

## **Patient Participation Group End of Year Report 2013/2014**

In June 2013 the practice started to engage with the patient population of the practice to form a patient participation group. The aim of this group is to encourage patients to give their views and ideas regarding the development and quality of health promotion and health care services in the practice.

To ensure that the patient group was representative of our registered patients we promoted it through posters, messages on prescriptions and patient newsletters. We also asked the GPs and staff to mention this group to as many patients as possible. We wrote to the patients who expressed their interest to join the group with the date & time of our first meeting. We were very pleased with the response and uptake from patients.

A description of the profile of some of the members of our group is on our website. All members of the group did not consent to their details being published. We have approximately 15-20 members.

Our group members were invited to our first meeting on the 17<sup>th</sup> of July 2013, the minutes of which are on our website.

This meeting was to establish what was important to our patients and also to discuss what they would like to be included in our patient survey. Appointments, telephone system, prescriptions and the notice boards were all discussed. Lynne informed the patients that one of the first steps for the patient participation group was to create a patient survey. Lynne asked if the patients could come up with questions they would like to be in the survey as this would be beneficial to the practice and the patients. She also asked if any of the patients would like to be involved & help in getting patients in the practice to complete the surveys – a couple of the patients agreed that this would be good idea & that they would liaise with Beverley/Jackie to organise this.

Lynne gave a sample questionnaire to patients to look at & asked them to input their ideas so that as a group we could create a survey. They felt that the survey was relevant to patients, included the points they wanted raised & were happy for this to be used.

The survey ran from September 2013 for approximately six weeks. Patients who attended the surgery within this timeframe were asked if they would complete the questionnaire, of which, 318 were completed. Full details of the survey and results are on our website.

The next patient group meeting was held on the 5<sup>th</sup> of December 2013 and this was to discuss the results of the survey. Minutes of this meeting are on our website, along with the results of the survey.

The results indicated that the majority of patients were not aware of ways to express their opinions, concerns, compliments and complaints. The vast

majority were not aware of the patient participation group and what it entailed. The PPG agreed, as a practice, it would be best to use as many communication methods as possible to promote the fact that we welcome input and feedback from our patients. We will do this by utilising the practice website, prescriptions, notice boards and through our patient participation group. They also felt that the NHS choices website should be promoted and we agreed that we would do this via the patient newsletter and via the website.

Patients were happy to wait to see the GP of their choice, but appreciated that if it was an emergency then they would see any GP. They felt that the opening hours question was fair to the practice and positive. The results and comments clearly show that patients would appreciate at least another late evening surgery and maybe a Saturday morning. The group felt that this would be beneficial. As a practice we will look at implementing this. We agreed to promote the practice opening hours including extended hours and also ensure information was displayed for patients to explain how to access medical help outside of core working hours.

Patients felt the receptionists should promote the use of the self check in machine for appointments, to free up their time. As a practice and group we agreed this would be beneficial and we would look at either moving this so that it is clearly in the eye of the patients or have a member of staff educating patients how to use this.

Beverley mentioned to the group that patients are still ringing for results at the busiest times of the day. As a practice we agreed to look at ways of informing patients when the best time to call for results and non-urgent matters would be. This would help the phone lines to be less busy in the mornings for patients ringing for emergencies and appointments.

The patient group suggested:

1. That we promote ways for patients to express their opinions, concerns, compliments and complaints. We did this by utilising our website, patient newsletter and notices in the waiting rooms.
2. That we promote the NHS Choices website and we have done this by utilising our website, patient newsletter and notices in the waiting rooms.
3. That another late evening surgery or maybe a Saturday morning surgery would be beneficial to patients. We informed the group that we did open on a Saturday morning previously and that this was not well attended, but that we would discuss with the GP partners another late evening surgery as this was popular with patients. Due to the practice having new partners this has not been implemented but we will readdress this when the practice is more stable.
4. That reception should promote the use of the self check in machine for appointments. A member of the patient group has volunteered to come into the practice two mornings a week to show patients how to use this.

5. The group were dismayed to discover how many patients did not attend for booked appointments. They asked how we dealt with the non attendance of appointments. We explained the procedure and they were happy with this.
6. We asked the group if they would be interested in speakers attending future meetings. They said yes, we agreed for them to liaise with our Reception Supervisor to provide topics of interest.

From these suggestions our action plan for 2014/15 was developed. This is as follows:-

1. The practice will utilise our website and any other possible methods to promote ways of patients being able to communicate their views, concerns, complaints and compliments to the practice –  
Responsibility:- All practice staff, partners and members of patient participation group – Date to be implemented:- Immediately and ongoing.
2. The practice will promote the NHS Choices website through all possible methods including practice website, patient newsletter and any other available methods. Responsibility:- Practice Management Team. Date to be implemented:- Immediately and ongoing.
3. The practice will look at the possibility of opening the surgery for another late evening session or perhaps a Saturday morning session. Responsibility:- Practice Management Team & Partners. Date to be implemented:- For discussion as soon as possible, implementation if considered feasible.
4. The practice will encourage patients to utilise the self-check in machine – Responsibility:- Reception Team & Patient Group members. Date to be implemented:- Immediately and ongoing.
5. The practice will organise speakers for our patient group members to cover relevant topics – Responsibility: Patient Group members & Reception Supervisor. Date to be implemented:- Immediately and ongoing.
6. The practice will actively encourage patients to telephone for results at less busy times. Responsibility – Reception Team. Date to be implemented:- Immediately and ongoing.
7. The practice will actively discourage patients from non-attendance of appointments by GPs and nurses speaking to patients at appointments regarding non-attendance, letters being sent after repeated non-attendance and posters explaining the importance of cancelling appointments if not required. Responsibility:- Reception, doctors and admin teams. Date to be implemented:- Immediately and ongoing.

8. To continue to recruit new members of the PPG. Responsibility:- All practice staff , partners and current PPG members.. Date to be implemented:- Immediately and ongoing.

The latest meeting of our group was Wednesday 26<sup>th</sup> February 2014. Minutes are on our website.

This report will be sent to all members of our group for their agreement. A copy of this report will also be published on our practice website.