

WALNUT TREE PRACTICE **PATIENT PARTICIPATION GROUP**

ANNUAL REPORT TO 31ST MARCH 2015

During the NHS financial year to 31st March 2012 Walnut Tree Practice established a Patient Participation Group jointly with Acorn Practice and known as May Lane Surgery PPG, and carried out its first May Lane Surgery PPG Survey of patients views. The PPG group has continued to grow its membership over the past 3 years from interested patients joining the group and we have established a 'virtual' PPG as well - contacted by email.

Both practices share the same surgery premises at May Lane and would have some common issues, although it is also appreciated that patients views and priorities may differ between each practice, and so when a survey is carried out a separate patient survey is organised for each practice to ensure the survey reflected differing patients views on the service provided by each practice.

After a period where the PPG carried out an annual survey in the last 3 years it was decided not to undertake a survey in 2014/2015 year. In addition with the introduction of a monthly 'Friends and Family' survey by the NHS within each GP practice in January 2015 it was felt that patients would be 'surveyed out!'

Structure of the PPG

The aim was to develop a structure that both reflected and gained the views of its registered patients and enabled the practice to obtain feedback from a representative cross-section of the practice as far as possible. The following was taken into consideration:-

- Profile of people by age, sex and ethnicity.
- Practice attempt to make PPG as representative as possible.
- Consideration for a face-to-face group and/or a virtual group

Agree Areas of Priority with PPG

The PPG Group has continued to grow over the past 12 months and has become an established mechanism for the practice to be more aware of patients views about health services locally. The PPG Group undertook a third annual survey March 2014 and identified the following action points:-

Last years Agreed Action points were:-

1. Improve the uptake of booking GP appointments by internet – target 7%.
2. Encourage the use of telephone consultations with clinicians to relieve pressure on GP appointments.
3. Review Waiting Times from appointment time to being called in for appointment to identify progress over the prior year

Progress on Previous year with PPG and Practice Interaction

Year 1 - This was the first year of creation and as a result the PPG undertook its first Patient Survey which was based on questions raised in general about practice services and prior questions asked in CFEP surveys were used as a basis for starting. Items identified as priorities for action were:-

- **A review of the practice telephone system to improve answering during peak times.**

- Increase awareness of booking appointments on-line and increase the percentage of patients using Emis Access On-line.
- Increase the awareness amongst patients of the use of telephone consultations.

Year 2 – Items for action prioritised as:-

- Advertise the availability of Extended Hours Service on a Monday evening for working patients
- Extend on-line booking availability to more clinicians clinics and thus make more on-line appointments available.
- Provide additional slots for telephone consultations in clinics.
- Installation of new telephone system to ease answering of phones during busy periods 8.30-9.00am.

Year 3 – Items for action prioritised as:-

- Receptionists to continue to promote telephone appointments to patients
- More information provided to patients about the administrative process for urine samples – May Lane Messenger article.
- Increase the percentage of patients registered for on-line services such as appointment booking and repeat prescriptions.

We have made the following progress:-

1. Installation and implementation of a new telephone system improving telephone access with improvements recognised in PPG Survey.
2. Increase the percentage of patients registered to use Emis Access On-Line appointment booking from original 3% level in 2011/12 to current 7% level March 2015.
3. All clinicians and registrars clinics now have an Increased number of telephone consultations appointments available and an increased number of On-Line booking appointments available.
4. Extended Hours usage has increased.