**PATIENT PARTICIPATION GROUP REPORT**

**April 2014 to March 2015**

**What is the Patient Participation Group (PRG)?**

Most medical practices in the UK have a Patient Participation Group – they vary from 6 to around 20 patients. The Group's role is to represent ALL patients and aims are to work with Doctors and other practice staff to address areas of the practice which concern patients and to out forward ideas for developing services and facilities.

The idea is to promote collaborative ownership of the practice between Doctors and patients - working together to achieve a positive input by both parties.

We meet quarterly and our discussions are open and honest and to date we have managed to succeed in making some positive changes.

We are always looking for new members and if you are interested or if you just have some ideas that you would like us to discuss – contact either myself, approach one of the reception team or Donna McGowan at the surgery. PPG is the patient’s voice within the practice, and anyone is welcome to join us at a meeting or ask for a particular subject or topic to be discussed.

Mike Stewart-Lawrence

Chairman

**PPG and practice profile**

The PPG was formed towards the end of 2011; we initially invited patients from across the practice population to try and achieve a good representation of all patient groups. We attempted to take into account age, health needs and social economic factors. Some areas are unfortunately still not represented, the under sixteens and we are trying to address this but have found it very difficult to gain their support however we will keep trying. We promote the PPG on our website encouraging new members, in each quarterly publication of our newsletter we always include an invitation to join the group or participate in some other way by sending in suggestions for topics that may warrant discussion or questions that they feel are relevant, the PPG notice board is the first one that patients see when they enter the building and we also promote on there. We still have three of the original members and currently have nine active members and one new member who has expressed an interest in joining and suggested a topic for discussion at the next meeting. In addition meetings are attended by one of our 4 GP members and a secretary.

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|  | **Demonstrating how our PPG is representative** | | | | |
|  | Practice Population Profile | | PPG Profile | Difference | |
| Under 16 | 18.3% | | 0% | -18.% | |
| 17-44 | 30.2% | | 18.1% | -12 % This area has improved on last years figure by 11.5% | |
| 45-64 | 26.9% | | 36.4% | 9.9% reduced this year as a member has moved into the next age bracket | |
| 65-74 | 11% | | 36.4% |  | |
| 75 and over | 14% | | **9%** |  | |
| Ethnicity | | | | | |
| The figures for Ethnicity are sketchy as it depends very much on who is recording the information and what read codes are used. It is difficult for us to give an accurate figure for ethnicity as the information is not recorded on all of the medical records. All new patients have ethnicity recorded as part of the registration process and we are actively trying to update this information for all current patients. Out of the 7026 patients we have registered we have a record of ethnicity for 5357 (76.2%), Out of the 5357 patients we have 83% recorded as British White and the other 17% are of other ethnic groups. | | | | | |
| Gender | | | | | |
|  | | Practice | | | PPG |
| % Male | | 3481 – 49.5% | | | 4 – 36.4% |
| % Female | | 3545 – 50.5% | | | 7 – 63.6% |

**Steps to ensure the Group is representative/reasons for group and practice profile**

The PPG members represent the over 35 age group and those with long term conditions very well. Our Practice website includes information regarding the PPG and invites new members to join group. We continue to produce a quarterly news letter and again we encourage interested parties to make contact. Staff members play an active role in encouraging new members. We continue to keep our PPG notice board interesting in the hope that it may generate new members to come forward.

We have found it quite difficult to recruit younger members and members of other ethnic groups, we did consider changing the timing of the meetings however current members felt this would not be as convenient to them.

We have a very high elderly population a large proportion of these live in residential/nursing homes, we have found it very difficult on a practical basis to include this group as most of them are housebound or have a diagnosis of dementia.

