



## 2017-2018 Patient Participation Group Report

Item	Description
<p>Develop the Patient Participation Group (PPG) and the roles of the Group</p>	<p>We have a Patient Participation Group which meets face to face bi-monthly on a Monday between 5:30 -7.00 pm. Our PPG was established in 2013-2014 when we took part in the Patient Participation DES.</p> <p>There are currently 15 members and all are registered patients at Darwen Healthcare and is made up of 10 Females and 5 Males. These members are in the following age categories: 17-24 (2), 25-34 (0), 35-44 (2), 45-54 (3), 55-54 (3), 65-74 (4), over 75 (1). Ethnicity White British (15), Disability Yes (4). No (11).</p> <p>To try and ensure that the PPG is representative of our practice patient population we have posters on noticeboards located in the waiting areas of the practice, on our front desk and information is placed as a message on our Jayex Call Boards and quarterly PPG Newsletters.</p> <p>Our website <a href="http://darwen.healthcare.co.uk">darwen.healthcare.co.uk</a> has a section containing information about the group along with all the minutes of meetings held. The language format on the website can be changed so that there are no barriers to our patients accessing this information.</p> <p>The above methods show that we are continually trying to encourage other patients to join the group and therefore the PPG being representative of our patient population.</p>
<p>Meet with the PPG and agree issues that need to be included on the annual PPG Survey.</p>	<p>A PPG Patient Survey was undertaken in 2017/2018 and questions were agreed with the PPG.</p> <p>At a partnership/management meeting we discussed some areas that could be covered in the survey and we did this by looking at our past surveys, GP Patient National Survey and CQC feedback:</p>

	<p>We particularly wanted to know what preferences patients had in terms of times of clinics during the day.</p> <p>The practice had been looking at new ways of working and had recruited a further ANP to assist the GPs. We needed to know if patients had been advised if seeing either a GP or an ANP and if seeing another clinician had sorted the medical problem.</p> <p>The practice had invested a huge amount of time in training and upskilling individuals clinically and needed to know if members of our nursing team were seen as helpful and knowledgeable this would help us understand the quality of care provided in chronic disease.</p> <p>The practice had historically had prescription complaints and we needed to know if the work we had done had improved the process.</p>
<p>Collect views by use of an online and hard copy survey handed out by PPG in the practice.</p>	<p>The practice representatives and PPG met to discuss and agree the actual questions. Once agreed 275 Online Invites and 150 Hard Copy Surveys were wither emailed or handed out. 253 online surveys were completed and 130 Hard copies were completed and returned.</p> <p>The Corporate Governance Administrator and Practice Manager reviewed and analysed the completed surveys and drafted an action plan.</p>
<p>Action Plan 2017-2018 to be agreed and PPG to assist in its implementing of proposed changes.</p>	<p>An information report containing the results of the PPG survey to be completed. This should include information on the roles of Assistant Practitioner/Healthcare Assistant and Advanced Nurse Practitioner, preferred clinic times of operation and information relating to prescriptions.</p> <p>Information on results to be displayed on the website, information notice-boards and copies for patients to take away.</p>
<p>Update on Action Plan 2016-2017</p>	<p>All actions from 2016/2017 had been carried out during the year. Copies of the survey feedback newsletter were available.</p>
<p>Opening Hours and methods available for obtaining access to services throughout the core hours and extended hours arrangements.</p>	<p>Our practice is open from 08:00 am to 18:30 Monday to Friday. On a Monday the practice has a late evening session (part of the Extended Hours Contract) 18:30 - 20:00. The GPs complete the extended hours on a rota basis and can be booked online, by telephone and in person.</p>

	<p>Our practice host the LPC BWD Spoke Appointments bookable on the day and operate from 5:00 -9:00 pm Monday to Friday. Weekend Appointments at Barbara Castle Way Health Centre to see a GP can be booked in advance,</p>
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