

**Cannington Health Centre
Patient Participation Group (PPG) Report 2013/14 as required by the Patient Participation
Directed Enhanced Service**

This report is written to meet the requirements of the Patient Participation Directed Enhanced Service (DES). This DES incentivises practices to encourage patient involvement and has resulted in many more practice websites and more PPGs being set up around the country. The conditions of the DES require practices to involve their PPG in an annual patient survey and to publish a report which has to include specific information. Practices are required to publish this report on their websites but much of the content is of more interest to our NHS masters than to patients. The results of the annual patient survey are published alongside this report and maybe more interesting and relevant to patients.

PPG membership

The practice has a long established PPG which currently has 6 members. As the age profile in figure 1 shows, membership of the PPG is not representative of the practice as a whole. To some extent this is acceptable as users of the health service tend to be older people but the PPG was keen to expand membership and improve the representation. .

In an effort to improve representation, the PPG decided to revive the 'virtual' PPG, starting by renaming it the 'on-line' patient group. A very successful recruitment campaign has resulted in over 150 members so far with a more representative profile including members from every age group except the under 10 and over 90 year olds. Although the main campaign is over, recruitment will continue via the website, new patient registration forms and notices in the surgery. The PPG will run booster campaigns each year as necessary.

We do not routinely collect ethnicity data but census data for the area confirms that the population is overwhelmingly white British and we are certain this is reflected in both our main and on-line patient groups. There has been no influx of EU nationals or other immigrants to our practice area who might constitute a significant ethnic minority group but the practice is conscious of its duty to be inclusive of all groups, ethnic, ability etc.

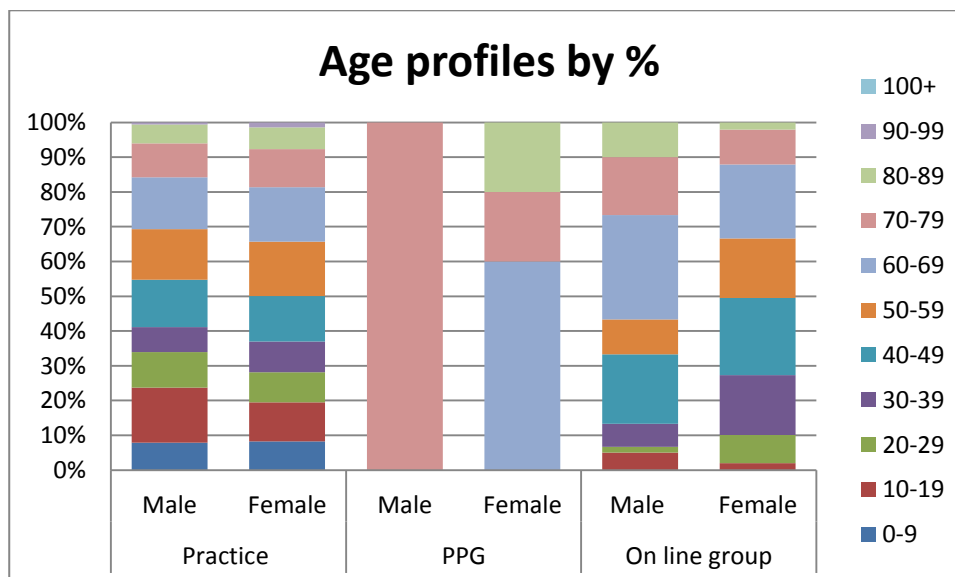
Figure 1 shows the breakdown by number of the age and gender of the practice as a whole, the PPG and the on line patient group.

Figure 2 shows the breakdown by percentage of the practice, PPG and on line PPG membership. Without needing to understand the figures in detail, it is evident that the on line PPG has a much better spread of members and is more representative of the practice as a whole

Figure 1

	0-9	10-19	20-29	30-39	40-49	50-59	60-69	70-79	80-89	90+	Total
Practice											
Female	219	297	227	234	347	412	414	290	165	38	2643
Male	207	420	269	189	360	385	393	256	144	16	2639
PPG											
Female							3	1	1		5
Male								1			1
On line group											
Female		2	8	17	22	17	21	10	2		99
Male		3	1	4	12	6	18	10	6		60

Figure 2



Patient survey

PPG discussions about the theme of the 2013/14 patient survey began in September when it was decided to focus on investigating patient views on

- how patients obtained information both about the practice and their own health needs
- what patients thought about the quality of that information
- whether patients received enough information
- whether patients thought doctors and nurses should be spending time giving information about healthy lifestyles

An undercurrent to the survey was to explore patient opinions about taking more responsibility for their own care both in terms of healthy lifestyle choices and management of any short or long term health problems.

The PPG decided that the survey should be as brief as was consistent with usefulness and that the same survey should be available on line.

