

Patient Participation Group Report 2015

Our PPG was established in 2011. In order to recruit members to the group we advertised in the waiting room, on the website and on prescriptions. Although this method recruited a handful of people it was not entirely successful so the doctors, Nurses and staff approached patients when they came in to surgery and asked them if they would be interested in helping the practice form a group. We also asked all the patients who had either had complaints about the practice or suggestions to the practice in the last 24 months if they would be willing to join the group and share their ideas. We re-advertised again this year for new members as a couple of the original members either resigned or no longer attended. As a result we have extended the membership slightly again this year

Our group is made up of 16 members, split between 11 females and 5 males. The age groups are as follows 25 – 34 = 4 members; 35 – 44 = 1 member; 45 – 54 = 4 members; 55 – 64 = 2 members; 65 – 74 = 2 members; >75 = 3 members. Of the total group we have 1 GP, 2 managers 13 patients. The 13 patients represent the retired, employed and unemployed population.

Unfortunately all our group are of British origin, we have constantly tried to encourage patients from our ethnic minority to join the group as although they are a very small percentage of the practice population we would welcome their thoughts and ideas, unfortunately we have been unsuccessful in recruiting anyone at present but are constantly asking for them to consider joining the group. We are also trying to recruit some younger members as our original ones have now moved up into the higher age groups.

Our patient group meetings are held approximately every 6 months, unless we feel we need to have our patient group's opinion on something sooner, and it is more productive to meet rather than email. The meetings are normally held in an evening at 6.30pm to allow for those who work to attend.

The first meeting of any new year we always discuss the previous year's action plan. We look at each action point and determine whether or not we have actually achieved it, and if we haven't we discuss the reasons why this has not been done and if it is likely to be achieved in this year.

We started this year by the re-launching the advertising of the patient participation group to encourage new members to participate and give new ideas. This did encourage a few more patients to acknowledge the group and suggest that they would like to participate.

Due to time constraints we agreed to email/post out suggestions for the new questionnaire for this year and it was encouraging the response we received back from the members with alterations and additions to individual questions.

Once all the questions were finally agreed the questionnaire was made available to the whole of the practice population either by electronic copies or paper copies. The survey was left running for 1 month to try and capture more responses.

We handed out approximately 1,000 questionnaires and made it available as an electronic document and as a hard copy. The surveys were handed out when patients came in to the practice to see clinicians, pick up prescriptions or make appointments. It was made available on the website to complete electronically, reminders were put on prescriptions and a reminder on the internet prescription page.

Once all the questionnaires had been collated a meeting was held to discuss the findings and work out a new action plan for the coming year

This meeting opened with a review of the action plan for 2014/15

Identification of staff was still outstanding, new name badges have just been ordered now that all the new staff are in place and staff now announce themselves on the telephone

The up to date daily GP list still has not been produced as the partnership is still stabilising after additions and deductions

The seating at Deer Park has now been sorted

Leaflet showing all the different opting 'in' and 'out' options with explanations is still outstanding as this no longer seems to be an issue with the patients

The surgery is still currently open from 8.30am to 6.00pm Monday, Tuesday, Wednesday and Friday and 8.30am to 1.00pm on Thursdays. Patients can see a Doctor or Nurses from 8.30am to 12.00pm and 2.30pm to 6.00pm (1.00pm on Thursdays) by appointment only. We do not offer a drop in service but we do open up the majority of our appointments on the day with a few appointments per Doctor (approx 17%) that are pre-bookable one month in advance. The phone lines are open 8.30am to 6.00pm (8.30am to 12.00pm Thursday)

We also offer extended hours appointments on Saturday mornings at the main site between 8.00am and 10.15am to see a Doctor or a Nurse. All these appointments are pre bookable.

PPG MEETING MONDAY 23rd MARCH

The PPG meeting was held on Monday 23rd March in the evening at Dykes Hall and although several members indicated they would be attending, many did not actual turn up. The meeting still went ahead with a small numbers of patients, managers and one GP.

The first item on the agenda was to look through this year's survey to see if anything had improved or needed action.

This year we had increased the number of replies from the branch surgery, as in previous years we have struggled to get their views. This equated to almost an 2:1 split over the 2 sites which matches the patient database.

The survey showed that a very high percentage 99% of our patients are extremely satisfied with the care we provide at the practice and 99% would recommend us to family and friends. This has increased marginally from last year

The majority of the questions asked about receptionists, doctors and nursing staff being polite, caring and approachable all scored 96%+

14.8% of the patients felt that they waited too long for the telephone to be answered

Only 68% of the patients were aware of our on line services, and only 42% were aware or had used the of the out of hours services and of the patients who had used it only 68% were happy with the 111 service compared to 75% who were happy with the Walk in Centre on Broad Lane

27% of the patients didn't find our website user friendly.

For a further breakdown please see the results of the survey document

Analysing the comments the group found that the majority of negative comments were counter balanced by a positive one and agreed that this was probably down to patient expectation and experience on the day as confirmed by the survey scores.

Some of the comments we felt that we could take on board and improve our service, whereas some comments we were unable to have any input ie mammogram service and 111 service

We spent a while discussing the possible improvements we could possibly make over the next 12 months to improve our services to our patients (see Action Plan)

ACTION PLAN 2015

<u>PROBLEM</u>	<u>ACTION REQUIRED</u>	<u>RESPONSIBILITY</u>	<u>DATE TO BE COMPLETED</u>
ON LINE SERVICES	New Posters for waiting Room	B Bannister	31.3.15
	New Leaflets for Patients	B Bannister	31.3.15
	Ensure Out of Hours Leaflets are visible and available in the waiting room	B Bannister	31.3.15
WEBSITE	Organise a meeting with staff, developer and PPG member to look at improvements	L O'Meara/ B Bannister	30.9.15
COMPUTERS	Speak to Head of IT re recurrent problems	B Bannister	31.3.15
CONFIDENTIALITY	Refresher training for reception staff	L O'Meara	31.3.15
	Move main phone to the back of reception (Change with scanner)	B Bannister	30.6.15
PPG	Re-launch advertising campaign for new members	B Bannister	30.6.15
DOCTORS	Advertise for new GP's	L O'Meara	31.3.15
APPOINTMENTS	Advertise availability of 'Double Appointments'	B Bannister	31.3.15
CAR PARK – DEER PARK	Repair to car park surface	J Shepherd	31.3.15