



**Patient Participation Group (PPG) Annual Report**  
**1<sup>st</sup> April 2015 – 31<sup>st</sup> March 2016**

### **1. Profile of Members**

The group was formed in 2011 and has continued to meet regularly since then. There are currently 29 patients who have expressed an interest in being members of the group however only a small handful of these patients attend each meeting. The PPG continues to have a long standing vacancy for the Chairman and Secretary/Minute Taker but these positions are temporarily filled by practice staff until such time when these vacancies can be successfully filled by the group itself. The Practice Manager is in attendance at all meetings.

The group is currently made up of 62% female and 30% male representation. The members include patients from the working population, retired and unemployed, and working mothers with young children. 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 5333 (as at 31/3/16)

### **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.

Patients are informed of future meetings as these are displayed on the notice-board in the practice waiting room and in a folder held within the waiting area. 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 2015-2016 the following PPG meetings were arranged:-

- Wednesday, 17<sup>th</sup> June 2015 at 10.30 am
- Saturday, 7<sup>th</sup> September 2015 at 1.00 pm
- Wednesday, 2<sup>nd</sup> December 2015 at 2.00 pm
- Wednesday, 2<sup>nd</sup> March 2016 at 10.30 am

Agenda and Minutes of all meetings are available.

## 4. Practice Survey 2015

### 4.1 Design and organisation

The practice remains committed to undertaking an annual Practice Survey and this year this was undertaken between August and December 2015. It was agreed by the PPG to continue to use the format of past surveys in order to identify the true extent of the issue raised in the past.

The PPG members were instrumental in:-

- Agreeing the format of the survey
- Designing the survey and questions

### 4.2 Survey Results

39 surveys were completed this year which was a reduction in the amount of surveys completed the previous year.

- Overall satisfaction with the practice was 97.5%, an increase from 95% in the previous year's survey.
- Satisfaction results for individual areas of the practice were 95% with the reception team, 95% with the nursing team, and 95% with doctors at the surgery.
- The survey was completed by 70% female and 30% male patients.

### 4.3 Key Areas

The practice survey asked how key areas could be improved. The main areas of concern were identified below:-

#### Access to Appointment

Access to appointments continues to be a concern for some patients which follows the national trend relating to access to GP services. Feedback has also been received that telephoning at 8.00 am to obtain a book-on-the-day appointment can be difficult for some patients. Consideration was given to morning and afternoon book on the day appointments being released at different times. This was by way of a separate patient survey the findings of which did not show a definitive desire to change the booking system from that which was currently offered. Patients wanted more GP appointments and access to more telephone lines rather than a change of time for booking these.

#### GP Continuity

Comments were received from some patients that they would like more consideration given to continuity of access to the same GP. The practice has ensured that all patients have a named GP in line with the national agenda and patients at risk of unplanned admission to hospital have had care plans developed.

Unfortunately Dr Clare Hutchings and Dr David Saunders, two of our salaried GPs have decided to resign from their posts due to ill-health. The practice now needs to fill these GP positions to restore continuity for our patients. Use of Locum doctors will be ongoing until such a time when these vacancies are filled. Ideally regular locum GPs will be used who can also offer an element of continuity as they work at the practice more regularly and as such are known to some patients.

These survey results should be read in conjunction with the summary of the Friends and Family feedback received throughout the year.

## 5. PPG Action Plan 2016-2017

Members agreed the following actions after reviewing the annual survey results:-

	<b>Action</b>	<b>Comments</b>	<b>Action By</b>
1	Radio in the waiting area	<p>The radio in the waiting area was to help to keep the confidentiality of patients at the Reception desk.</p> <p>The comment was that sometimes it was too loud.</p> <p>It was agreed that:</p> <ol style="list-style-type: none"> <li>1. The noise level would be continually monitored</li> <li>2. The Reception team to be made aware of this comment.</li> <li>3. A notice to be posted to let patients know that if the radio is too loud or annoying it can be turned down or turned off.</li> </ol>	Practice Manager/ Senior Administrator
2	Waiting times	<p>Reduce waiting times. GPs are sometimes running late. Sometimes need more time with doctors, which means they run late for other patients. Make 3 of them</p> <ol style="list-style-type: none"> <li>1. Undertake a demand and capacity exercise</li> <li>2. review skill mix levels in the Practice; GPs, NP, PN</li> </ol>	Senior Team and Practice Manager
3	Reminder text messaging service	<p>Some patients did not realise that this service was available which sent reminders the day before that the appointment time.</p> <ol style="list-style-type: none"> <li>1. Messages on the screen.</li> <li>2. Posters in the waiting area</li> </ol> <p>Requesting confirmation of mobile phone number in order to receive the txt message reminders.</p>	Senior Administrator and practice administrator

4.	Summary of health record	<p>The majority of patients did not realise that they could see a summary of their health record on line.</p> <ol style="list-style-type: none"> <li>1. Messages on the screen.</li> <li>2. Posters in the waiting area</li> </ol>	<p>Senior Administrator Practice Administrator</p>
5.	Telephone System	<p>Have more phone lines so patients can get through quicker.</p> <ol style="list-style-type: none"> <li>1. contact telephone provider</li> <li>2. ensuring queuing system available</li> <li>3. appropriate message on answer</li> <li>4. eliminate engaged tone</li> </ol>	<p>Senior Administrator</p>

## 6. Moving Forward into 2016-2017

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 annual survey for 2016 will be undertaken in the summer of 2016 and results will be made available as soon as possible after that date. The practice will remain receptive to any feedback received from this survey and use this in conjunction with feedback received through the Friends and Family test, which are collected on an ongoing basis.

The practice's routine CQC inspection (In December 2015) has rated the practice 'Good' overall which is an excellent achievement and the PPG will ensure any actions identified in the report receive consideration through its meeting structure.

## 7. Ongoing Communication

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

Our Care Quality Commission Inspection Report can be found via – [www.cqc.org.uk](http://www.cqc.org.uk)

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