



**Patient Participation Group (PPG) Annual Report**  
**1<sup>st</sup> April 2013 – 31<sup>st</sup> March 2014**

## **1. Profile of Members**

The group was formed in 2011; there are currently 17 patients who have expressed an interest in being members of the group. The PPG has a Chairman, Mr John Hargreaves, but the Secretary/Minute Taker position is filled by practice staff due to the volume of work that this involves. The Practice Manager is in attendance at all meetings.

The group is currently made up of 47% female and 53% male representation. Our members are from all age groups, some of whom have chronic diseases which enables us to gain valuable feedback on healthcare provision by local services within the North Staffordshire area.

The members of the group remain entirely from a White British ethnicity, which is representative of the practice population as a whole. The practice has a very small population from other ethnic groups. Our current registered patient number is 6,087.

## **2. Patient Representation of its Registered Patients**

The PPG continue to focus on ensuring all patient groups are adequately represented, where this is not the case for certain groups of patients, individuals will be directly invited to join the group.

Membership has increased through circulation and raising of awareness through the annual practice survey which is by far the best result to date for recruiting new members.

Patients are informed of future meetings as these are displayed within the practice waiting room. We also display information around the practice on the run up to the meeting date.

The practice PPG actively welcomes new patients.

### **3. Meetings**

During 2013-2014 the following PPG meetings were arranged:-

- Wednesday, 17<sup>th</sup> April 2013 at 2.30 pm
- Wednesday, 17<sup>th</sup> July 2013 at 6.15 pm
- Wednesday, 16<sup>th</sup> October 2013 at 2.30 pm
- Wednesday, 15<sup>th</sup> January 2014 at 2.30 pm

Agenda and Minutes of all meetings are available and are held by the practice.

### **4. Practice Survey**

#### **4.1 Design and organisation**

The practice remains committed to undertaking an annual Practice Survey and this year this was undertaken in February/March 2014. It was agreed by the PPG to undertake a survey similar to the 2012 survey in order to identify the true extent of the issues raised and to show any improvement or otherwise.

The PPG members where instrumental in the:-

- format of the survey
- designing the survey and questions
- agreed timescale

All PPG members were actively invited to take part in the development of the survey and also offered to work with the practice reception team as necessary to disseminate the survey to patients attending for their appointment. This year it was decided that the reception staff would disseminate the surveys but this did result in lower numbers than for 2012/2013 when the PPG members helped to disseminated them.

Survey Monkey (an online survey hosting facility) was also used to host the survey and patients were encouraged to use this means to complete the survey if they wished to do so. There was only a low uptake of patients completing their survey online.

#### **4.2 Survey Results**

This year 196 surveys were completed which was 3.2% of the practice population at that time compared to 252 surveys being completed last year.

Our PPG have developed a separate document detailing the full results of the survey as well as any additional comments that patients wished to make. This can be read in conjunction with this annual report.

### 4.3 Key Areas

Key areas for review during 2014/2015 can be summarised as follows:-

#### Access to Appointment

It is clear from the survey that attention needs to be given in the forthcoming year to access patients have in obtaining appointments and how these are managed i.e. book on the day or pre-bookable. Work has already started on this and ensuring that there is a balance between booking over the telephone and having the ability to book online. Patients have commented on the difficulty of obtaining an appointment and this needs to be treated as a priority by the practice.

#### GP Continuity

Comments have been received from some patients that they would like more consideration given to continuity of access to the same GP. The practice will need to review this and ensure that GP vacancies are kept to a minimum or, where they occur, are recruited to without delay.

#### Training Practice

The practice will continue to act as a training practice throughout 2014/2015 however will review the amount of students that are trained to ensure that this does not impact too heavily on the day to day work of the practice or the patient experience in seeing their own GP.

#### Refurbishment

Building on the actions from 2013/2014 the practice will review the ongoing refurbishments, what work has already been completed and what remains outstanding, to establish what should be considered as a priority moving forward into 2014/2015.

### 5. PPG Action Plan 2014-2015

The following actions have been identified after reviewing the annual survey results:-

|   | Action                 | Comments  | Expected Outcome                                |
|---|------------------------|---|---|
| 1 | Access to Appointments | Review clinician timetables, appointment slots and appointment types i.e. book on day, pre-bookable, follow-up etc. Ensure there is appropriate balance through the week.<br><br>Review on-line booking facility and use. | Improved access and improved clinical outcomes. |
| 2 | GP Continuity          | Review current vacancies and future GP needs.<br><br>Finalize recruitment timetable.  | Improved patient experience                     |

|   |                                  |  |   |
|---|----------------------------------|--|---|
| 3 | Training Practice                | Review Keele commitments and timetable students throughout the year.<br><br>Understand impact that this will have on numbers of patients seen and whether this causes a reduction. | Improved access to appointments<br><br>Continuity of Care                         |
| 4 | Refurbishment/ Practice Premises | Review work undertaken prior to 31 <sup>st</sup> March 2014.<br><br>Discuss future needs and priorities.<br><br>Plan work.   | Improved patient experience and overall satisfaction for both patients and staff. |

## 6. Moving Forward into 2014-2015

The practice experienced a change in Practice Manager in December 2013 and moving forward, although some slight changes in administration of the meeting may be made, it is not felt that any significant change is required to the organization and running of the PPG. New members are always actively encouraged and welcomed.

The next annual survey for 2014/2015 will be undertaken towards the end of 2014 and results will be made available as soon as possible.

## 7. Ongoing Communication

Publication of all documents relating to the PPG can be found via the practice website – [www.lymevalley.co.uk](http://www.lymevalley.co.uk). In addition information can be found in paper form at the practice.

Should anyone wish to be sent an individual copy of any correspondence, requests can be made for such through the Practice Manager.