

# Patient Participation Group

## FEEDBACK ACTION PLAN – 2012/13

- PPG Survey # 2
- PPG Meetings: 14<sup>th</sup> August 2012  
2<sup>nd</sup> October 2012  
27<sup>th</sup> November 2012  
29<sup>th</sup> January 2012

### Foreword

Our PPG was established during the latter part of 2011, we have met on several occasions and the group has grown with a strong cohort of regular enthusiastic members and whilst not all members can attend the meetings, others make a contribution into the meetings via telephone, email, face to face communication.

Following on from our 2011/12 Survey and subsequent action plan I am pleased to be able to inform you of the outcomes of the 2011/12 plan and to be able to update you on the action plan for 2012/13.

### 2011/12 Action Plan - Update

**IT** – We have widely advertised the use of IT for accessing services within the practice, it seems more of you are ordering your repeat prescriptions on line and there has been an increase in the number of patients booking appointments on line. We have worked proactively to increase the mobile telephone numbers that we hold; this is so that we can contact you easily by text informing you of events such as flu Clinics and appointment notifications. This has proved to be very popular and has been improved dramatically with the implementation of our new clinical system.

Some patients have found it difficult changing their accounts over to the new system and for this we apologise; we have tried to make it as simple as possible by informing you well in advance of the changeover.

**Dental Issues:** Despite our best efforts we still have a large number of patients who try to access the practice for dental issues – There are posters around the surgery detailing how to access these services and we remind patients if they continue to have difficulty accessing a dentist they should contact PALS.

**Appointments:** We have had an increase in resources both within the nursing and doctor teams, hopefully you have found getting an appointment a lot easier – it would certainly

seem by the responses to the patient survey that your satisfaction in this area has improved. **Subsequent PPG meetings have suggested that obtaining an appointment is not an issue for the majority of members, however, this area is the most contentious area that we have to contend with and is the cause of the majority of complaints and dissatisfaction among patients – it was agreed that we would continue to monitor appointments through the survey for 2012/13.**

**Ear Irrigation:** Following on from our previous report, we do not seem to have had any further problems with accessing appointments for ear irrigation. I will keep an eye on this to ensure that the situation continues, if we envisage any problems we will endeavour to keep you informed at all times.

## **2012/13 PPG**

During 2012/13 we have had 4 very proactive meetings with lively useful discussion.

Patient representation - As seen from the most recent survey, whilst we have a long way to go, the practice continues to move closer to proportional representation of the practice demographic.

White British	56
White other	2
Asian	2
Other	1
Black Caribbean	2
Black African	1
Mixed white/black	1
Asian Bangladeshi	1
Irish	2

We promote the PPG by displaying posters in all the waiting rooms. All new patients are given a leaflet in their pack, on the website and face to face communication when appropriate. Details of meeting dates are displayed in prominent positions and sent via text and email to patients that have previously indicated an interest.

We would like more of our younger patients to become involved as we value their insight into the kind of services they would like to see within the surgery. This is particularly important as 15% of our patient list is aged between 16-25 years old. This view is supported by the results of the survey. Many of our patients are students at the university and we attend the Freshers Fair each year, we will make a point of promoting the PPG and encourage students to take an interest.

We have a mixture of patients with differing backgrounds, the majority of which are retired; we do however have several public sector workers, a teacher, a builder and a housewife. Some of our members are registered disabled and others are carers.

We are keen to recruit more members and if you are interested in joining the PPG please leave your details with reception and either Rachel or I will get in touch with you. There really is no commitment other than to attend the odd meeting if you can. We will always send you copies of the agenda or minutes of meetings via email, so that you can keep up to date even if you are unable to get to the meeting. We welcome your views and if you are unable to attend a meeting we will happily put your point onto the agenda so that it can be discussed at the next meeting.

## **The Survey**

- Feedback on the demographic of respondents
- Priorities for the Questionnaire 2012/13 comparisons to 2011/12
- Accessing appointments
- Nurse Appointment Availability
- Telephone Access
- On line Appointments
- Text Messaging

We have re-run the previous survey as we know that appointments are still the most important issue to patients and this view is very much supported by those attending the PPG group, who believe that this should remain a priority for the group. They wanted to know whether our actions had improved appointment availability.

Our most recent survey was completed using the following methods:

Email/text to prior respondents

Given to patients at reception

Posted link on face book page

We received 41 responses, some had missing data

We have yet to share the results of the latest survey with the PPG but these will be presented at our next meeting and any actions identified from that will be acted upon following agreement with the group.

