

# Patient Participation Group

## FEEDBACK AND LATEST ACTION PLAN

- PPG Meeting: Wednesday 27<sup>th</sup> November 2013 – 5pm

Apologies to 2 group members who had been given the wrong start time for the PPG meeting. And thank you to all members for attending.

### Current issues discussed

The group discussed the minutes from the last meeting, and the progress of the three action plans identified.

- **Prominent advertising**
- **TV screen for waiting room**
- **Signage in multiple languages directing patients to ground floor and first floor waiting areas.**

As suggested at the previous PPG, the practice has utilised the windows at street level to display posters with current health campaigns. There is also a large vinyl banner promoting the influenza campaign above the entrance of the health centre. The group agreed that the location of the banner and posters were in the most prominent and beneficial position.

An appropriate TV screen is currently being sourced and the practice is optimistic that this will be in place during the early part of the New Year.

The signage is in the process of being completed and will be displayed in the practice in the New Year.

### Appointment System

A member of the PPG informed the practice that his wife recently had difficulty booking an appointment. The request was for an appointment with a specific doctor within 24/48hrs. The receptionist taking the call had informed the patient that there were no appointments available to book ahead at that point in time, but indicated to the patient, if they were to call back the next day an appointment may be available. The frustration was that if the receptionist knew there was an appointment available why couldn't it be booked as there would be no guarantee that the appointment would still be there when the patient called back the next day.

Due to sickness the availability of appointments had been reduced during that particular week. It had been necessary to hold and release a certain amount

of appointments at timed intervals, this was essential to manage on-the-day needs. It was agreed that the receptionist handling the call should not have given the impression that appointments would be available the next day if the patient were to phone back. The appointments were held for urgent on-the-day patient needs and were not for routine bookings. It was agreed by all members that as far as the patient was concerned there were no appointments available and to indicate otherwise was actually incorrect. Much frustration is caused when patients are given mixed messages.

Because during previous PPG meetings the application of the appointment system had been discussed, and explained at length, the group could appreciate the complex nature of the system and could identify where it had not been implemented correctly. Information given to patients by all staff must be consistent with practice policy.

### **Immunisation and screening uptake**

The influenza campaign is into the second month. The practice held two Saturday morning walk-in flu clinics, one in October, and one in November which were well attended; however, there are still a large group of at risk patients to be vaccinated. The practice continues to identify and encourage patients to attend for their vaccination using various methods of communication, these include; telephone invites, opportunistic vaccinations, walk-in clinics, email, text message, facebook, posters, and letters. The practice also routinely carries out home visits to administer vaccinations, and chronic disease monitoring for housebound patients.

The group could not identify any better or additional ways to communicate with the target group. What was identified was the importance of listening to patients when offering vaccinations or screening, and reasons for not booking. Many patients think they have to attend for vaccinations and screening, although the practice will always encourage and educate patients regarding the importance of vaccinations, screening and health checks the patient does have a choice and this includes declining. One gentleman who was opportunistically offered a flu vaccination did not realise he had the choice to decline.

### **Health Watch UK**

A brief explanation of the advocacy service that is available to patients through Health Watch Uk. A representative from the organisation will be invited to attend the next PPG meeting.

## **Inner City problems in Ipswich Town**

Although Ipswich Town is small, the centre has similar problems with alcohol and drug abuse as an inner city with a very transient population. The services and support currently available does not necessarily reflect the diversity of the patient list that the town centre practices have. It was the view of the group that Ipswich town centre practices should be compared to that of an inner city practice instead of practices within the demographic area.

## **Patient Group Workshops**

The practice is currently looking to form a support group for patients who live with a chronic disease such as diabetes. The purpose of the group is to offer support, guidance and to share experiences of living with a chronic disease. A PPG member explained that he had lived with diabetes for many years, and enjoys a full and active life. This conversation could be extremely beneficial and encouraging for a patient with a new diagnosis of diabetes. The group would be supported by a doctor or nurse but would essentially run itself. It was thought that there would be 2 disease areas covered and each group would meet monthly.

## **Cancellation of appointments**

When it is necessary for the practice to cancel a patient appointment due to a member of staff being off for illness etc, all telephone numbers recorded for that patient should be tried.

## **Action Plan for 2013/14**

1. Prominent advertising of services at the front of the premises to help raise the awareness to patients of current health campaigns, e.g. flu and shingles vaccinations.
2. TV Screen for waiting room which can be managed internally to promote services.
3. Signs for ground floor and first floor in multiple languages to help address the confusion of ground floor and first floor.