



Bringing the community into the practice

Patient Participation Group (PPG) Annual Report

1st April 2018 – 31st March 2019

1. Profile of Members

The group was initially formed in 2011 and has continued to meet on a quarterly basis since that time. The group meetings were chaired on two occasions by the Chairman, Mr Ross-Osborne and in his absence the Practice Manager. The Secretary/Minute Taker position is filled by the Practice Manager who was in attendance at all meetings this year.

Membership was open to patients registered with both Midway Medical Centre and Lyme Valley Practice.

The group is currently made up of 38% female and 62% male representation. Our members are primarily over 60 years of age with the exception of the chair, some of whom have chronic diseases which enables the practice 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.

Due to the planned closure of Midway Medical Centre from 1st April 2019 and dispersal of their registered list, Lyme Valley Practice saw a significant increase in registered patients and, as of 31st March 2019, their list size was 8025.

2. Patient Representation of its Registered Patients

The PPG continue to focus on ensuring all patient groups are adequately represented. Any patient is welcomed into the group if they express an interest in attending.

Unfortunately two members of the group resigned during the year and they were thanked for their support and commitment to the practice since 2011. We ended the year with 8 active group members. All meetings are very well attended by the active members 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. The PPG meeting as a whole is promoted within the practice waiting area. The PPG actively welcomes new patients.

3. Meetings

During 2018/2019 the following meetings were held:-

- Wednesday, 18th April 2018 at 2.00 pm
- Wednesday, 4th July 2018 at 2.00 pm
- Wednesday, 17th October 2018 at 2.00 pm
- Wednesday, 16th January 2019 at 2.00 pm

Wednesday is deemed to be the most suitable date for PPG members. It was also decided by group members to hold all meetings in the afternoon.

Agenda and Minutes of all meetings are available.

4. Practice Survey

4.1 Design and organisation

The practice remains committed to undertaking an annual Practice Survey and this year it was undertaken between October 2018 and January 2019. It was agreed by the PPG to undertake a similar survey to those undertaken in previous years in order to identify the true extent of the issues raised and to show any improvement or otherwise. However, as there was very little benefit from splitting the survey into different practices (as was undertaken for the 2017-2018 survey) only one set of survey results was prepared.

The PPG members were instrumental in:-

- Agreeing the format of the survey
- Designing the survey and questions to be addressed
- Encouraging patients to complete the forms.

4.2 Survey Results

This year 42 surveys were completed this year. This was a decrease from last year. In addition to the formal PPG survey the practice continues to review the results of the Friends and Family tests. These results have been monitored at every meeting by the PPG. As such it is felt that the practice actively asks for, and receives feedback from, its patients and visitors through various means.

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 and the summary of the Friends and Family feedback received throughout the year.

4.3 Key Areas

Key areas reviewed during 2018/2019 can be summarised as follows:-

Access to Appointment

Access to appointments continues to be a concern for some patients which follows the national trend relating to access to GP services. The practice employs a diverse cross-section of clinical staff including an Advanced Nurse Practitioner, Practice Pharmacist, Elderly Care Facilitator, Practice Nurses and Health Care Workers, all offering a diverse range of services. This year all of the reception staff continue to 'care navigate' patients to alternative services both within the practice and external to it. We now also use the extended access service established within the Locality. The practice will continue to try and limit appointments to those patients who frequently and unnecessarily attending the practice by promoting self-care awareness. This work will continue to be ongoing as the patient demographic changes.

The receptionists are also routinely monitored on the length of time it takes them to answer the telephones. Additionally patients are asked to telephone for results and with general queries outside of the busy times i.e. 8.00 – 11.00 am. Patients are actively encouraged to register for on-line access so that telephone calls can be reduced thereby leaving the telephone lines clear for those patient who have no alternative but to dial through. Booking of on-line appointments is restricted to one per patient to prevent forward booking by way of an 'insurance' policy. Both practices have achieved the 30% NHS England target for registered patients having online access by 1st April 2019 which is an increase of 10% on last year's target.

We continue to give patients access to pre-bookable appointments as well as 48 hour appointments booking but still limit the amount of pre-bookable appointments available within the clinical rota as these appointments have high 'did not attend' rates.

GP Continuity

There were no comments about GP continuity in this year's survey which is excellent news. The feedback that has been received by the practice is that the GP are well liked and respected.

5. PPG Action Plan 2019/2020

The following actions have been identified after reviewing the annual survey results which will be taken into the work the PPG throughout 2019/2020:-

	Action	Comments	Expected Outcome
1.	Access to Appointments	<p>With the closure of Midway Medical Centre, practice to review the appointment capacity to ensure the practice can meet the demands of the increase in registered patient numbers.</p> <p>Promote self-care awareness and ensure patients are care navigated to alternative services rather than taking up GP appointment slots unnecessarily.</p> <p>Continue to utilise the Extended Access service as availability allows.</p> <p>Monitor DNAs and the practice to write to repeat offenders.</p>	Improved access to clinicians.
2.	Promote self-care awareness.	<p>Promote self-care awareness and ensure patients are care navigated to alternative services rather than taking up GP appointment slots unnecessarily.</p> <p>Introduce self-care awareness noticeboard within the surgery.</p> <p>Receptionists to actively care navigate.</p>	Patient satisfaction.

6. Moving Forward into 2019/2020

From 1st April 2019, Lyme Valley Practice will be the only GP service running from the Lyme Valley site.

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.

New members will continue to be actively encouraged and welcomed to the group and the group will continue to focus on any work necessary to help improve the facilities within the practice and access to services.

The next annual survey for 2019/2020 will be undertaken towards the end of March 2020 and results will be made available as soon as possible.

7. 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.

Other resources - www.napp.org.uk

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