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**William Fisher Medical Centre**

**Our Patient Participation Group (PPG) Report 2014 / 2015**

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The surgery has had an active Patient Participation Group (PPG) up and running for the last four years. The surgery and the Group participate in the Patient Participation Direct Enhanced Service (PPDES) as they feel it gives our patients the opportunity to have their say in the type of service the surgery provide

Part of the remit of the Group is to identify patient’s views on what the surgery do well and what they feel could be improved on. Up until this year the PPG has always run a practice survey, which was a requirement of the DES, to get patients views. This year, undertaking a questionnaire was not a requirement of the DES and the PPG felt that the amount of work involved with running one was not justified as patients views could be sought in different ways

Our PPG is open to all patients over the age of 15 registered at the practice and you are welcome to join. Many of our patients are registered as virtual members; this gives them the flexibility of being involved without attending meetings. Patients that wish to register may either ask at reception for more details or register on line through the surgery web site.

**1. A Profile of our Patient Participation Group**

Due to the ongoing continuous efforts of the PPG committee, the membership of the group continues to rise. There are currently 190 members; ranging in ages from 16 to 87. This is an increase of 58 members from last year.

There are almost twice as many women registered as members as there are men, which is in line with last year’s figures. Patients from all the disease registers are represented plus we also have carers and those that are cared for registered as members. Most of our members are ‘virtual members’ as this enables patients to have input into the group without having to attend meetings.

There is a core group of around 10 members who sit on the committee and attend the meetings.

|  |  |  |
| --- | --- | --- |
| THE WILLIAM FISHER MEDICAL CENTRE |  | YEAR 4 2014 / 2015 |
|  |  |  |  | Practice list size at 1.4.14 - 5891 |
|  |  |  |  | Practice list size at 19.2.15- 5958 |
| PPG Representation Breakdown |  |  | Figures shown as at 19.2.15 |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
| AGE PROFILE | Practice population from capitation figures (Total exc under 16's) | Percentage breakdown of practice population (exc under 16's) | Percentage breakdown of practice population  | PPG membership breakdown | Percentage breakdown of PPG membership |
| 0-15 | 1047 |   | 17.5 |   |   |
| 16-24 | 628 | 12.8 | 10.5 | 12 | 6.3 |
| 25-34 | 575 | 11.7 | 9.6 | 19 | 10 |
| 35-44 | 712 | 14.5 | 11.9 | 23 | 12.2 |
| 45-54 | 965 | 19.7 | 16.3 | 41 | 21.2 |
| 55-64 | 760 | 15.5 | 12.8 | 32 | 17 |
| 65-74 | 751 | 15.2 | 12.6 | 54 | 28.6 |
| 75-84 | 366 | 7.5 | 6.1 | 8 | 4.2 |
| over 85 | 154 | 3.1 | 2.7 | 1 |  |
| TOTAL | 4911 | 100 | 100 | 190 | 99.5 |
|  | Total inc. all patients 5958 |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
| AT RISK GROUPS | Practice population recorded in group | At risk group as a percentage of practice population |  | PPG membership breakdown | At risk group as a percentage of PPG membership |
| Diabetic | 309 | 5.18 |   | 21 | 11 |
| Asthma | 349 | 5.85 |  | 23 | 12 |
| CHD | 183 | 3.07 |  | 12 | 6.3 |
| TIA | 90 | 1.51 |  | 2 | 1 |
| Hypertensive | 767 | 12.86 |  | 40 | 21 |
| Epilepsy | 46 | 0.77 |  | 3 | 1.5 |
| Carers | 10 | 0.17 |   | 6 | 3 |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
| GENDER | Practice population recorded in group | Percentage |   | PPG membership breakdown | Percentage breakdown of PPG membership |
| Male | 2961 | 49.7 |  | 62 | 32.6 |
| Female | 2997 | 50.3 |  | 128 | 67.4 |
|  | 5958 | 100 |   | 190 | 100 |
|  | capitation as at 19.2.15 |  |  |  |  |
|  |  |  |  |  |  |

**2. Making our PPG representative, methods of recruitment**

As shown above, we have tried to engage patients from across our Patient Population Profile as we want to make the group as representative of our registered patient population list as possible. To do this, we employed several methods to reach the different categories of patients at our surgery. Including:

Poster - Posters are placed around the surgery including the patient waiting areas informing them about the PPG group and letting them know how they can join

A dedicated PPG notice board- There is a separate notice board dedicated to advertising and promoting the PPG in the patient waiting area. It has posters advising on how to join the group, relevant PPG news and copies of meeting minutes.

