**PATIENT PARTICIPATION GROUP REPORT**

**April 2013 to March 2014**

**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 every two months 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 or Donna McGowan at the surgery.

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 but we are continually trying to address this. 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 four of the original members and currently have 7 active members and 1 new member waiting to join the next meeting and have had one member retire this during this year. In addition meetings are attended by one of our 4 GP members, Practice Manager and Office Manager.

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|  | **Demonstrating how our PPG is representative** |
|  | Practice Population Profile | PPG Profile | Difference |
| Under 16 | 17.8% | 0% | -17.8%  |
| 17-44 | 30.2% | 6.7% | -23.5 % This is one of the areas we are trying to target |
| 45-64 | 26.9% | 53.3% | +26.4% We have increased our members by one this year |
| 65-74 | 10.9% | 29.7% | +18.8%  |
| 75 and over | 14.2% | 13.3% | -0.9% 1 member retired  |
| Ethnicity |
| It is difficult for us to give an accurate figure for ethnicity as the information is not recorded on a large proportion of the medical records. All new patients now have ethnicity recorded as part of the registration check and we are actively trying to update this information for all current patients. Out of the patients who do have ethnicity recorded 76% of patients are registered as white British and 24% are of other ethnic groups. |
| Gender |
|  | Practice | PPG |
| % Male | 49.1% | 53.3% |
| % Female | 50.9% | 47.7% |

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

The PPG members represent the over 45’s and those with long term conditions very well. We have updated the practice website to include a PPG page inviting new members to join group. New members are invited in each of the quarterly newsletters and the PPG has a dedicated notice board. All clinicians played an active role in ensuring our members are an accurate representation of the patient population.

We find it quite difficult to recruit younger members and members of other ethnic groups, we need to consider whether changing the timing of the meetings would have any impact on this.

**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 |
| 10.04.2013 | Health watch update, Dementia meeting, Building issues | Arrange Dementia Focus Evening |
| 05.06.2013 | Success of Dementia Focus Evening, DWP financial support to patients, Car park and Trees discussed, need to recruit new members | Council to be contacted re advice about trees, recruitment drive |
| 18.09.2013 | A&E discussed, Outpatients at Solihull, Blood tests at Boots clinic |  |
| 20.11.2013 | Blood tests, Appointments, Urgent care at Solihull hospital, ongoing search for new premises , trees and car parking update | To carry out a survey on appointments and blood clinic |
| 12.02.2014 | Dementia ward at Solihull, Survey discussed on blood clinics and appointments further discussion to take place at next meeting, Urgent care update, sharing of patient information, nurse recruitment, confirmation that trees are to be cut down by end of March, Car parking disabled spaces need marking, advice about car park extension | Use PPG notice board to give patients sharing informationTo publicise results of survey on website, newsletter and waiting rooms, arrange equipment to mark out disabled spaces, KC and DM to draw up sketch of top of car park for submission to council. |

**PATIENT SURVEY**

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

At the meeting held on 20.11.2013 the PPG raised the following areas of concern:

* Blood tests problems identified now that Boots had stopped their clinic, offering elderly and housebound blood tests from practice, some people cannot afford the cost of parking at the hospital or getting to the hospital to have tests done there, waiting times at hospital for blood tests, blood tests not routinely offered to all patients at practice.
* Appointment system, availability, advanced access, on line booking

As a result of this meeting the practice will conduct a patient survey to obtain feedback in both areas and develop an action plan to address issues raised.

**Survey Process**

The survey was carried out during December 2013 and early January 2014. A copy of the survey was offered to all patients who attended the practice during that time. It was also made available on line and also emailed to a selection of patients with email addresses for completion. 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 2013**

Following our Patient Participation Group meeting that was held on Wednesday 20th November; the PPG 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 |

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| BLOOD TESTS |
| Do you have any difficulties getting to the hospital to have blood tests because of: |
| Age | Yes | No |
| Disability | Yes | No |
| Eye sight | Yes | No |
| Work restrictions (waiting time at hospital) | Yes | No |
| Other reason, Please state: |
| How could the current service be improved? |
| If we were able to offer blood tests in the future, would you find it? | Very helpful | Make no difference |

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| APPOINTMENT SYSTEM |
| 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 |
| Would you use on line booking of appointments if it was available | Yes | No |

**Results of Practice Survey**

 The PPG discussed the findings of the survey in depth at our meeting held on 12.02.2014. The overwhelming feeling was that the survey results were a good reflection on the practice and that it is not always possible to please everyone. As a result of the survey an action plan was developed.

