr Riches is leaving the end of July and moving to Wiltshire.

LMC are currently recruiting a full time salaried GP to replace Dr Riches.

Dr Bridges is currently on maternity leave and a GP has been recruited to cover her maternity leave.

We have employed the following new staff to start work commencing 6 April 2015,
2 new Nurse Practitioners and 1 Physician Associate who will be working 3 days a week.

New HCA has been recruited to start work in the near future.

DB is recruiting a new PA to replace Sarah. ST is leaving LMC on 31 March 2015. DB will be in contact when she has replaced ST with the name and contact details of her new PA.

Reception Revamp

The reception team at LMC Epping is currently being revamped with new reception staff being recruited to increase the amount of staff during the AM and PM busy periods, helping out with the front desk and telephones. Interviews to take place over the next two weeks.

Liz Del Molino, Reception Lead is being moved out of reception to work more managerially, with more experienced reception staff being trained to cover Liz on the reception floor, running reception.

A customer service programme is being run in July 2015 for reception staff where they will receive a NVQ Customer Service qualification.

LMC conducted a survey of local pay for reception staff and we pay the best salaries locally.

DB suggested that she drafts a newsletter for patients to update them on all the recruitment changes at The Limes and both Mark and Caroline felt this was a good idea. DB to draft the newsletter and send out to Mark and Caroline for approval before distributing.

Local News

Stellar Healthcare has been successful in their 2.6m Prime Ministers Challenge Fund with the contract to start in July 2015. Stellar will be providing 4 hubs that will open and provide a GP service Saturday and Sunday and after Christmas a GP service from 6.30pm – 8.30pm.

There will be a press statement being released this coming week with further plans being released within the next 2-3 weeks.

DB will be staying on as Chief Executive of Stellar for the near future.

Theydon Bois Parish Council

Theydon Bois Parish Council is unhappy with The Limes Medical and the fact that at present there is reduced timetable at Theydon Bois branch surgery on a Thursday. A notice has been put on the website and also at the branch surgery informing patients of the current position.

DB has advised Theydon Bois Parish Council and Caroline that she is happy to attend the next parish meeting with Dr Abouharb to explain the situation and how it stands at present. Caroline is going to liaise with the Chair of the Council and try and get the next meeting date for DB and TA.

Theydon Bois Pharmacy

Caroline reported that a couple of her repeat prescriptions have been delayed in being sent to the Theydon Bois Pharmacy. ST to investigate this and see where the problem is. ST to report back to DB and Caroline.

On-Line Appointments

Mark tried to make an appointment on-line and discovered that he could book an appointment on-line for three weeks' time, he felt his appointment was more urgent than three weeks so called The Limes and was offered an appointment in 1 weeks' time. Mark asked DB why this was the case, and DB agreed that though appointments within 48 hours would not be available on line, that there should be more appointments put on regularly for 72+ hours.

DB to discuss this with the Reception Lead who makes appointments available on line and make sure that in future these appointments are available whenever possible.

Branch Surgeries

Caroline asked if patients are allowed to use the branch surgeries, if this was more convenient for her or any other patient. DB agreed this was absolutely fine and that patients could select which surgery to attend.

The Limes Medical Centre is appealing a decision for improvement funding for North Weald branch surgery. DB stated that North Weald patients are so supportive of the branch surgery, even though they are aware the surgery needs updating and are very grateful to the patients for this.

Elderly Patients

DB confirmed that all patients aged over 75 have been allocated a named GP. And that all patients aged over 75 in nursing, care or sheltered homes have had a care plan created for them and put on their electronic medical records.

The plan is from May 2015 all patients will be allocated a named GP so that they get continuity in care.

Next Meeting

DB asked if Mark and Caroline would be happy to review the website in the next meeting, with them giving feedback, suggestions and ideas regarding the content of the site.

Next meeting
ST to contact ME and CL