Invitations – Forms inviting patient to join the group by filling in their details are available at reception and are regularly handed out to patients

New patients –A PPG invitation form is includedin all new patient packs

Word of mouth – Staff ask patients if they would like to join the group and encourage them to fill in the registration form.

Website – On the home page of the surgery website there is a prominent link for patients to click onto to register as a member of the PPG.

PPG promotion week – The PPG committee run a ‘PPG promotion week’ where they man a stand in receptions and promote the PPG to patients. They run a raffle to raise funds and encourage patients to become PPG members

Our group is still not as big as we would like it, nor as representative, so we will continue using these and any other identified methods to encourage our patients to join the group and will continue to encourage any patient who is interested in having a say in their healthcare provision.

**3. Identifying the areas of priority with our PPG and getting our patients views**

 At a PPG meeting held on 25th June 2014 the PPG group discussed formulating an Action Plan for this year based on feedback from our patients. Unlike in other years when we had undertaken a questionnaire, this year it was decided to rely on feedback from patients from the Friends and Family Test that would be starting in December plus comments received from patients via committee members, suggestions passed to the surgery via the staff or the doctors and any other feedback.

**4. Forming an Action Plan**

At the meeting of the 25th June, it was decided that two of the questions that had been ongoing for the past two years should again be rolled over into this year’s Action Plan as they were still very relevant. The two actions were:

* Ambulance response times on the Dengie
* Surgery weekend opening.

Meetings were still ongoing with the Ambulance Service with regard to response times and the PPG was monitoring the situation. Weekend opening for the surgery was still a topic that was regularly raised by patients and is currently very much in the media.

The final decision on the last question would be carried over to the next meeting after there was feedback form the new FFT test.

**5. Previous Action Plans and their outcomes**

Copies of all the previous year’s Actions Plans along with the outcomes can be found by clicking on the ‘survey report’ tab on the surgery website Home page.

A summary of the changes and actions taken as a result of the plans to date are:

Year 1

* Additional phlebotomy sessions organised
* Making patient more aware of the late night surgery – notices in waiting room
* Bringing more services into the local setting – 24 hour blood pressure monitoring, Hear & Help charity to visit every three weeks, ultrasound scanning to be done locally.
* PPG membership increased

Year 2

* Investigation into poor response times by the Ambulance Service resulting in a meeting with the East of England Ambulance service.
* Lunch time doctor surgeries trialed
* PPG membership increased further

Year 3

* Representative from the East of England Ambulance Service attended PPG meeting on 15th January to explain actions taken to date
* Surgery website was changed to make it more obvious to patients that there is a late night surgery every Wednesday.
* An appointment audit was undertaken to look at appointment availability
* Clinical staff have access to on line leaflets that they can print out for patients if required

**6. Keeping everyone informed**

Results from past Patient Surveys and agreed Action Plans have been posted on the practice website so that everyone can access them. Current copies have also been posted on the PPG notice board along with a note informing patients that if they want a copy please ask at reception.

All copies of PPG meeting minutes are posted on the surgery website under the PPG tab, ‘newsletters and minutes’. A copy of the most recent meeting minutes are also posted on the PPG noticeboard in the patient waiting room.

The surgery produces a newsletter every two months. This is available on the surgery website and copies are available at the surgery. All surgery news is posted in the newsletter including outcomes of surveys, PPG plans etc.

Virtual patients are informed of upcoming PPG meetings by e mail and asked for their comments and input. They are sent copies of the minutes and the surgery newsletter

**7. PPG meetings**

Meetings are held at various times throughout the year, roughly every three months. They are attended by the committee members. Virtual members are informed of the meetings beforehand and encouraged to add items for discussion to the Agenda. Copies of the minutes are then sent to all members after the meeting and copies are posted on the surgery website and placed on the PPG notice board in the surgery waiting room. Any member is welcome to attend the meeting if they so wish.

Meeting are usually held on a Wednesday evening starting at 7.00pm. This is so as many of our patients as possible can attend even if they are working or at attending college.

**8. Opening hours**

The surgery is open the following hours:

Monday 8.00am – 6.30pm

Tuesday 8.00am – 6.30pm

Wednesday 8.00am – 8.00pm

Thursday 8.00am – 6.30pm

Friday 8.00am – 6.30pm

These details are also available on our website: [www.williamfishermedicalcentre.nhs.uk](http://www.williamfishermedicalcentre.nhs.uk)

and in our surgery leaflet.

**9. Extended hours at the surgery**

The surgery currently operates extended hours on Wednesday evenings with a late nurse and doctor surgery running until 8.00pm

To book into one of these surgeries just telephone and make an appointment