

Erimus Practice – Patient Participation Group (PPG) 2015

Once again we have tried to increase the size of the Patient Group, the Group continues to be advertised on the practice website, where patients can download a form or submit online. As with last year, we also invited any patient who lodged a complaint to join the group. The Group remains stable with a few new members to replace those that have moved away.

Profile

Are you	Male* 13	Female* 14
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* Please delete as appropriate

What is your age group	Under 16* = 0	16 – 24* = 2	25 – 34* = 3
	35 – 44* = 4	45 – 54* = 9	55 – 64* = 3
	65 – 74* = 6	75 – 84* = 1	Over 84* = 0

To help us ensure our contact list is representative of our local community, please indicate which of the following ethnic background you would most closely identify with

Please tick

White	British Group	22
	Irish	
Mixed	White & Black Caribbean	
	White & Black African	
	White & Asian	
Asian or Asian British	Indian	1
	Pakistani	4
	Bangladeshi	
Black or Black British	Caribbean	
	African	
Chinese or other ethnic group	Chinese	
	Any Other	

Building from last year:

- ❖ Seating – The torn seating has been repaired
- ❖ Leaflets – We have placed a copy of every leaflet in a folder, the patient will ask at Reception for the appropriate leaflet they require.

From the 2015 survey we determined the problem areas by percentage of satisfaction and comments made by patients.

When we looked at the statistics from the survey they were positive, with a high percentage of fair and good. The survey showed that 84% of all patients rating about the practice were good, very good or excellent.

Rationale for Questions

Communication

As in previous years we included telephone access as this form of contact continues to attract negative comments on the satisfaction survey.

We decided to continue to monitor how patients would like to be contacted for reviews. We thought this would have two advantages: firstly, a financial saving on postage and stationary, secondly that a personal contact by practice staff could result in fewer 'did not attend's'.

Development

In 2013/2014 we introduced on-line appointment booking, it was decided to investigate if the patients know about the option, as the appointments seem to be under used.

We continue to monitor the Nurse Practitioner who specialises in adults, as this role is still relatively new concept to patients. We decided to continue to monitor how the patients felt about this, along with the implementation of telephone consultation appointments.

In view of the continued poor response to the patient group we decided to see how the patients viewed what we feel is a valuable form of communication.

Opening Hours

We needed to ensure that our extended hours continued to meet the needs of the patients.

Patients have voiced concern regarding the availability of afternoon appointments. Since employing Salaried GPs, we have offered less afternoon appointments. We decided to monitor patients preference.

The proposed questionnaire was sent to the group. In view of the questions regarding the patient group, it was suggested that we offer the questionnaire to a sample of patients attending practice.

Results

200 questionnaires were circulated, only 85 were returned. This was disappointing, this may be because of the fact that we now have the Friends and Family questionnaires available. Results and a draft action plan were submitted to the group for consultation and comments.

The action plan was emailed to the PPG asking for their approval or objections to the proposed plan.

AGREED ACTION PLAN AFTER CONSULTATION WITH PPG

Results from the recent survey were circulated to PPG and the following action plan agreed

Communications

- ❖ This year only 35% of patient's preferred communication by telephone, with 29% preferring letter. This year we have used both telephone and letter to communication recalls, with improved response to telephone calls, We are going to continue to use both, if a patient expressed a preference we will note it on their records.
- ❖ Practice News Letter – 76% of patients answered this question, with a staggering 70% in favour of a newsletter. The newsletter will be reintroduced, start date in April, it will be made available on the practice website, I will of course email it to the Patient Participation Group.

Services

- ❖ Nurse Practitioner – Unfortunately the awareness of when to use the Nurse Practitioner has declined with only 54% of patients knowing when it is appropriate to see her.
A staggering 41% felt they were unsure what was appropriate. Obviously we need to devote more attention to promoting the Nurse Practitioner. This will be done by messages on the Jayex Board, and prescriptions, and the next newsletter. Flyers will be distributed around the practice and the Receptionist will try to promote her role while speaking to patient.
- ❖ 60% of the patients stated they did not know about the patient group but 32% stated that they would not participate in a group. Although we feel this result is disappointing the practice will continue to actively promote the group. If you know other patients who you feel could contribute to the group please ask them to contact the practice.
- ❖ On line appointments – 76% of patients were aware of the online booking option. This is becoming a popular option, we plan to offer more online appointments later in the year. Practice will continue to promote the online service again. To fulfil this promotion we will use messages on the Jayex board, prescriptions and flyers.

Opening Hours

- ❖ Extended Hours proved to be popular with 76% of patients, stating they are aware of the option, but with 9% stating they did not know about extended hours. In reality when talking to patients about extended hours, most people

confess to not being aware of the service. Practice will continue to promote the extended hour's service again. To fulfil this promotion we will use messages on the Jayex board, prescriptions and flyers.

Afternoon Appointments

- ❖ 29% prefer morning appointment, and 35% preferring Afternoon appointments we are currently discussing GP study sessions, and later this year we will have an increase in afternoon appointments