**PARTICIPATION REPORT 2014/15**

**The Patient Participation Group Development:**

The purpose of a Patient Participation Group (PPG) is to ensure patients and carers are involved in decisions about the range, shape and quality of services provided and commissioned by the practice and the Clinical Commissioning Group. The principle is about getting local people, patients, carers and users engaged in planning local services and identifying local needs. Its function is to help improve communication and understanding between the practice and patients, and to improve the quality of services being offered to patients. It enables patients to become more involved in their own care and offers the opportunity to be involved in patient forums.

**The Aim:**

The aim of the Patient Participation Group (PPG) is to actively seek patient’s views through practice surveys, patient suggestions, and complaints, and to encourage patients to be actively involved in the decisions made by the practice. It also encourages patients to engage in the decisions about the range and quality of services provided by the practice.

**Practice Profile:**

The practice population consist of 4439 patients who are of a varied aged group of a diverse multi-cultural and varied ethnic background. The ethnic representation and social class level is reflected in the practice geographical location.

**The Structure of the Group:**

In order to ensure adequate representation from all patients including minority groups such as the carers, care groups, nursing homes, the unemployed, people with mental health, learning disability and drug users within the community as well as LGBT groups, all staff including practice champions, actively invite all groups of patients to a face to face patient group meeting. These meetings are held twice a year timings of the meetings are early evening taking into consideration the working patterns of patients. Meetings are published on the Practice Website and also advertised in house on the Practice notice board.

In order to ensure that various group will engage in the PPG meetings all patients including minority groups within the population are invited to attend. The following steps are taken to recruit patients and to ensure that all patients are actively represented.

We encourage patients to join PPG in the following ways:

* Advertising in the practice by posters in waiting room
* Publishing PRG meetings on the practice website.
* Displaying information on LED JEYAX in Reception area.
* All staff actively encouraging patients to join the group
* Telephone contact is established with hard to reach group, less able bodied, housebound patients and carers.
* Word of Mouth

**The Group representation is as follows:**

**Sex: Male -51% and Female-49%**

**Ethnicity**

White & Black Caribbean - 1%

White & Black African – 2%

Asian or Asian British - 15%

Black or Black British -15%

Sri Lankan -3%

Afro-Caribbean - 10%

Any-Other – 17%

White Irish – 2%

Chinese - 1%

Pakistani – 4%

Sri Lankan

**Age Groups**

17-24 -10%

25-34 - 18%

35-44 - 16%

45-54 - 15%

55-64 - 9%

65-74 - 5%

Over 75-4%

Other Groups: We have 35 patients in residential/nursing homes, 10 patients on the LD register and approximately 12 registered carers.

**Communication:**

We correspond with the group members by:

* Practice Website
* In House leaflets
* Jayex communication board
* Text messaging
* Email
* Telephone
* Face to Face

All meetings are Scheduled and advertised on the practice website and in house on the electronic notice board. Hard to reach groups are contacted and informed verbally of meetings.

In order to identify any variations between the Patient Participation Group and the Practice population, monitoring forms are completed by patients during these meetings. Results of this revealed that there is now a slightly higher representation of Male patients than Female. This year’s attendance has seen an increase in male participation in comparison to 2013/14. There has also been a slight increase in the number of young patients aged 25-36, consequently the practice achieved its plan for 2013/14 which was to actively campaign to encourage patients in this age group to participate in these meetings.

Groups that were not well represented were mainly housebound patients and patients residing in Nursing homes. Although staff from the Nursing homes and Carers was invited they were unable to attend.

To ensure that their views were represented, housebound patients were contacted and the views collated and raised during the PPG meetings. Hard to reach groups and minority groups were also invited by telephone.