Our first thoughts regarding the survey are that you are finding it relatively easy to get an appointment with the surgery. Satisfaction in this area has improved slightly which is encouraging.

It would appear from the latest survey that the ability to book ahead has improved and is more in line with 2010 activity, which is good.

It appears that less of you seem to have a preference for a particular doctor and more of you are finding it easier to make a routine appointment.

We note that more of you seem to like the use of text as a way of us contacting you

### **Future Priorities Identified:**

At the meeting of August 14<sup>th</sup> 2012, we reviewed the previous years priorities and the actions put in place to resolve the issues, the previous concerns were mainly centered around appointments and it was agreed that with the increase in resources this seemed to be much less of a problem now.

During the discussion it became apparent that whilst patients were happy with the service we offered and the range and accessibility of appointments, they were confused as to what sometimes was being offered. The practice has large posters advertising the extended opening hours and yet a few patients were still unaware that they could make an appointment on a Saturday morning with either a doctor or nurse.

Much discussion was had around individual understanding of the appointment system and the practice manager explained in detail how the appointments worked. We also talked about the fact that a large number of patients fail to attend appointments regularly, the group was most surprised about this and felt that perhaps we should make that more widely known to other patients.

The issue was raised, that when making an appointment, patients are often asked "what is the problem"; some members said that they felt uncomfortable about this as they didn't understand why a receptionist would ask such a thing. The practice manager explained that when asked this question the receptionist only wants the briefest of detail so that they can know who is the best person to make the appointment with, if for example you have an ongoing condition then it is always best for continuity of care if you see the same doctor where possible but if it is for a sore throat, its not so important. . Doctors ask reception to obtain the briefest of details so that they are made aware if there is an urgent condition that needs to be prioritised above other patients. Once explained the group felt that they had a better understanding of this and suggested that we review the script given to patients when making an appointment.

A PPG members daughter raised the issue that she thought there ought to be more alcohol hand dispensers within the surgery to reduce the risk of cross infection. The practice has always provided hand sanitizers on the front desk for use by patients – we think that perhaps these had run out on the day the comment was made.

### **Agreed Priorities for 2012/13**

1. Display monthly figures for DNA's
2. Change the 'script' when asking the patient reason for their appointment

3. Display more prominent posters advertising Saturday opening times
4. Ensure alcohol dispensers are always available for patient use

We reported back to the group at the November meeting that with the aid of our new clinical system we are now able to display the number of **Do Not Attend patients** – this will assist us in educating patients on the importance of either attending or cancelling appointments so as not to waste precious resources.

**Script** - Receptionists are encouraged to be more open as to why they ask patients for information regarding their appointment – this seems to be working better, there is still more work to be done.

We have posters regarding opening times by the front and back door, so that patients are able to clearly see when they can book appointments, our **Saturday morning surgeries** are always full, so if you need an appointment for Saturday make sure you ring early.

**Alcohol dispensers** – we aim to keep these available at all times for the use of patients, they will be on the front desk. We have tried to leave them in waiting rooms but found that they were stolen.

**Results of survey 2012/13** – We note from the survey that you have indicated that you like to book appointments between 10am and 12am as a preference – we will take this to the next meeting to discuss if we should include this as a priority for review.

Practice opening times are available on the website, NHS choices, practice leaflet and advertised within the surgery:

Monday – Friday 8am – 6:30pm

Saturday 8:00am – 1pm book ahead appointments only. Between 9am and 12:00pm you can register, pick up prescriptions, letters etc and make appointments.

Throughout the year we have discussed a number of issues that have been raised by members of the PPG as well as the 4 priorities identified at the August meeting, these priorities will be added to our 2013 survey for us to determine if an improvement has been made. An example of these discussions include:

Booking appointments with usual doctor and continuity of care – minutes 2<sup>nd</sup> October

Décor & General Appearance of health centre – 2<sup>nd</sup> October

New clinical system – 2<sup>nd</sup> October

Repeat prescription services – 27<sup>th</sup> November

Refurbishment of some areas – 27<sup>th</sup> November

Problem with text messaging identified – 29<sup>th</sup> January

Temporary resident feedback, what went well – 29<sup>th</sup> January

Significant events – how these are handled in practice – 29<sup>th</sup> January

All minutes can be found on the PPG section of the website.

## **2013/14 – Action Plan**

New Priorities for the forthcoming financial year will be agreed at the next meeting, these will be added to those previously identified and agreed to ensure continuous improvement.

If you are interested in the topics detailed above or feel that you would like to have some input into the service we provide, please come and join us.

