

Clapham Family Practice Patient Participation Report **March 2015**

Patient Participation Group

Clapham Family Practice has a Patient Participation Group made up of 35 registered Patients. The Group meets face to face twice annually and corresponds throughout the year with the practice secretary to review and comment on planned changes within the Practice.

The Group comprises of representatives aged between 25 – 85 who have put themselves forward in response to the Practice's advertising campaign for Patient Group members.

In order to recruit to the Group, the Practice posted flyers throughout the waiting areas. They were handed out by clinicians after patient consultations and were given out by receptionists to patients. Additionally, notices to join the group were placed around the building and on all prescriptions. New members are always welcome to join the patient participation group and if you are interested in joining, please email lesa.crockett@nhs.net

Practice Survey

For three years running, the Practice has undertaken their own patient survey both online and in hard copy at the surgery. Changes made within the Practice as a result of previous surveys include:

- daily walk in emergency surgery
- extended opening hours
- online booking system
- increase in female GPs
- change in appointment systems including 5 day access, telephone consultations, release on the day, duty doctor telephone advice, late night nursing

In 2014/15, the Patient Participation Group met face to face in April 2014 and in November 2014 to discuss further areas for improvement and actions required to address these areas.

The Patient Participation Group identified 3 key priority areas for the Practice to focus on. These are highlighted below:

- 1) Reduction of reception queues
- 2) Extended hours access
- 3) Increased way finding signage

Priority Area 1 – Reduction of Reception Queues

The Patient Participation Group and the Practice discussed various ways in which patients could be dealt with quicker at the reception desk to avoid the long queues that sometimes build up.

As a result, the Practice restructured the reception area hiring a dedicated reception manager plus 3 new receptionists to cope with the demand. The Practice has also undertaken customer service training to assist frontline staff in dealing with patients efficiently and effectively.

Priority Area 2 – Extended Hours Access

The Practice are open 8am to 8pm Mondays and Wednesdays and 8am to 8:30pm Tuesdays and Thursday and Saturday mornings 9am to 1pm. Within these times the Patient participation Group requested more early morning and late evening appointments for the whole clinical team including nursing and as a result the Practice have recruited more clinical staff to be available for early morning and late evening appointments.

Priority Area 3 – Increased Way finding signage in the Building

The Patient Participation Group highlighted the size of the Practice premises and the difficulty some patients faced in finding their way around the building. As a result the Practice has improved the way finding signage within the building and has displayed relevant signs. Additionally, non patient areas have been closed off to avoid patients wandering around the building and getting lost.

The patient participation group will be meeting in April 2015 to continue to review the impact of the actions taken and to identify further priority areas to focus on.

New members to the Patient Participation Group are always welcome. Please contact Lesa Crockett lesa.crockett@nhs.net for further details.