

# Patient Participation Group Activity Report 2011 - 2012

## Practice Profile

Brook House surgery is a well established general Practice in urban Southampton, an area with high deprivation. The practice covers an area of mixed housing. The practice population is balanced with all age groups and disease mix. We have a high prevalence of COPD and obesity ([www.gpcontract.co.uk](http://www.gpcontract.co.uk)). We have 21 main spoken languages not including English recorded on our clinical system (recording started approx. 2 year ago). These languages include: Arabic, Spanish, Polish, Russian, Farsi, Urdu (to name but a few).

List size	4518 (approx.)	
4 Partners	Dr Roland Simpson	Full time
	Dr Katherine Barnes	Three quarter time
	Dr Rosalind Simpson	Half time
	Dr Majid Jalil	Three quarter time

Dr Barnes is due to retire at the end of April 2012 after being a partner of Brook House Surgery for 20 years. As a practice we will then have 3 Partners.

Practice Manager	Miss Adrienne Ely (Full time)
Practice Nurses	2 (Part time – covering the whole week)
Healthcare Assistants	2 (Part time) (ongoing training)
Secretary	Part time
Computer Administrator	2 (Part time)
Receptionists	6 (all part time)

## Link Staff

District Nurses	4 (Based at Regents Park Surgery)
Health Visitor	1 (Based at Adelaide House - Sure Start also operates in this area)
Counsellor	1 (attends weekly)
MH Practitioner	1 (attends weekly – IAPT)
Quitters Advisor	1 (attends weekly)
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## Premises

The building is a purpose built surgery in Practice since 1993, with 5 consulting rooms, offices, two separate treatment rooms and full nursing cover. The practice had adequate accommodation for all clinicians.

There is close liaison with other local surgeries within our locality area and also within the Southampton City area.

We are fully computerised with EMIS LV, which is linked with the PPSA in Winchester. We are also linked with the Pathology Lab of Southampton General Hospital and OOH's. We operate largely without paper records and look towards refining and developing our use of IT within the practice.

We operate an advance and urgent appointment system for GP's, Nurses and Healthcare Assistants each appointment is 10 minutes. Telephone consultations with a GP or Nurse are also available.

Patients are registered with the practice and can see a GP of their choice; we do encourage patients undergoing treatment to return see the same doctor for continuity of care.

### **Patient Participation Group Representation**

Brook House Surgery's Patient Participation Group was formed in December 2009. The following steps were taken to achieve this:

- A review of the practice population was performed.
- Age groups were identified and an effort was made to invite representatives from all age groups particularly groups like:
  - young mums with children
  - elderly with chronic illness
  - hard to reach patients for example those with mental health illness

#### Initial Invitation:

- Clinical and non-clinical personnel suggested patients they felt may like to help form our Patient Participate Group.
- Letters were sent to suggested patients inviting them to join our group
- Notice board in the waiting room advertising the practices intention to form a Patient Group
  - Posters (on Notice Board & at main reception desk)
  - Information Cards
  - Information on what a Patient Group entailed
- Patients being informed / invited during consultations
- Patients being made aware of the Patient Participation Group by the reception & administration staff

#### Ongoing Invitation:

- Notice board in the waiting room advertising the Patient Participation Group
- Patients continuing being informed / invited during consultations
- Patients continuing to be made aware of the Patient Participation Group by the reception & administration staff
- Current members spending time talking with patients in the waiting room
- Practice Open Day – first held in October 2011 and another planned again for October 2012
- Website – develop PPG web page

#### The size and profile of the PRG

When the Patient Participation Group was first formed there were 8 patient members and 3 practice members.

Patient Members:      Females - 5    Aged - 66yrs to 83yrs  
                                 Males    - 3    Aged - 68yrs to 80yrs

Practice Members:    GP Partner -            Male  
                                 Practice Manager -    Female  
                                 Reception Member -    Female

Since December 2009 when the Patient Participation Group was first formed some members have left and others have joined, the numbers of males to females and age groups remain very similar. There are 4 members of the Patient Participation Group that have remained stable and attend all or the majority of meetings.

### **Agree areas of priority with PRG**

The areas that were considered to be included in a local survey

There were various issues / ideas raised that were felt could be improvements for patients attending the surgery some examples of the ideas are listed below:

- Same day appointment requests to be triaged
- Patient education programme
- Car parking
- Practice website
- Window boxes upkeep

The method used to identify the areas to be considered and the priority areas agreed with the PRG and the rationale for making those decisions

- The ideas raised came from staff meetings, clinical meetings, PPG meetings and general comments made by the patients.
- All of these ideas were taken to a PPG meeting and discussed.