**SURVEY**

At the PPG meeting held on 18th March 2015, an outline of the Action Plan that was agreed in September 2014 was addressed and patients agreed that in order to further improve the appointment system the practice would revise the same action plan and also conduct a patient survey. The aim of the meeting was to actively seek patient’s views on the surgery and help identify what patients like about the surgery and what they would like to see improved. Areas and questions on which to conduct a practice survey were identified and agreed, clearly setting out areas of priority for the survey. It was agreed that the practice would continue with the agreed action plan from September 2014 and implement access to on-line repeat prescription via Emis, to reduce waiting times in reception, to reduce waiting times to book an appointment with GP of choice, to enable patients to see a clinician within 48 hours, improve patient access and extended hours. To implement this action the practice would conduct a survey seeking patient’s views. The survey would also include questions based on Family and Friends test that has been recommended by NHS England. The Action plan was agreed based on problems highlighted in patient’s complaints and also those raised during meetings, all of which were reflected in PPG meetings and patient’s complaints themes including complaints on NHS Choices.

The priorities for the survey were discussed and an agreement was reached to conduct the survey on access, appointments, patient experience as well as the Family and Friends Test. The Practice would also conduct an audit analysing the current appointment demand and capacity. Results of this audit will assist the practice in recruiting of additional GP’s which should enable patients to see a GP in 48 hours. The practice appointments would incorporate daily walk-in clinics as well as telephone consultations. The practice goal was to improve the appointment system, with a view to allow easy access and enable patients to see a GP within 48 hours. The practice would also actively encourage patients to cancel appointments if unable to attend. This would help to reduce the number of DNA appointments and make more appointments available. The practice would also consider improving the on-line repeat prescription service making it easier for patients to order their prescriptions without coming into the practice. .

The questionnaire included questions based on the appointment bookings, preferred GP, ability to book appointments, patient experience and opening hours as well as Family and Friends Test.

All patients were encouraged to participate in the survey, by completing the survey during PPG meetings, in house, by post or by email. The survey was given to patients in the Practice by clinical and administrative staff. Practice staff inspired patients to complete the questionnaire posting replies in a survey box placed in the waiting area. Advertisements were displayed in all areas of the practice reminding patients to participate in the survey and informing patients who wish to receive the survey by email to provide their email address.

Housebound patients and carers were contacted by a member of staff and others who expressed interest in participation were sent a questionnaire by post including a stamped addressed envelope for return to the Practice. The practice went to great lengths to translate the Survey in various languages. Unfortunately, this proved rather difficult, as the practice was informed by patients that the questions were lost in translation.

The practice survey was conducted over an August 2014 through to September 2014. Approximately 70 patients responded and completed the questionnaires. The results of which were collated and analysed, producing a report.

**Summary of the Results of the Survey**

At the PPG meeting patients were informed of the results of the Patient survey which revealed the following:

**Age and Gender**

47% aged 35-64 completed the patient surveys

34% aged 16-34 completed the patient surveys

64% were predominately female.

90% had made contact with the practice in the past 6 months

76% did not have long term health needs

**Booking appointments**

52% made appointments in person at reception

The majority of patients are booking via telephone

Small percentage uses the on-line booking.

81% were satisfied with the date and time of appointment offered with the GP

There was comment box for patient to add comment and the following comments noted:

* Calling for appointment at 8.30am is difficult as we have the school run
* I have had to call several times before I get through
* Seem like long waiting time for pre-booked appointments 2 -3 weeks.
* Trying to call several times before getting appointment

**Extended hours**

51% were aware of Saturday morning surgery.

This is extended hour service from 9-11.00. Only pre-booked appointment non urgent 2hrs. The practice telephones are switched off but access to patients to come in to drop/pick up prescriptions available.

There was a mixture of comments about Saturday surgery i.e. excellent service, great for working parents and negative comments included more appointments needed, very limited appointments.

Dr Musa explained that the extended surgeries are reviewed annually. It was felt that this was good for commuters.

As only 51% patients were aware of Saturday appointments, to increase awareness practice staff will promote the extended hours service by displaying posters in reception, inform patients both in reception and by telephone and provide practice leaflets to patients.

**Calling back at 2.00 pm for afternoon same day appointments**

81% were satisfied with calling back at 2pm. There has been a debate for the past 2 years whether it is working? From the survey we can see patients are happy with the current system that and the number seems to increase year on year.

