

Erimus Practice – Patient Participation Group (PPG) 2016

Once again we have tried to increase the size of the Patient Group, the Group continues to be advertised on the practice website, where patients can download a form or submit online. As with last year, we also invited any patient who lodged a complaint to join the group. The Group remains stable with a few new members to replace those that have moved away.

Profile

Are you	Male* 13	Female* 14
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* Please delete as appropriate

What is your age group	Under 16* = 0	16 – 24* = 2	25 – 34* = 3
	35 – 44* = 4	45 – 54* = 9	55 – 64* = 3
	65 – 74* = 6	75 – 84* = 1	Over 84* = 0

To help us ensure our contact list is representative of our local community, please indicate which of the following ethnic background you would most closely identify with

Please tick

White	British Group	22
	Irish	
Mixed	White & Black Caribbean	
	White & Black African	
	White & Asian	
Asian or Asian British	Indian	1
	Pakistani	4
	Bangladeshi	
Black or Black British	Caribbean	
	African	
Chinese or other ethnic group	Chinese	
	Any Other	

Building from last year:

- ❖ Seating –Once again we have been subject to vandalism within the practice, during the summer of 2015 we had seven seats slashed, some of them badly damaged, obviously this resulted in the practice having to have them repaired.
- ❖ Music – If you have been into the practice since May 2015, you may have noticed that after an absence of several years, we have had the music in the waiting room restored.

When we looked at the statistics from the survey they were positive, with a high percentage of fair and good. The survey showed that 84% of all patients rating about the practice were good, very good or excellent.

Rationale for Questions

Communication

As in previous years we included telephone access as this form of contact continues to attract negative comments on the satisfaction survey.

We decided to continue to monitor how patients would like to be contacted for reviews. We thought this would have two advantages: firstly, a financial saving on postage and stationary, secondly that a personal contact by practice staff could result in fewer 'did not attend's'.

Development

In 2013/2014 we introduced on-line appointment booking, as last year the on line appointments were being under used, we advertised more widely, we decided to continue to monitor the option.

As you may be aware our Nurse Practitioner left use in Sept 15, as she wanted to move to a practice nearer to her home. We decided to continue to monitor the Nurse Practitioner appointments to monitor how the patients felt about this, along with the availability of telephone consultation appointments, which was a new addition last year.

In view of the continued poor response to the patient group we decided to see how the patients viewed what we feel is a valuable form of communication, while hoping to interest potential new members.

Opening Hours

We needed to ensure that our extended hours continued to meet the needs of the patients.

As last year patients have voiced concern regarding the availability of afternoon appointments; we decided to monitor patient's preference.

The proposed questionnaire was sent to the group. In view of the questions regarding the patient group, it was suggested that we offer the questionnaire to a sample of patients attending practice.

Results

We circulated 300 questionnaires this year, the response was much improved with 225 were returned. Results and a draft action plan were submitted to the group for consultation and comments.

The action plan was emailed to the PPG asking for their approval or objections to the proposed plan.

AGREED ACTION PLAN AFTER CONSULTATION WITH PPG

Results from the recent survey were circulated to PPG and the following action plan agreed

Communications

- ❖ This year only 58% of patient's preferred communication by telephone, with 36% preferring letter. During the past 12 months we have contacted patients by telephone for chronic disease management rather than send a letter, we are disappointed with the response to telephone calls, this has led to a poor take up of disease monitoring, therefore despite the preferred contact being the telephone, we are going to revert to letters for disease management for the next 12 months.
- ❖ Practice News Letter – 79% of patients answered this question, with a staggering 76% in favour of a newsletter. I seem to promise this every year, but we will reintroduce the newsletter this year. This task will be taken over by one of the new receptionists, as she states she likes to produce this type of document. It will be made available on the practice website; I will of course email it to the Patient Participation Group.

Services

- ❖ Nurse Practitioner – Once again the awareness of when to use the Nurse Practitioner continues to be low with only 59% of patients knowing when it is appropriate to see her, this has risen slightly from last year.

This year 31% felt they were unsure what was appropriate, again this is a slight improvement on last year. We will continue to devote more attention to promoting the Nurse Practitioner. This will be done by messages on the Jayex Board, and prescriptions, and the next newsletter. Flyers will be distributed around the practice and the Receptionist will try to promote the Nurse Practitioner role while speaking to patient.

- ❖ 54% of the patients stated they did not know about the patient group but 41% stated that they would not participate in a group. Again we are disappointed with result but we will continue to actively promote the group using the jayex board, we will try a display on the notice board. If you know other patients who you feel could contribute to the group please ask them to contact the practice.
- ❖ On line appointments – 82% of patients were aware of the online booking option. This has now become a very popular option; we have increased the number of appointments available online. Practice will continue to promote the online service again. To fulfil this promotion we will use messages on the Jayex board, prescriptions and flyers.

Opening Hours

- ❖ Extended Hours proved to be popular with 79% of patients, stating they are aware of the option, but with 7% stating they did not know about extended hours. Practice will continue to promote the extended hour's service. To fulfil this promotion we will use messages on the Jayex board, prescriptions and flyers.

Afternoon Appointments

- ❖ We constantly monitor the appointment situation; the audit continues to show that the preference for appointment is on an afternoon.
- ❖ Repeat Prescriptions - this was not on the questionnaire which was circulated however, during the course of the past 12 months, we introduced the option to have your prescription digitally signed and sent electronically to a chemist of your choice. The interest in this service has been slow, we are going to try to expand its use this year with a advertising campaign using the Jayex board, notice board display, it is already on the website.

Staff Satisfaction

1. How helpful do you generally find the Reception staff?	Very 179 = 79%	Fairly 37 = 16%	Not very 0	Not at all
2. How helpful do you generally find the Nursing Staff?	Very 179 = 79%	Fairly 37 = 16%	Not very 0	Not at all
3. How helpful do you generally find the Doctors	Very 148 = 65%	Fairly 33 = 14%	Not very 6 = 2.6%	Not at all