

PATIENT PARTICIPATION GROUP (PPG) – REPORT 2013/14

Introduction

In order to improve its patient services, Trescobeas Surgery decided to establish a Patient Participation Group (PPG). This group would feed back to the Partners areas for improvement from which relative priorities could be established. To encourage participation it was decided that a virtual PPG would be established, with method of communication through e-mails and/or letters.

To establish the PPG the following media was used:

- Advertisements placed on the Surgery notice boards
- A link placed on the Surgery website.
- Targetted letters sent to registered patients.

This latter media enabled the Surgery to target specific age, sex and ethnic backgrounds therefore ensuring a true and accurate representation.

The PPG have now been established for 3 years and meet every 4-6 months.

Findings

The PPG currently has 19 members.

These divide into:

Sex

Male: 6

Female: 13

Age Group:

Under 16	0
17 – 24	2
25 – 34	1
35 – 44	0
45 – 54	2
55 – 64	2
65 – 74	7
75 – 84	3
Over 84	1

Nationality:

British Group	19
Other	0

Surgery use:

Rarely	3
Occasionally:	9
Regularly	7

The PPG has 3 registered Disabled, and 1 registered Learning Difficulties patients.

RECRUITING NEW MEMBERS

To be successful any Patient Group needs to be always actively recruiting. One successful outcome of the PPG has been the establishment of a Friends of Trescobeas (FOT) and Friends of Mylor (Branch Surgery). Through advertising on the website, quarterly newsletter, text messaging and e-mails to patients we now have 2 thriving groups that are actively fund raising for the surgery but also contributing to the PPG.

To maximise attendance we now run the FOT and PPG sequentially; in effect 2 separate meetings with overlapping agendas but with most of the same people.

A further advantage of this arrangement is that the FOT now assist with the priorities the PPG have established.

One perennial problem area is recruiting younger members. This year despite text messages, facebook, e-mails and website appeals (most common method of contacting younger people) we have had little interest, although we have managed to recruit one further young person.

2012/13 PRIORITIES

The first half of 2013 was spent working on the 2012/13 priorities. These were:

Additional Services

Waiting Room

Patient involvement – News letters / Friends of Trescobeas

Role of the Community Matron and District Nurses.

Additional Services:

The PPG had established that improving patient care was the surgeries top priority. With that in mind the Surgery has:

1. Introduced Phlebotomy and Nursing clinics at our Mylor branch surgery
2. Set aside Practice Nurse time to monitor RCHT discharges
3. Become actively involved with the CCC and KCCG to improve Community services.

Additionally with the FOT support the Surgery now offers Level 4 Point of Care testing for its INR patients. The FOT bought the machine for the surgery.

Waiting Room

The waiting room has now been re-decorated.

Acting on guidance from the PPG a new high backed armed chair has been bought for both Trescobeas and Mylor Surgeries (see surgery survey)

The heavy inner waiting room doors have been identified as difficult for disabled patients or those with young children (see surgery survey). The FOT have agreed to take this project on and an air curtain will be fitted instead.

Patient involvement – News letters / Friends of Trescobeas

Four **News letters** have been drafted. These have been posted on the website, given to all new patients and displayed prominently in the waiting room. Additionally, through a suggestion by our PPG chair, these newsletters are now e-mailed to all patients.

Friends of Trescobeas Surgery. An active and very influential FOT and Friends of Mylor has been established. These organisations have raised over £1500 and been actively involved in the PPG process

Involvement at external events

Ms Mary Bradley, the PPG and FOT chair took part in the PCH/KCCG Fall to Green event producing a fantastic appraisal of Falmouth Hospital

Mr Mike Burden attended a pre CCC meeting of PPG members and gave a valuable contribution which was taken forward to the subsequent CCC.

Community Matron

The PPG were concerned at the dilution of community services. The surgery agrees with these concerns and as the issue is beyond our remit to address has taken them to Locality, Carrick Clinical Commissioning Group and Kernow Clinical Commissioning Group meetings. By attending Fall to Green and CCC, Ms Bradley and Mr Burden have actively contributed to bringing this agenda item to prominence.

2013/14 PRIORITIES AND SURGERY SURVEY

During the 2nd half of 2013 we conducted an annual Surgery survey. The survey was advertised on the website and in the waiting room. SMS (text) messages were also sent out to 4100 patients who had indicated they wished to be contacted by this media. It ran for over 3 months. Prior to the survey being released I canvassed the opinion of the FOT and PPG. I asked them to look at our previous survey and see what areas needed adding or taking out. 14 members completed the survey and sent responses back to me.

Choice of questions

As the Practice Manager I was particularly interested in Extended Hours, Internet booking, Access and overall service. That was because the first 2 were enhanced services related, the 3rd CQC and the 4th a good overall assessment (the acid test)

The PPG/FOT were particularly interested in the public's opinion and from that establishing their priorities. Therefore Q5 – Any other services was included.

Results

The Results of the survey are at Annex A.

These results will be displayed in the Waiting Room, Website and Facebook page. They will also be publicised in our termly newsletter

Establishing an Action Plan

The PPG met in January (see minutes of 22/01/14 meeting – Annex B) to review the results of the survey and establish an action plan. This action plan has been displayed in the waiting room, website and termly newsletter. The following was agreed:

1. Extended Hours:

It is apparent that we need to better advertise our out of hours facility as only 74% were aware it existed. This is despite it being advertised on the website and Practice Brochure.

Actions: PM to advertise in Newsletter, SMS message, Website

2. Advertise Opening Hours

From the survey and feedback from the FOT and PPG it is important to better educate the patients on the surgery opening hours and how to access services during and outside of them.

The Surgeries core hours are 0800 – 1800 Monday-Friday
The Surgery provides access to a Doctor (extended hours) between 1830-2000 Monday-Thursday

All core services are listed in the practice brochure, NHS Choices and on the website.

Actions:

PM to improve and update website

PM to inform patients, through all media, opening times and core services available

3. Access

The patients agree that access to the Surgery is good and there are few problems with it. Only area identified was the our waiting room doors. These were heavy and difficult for disabled patients or those with young children

Action: FOT have agreed to raise money for new “Air Curtain”

4. Internet booking

Whilst telephone booking remains the preferred option, 34% said they would use Internet to make appointments. This is an increase on the previous survey and warrants further investment and more internet appointment slots.

Action:

PM to open up more slots. Internet e-waiting room to be improved. Better advertising

5. Waiting Room

Improve patient experience. Make access into easier, water cooler, information board, childrens toys

PM to get quotes for various projects identified by FOT. FOT and surgery agree action plan

SUMMARY

It has been another successful year for the PPG. This year involvement by the patients has been good with attendance at both PPG and FOT high. Furthermore we have seen the involvement of our patient group members in external events such as clinical commissioning and Fall to Green.

YI O'Nyons
Practice Manager

Annexes:

- A. 2014 Survey results
- B. Minutes of the 4th PPG and 7th FOT meeting – 22/01/2014
- C. Minutes of the 3rd PPG and 4th FOT meeting – 17/07/2013
- D. Informing the Public Poster