

LORDSWOOD MEDICAL GROUP
 PATIENT PARTICIPATION GROUP SURVEY REPORT
 MARCH 2016

Practice Name: Lordswood Medical Group

Practice Code: M85028

1. Prerequisite of Enhanced Service – Develop/Maintain a Patient Participation Group (PPG)

Does the Practice have a PPG? YES																																					
Method of engagement with PPG: Face to face, Email, Other (please specify) – Face to face and Email																																					
Number of members of PPG: 16																																					
Detail the gender mix of practice population and PPG: <table border="1" style="margin-left: 20px; border-collapse: collapse; width: 100%;"> <thead> <tr> <th style="width: 20%;">%</th> <th style="width: 40%;">Male</th> <th style="width: 40%;">Female</th> </tr> </thead> <tbody> <tr> <td>Practice</td> <td>49.4%</td> <td>50.65</td> </tr> <tr> <td>PPG</td> <td>44%</td> <td>56%</td> </tr> </tbody> </table>	%	Male	Female	Practice	49.4%	50.65	PPG	44%	56%	Detail of age mix of practice population and PPG: <table border="1" style="margin-left: 20px; border-collapse: collapse; width: 100%;"> <thead> <tr> <th style="width: 10%;">%</th> <th style="width: 10%;"><16</th> <th style="width: 10%;">17-24</th> <th style="width: 10%;">25-34</th> <th style="width: 10%;">35-44</th> <th style="width: 10%;">45-54</th> <th style="width: 10%;">55-64</th> <th style="width: 10%;">65-74</th> <th style="width: 10%;">> 75</th> </tr> </thead> <tbody> <tr> <td>Practice</td> <td>21.1</td> <td>7.9</td> <td>14.4</td> <td>14.6</td> <td>13.3</td> <td>11.3</td> <td>9.2</td> <td>8.2</td> </tr> <tr> <td>PPG</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> <td>6.2</td> <td>6.2</td> <td>43.8</td> <td>43.8</td> </tr> </tbody> </table>	%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75	Practice	21.1	7.9	14.4	14.6	13.3	11.3	9.2	8.2	PPG	0	0	0	0	6.2	6.2	43.8	43.8
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Detail the ethnic background of your practice population and PRG:

	White				Mixed/ multiple ethnic groups			
	British	Irish	Gypsy or Irish traveller	Other white	White &black Caribbean	White &black African	White &Asian	Other mixed
Practice	48.6%	0.7	0	3	1.3	0.9	0.8	0.4
PPG	66.8%	0	0	0	0	0	0	6.6

	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice	2.6	1.1	0.3	0.6	1.3	2.1	1.3	0.13	0.12	34.75
PPG	6.6	0	0	0	0	0	0	0	0	20

Describe steps taken to ensure that the PPG is representative of the practice population in terms of gender, age and ethnic background and other members of the practice population:

The group has been advertised on the practice website, in the PPG newsletter and by posters in the waiting rooms. GP and Health Visitors have been asked to encourage patients to join PPG, especially keen to engage younger patients

Are there any specific characteristics of your practice population which means that other groups should be included in the PPG? e.g. a large student population, significant number of jobseekers, large numbers of nursing homes, or a LGBT community? NO

If you have answered yes, please outline measures taken to include those specific groups and whether those measures were successful:

2. Review of patient feedback

Outline the sources of feedback that were reviewed during the year:

PPG Questionnaire, feedback from members of comments they may have received from other patients or queries they themselves have.

How frequently were these reviewed with the PRG? Quarterly PPG meetings. A sub group of the PPG also meets to produce the yearly patient questionnaire and then to discuss the results and produce a draft action plan for priority areas which is then taken to the full group meeting to be agreed before implementation.

3. Action plan priority areas and implementation

Priority area 1
<p>Description of priority area:</p> <p>Practice Getting in touch with the surgery</p>
<p>What actions were taken to address the priority?</p> <p>Advertise more the use of online method of booking appts and of times patients should contact surgery eg for results after 11.00am etc, Electronic prescriptions and ordering via local pharmacy. We will aim to increase the number of e-mail addresses we hold for patients by 30% in the next year.</p>
<p>Result of actions and impact on patients and carers (including how publicised):</p> <p>If patients are aware of correct times to phone and other methods of requesting prescriptions and booking appointments this may help ease the phones at busier times making it easier for patients to get in touch with the surgeries</p>

Priority area 2

Description of priority area:

How the Practice contacts Patients

What actions were taken to address the priority?

Practice to collect correct mobile and e-mail details for patients and to look into using these methods for inviting patients for review/informing them of clinics eg flu clinic etc

Result of actions and impact on patients and carers (including how publicised):

Text messaging for appointment reminder allows patient to cancel appointments by replying to text, this will help with DNA rates.

Priority area 3

Description of priority area:

Improving Services

Information/Knowledge of PPG

Sources of Help

Up to Date Info

Opening Hours

Above were areas identified from Questionnaire as priorities for patients

What actions were taken to address the priority?

More advertising of the PPG within the practices and PPG Info sheet to be readily available (perhaps PPG noticeboard in the waiting area) Virtual Group – OHP are looking in to standards for websites and we have requested the use of virtual PPG to be taken onboard

Practice leaflets /posters and website to be kept up to date

Opening Hours – extended hours to be advertised more- practices to produce a laminated card with opening hours on including extended hours for issue at reception – these are to be implemented within next 6 weeks.

Sources of help – contact numbers for self help groups etc to be available on website and possibly noticeboards in waiting area

Result of actions and impact on patients and carers (including how publicised):

Information more readily available to patients which may help them avoid the need to wait to see GP/member of practice team for information required

Knowledge of PPG and what they do may give patients a way of feeding back suggestions etc to the practice

CCG are looking into websites and are looking for specifications of website to include user interaction, we have limitations with current website which should be rectified with new website once this has all been agreed with CCG

Progress on previous years

If you have participated in this scheme for more than one year, outline progress made on issues raised in the previous year(s):

In the previous years action plan we looked at advertising use of online services. While there has been a slight increase in patients signed up for online services as shown from this years survey patients are still unsure of online services and availability of this service, so this is an area of ongoing improvement.

We also looked at medication that is on repeat but no longer used. We can see from this years questionnaire that this has improved. In the 2014 questionnaire 74 patients out of 511 said they had medication on repeat that they no longer use, in the 2015 questionnaire this improved to 15 patients out of 532.

Finally from last years questionnaire we looked at improving access to the surgery via phone. We have been advertising more online services and times to contact the surgery for results etc and we will continue to do so.

We were hoping to get a message put on the phone system so that patients were told there call will be answered as soon as possible and also times that they should ring for results etc. We have not been able to do this as CCG still looking into new cloud based phone system, their procurement starts April 16.

4. PPG Sign Off

Report signed off by PPG: YES/NO

Date of sign off: 16.3.16

How has the practice engaged with the PPG:

How has the practice made efforts to engage with seldom heard groups in the practice population? Patient questionnaire , PPG info sheet and PPG members attendance at Flu clinics

Has the practice received patient and carer feedback from a variety of sources? Yes via the questionnaire

Was the PPG involved in the agreement of priority areas and the resulting action plan? Sub Group met to agree draft action plan which was forwarded to approval at full PPG Meeting

How has the service offered to patients and carers improved as a result of the implementation of the action plan? Improved access to the surgery via phone, up to date information more readily available to patients

Do you have any other comments about the PPG or practice in relation to this area of work?

