

# Hoveton & Wroxham Medical Centre



## Patient Participation Group Report 2014/15

2014 saw renewed growth in our Patient Participation Group, following an extensive recruitment campaign, the split of the gender mix vs the practice demographic are the following:

%	Male	Female
Practice Demographic	49%	51%
PPG/PRG	62%	38%

Details of the age mix of practice population and PPG

%	<16	17-24	25-34	35-44	45-54	55-64	65-74	>75
Practice	13%	6%	7%	10%	13%	16%	18%	17%
PPG/PRG	0	0	0	6%	13%	19%	50%	13%

Detail of ethnic background of your practice population and PPG

%	British	Irish	Gypsy/Irish traveller	Other White	White & black Caribbean	White & black African	White & Asian	Other mixed
Practice/(PPG)	93.5% (100%)	1%	0	1%	0.5%	0	0.5%	0.5%
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black
Practice	0.5%	0.5%	0.5%	1%	0	0	0	0
	Arab	Any other						
Practice	0	0.5%						

We currently have 16 regular members who attend meetings every quarter. Our recruitment continues, and we are requesting that we would like to hear from parents, younger adults, patients whose first language is not English, patients with special needs and other lifestyles that may put them in a seldom heard group.

1.

We are delighted that this year we have had such an influx of new members who are very enthusiastic, adding to our already valuable but depleted PPG. We are very keen to engage our younger population and have recently had a meeting with the local high school parliament, that have come up with a number of excellent ideas that we will work on in the coming year.

We have a demographic with a large number of patients suffering from chronic illnesses and we are fortunate that at least two of PPG members can relate to these groups from first-hand experience. We also have a member of the group who does not have full mobility who is able to represent the needs of our wider demographic.

2.

Throughout 2014/15 we have received feedback from various sources including:

- A PPG presence in reception
- Friends and Family Test
- Comments and Suggestion box on the reception desk
- 2014 patient survey

The results of these methods of feedback are discussed at PPG meeting on a quarterly basis.

3.

Following a brain storming session with members of the new group a number of priority areas were highlighted:

#### **Priority area 1**

##### **Maximising available appointments with tackling the number of patients that do not attend (DNA) for appointment**

The practice was becoming increasingly aware of the growing DNA trend, some weeks the surgery was losing 50 appointments a week to patients not attending (and in many cases wanting to re-book). The PPG felt that this was an untenable situation, given the already stretched resources, shared by all practices.

With the PPG's support, the surgery's reception team and management felt empowered to turn on the SMS reminder texting service (with a three month preliminary period in which we asked patients to update their phone numbers). The surgery also writes to patients, who have no extenuating circumstances when they have missed more than one appointment in as many months.

This action has cut the amount of patients who DNA appointments dramatically, we currently lose around 12-17 appointments per week.

#### **Priority area 2**

##### **Patient information sessions**

Leading on from the popularity of the men's health and women's health evenings held in 2013, the PPG wanted to expand on this area.

The surgery staff and PPG member canvassed the opinion of patients about a range of topics that we could present information sessions on. This year we also arranged for our PPG members to have professional name badges, similar to the ones worn by the surgery team, so that they felt able to sensitively approach patients with confidence.

The questionnaires brought back a favourable response towards an Alzheimer's and Dementia information day, which we held in March, an information table in reception, with a member of the a local charitable trust that supports the care of patients with these conditions, and then a well-attended (24 people) carer's workshop in the afternoon with the Alzheimer's Disease Society. The afternoon was well received and leading on from this we have the offer from the local charitable trust to help facilitate a regular carers group, which is something the surgery is very keen to take part in.

Unfortunately the childhood asthma session which we were to hold in late August, did not get the response from parents we were hoping, due to the timing over the summer holiday, so had to be postponed we hope to do this session later this year, before we get into the winter months.

For both of these sessions, we wrote to patients who we knew, from our clinical system had their lives touched by these conditions.

#### **Priority area 3**

##### **Involve our younger patients**

The PPG are acutely aware that what they might think is attractive to younger patients, may not be! So in March a member of the PPG and a member of the surgery's management team had an illuminating meeting with the local high school's pupil parliament. We are in the process of drafting a questionnaire about the issues that concern our younger patients with a view that there will be an area on our website for our younger patients, signposting to bona fide support and information, whilst also making them aware of their rights and how to get in touch with us.

An invitation to teachers, who are also patients of the surgery, was also formally extended to join the PPG.

#### **Priority area 4**

##### **Getting more patients to benefit from our on line services**

Those members of the PPG who use our online services find them very useful, and felt that it might be the lack of available support that holds, less IT confident, patients back from getting the benefits from registering for our on line services.

One of our PPG members has written a very patient/user friendly power point which explains how to use Systmonline, which can either be sent to patients or be used as part of a training session for a small group of new users. The PPG members who use the system have extended the invitation to new users who might be some support to run either one-to-one or small sessions in the surgery, where there is a suite of computers that can be used for training.

Once the patients get over any apprehension they may have, most find it hugely beneficial and easy to use, to the extent we have patients phone to double check they have actually made an appointment because it is so user friendly! The repeat prescription ordering is also much easier through Systmonline as it links directly into the patients' notes, rather than the webpage link.

In the following months we will be targeting the patients who are using the webpage link to see if we can encourage them to use Systmonline.

#### **Progress on 2014**

The Group are pleased to be affiliated to NAPP and find their publications and guidance useful.

Since the action plan of 2014 we have:

Promoted the role of the PPG and had a recruitment drive, which will continue into 2015. Although we have not made a sub working group for our younger patients, from this report you will see we are making efforts to engage them in a structured manner and the answers we get from the high school pupils will guide the work we do in 2015.

An audit of appointments was undertaken in August 2014, at the time it was felt no changes needed to be made to the current appointment structure. However, we have encountered problems this year with requested GP availability due to a sabbatical and sadly a partner's ill health.

As a practice we have signed up to the named GP scheme for over 75s and maintain this. We also have updated our website we GP availability and now have sessions to book on line.

We appreciate that there may be changes following the general election regarding opening times, and we await to be instructed with interest. However, we continue to offer early morning phlebotomy sessions.

Our staff have completed a wide number of training courses this year to enhance the patient experience, and this is part of their ongoing training and development.

The on line dispensary requests have grown, and continue to do so month on month and we hope that the support that the PPG can offer will encourage patients more.

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*31<sup>st</sup> March 2015*