**PPG frequency**

The PPG meets quarterly and in the last financial year the meetings were held on the following dates and a brief list of topics discussed:

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| --- | --- | --- |
| Date | Discussed | Outcomes |
| 14.05.2014 | Discussed the action plan 2013 to 2014 around the blood tests.  Appointment System and availability raised through the survey  Discussion of on line access | We now offer blood tests carried out by our HCA.  Review done of the appointment system, and system amended and we offer pre-bookable appointment up to eight weeks in advance, also the ration of pre bookable and same day appointments are now changed on a regular basis to reflect needs of our patients.  On line booking now offered to all patients |
| 13.08.2014 | Blood tests at Solihull Hospital waiting times  Trees along old Warwick road  Extension of car park  Urgent care update  Ward 10 Update | Now we offer blood testing in the surgery again waiting times are not a problem to patients  Solihull Council have now lopped some of the trees down and safety has been improved  Ongoing issue due to constraints of the building and the land  Chair discussed update on walk in centre/badger and 111  Chair discussed the problems surrounding the closure of the dementia ward |
| 14.01.2015 | Patient Survey re audit of appointments  DNA figures comparison to 2014  Cleanliness of premises  Training needs of reception team | Patients asked for feedback around the appointment system, same set of questions used as last year for a direct comparison (See results attached)  There has been a significant improvement shown in the figures (see results) Since we have been sending text confirmation and reminders to patients with mobile telephones  Addressed as part of Infection Control  Following staff appraisals various areas of possible weakness were identified, to be addressed via training and identifying other areas via the practice survey. |
| 25.03.2015 | Discuss results of patient survey | See attached information |

**PATIENT SURVEY**

**Areas of priority and how they were decided**

At the meeting held on 14.01.2015 the practice identified the following areas of concern:

* Appointment availability – re audit
* DNA figures
* Cleanliness of premises
* Training needs of reception staff

As a result of this meeting the practice will conduct a patient survey to obtain feedback in three of these areas, and we have conducted an in house audit of our DNA figures (April - June 2014 compared to Jan to March 2015)

**Survey Process**

The survey was carried out during two weeks early in March 2015. A copy of the survey was offered to all patients who attended the practice during that time. A notice was displayed in the waiting room and the reception staff made sure that the surveys were handed out and collected back.

**Patient survey 2015**

We would like your help in completing the following survey on behalf of the practice, all answers are completely confidential.

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| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| It would help us to understand your answers if you could tell us a little about yourself: | | | | | | | | | | |
| Are you? | | Male | | | | Female | | | | |
| How old are you? | | 16-44 | | 45-64 | | 65-74 | | | | Over 75 |
| How often have you visited the surgery in the last year? | | | First Visit | | 2-5 visits | | | More than 6 | | |
| Do you suffer from any chronic illnesses? | | | Yes | | | | No | | | |
| Who is your registered Doctor? | Dr Melrose | | Dr Lewis | | Dr P Love | | | | Dr A Love | |

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| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| How helpful are the reception team when you visit the practice | | | Very | Fairly | | | Not very | | Not at all |
| How helpful and approachable are reception team over the telephone | | | Very | Fairly | | | Not very | | Not at all |
| How good is your doctor at listening to you | | | Very | Fairly | | | Not very | | Not at all |
| Is your doctor good at explaining test results or treatment | | | Very | Fairly | | | Not very | | Not at all |
| Does your doctor involve you in your care decisions | | | Always | Sometimes | | | Rarely | | Never |
| How do you rate the cleanliness of the waiting room | | | Very | Fairly | | | Not very | | Not at all |
| How do you rate the cleanliness of the consulting rooms | | | Very | Fairly | | | Not very | | Not at all |
|  | | | | | | | | | |
| Have you encountered any problems booking an appointment recently because of the following?: | | | | | | | | | |
| Unable to get through on the telephone? | | | | | | Yes | | No | |
| Unable to get an appointment at a time that suited you? | | | | | | Yes | | No | |
| Unable to see your own doctor? | | | | | | Yes | | No | |
| Surgery opening hours do not meet my needs | | | | | | Yes | | No | |
| Unable to book appointment in advance | | | | | | Yes | | No | |
| Are waiting times acceptable? | | | | | | Yes | | No | |
|  | | | | | | Yes | | No | |
| How useful and user friendly do you find telephone appointments with your doctor? | | | Very | Fairly | | | Not very | | Not at all |
| Would you recommend this surgery to friends and family? | Extremely likely | Likely | Neither likely or unlikely | | Unlikely | | Extremely unlikely | | Don’t Care |
| Are there any other comments or services that you would like us to consider? | | | | | | | | | |

**Results of Practice Survey**

The results were collated and discussed in depth at our meeting held on 25.03.2015. We discussed the results and felt that the feedback gained was an accurate representation of majority of patients. Some areas have highlighted the need to address certain aspects.

