

DR AKBAR SURGERY

PATIENT PARTICIPATION GROUP REPORT 2014

At the surgery we have a patient participation group who meet at regular intervals. This group was set up to give patients a voice on how the surgery will provide services now and in the future. We hoped that we would get patients to come on a regular basis and become involved in a positive manner so that they could get more of an idea of how the surgery runs and what goes on behind the reception desk in order that they could see and be more understanding as to what work needs to be done on a day to day basis to keep the surgery able to offer a high standard of health care.

Since the 1st October 2013 we have had 4 meetings, unfortunately the attendances at these meetings has been very low, only 2 patients attended the first meeting. As a result of this low turnout it was decided to merge our Patient Participation Group meetings with the neighbouring practice of Dr Malik who had also been unable to attract many patients to attend. The practices are of a similar size.

The overall attendance at the 4 meetings was 7 patients, 4 female and 2 male between the ages of 22 and 74, from a range of ethnic backgrounds including India, Pakistani and White British. The range of medical conditions suffered by these patients was varied such as Diabetes, Asthmatics and urinary conditions. We had a few patients who did not want to attend the meetings but had asked for minutes to be sent to them. Minutes of all the meetings are held on file and are available for any patient upon request.

How we try to get people involved in our Patient Participation Group.

We advertised in surgery via notice boards, Electronic Jayex board, surgery newsletter and during conversations with patients.

An information sheet was produced which patients could take which explained to them the purpose of the group and outlined what we hoped to achieve; it also gave them some ideas on how they could help.

We made all our staff including Community Matrons, District Nurses, Practice Pharmacist, school nurses and health Visitors aware of the meetings and asked them to spread the word to any patients that they came into contact with during the course of their working day.

We contacted carers of housebound patients with details of how they could become involved.

We change the days and times of the meetings to accommodate a wider range of patients and both morning and evening meetings have taken place.

Notices are up in Reception inviting patients to ask about our PPG and encouraging them to become involved.

Our main source is the staff themselves speaking to patients whenever the opportunity arises especially when there is a meeting due to be held.

Process to determine and agree priority issues to include in the local practice survey

As we did not have many regular attendees at the meetings it was difficult to get an all round patient view by just using the PPG members, therefore it was decided to compile a practice questionnaire. We hoped that by doing this we could also encourage people to become involved with the PPG at a later date. We gave out the questionnaires to patients to complete and offered to help to complete it. The results were collated by the Practice Manager and the results have been published on the practice website. The results were discussed at the PPG meeting and Practice Staff had a chance to discuss these findings at the Practice meeting.

How Patients views were sought

We used a General Practice Questionnaire which included a wide range of questions this was given out to patients who attended appointments at the surgery over a period of a month. This enabled us to get as many responses as possible and from all patients at the practice.

Patients are also encouraged to give feedback to the surgery every day. We have a post box next to reception for Prescriptions, Compliments, Complaints and Comments. The Practice Manager is always available to speak to patients regarding any issues they may have concerning the surgery.

How were the patient group given the chance to discuss the findings of the local patient survey?

The practice manager contacted the members of the group to discuss the findings with them. A notice was put up in reception advising patients that a

copy of the survey findings were available on request. The results of the survey will be discussed at the next PPG and comments invited.

Survey Findings:

The results of the patient Questionnaire have been made available on the Practice website and can be accessed via the below link:

<http://www.drakbarsurgery.co.uk/2014survey.pdf>

Main area of concern was availability of appointments which is always of concern to patients. Each PPG agenda has had this on in some form or other. Being able to get through to the surgery at busy times was also mentioned. The buildings facilities (decoration etc) came in for some negative responses. Missed appointments were of concern and what action the Practice was taking to reduce them. Not all feedback was negative; reception staff were praised for their courteous and caring manner in which they dealt with patients and our Clinical staff scored highly.

Agreed Priorities:

- 1) *More appointments to be made available.*

Agreed Action Plan

We have started to offer Open Access clinics on a Monday and Friday morning; if a patient has a problem that cannot wait until the next bookable appointment then they are able to ring on a Monday or Friday morning and be given a time to come and see Doctor. This is already helping to ease the pressure on reception staff as they have something to offer patients.

- 2) *Practice DNA (Did Not Attend) policy to be enforced (wasted appointments could ease the pressure considerably)*

Agreed Action Plan

SMS text service to be introduced by the practice.

Notices up in surgery advising patients of number of missed appointments; this is having a positive effect by highlighting the problem that missed appointment can cause General Practice.

- 3) *Reduce waiting time at Reception and on the phone*

Agreed Action Plan

Staff rotas to be reviewed to see where staff could be better utilised so that patients are not having too long a wait before being dealt with, (new member of afternoon staff already in place so that more HCA appointments can be offered).

- 4) *Raise awareness of services available and how access to them*

Agreed Action Plan

Provide patient education around self-care, (awareness of services available other than GP surgery). This is to be achieved in the following ways;

We have a designated notice board which is only to be used to supply information on self-help for minor ailments.

Self-help portal to be added to website and link to NHS choices.

Pharmacy First - to promote and educate patients on the facility now offered. It is hoped that this new service will prevent patients booking unnecessary appointments. Reception staff to roll out this service where applicable.

Getting the message out

We currently publish our Practice Newsletter quarterly and this is to be reviewed so that it is available more frequently, perhaps every 6 weeks.

Posters are now in place around the surgery promoting the PPG.

The Practice now has a website which is accessible to patients and in time this medium will provide important updates, advice, appointment opportunities and a prescription ordering service.

Final Comments:

Even though the number of patients attending the meetings was disappointing, the process was valuable. One member of the group has already been into surgery to help with the patient notice board, she is hoping to come in at regular intervals and amend the notices. She is hoping to arrange her themes around national NHS weeks such as Heart disease or Diabetes weeks. The Practice Manager is looking to involve more practice staff in the PPG. She is going to invite different members of the practice Team to attend and give a brief description of their role and their responsibilities within the practice; keep an eye on the Practice notice board and website for details. The introduction of a surgery website will increase our footprint within the community and improve communication. Even though the turnout to meetings has not been very high, the Practice realises their potential and is keen to promote them over the next 12 months in the hope that more patients will see its benefit and join.