

Old Town Surgery

Patient Participation Group Annual Report 2011/2012

This report provides a summary of the activity undertaken by the practice & the Patient participation group (PPG)

Background and formation of the Old Town Surgery

Patient participation group (PPG)

In April 2011 the Old Town Surgery decided to sign up to a national initiative to support PPG development in practices and to use representative patient feedback to drive improvements in the practice.

It was decided that the option of a virtual or a representative group should be the decision of the patients.

The methods used by the practice to recruit members;

- Advertising in the practice newsletter
- Advertising in the local pharmacy, shops & local businesses
- Advertising on the patient information display boards in both waiting rooms
- Repeat prescription request forms have an invitation to join the group
- New patients are given a PPG application form with registration forms
- An invitation to join via the practice website
- In order to attract patients of all ages, sex, disabilities and ethnic groups to ensure the PPG was representative of the practice population, ad hoc random registration forms were handed to patients arriving at the surgery for appointments by members of staff
- Promotion at a practice open day.

Practice Open Day

An open day was organised by the practice team on Saturday October 15th 2011. The open day was advertised and promoted in local pharmacies, businesses and the local radio. The objective of the open day was to;

- Enhance positive communication and engagement with patients
- Promote awareness and engagement of the practice PPG
- Promote patient health checks
- Enable patients to preview and receive training before the launch on the new practice website in November 2011
- Promote practice services and clinics,
- Promote the practice's carer accredited advice and support service, and an onsite advice worker from the local community services

Current Patient Demographics

Age	<5	5 –	15-25	25-35	35-45	45-55	55-65	65-75	75-85	>85	Totals
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Male	314	411	428	757	762	641	407	244	132	37	4133
Female	287	380	482	775	661	569	382	259	134	61	3996
Total	601	791	910	1532	1423	1210	789	503	266	104	8129

Analysis of ethnicity is more difficult to report as ethnicity data did not start to be collected in the practice until 2 years ago. However analysis of patients with ethnicity recorded revealed that of the 56.21% of patients who have their ethnic origin recorded in their notes, 48% of patients are British or Irish, 25% from other white backgrounds and 27% either from or with origins from India, Pakistan, Bangladesh or other Asian countries.

Annual PPG Meeting

The PPG annual general meeting (AGM) was held on the 8th of March 2012

The meeting was advertised using the same methods as above, excluding the open day Patients who had previously expressed an interest in joining the PPG were sent a person invitation to attend the meeting. Several patients were contacted to invite them to join the PPG and attend an annual general meeting, but they declined.

Demographics of the group;

Nine patients attended the AGM and seven of those members expressed an interest in joining and forming a patient representative sub group (PRG)

Seven patients gave their apologies but expressed an interest in joining the group as patient representatives.

At the AGM, the practice manager informed the group that the virtual number of patients who have joined the group currently stands at 16 but she was hopeful this number would continue to grow as the group became more established.

Those without email are still included and are communicated to through the post

Patient Participation Group Demographics

The Old Town Surgery PPG currently stands at 32 members in total.

14 patients have expressed joining the PPG as patient representatives.

18 patients wish to be virtual members

The demographics of the combined members of the virtual and PRG group are;

35-44		6
45-54		1
55-64		5
65-74		12
75-84		4
85+	1	

The group discussed how to seek engagement from younger and various ethnic groups and our harder to reach patient population who do not regularly access the practice services, and who may not be aware of the development of the group. The following suggestions were made;

- Advertise in local schools/playgroups
- Word of mouth
- Mail shot invitation to join group to 25% of patients under the age of 25
- Advertisement at local ethnic community centers

There were suggestions as to how the group could maintain a positive flow of communication between the patients, the practice, and the PPG virtual and representative members;

- Development of an Old Town Surgery PPG forum through the website
- Hold quarterly PPG meetings
- PPG group to contribute to practice newsletter

The minutes from the meeting are available from the surgery or to download from the practice website. Virtual and patient representative members of the PPG have also been sent minutes from the AGM.

Patient Survey and PPG discussions and suggestions

Prior to the patient improvement survey being conducted, patients were asked to submit suggestions for questions for the survey through the usual practice advertising and promotional methods as identified previously.

500 patient services questionnaires were completed by patients during the month of August 2011. The results were collated and a report was completed by the practice manager who met with the GP's and staff to discuss the results and identify actions as a result of the issues raised. The common suggestions for improvements are;

- More Urgent Appointments
- Later Evening/Saturday opening
- Shorten waiting times for routine appointments

The practice manager provided the group members at the PPG AGM with the results of the 2011 survey and copies of patients' comments and suggestions for improvements. The PPG group were asked for feedback so that priorities for discussion can be set for the next PPG meeting.

The following points have been raised so far;

1. A list of priorities for action and a development plan should be conducted
2. A suggestion box should be available in the surgery
3. Advertisements for patients to provide new reading material be placed in the waiting rooms and practice newsletter
4. Recruitment & development of new PPG members

Suggestions for questions received so far for patient questionnaire 2012

1. How satisfied are you with the parking facilities?
2. Would you like the surgery to open on Saturdays?

The questionnaire, patient's comments and suggestions for improvements, and patient services questionnaire results are available to view on the practice website and in the surgery waiting rooms.

There is a comment and suggestions facility on the website to enable patient feedback. All new PPG members are provided with a welcome pack that includes the survey results and a questionnaire to submit feedback.

The next PPG meeting will be held at Old Town Surgery on Thursday the 7th of June 2012