**Comments**: There was mixture of comments, unable to call back at 2 pm because of work

Prefer AM appointments as would like to be seen in morning before going to work, OK if you can get there, Working its hard to call back

**Preferred Type of Appointment**

44% wanted urgent on the day appointments

43% wanted to book appointments in advance

There was an interesting response to this question in that there were several combination responses, which on reflection, were felt to have been prompted by presentation of the question. The results appear to show that patients preferred a combination of booking on the day and booking in advance. This reflects the current system.

What type of appointment do you prefer, booking in advance or same day appointment was evenly spread. The practice has tried both methods. When the practice offers more pre-booked appointments we found increased rate of DNA as people booked in advance and forgot about the appointment. The practice offer appointments more on the day appointments and people then complain that they want to book in advance. There needs to balance between the two types of appointment made available.

Small percentage requested walk in access for appointments. This is something the practice is unable to offer.

The next question about nurse was included from the last year PPG meeting, where a patient wanted questions on nurse appointments to be included in the next patient survey.

**Nurse appointments**

40% wanted urgent on the day appointment with the nurse

35% preferred booking in advance

86% were satisfied with appointment date and time offered

66% were either satisfied or very satisfied with nurse consultation

This was a good reflection on the nurse care provided and appointment times

**Satisfaction with Reception Staff**

90% were either satisfied or very satisfied with reception staff

The majority of patients were either very satisfied or satisfied with our reception staff. This was very good feedback and lovely for the practice to see. Those present echoed this and agreed the receptionists were very hard working and that the role was very demanding.

Comments included always very friendly, polite and helpful, doing a great job

Reception staff received the most positive feedback 90% were satisfied or very satisfied with reception staff. 81% found the receptionist helpful.

Areas in which the Practice received negative feedback were difficulty in obtaining appointments. 21% Patients also found it difficult to get through on the phone. Both of these difficulties were also highlighted in the National Patient Survey.

* Easy Access and helpful staff,
* GP’s are resident
* Always get to see specific GP
* Helpful and accommodating
* Excellent Doctor

**Action plan**

The Practice has now implemented the proposed action plan that was agreed with the PPG and presented to the Patient meeting held on the 5th March 2014. The plan was devised based on the summary of the evidence relating to the survey findings and audit reports conducted in 2014/15.

Results of The action plan were presented at the PRG meeting and feedback received from patients was positive.

Find attached a copy of the results of the action plan and a summary of the progress made with the 2014 action plan, detailing results of what patients said what the Practice did and the results achieved.

The main actions were: Change the current appointment system to enable patients to see a GP in 48 hours in cooperating daily walk in clinics and including telephone consultations to improve patient access, reducing waiting times and improve communication via practice website.

In this action plan the Practice has achieved the majority outcomes of the action plan but one for to improve on-line access for repeat prescription via EMIS. This will be carried forward to the following year. However the Practice acknowledges that all these areas will still need monitoring and reviewing.

Update on Action Plan from Previous Year 2014

**Shaftesbury Medical Centre**

**Summary and progress of 2013/2014 Action Plan**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Objective | You said | We did | Date by | Owner |
| See GP of Choice | * To see doctor of choice over 3 weeks * Particularly when requesting a female doctor * Would be better to see doctor of ones choice | Review current booking system and facilitate.   * Increased number of appointments for on line booking * Adequate number of appointments for urgent same day booking   Ensure reception staff offer:   * The urgent same day appointment for the preferred GP, wherever possible * Advance appointments with the preferred GP | 20.04.2014  Actioned | AM/AN |
| Access | * You wanted more same day /urgent appointments * Wait too long time to book routine appointment via receptionist or online * There must be more telephone lines | * Review current appointment system and made necessary changes * The practice is offering telephone consultation with GP for follow up of existing conditions, results and medicine reviews * Advertise current opening times through the practice leaflet, news letters, and website * Train reception staff to ensure they provide accurate and timely information to patients and use the appointment system effectively * Introduced telephone consultation with GP * Introduce call back service to patients if there is a cancellation same day appointment | 20.04.2014  Actioned | AM/AN |
| On line booking | Limited number of appointments | * Review current appointment system * Increased on line booking in afternoon * Promote and encourage patients to register for on line booking * Currently a limited number of appointments available for on line booking whilst patient awareness is being raised | 20.04.2014  Actioned  Offering early on-line appointments  Raised patient awareness  Updated practice website and leaflet with information | AM/AN |
| Extended hours service | You wanted to see GP on Saturday | Reviewed the service and changed extended hours provision from Tuesday and Friday to Saturday 9.00 to 11.00 am for pre booked routine appointment with all three partners participating on a rotational basis | 20.04.2014  Actioned  On-going and working well | AM/AN |
| Text reminder | You wanted text messaging service for appointment reminders | On going  Under review | Pending |  |