The method used for discussing and agreeing the priorities, for example face to face or virtual.

- All discussions for agreeing the areas of priority were done face to face during agreed Patient Participation Group meetings.
- The format was agreed as a simple, short survey.

The date(s) the discussions took place

- The discussion regarding the content and format of the survey was discussed on:  
3<sup>rd</sup> June 2011.

#### **Collate the views through the use of a survey**

The method used for the survey, the date the survey was issued and the period in which feedback took place

- The survey was done in paper format only and patients attending the surgery were asked to complete the survey.
- PPG members came in to the surgery during the survey time period and spent time with patients asking them to complete the survey and discussing the survey with the patients and also using this opportunity to raise awareness of the PPG.
- At other times the reception team members asked all patients to complete the survey, assistance in completing the survey was offered to those that may have required it.
- The Practice Survey results were discussed at the PPG meeting on 6<sup>th</sup> July 2011.

The method and rationale used to agree the questions (these should reflect the areas of priority agreed with the PRG), also the date and how the practice demonstrated to the PRG that the methodology chosen to support the survey is credible.

- Practice meetings
- PPG meetings
- General Patient feedback
- Discussions at PPG meetings

An analysis of the number of patients surveyed and the number of responses together with the themes emerging from patient feedback

- Please see Patient Survey Results and Analysis on the Practice website

**Provide the PRG with the opportunity to discuss the findings and reach agreement with the PRG on changes to service**

The method used for those discussions and the date that discussions took place

- Patient Participation Group meeting that took place on 6<sup>th</sup> July 2011

The changes that have been agreed with the PRG

The changes that have been agreed with the Patient Participation Group are to:

- Practice Open Day
  - The first Open Day was held in October 2011 and due to success felt by the practice and the PPG members it has been agreed to continue to hold annual Open Days, the open day for 2012 is in planning stage at present.
- Regular Patient Surveys
- PPG Members to meet with patients
  - To increase awareness of the group and the work undertaken by the PPG
- Patient Education Meetings
  - To hold a minimum of 4 a year
- Appointment Requests (same day)
  - GP Partners to trial telephone triage for patients requesting a same day appointment
- Patient Communication
  - Develop website further and look to include a PPG page
  - Patient Surveys to be available to complete via website
  - Look at doing a Face book page to try and encourage involvement of younger patients
  - Television in waiting area giving patient information

The areas of significant service change that will impact on the contractual arrangements and whether the change has been agreed with NHS (if appropriate)

- During our Practice Open Day in October 2011 we had voluntary services (eg: Age Concern) attend and we are looking at along with the PPG members of developing involvement with these services to provide a better service for our practice population.

**Agree action plan with PRG and seek PRG agreement to make changes**

The actions agreed with the PRG and/or NHS

An indication of the priorities (if appropriate)

The timeframe for implementing the changes

<b>Actions Agreed with PPG</b>	<b>Priority</b>	<b>Timeframe</b>	<b>Achieved</b>
Practice Open Day	High	Open Day to be held 9 <sup>th</sup> October 2011	Yes, successful to do again in Oct 2012
Patient Education Meetings	High	To continue with the Patient Education Meetings. To hold 3-4 a year. Topic to be those agreed previously but to be reviewed on a regular	Yes, ongoing programme. Has been well received so far.

		basis	
Telephone Triage (for same day appointment requests)	Moderate	As soon as clinically & administratively possible for the practice do.	Yes, duty doctor triages same day appointment requests in the morning

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#### Practice Opening Times

Day	Opening Time	Closing Time	Comments
Monday	8:30am	7:45pm	Late Surgery
Tuesday	8:30am	6:30pm	Closed from 12:30pm – 2:00pm
Wednesday	8:30am	6:30pm	
Thursday	8:30am	6:30pm	
Friday	8:30am	6:30pm	
Saturday	8:30am	11:00am	The second Saturday of the month

**Patients are able to contact the practice via telephone from 8:00am to 6:30pm Monday to Friday, or face to face during the above opening times.**

**During surgery open hours the following Healthcare Professionals are available.**

#### Doctors

Appointments for the doctors are available Monday to Friday. We provide appointments in the morning and afternoon / evening.

We offer extended hours appointments with a doctor on a Monday evening and the second Saturday of every month.

#### Practice Nurses

Appointments for the Practice Nurse are available Monday to Friday. We provide appointments in both the morning and afternoon. There is no Nurse available on a Wednesday afternoon.

#### Healthcare Assistant

Appointments for the HCA's are available on a Tuesday morning, Wednesday afternoon and a Friday morning