



Bringing the community into the practice

Patient Participation Group (PPG) Annual Report
1st April 2014 – 31st March 2015

1. Profile of Members

The group was formed in 2011 and has continued to meet regularly since then. There are currently 15 patients who have expressed an interest in being members of the group. The PPG has a new Chairman, Mr Peter Thorley, who was elected in July 2014 and took over the position from Mr John Hargreaves who had supported the PPG as Chairman for the previous 2 years.

The Secretary/Minute Taker position is filled by practice staff due to the volume of work that this involves and the Practice Manager is in attendance at all meetings.

The group is currently made up of 53% female and 46% male representation. Our members are from all age groups, some of whom have chronic diseases which enables us to gain valuable feedback on healthcare provision by local services within the North Staffordshire area.

The members of the group remain entirely from a White British ethnicity, which is representative of the practice population as a whole. The practice has a very small population from other ethnic groups. Our current registered patient number is 6054.

2. Patient Representation of its Registered Patients

The PPG continue to focus on ensuring all patient groups are adequately represented, where this is not the case for certain groups of patients, individuals will be directly invited to join the group.

Membership numbers have remained similar to those supporting the group throughout 2013/2014. All meetings are very well attended and the practice feels privileged to have such a supportive patient group who are committed to seeing improvements at the practice.

Patients are informed of future meetings as these are displayed within the practice waiting room. We also display information around the practice on the run up to the meeting date.

The PPG actively welcomes new patients.

3. Meetings

During 2014-2015 the following PPG meetings were held:-

- Wednesday, 16th April 2014 at 6.15 pm
- Wednesday, 16th July 2014 at 2.00 pm
- Wednesday, 22nd October 2014 at 6.00 pm
- Wednesday, 21st January 2015 at 2.15 pm

Agenda and Minutes of all meetings are available and are held by the practice.

4. Practice Survey

4.1 Design and organisation

The practice remains committed to undertaking an annual Practice Survey and this year this was undertaken in November/December 2014. It was agreed by the PPG to undertake a survey similar to the 2013 survey in order to identify the true extent of the issues raised and to show any improvement or otherwise.

The PPG members were instrumental in the:-

- Agreeing the format of the survey
- Designing the survey and questions to be addressed
- Speaking with patient and encouraging them to complete the forms.

All PPG members were actively invited to take part in the development of the survey and also offered to work with the practice reception team to disseminate the survey to patients attending for their appointment. This was an excellent help to the practice staff and meant that we increased the numbers of completed surveys this year when compared to 2013/2014.

Patient could also complete the survey online if they wished to do so. There was only a low uptake of patients completing their survey online.

4.2 Survey Results

This year 246 surveys were completed which was 4% of the practice population (as of 1st November 2014) compared to 196 surveys being completed last year. This was, therefore, a 25% increase on the numbers completed last year.

Our PPG have developed a separate document detailing the full results of the survey as well as any additional comments that patients wished to make. This can be read in conjunction with this annual report.

The PPG has also reviewed the feedback received through the Friends and Family Test introduced into the practice in December 2014 and will continue to review this moving forward.

4.3 Key Areas

Key areas reviewed during 2014/2015 can be summarised as follows:-

Access to Appointment

Access to appointments continues to be a concern for some patients and feedback which has been received is that telephoning at 8.00 am to obtain a book-on-the-day appointment can be difficult for some patients. Consideration needs to be given to whether morning book-on-the-day appointments need to be released separately to afternoon book-on-the-day appointments, giving patients a second chance to obtain an appointment.

GP Continuity

Comments were received from some patients that they would like more consideration given to continuity of access to the same GP. The practice has ensured that all patients over 75 years of age have a named GP and patients at risk of unplanned admission to hospital have had care plans developed, also by a named clinician.

Use of Locum doctors has been reduced this year however some future GP changes may mean that locums need to be used more frequently in the future. Ideally regular locum GPs will be used who can also offer an element of continuity as they work at the practice more regularly.

Training Practice

The practice continued to act as a training practice throughout 2014/2015 and offered valuable training experience to both GP Registrars and Medical Students.

5. CQC Inspection

On 15th January 2015 the Practice underwent its planned Care Quality Commission inspection. The Chairman and former Chairman of the PPG were interviewed by the inspecting team and gave their feedback on the running of the practice, PPG and how the practice dealt with feedback from patients and carers.

Initial verbal feedback from the inspecting team was positive however, at the time of writing this report, the formal CQC report on the findings from the inspection is still awaited.

6. PPG Action Plan 2015-2016

The following actions have been identified after reviewing the annual survey results:-

	Action	Comments	Expected Outcome
1	Access to Appointments	<ol style="list-style-type: none"> 1. Trial new system whereby patients call at 8am for morning book-on-the-day appointments and then at 12 mid-day for afternoon book-on-the day appointments. 2. Introduce new system of sending reminder texts to patients who have pre-booked appointments. 3. Review number of emergency slots allocated per day moving forward to ensure sufficient. 4. Finalise protocol for cancellation list now that successful trial has occurred. Ensure all staff aware of protocol and how this list should be managed on a daily basis. 	Improved access and improved clinical outcomes.
2	GP Continuity	<p>Review staffing and future GP needs.</p> <p>Finalize recruitment timetable.</p> <p>Ensure administration team offer choice of GP when booking appointments rather than next available appointment.</p>	Improved patient experience
3	Refurbishment/ Practice Premises	<p>Review work undertaken prior to 31st March 2014.</p> <p>Discuss future needs and priorities.</p> <p>Plan work.</p>	Improved patient experience and overall satisfaction for both patients and staff.

7. Moving Forward into 2015-2016

It is not felt that any significant change is required to the organization and running of the PPG as it is well supported, addresses current issues relating to the practice and takes action as necessary. Should anything be identified, following formal feedback relating to the CQC inspection, then this will be addressed accordingly.

New members will continue to be actively encouraged and welcomed to the group.

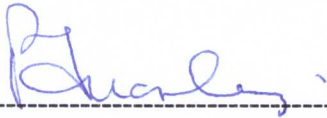
The next annual survey for 2015/2016 will be undertaken towards the end of 2015 and results will be made available as soon as possible.

8. Ongoing Communication

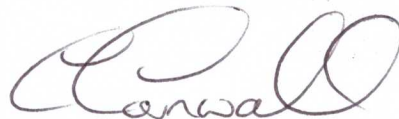
Publication of all documents relating to the PPG can be found via the practice website – www.lymevalley.co.uk. In addition information can be found in paper form at the practice.

Should anyone wish to be sent an individual copy of any correspondence, requests can be made for such through the Practice Manager.

Signed:



Peter Thorley
PPG Chairman



Catrina Cornwall
Practice Manager