PLEASE NOTE:

Most of the actions have been dealt with and agreed by the PRG. The pending action is being looked at, at the moment

A summary of the progress made with the 2012/13 action plan

|  |  |  |
| --- | --- | --- |
| You said ……. | We did …. | The result is …. |
| Telephone consultations | Practice introduced telephone consultations for patients who did not necessary feel they needed to see the doctor.  Telephone slots were added to each doctor | Positive feedback from patients |
| Saturday appointments | Practice extended hours on Saturday from 9-11am. 51% patient aware of appointment available on Saturday  Practice promoted the above by advertising on website, poster in reception, message on LED board | Patients feedback was positive. Working people benefitted from booking appt without taking the day off. Mother and baby commented useful as they were able to come with their husbands  Negative feedback patients wanted longer opening hours on Saturday |
| Call back after 2pm | On going review 81% satisfied to call back after 2pm to book for pm appointment | Negative feedback, some patients unable to call back after 2pm because of work, unable to get through on the phone at 2pm |
| Text messaging service |  |  |

The patient participation report will be published on the Practice website [www.shaftesburymedical.co.uk](http://www.shaftesburymedical.co.uk). Results of the Survey are displayed in the practice waiting area including all clinical rooms. Hard copies are retained at the reception and will be made available upon request.

**Positive outcomes of patient involvement**

Patient involvement has enhanced the relationship between the Practice and increased patient satisfaction. Results of which reflect in the Practice Survey. The Practice and patients now have a forum where both parties are able to address concerns and discuss mutual topics of interest. This offers offer the opportunity to communicate developments and discuss areas identified for improvements. The Practice will continue to update the website and continue using the text messaging system to cascade messages and improve communication with patients. This should enable patients to gain easy access to a wealth of information, ranging from access to services, health information and self-management of diseases.

The 2014/2015 report reveals that patients are satisfied with the care received from their GP’s. The practice will make every effort to improve the level of service provided to patients. The report will be advertised on the practice website [www.shaftesburymedcial.centre.co.uk](http://www.shaftesburymedcial.centre.co.uk) and will be circulated by email to PPG representatives.

The plan was completed with the involvement of everyone who attended the PPG, and will be owned jointly by members of the group and the practice. The plan will be revisited annually and may change according to the changing needs of the practice and patients it serves. A copy of the report will be submitted to the NHS England, North West London GP Contract team.

**Practice Core Opening Hours:**

Monday 8:30-18:30

Tuesday 8:30-18:30

Wednesday 8:30-17:00

Thursday 8:30-18:30

Friday 8:30-18:30

**Extended Hours**

Saturday 9:00-11:00 (provided by GP)

**Out of Hours**:

Patients can access the following services when the surgery is closed.

Patients can also contact - NHS Direct 24hour advice line Tel: 111 from any landline or mobile phone free of charge. Or Tel: 0845 4647 from some parts of the country. You can also visit www.nhsdirect.nhs.uk. Health information, opening hours and out of hour’s services information can all be obtained on the practice website [www.shaftesburymedical.centre.co.uk](http://www.shaftesburymedical.centre.co.uk)

**Summary**

This exercise will enable the practice to focus on objectives and priorities for future plans and identify continuous needs for development. It has helped improve the relationship between the Practice and patients. It has offered both parties the opportunity to actively engage in development. The practice will continue to strive to improve the level of cust