

## **Patient Reference Group**

### **Main Members:**

**The Burnham Surgery reference group has 51 members, 2 had left since last year and an additional 9 members joined this year**

### **Practice Representatives:**

**Liz Mackenzie, Practice Manager (LM), Bob Spence (BS) (Administrator)**

### **Core Group members of the Patient Reference Group:**

**Alan Brown (AB), Maureen Cousins (MC), Dan Hollis (DH), John Phillips (JP), David Price (DP), Christine Stevens (CS), Graeme Potter (GP)**

### **Introduction:**

Burnham Surgery has had a Patient Participation Group in existence for over 20 years. Three of the core members of the current group (MC,CS and DP) have been with the group for approximately 14 years. Throughout that time they have represented the surgery at various Health Authority meeting and locality meetings when input was required regarding changes to services in the area. They have also been responsible for a number of years for distributing the annual patients' survey to patients in the practice. Their support and input throughout the years is much appreciated and continues to be invaluable.

In September 2013 Maria Stripe resigned her position as practice manager and Liz Mackenzie, who had worked previously as practice manager, took over this role.

The Group continue to meet and much work has been done during the course of the year to improve services to patients including, Saturday opening hours, introduction of on-line booking, the provision of a text messaging system to remind patients of appointments, improved communication and a patient survey.

### **Patient Information Screen in Waiting Room.**

A tremendous effort has been made to bring this project to fruition this year and it has been a resounding success.

The practice did research the screens offered by companies to hospitals, clinics and surgeries but decided to produce our own as we would have 100% control on the healthcare advice shown.

A Smart 40" LED TV combined with a powerful Lenovo processor provides our patients with valuable information regarding health issues as well as information relating to the practice.

## **BURNHAM SURGERY LOCAL PATIENT PARTICIPATION REPORT AND SURVEY RESULTS FOR 2014**

The information runs on a loop which is updated whenever a change of information is necessary.

It is a powerful tool in imparting patient information and Burnham Surgery is delighted with the result.

Many patients have complimented staff on this screen which gives information via Microsoft Powerpoint presentations which have been set up to show our practice information leaflet, Website information, information regarding surgery issues which may be currently running in the practice, ie. Flu clinics, shingles vaccinations for the elderly, Diabetic retinopathy service etc.

A good example was our CQC visit last month when, in spite of short notice, we were able to inform patients in the surgery of details of the visit, the purpose of the visit and what would be happening. On the day of the actual visit those patients in the waiting room were made aware that an Inspector would be questioning them on services and staff and the purpose of the visit. We were also able to thank patients and notify them of the successful result.

Similarly, the patients were made aware in November that the Diabetic Retinopathy Service would be available in the practice for 6 weeks January – February. This information was displayed daily.

### **Recruitment of members to PPG.**

Christine Stevens reported that she had liaised with Ormiston school to try and recruit the under 18's to the Patients Reference Group with no success. It was suggested that pressure of exams, homework and sporting and other activities may be the reason for this lack of interest.

However, ensuring that all newly registered patients received information of the patient reference group and how to join when they attend their health check with the Healthcare assistant has been successful with the number of patients increasing markedly from last year. Two updates were placed in the Burnham Review, one by Maria Stripe and one by Dr John Phillips but there was a negative response from patients. It was decided that a prominent, intermittent message be put on the patient information screen in the waiting room to see if this produced more interest.

### **Consulting Hours**

In response to patient requests for Saturday morning surgeries, the partners decided to provide this service which commenced in December 2013 and has proved popular with patients. The positive input from PPG regarding this was much appreciated. This has resulted in an increase of 5 hours of Doctor / Nurse appointments available.

## **BURNHAM SURGERY LOCAL PATIENT PARTICIPATION REPORT AND SURVEY RESULTS FOR 2014**

### **Group Meetings**

It had been suggested that an AGM be held in a local hall to enable the registered population to meet with the GPs. However, this has not been possible due to internal pressures within the practice and it was decided to revisit this suggestion at a later date.

Contact has been made with neighbouring patient participation group and it is the intention to work collaboratively with this group. An invitation has already gone out to the Chairman and it is hoped that this method of working together will be successful.

### **Practice Patients Survey**

This year it was suggested by the Group that we should try to increase the number of patients participating in the practice survey and at our meeting held on 20 November 2013 ideas for the survey were discussed at length.

It was decided by the Group that the survey should follow on the lines of the 2012 – 2013 Survey but that additional questions should be asked with regards to access to the building. It was also agreed that in an attempt to achieve the expansion of the number of patients taking part, the Group decided to distribute copies of the questionnaire and a rota was set up for this purpose for the week 10 – 14 February 2014.

There was a successful outcome in that the number of patients completing questionnaires increased from 61 (March 2013) to 158 (March 2014).

The PPG members reported that almost all patients approached were pleased to complete the questionnaire with few refusals, mostly due to having difficulties with vision and having imminent appointments with the Doctor / Nurse.

### **Results of the Survey**

The survey results were discussed at a meeting with the Group on Wednesday, 26 February 2013 and with Burnham Surgery staff and doctors on Tuesday, 11 March 2014.

The following action points were agreed for 2014:

New Telephone System with additional lines to be installed.

Increased use of on-line booking and on-line repeat prescriptions to be promoted.

Use of text messaging to remind patients of appointments in an effort to further reduce numbers who fail to attend.

Continue with efforts to recruit members to PPG.

To work collaboratively with Southminster PPG in 2014.

Continue to display the number of DNA'S for Doctors and Nurses together with time lost through non-attendance.

Consider canvassing patients' views using a series of short questionnaires covering single topics throughout the year.