**PRACTICE SURVEY**

The NHS is getting lots of bad press at the moment however here at St Margaret’s we have lots of positive things to report following our survey that patients took part in during December and early January.

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.

**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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| **These are the main comments that were made by patients and our practice outcomes** |
| Patient comment | Practice Outcome |
| Automated Telephone Booking | We now offer on line booking alongside telephone |
| Appointments were an issue when I worked full time | We are looking at how this could be improved  |
| Additional telephone lines to help early morning | We have 4 lines coming in to the surgery, all manned first thing in the morning |
| Better Car Parking | We are looking at what can be done to improve this |
| It is very difficult to see the doctor | We do offer more advanced appointments now |
| To have a number of appointments for advanced booking | We now offer approximately 25 appointments daily that are available to be booked in advance |
| One GP to work of an evening | Will be discussed at a future practice meeting |
| Re-mark disabled spaces, requested before | Planned to be done by the end of March |
| Even emergency appointments not available sometimes and we have to go to A&E | We now have emergency appointments available every day and the walk in centre is suggested if not  |
| On Line booking would be helpful | Now offer on line booking  |
| Both telephone and on line booking are good | Both are an option |
| Could prescription be sent to Olton Pharmacy | We are able to send prescriptions to any local pharmacy |
| I sometimes can’t see my own GP because she is part time but I have no problem seeing other GP’s | All other GP’s are full time |

**There were a lot of positive comments made about the practice:**

Does not need improvement I have been a patient for 7 years and have always felt respected

No suggestion for improvement

I am very happy with the efficiency and the way I am dealt with

The service has improved over the last few months

Receptionists, nurses and doctors at practice are very kind and

Doing fine as it is thank you

Telephone appointments are helpful

You do marvellous!

Ok as it is

**Action Plan**

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| Action | Task | Timeline |
| Waiting time to have blood taken at hospital. | Offering additional blood tests at the surgery, looking at current nursing staffing levels to ensure we are meeting demand. | May 2014 |
| Parking and travel to hospital | Offering additional blood tests at the surgery, looking at current nursing staffing levels to ensure we are meeting demand. | May 2014 |
| Elderly and housebound bloods | Offered appointments routinely and also availability of home visits to increase by district nurse or hospital phlebotomist  | Ongoing |
| Providing phlebotomy at surgery | Our healthcare assistant does routine blood tests for patients who find it difficult to attend the hospital. Practice to explore the provision of more in house appointments to meet demand. | Ongoing |
| Access over telephone  | We have 4 lines coming in to the surgery, all manned first thing in the morning, patients are encouraged to use the on line booking facility that is now available | Ongoing |
| Appointment availability and advanced access to appointments | Practice to amend appointment system to be able to offer pre bookable appointments up to 8 weeks in advance. Ratio of pre bookable appointments to same day bookable appointments to be addressed | Ongoing |
| On line access to appointments | To provide on line booking of appointments. This is now routinely available along with repeat prescription requests. This makes it easier for the working population and also cuts down on telephone calls | Ongoing |
| Opening hours | Will be discussed at a future practice meeting | Ongoing |
| Waiting time | During the survey period we audited the waiting times at the surgery, the results are taken directly from System one and are shown below | Ongoing audits |
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| **Total Appointments** | **Delayed Appointments** | **Total Waiting Time (min)** | **Average Wait for All (min)** | **Average Wait for Delayed (min)** |
| 2028 | 1582 | 18529 | 9.1 | 11.7 |

**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