

PPG – REPORT ON THE FIFTH YEAR OF DELIVERY OF A PATIENT PARTICIPATION GROUP

22nd March 2016

REPORT ON THE FIFTH YEAR OF DELIVERY OF A PATIENT PARTICIPATION GROUP: THE GROVE MEDICAL GROUP

Introduction

The Grove Medical Group have been unable to conduct its annual general meeting within the Financial Year, but are due to complete this in early April 2016.

The CQC inspectors report was received and has been published on the Practice website – the Practice was rated overall as GOOD.

Follow up from Last report

Telephone access

The Practice has long been aware of the prolonged telephone waiting times and weekly telephone surveys have suggested they can be anything from 20 seconds to 11 minutes and longer at peak times.

After much discussion at Partnership level, it was agreed that the Practice would purchase a new telephone system at a cost of £15,000. This was installed towards the middle of the reporting year and, together with changing the way test results were delivered, by encouraging patients not to phone the Practice, has proved extremely successful for patients and staff alike.

Improving patient participation group representation across the Practice.

The PPG elected to focus on raising patient awareness of the PPG by attempting to reach a wider group of patients through a number of means. These included patient surveys (which were randomly distributed to over 500 patients during the reporting year in the Practice) and letter drops. Recent changes to the way in which the Reception area had been remodeled were included in information sent to patients contained within routine letters and invitations to attend the flu clinics and it was felt that these means would assist in raising and maintaining awareness of the importance of Patient participation in the delivery of primary care services.

The actions taken to address this priority included patient surveys and the provision of a much larger news board in the Practice to display information about the PPG and its work. In addition to this, information on the PPG had been published in the Practice newsletter and on the Practice website.

One of the more successful elements has been the active encouragement and awareness raising by Judith Burdus in the Waiting area on designated days. This has led to the direct recruitment a further members to the PPG.

It has still proved difficult to recruit membership from a broader representation of the patients of the practice. This will be a continuing goal for the PPG

Improving membership awareness of clinical priorities in the Practice.

This has been positively received by PPG members, and has led to an increased understanding of the challenges facing Primary Care. There has been a continuous drive to seek patient's perceptions of the Practice in order to promote a greater understanding of the Health economy and some of the decisions which are required to be met in order to deliver the most comprehensive service in the Practice.

Agreement on Action Plan

The PPG agreed an action plan with the Practice covering three significant areas:

1. Continue to raise awareness of the PPG and encourage broader membership.
2. Improve disabled access into the building.
3. The overarching aim of the Patient Participation Group (PPG) remains to obtain the views of patients and carers of the services we offer at the Practice and to give patients a forum to explore ideas and opportunities to improve those services.

Survey of Patients

The practice conducted a patient survey asking over 500 patients to complete a questionnaire in order to ensure that there was appropriate representation and that the voice and opinion of those using the services was being heard. The questions were based around contact, consultation, understanding of the new health and social care bill and areas in which they practice may need to make improvements.

The results of the survey will be shared with the group at the forthcoming AGM in April 2016.

CONCLUSION

The Practice survey will shortly be published on the Practice website, as well as Minutes of the PPG meetings.

The Practice will continue to engage with the PPG and look at ways in which communication can be improved. Membership of the PPG has increased and there appears to be a good momentum for continuing improvements.

The most tangible way in which the PPG has effected change can be seen in the new reception area – which has demonstrated that the Practice is listening to its patients views and responding to them.

If you would like to join the PPG please contact the Chair person John Smith on johna.smith@dsl.pipex.com . If you have any further questions about the PPG and would like to address these directly to the practice please contact the Practice Manager, or in his absence the Admin Lead Claire Atkinson.

CJ TOWNEND RRC

Manager

The Grove Medical Group