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**William Fisher Medical Centre**

**Our Patient Participation Group (PPG) Report 2013 / 2014**

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For the last three years the surgery has taken part in the Patient Participation Direct Enhanced Service (PPDES) as we feel it gives our patients the opportunity to have their say in the type of service we provide. Part of the remit of the Group is to identify patient’s views on what we do well and what they feel we could improve on. Each year we run a practice survey to get our patients views. These are then reviewed by the PPG and an Action Plan drawn up for the coming year

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. Either ask at reception for more details or register on line through the surgery web site.

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

Currently our PRG currently consists of 132 members; ranging in from ages 16 to 84. There are slightly more women than men registered as members of the group. 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 3 2013 / 2013 |
|  |  |  |  | Practice list size at 1.4.13 - 5507 |
| PPG Representation Breakdown |  |  | Figures shown as at 17.2.14 |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
| AGE PROFILE | Practice population from capitation figures (Total exc under 16's) | Percentage breakdown of practice population (exc under 16's) |   | PPG membership breakdown | Percentage breakdown of PPG membership |
| 0-15 | 1073 |   |   |   |   |
| 16-24 | 625 | 13 |  | 10 | 8 |
| 25-34 | 585 | 12 |  | 13 | 10 |
| 35-44 | 730 | 15 |  | 17 | 13 |
| 45-54 | 945 | 20 |  | 28 | 21 |
| 55-64 | 753 | 15 |  | 25 | 19 |
| 65-74 | 749 | 15 |  | 36 | 27 |
| 75-84 | 336 | 7 |  | 3 | 2 |
| over 85 | 161 | 3 |  | 0 | 0 |
| TOTAL | 4884 | 100 |   | 132 | 100 |
|  | Total inc. all patients 5957 |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
| 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 | 312 | 5 |   | 15 | 11 |
| Asthma | 362 | 6 |  | 19 | 14 |
| CHD | 205 | 2.5 |  | 9 | 7 |
| TIA | 85 | 1.5 |  | 2 | 1.5 |
| Hypertensive | 794 | 13 |  | 29 | 21 |
| Epilepsy | 46 | 0.7 |  | 1 | 0.7 |
| Carers | 67 | 1 |   | 4 | 3 |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
| GENDER | Practice population recorded in group | Percentage |   | PPG membership breakdown | Percentage breakdown of PPG membership |
| Male | 3007 | 50 |  | 42 | 32 |
| Female | 2955 | 50 |  | 90 | 68 |
|  | 5962 | 100 |   | 132 | 100 |

**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.

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**

At a PPG meeting held on 15th January 2014 the PPG group discussed and agreed the questions that they wanted included in this year’s questionnaire. Some questions were the same as last year with a couple of new inclusions following on from the actions that had been implemented over the past year.

Please go to ‘questionnaire’ tab on the website to see a copy of this year’s questionnaire and the results. Copies of PPG minutes can be found under the ‘Patient Participation Group’ tab, in ‘Newsletters and Minutes’.

**4. Getting our patient views, conducting the survey**

Following printing of the questionnaires and approval at a PPG meeting held on 4th February 2014, the questionnaire ‘went live’ to our patient on 5th February. It was to be made available for a month.

It was very important to us that as many patients as possible complete the questionnaire and we employed a number of different methods in an attempt to reach as many of them as possible.

* An e mail was sent to all our virtual patients containing a direct link to the survey which could be done on line.
* For all patients visiting the surgery website, there was a large prominent button on the Home Page which took you directly to the on-line questionnaire
* Paper copies of the questionnaire were handed out to all patients that attended the surgery and they were encouraged to fill them in and place the completed questionnaires in the boxes provided.
* Posters were placed around the surgery and in the waiting areas encouraging patients to fill in a questionnaire either as a paper copy or to go home and complete it on-line if they preferred.

All the staff worked really hard to encourage as many patients as possible to complete the questionnaires. We received feedback from 186 patients which represents just over 3% of our practice population.

**5. Forming an Action Plan**

The completed questionnaires were accepted up to 7th March 2014 after which time the link on the website was removed and the survey closed. On 12th March 2014 we held a PPG meeting to discuss the results of our survey. We looked at the findings from each question to identify areas where the surgery was doing well and areas where it can improve. We looked at what actions might be taken in the coming year to address any issues and an Action Plan for the coming year was agreed.

**6. Our Action Plan**

From the results of the questionnaire the PPG identified four areas where they felt the surgery may be able to make improvements. The agreed points were:

* To provide more/clearer information on appointment slots available, especially in relation to the late night surgery. To make patients more aware of this service
* To see if there was any way of improving the management of appointment slots for specific doctors. Some patients had difficulty in getting an appointment with a specified doctor within 2 days.
* To look again at the possibility of extending the provision of surgeries outside core hours i.e. late nights and weekends
* To provide more information to patients with long standing medical problems

**7. Summary of our survey results**

Overall the survey results were very positive. A full breakdown of all the results can be found by clicking on the ‘survey results’ tab on the surgery website Home page. A commentary on the results can be found by clicking on the ‘survey report’ tab.

With regard to the telephones, one of the action points from last year, 90% of respondents now said it was very or fairly easy to get through on the telephone. Respondents were also very positive about the building. They found it was clean and easy to access.

Virtually all respondents were happy with the level of care they received from the surgery and they would recommend it to someone else.

**8. 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

**9. Keeping everyone informed**

Results from the Patient Survey and the agreed Action Plan for this year have been posted on the practice website along with those for previous years. 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.

A summary of the questionnaire outcome along with the Action Plan will be included in the next newsletter.

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.

A copy of the questionnaire results with associated comments, the Action Plan and a copy of this report were also forwarded to NHS England before the end of March 2014.

**10. 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.

**11. 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.

**12. 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