**PRACTICE SURVEY**

We would like to thank everyone who took the time to complete the survey either on line or in here in the surgery, your input is important to us if we are to improve the services we offer and the way that the surgery is run. However your feedback is much appreciated at anytime of the year not just when we are carrying out surveys.

**Questions surrounding the appointment system**

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| |  |  |  | | --- | --- | --- | | Patients were asked if they had had any problems recently because of the following when booking or trying to book an appointment: | Yes | No | | Percentage Unable to get through on the telephone | 32 | 68 | | Percentage Unable to get an appointment at a time that suited them | 40 | 60 | | Percentage Unable to see their own doctor | 24 | 76 | | Percentage who said surgery hours did not meet their needs | 32 | 68 | | Percentage who were unable to book an appointment in advance | 24 | 76 | | Percentage who were happy with waiting times | 84 | 16 | |  |  |  |  |  |  |  |  |  |

**This shows that we do still have some work to do as we are aiming for the percentages to be above 80%**

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| **Patients were then asked if there were any additional comments or if they had suggestions regarding additional services we could offer** | |
| Patient comment | Practice Comment |
| Lack of car parking spaces | Ongoing issue due to constraints of the building and the land |
| Car parking facilities could improve | Ongoing issue due to constraints of the building and the land |
| HCA’s for blood tests rather than go to Solihull | We offer this facility now |
| Never had any problem | Positive feedback |
| I am fortunate to belong to such a well run medical practice as St Margaret’s and I thank all the staff for their care and attention over the last 20 years | Positive feedback |
| Waiting times are too long (1 hour after appointment time) | Majority of patients surveyed were happy with waiting times |
| I have had a few times when I have come into the surgery or rang up and spoken to reception and most of the staff are very helpful however there is one receptionist that is very rude and unhelpful (Description and name omitted) | Member of staff in question is to be told and monitored in the future |
| Just the parking is a nightmare | Ongoing issue due to constraints of the building and the land |
| No! | Positive |
| I am a firm advocate of preventative healthcare and I would like ‘well man’ appointments especially for the over 65’s, | We offer ‘well person’ appointments routinely |
| Follow up telephone calls after significant treatments | To discuss at practice meeting |
| Parking spaces a problem-consideration needs to be given to patients instead of staff who are monitoring the cones wasting resources that could have been put to better use. | Ongoing issue due to constraints of the building and the land. |
| I recognize this is out of your control but I think people should pay for missing appointments | We are working to reduce DNA appointments |
| No, I really value the call at 8.30 for same day appointment service | Positive Feedback |

**Action Plan**

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| --- | --- | --- |
| Action | Task | Timeline |
| Appointment Availability | Continue to monitor the availability of appointments and to review the percentage of pre bookable and same day appointments taking into account holidays etc  We are aware that some of the GP’s have less routine appointments available and we will address this.  We aim to have more online booking appointments available  Develop more nurse led chronic disease clinics to free up routine appointments for GP’s | Ongoing |
| DNA Figures | Audit of DNA figures in April-June 2014 showed 201 DNA’s this has a big impact on the appointment system.  This action has been part of our in house Practice Development Plan and since the baseline audit in June 2014 we have introduced text messages to confirm the booking of an appointment and messages to remind patients the day prior to their appointment.  Our DNA Policy has also been addressed  To re audit DNA figures end of March 2015 | Ongoing |
| Cleanliness of the Surgery | As a result of the survey and a recent Infection Control Audit we aim to improve the cleanliness of the waiting room and consulting/treatment rooms to 100% | Ongoing |
| Training Needs of Reception Team | As a result of the survey and recent staff appraisals we will identify the training needs of the reception team and arrange any necessary training.  This should improve the percentage from the 80% shown in the survey | Ongoing |

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**Access**

Opening Hours

8.30 am to 6.30pm Monday to Friday (We do not close for lunch)

**Publication of the report**

This report will be available on the practice website [www.stmargarets.gpsurgery.net](http://www.stmargarets.gpsurgery.net) and at the surgery