A sub group helped to write the questionnaire and the main PPG were consulted about the final draft via email. An on-line version was created using Survey Monkey and PPG members piloted this. The final survey was published in mid-January and closed at the end of February after six weeks.

The on-line patient group recruitment campaign happened after the survey was designed and published so on-line members were not involved at that stage but the intention is that they will be consulted in future years. Some early members of the on-line group were able to complete the on-line survey and we are encouraged to use this medium again in future. It was simple to set up and the quality of responses was excellent.

A disappointing total of 122 replies were received, including 44 from the on-line survey. The practice distributed 100 copies with repeat prescriptions of which only 8 were returned. Copies of the survey were available at the dispensary hatch and in the waiting room (with pens!). There were posters up and the patient call board ran a message asking patients to take part in the survey. Receptionists handed out copies to patients as they checked in although many patients use the self check in and don't have contact with staff. As part of this year's action plan, the PPG has decided to spend time in the waiting room to make personal contact with patients and increase the number of responses to future questionnaires.

A summary of the survey results together with details of every additional comment made by respondents was circulated to the PPG and debated at a meeting on 6 March 2014. Three members of the on-line group were also present at this meeting. A draft action plan was created which was finalised over the following weeks by the practice manager in consultation by email with PPG members. The 2013/14 survey report and action plan are published on the website alongside this report.

Practice opening hours

The practice is open 8.00 a.m. to 6.30 p.m. Monday to Friday. Patients can telephone or call in person to access services during these hours. The practice does not provide extended hours access.

Progress on previous plan

An updated version of the 2012/13 action plan follows. All actions except one were completed.

Patient survey 2012/13 action plan				
Patients said	Practice says	PPG plan	By when	Achievement
It can be difficult to get through on the repeat prescription line	We don't have the resources to extend the opening hours of the phone but we are aware that it is difficult	<ul style="list-style-type: none"> Be more understanding towards patients who do not manage to call whilst the phone line is open. Publicise other options, particularly ordering via the website Make online ordering simpler 	<ul style="list-style-type: none"> Immediate and ongoing 30.6.13 30.9.13 	<p>Staff are now trained to accept repeat prescription orders when the dedicated line is closed although we continue to encourage patients to use the dedicated line or website</p> <p>We will switch to a simpler on line repeat prescription ordering system after our clinical system upgrade in October 2014</p>
We can't always be seen by a GP on the day if we have an urgent need and sometimes there can be an unacceptably long wait for an appointment to see a particular GP.	<p>We claim to offer a same day appointment to everyone who says they need one so patients should contact the practice manager if they experience otherwise.</p> <p>We are revamping our appointments and plan to have more pre bookable appointments and to be able to offer same day appointments with a choice of doctors. However there will still be times when demand for a particular GP exceeds capacity, especially as most of our GPs are part-time.</p>	<ul style="list-style-type: none"> Make sure it is obvious from the practice leaflet and other information that the GPs are part-time and not available every week day Continue publicity of the nursing services so that seeing a nurse for a same day appointment becomes more acceptable 	<ul style="list-style-type: none"> 30.6.13 Immediate and ongoing 	<p>The practice booklet was revised to make this clear</p> <p>Display continued for several months and leaflet available in waiting room</p>
<p>Generally the system for getting test results through a receptionist is acceptable but there are times when we would like more information.</p> <p>Is there a form to give consent for another person to pick up test results on my behalf?</p>	<p>We can appreciate that there are times when a patient will want to know more about the implications of a test result and what to do next. When there is a 'significant' finding, the GP should always discuss this with the patient, either on the phone or by asking the patient to make an appointment. There are other times though when a patient just needs a little more information</p> <p>No form as such but we can flag your records</p>	<ul style="list-style-type: none"> GPs should try to anticipate patient reaction to test results and provide receptionists with as much information as possible to pass on Make sure patients have the system for obtaining test results explained to them when the tests are ordered/carried out At the same time, offer a form to permit another person to collect results on a patient's behalf. 	<ul style="list-style-type: none"> Immediate and ongoing Immediate and ongoing By 30.4.13 	<p>Discussed with all clinicians who are attempting to provide better information for patients</p> <p>Leaflet didn't materialise</p>

Patient survey 2012/13 action plan				
Patients said	Practice says	PPG plan	By when	Achievement
You do well at helping us to understand and cope with health problems but not so well at helping to keep us healthy.	It can be difficult to know how much information to give people, especially when there is so much available in magazines and on-line.	<ul style="list-style-type: none"> The practice already produces a patient newsletter. These should continue, at least quarterly, and should include a 'Focus on' topic each edition. This could be an update on a common long term condition such as diabetes or an article with topical health promotion advice. PPG will continue to support the practice by distributing copies of the newsletter to locations in the area 	<ul style="list-style-type: none"> 31.3.13 and at least quarterly thereafter 	