



Patient Participation Group (PPG) Annual Report

1st April 2016 – 31st March 2017

1. Profile of Members

The group was formed in 2011 and has continued to meet regularly since then. There are currently 29 patients who have expressed an interest in being members of the group however only a small handful of these patients attend each meeting. The PPG was successful this year in appointing a Chairman, Mr S Banner, who has had a chair role in the past. The Secretary/Minute Taker role is filled by practice staff. The Practice Manager and/or Senior Administrator are in attendance at all meetings.

The group is currently made up of 62% female and 30% male representation. The members include patients from the working population, retired and unemployed, and working mothers with young children. 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 5329 (as at 1/4/16)

2. Patient Representation of its Registered Patients

The PPG continue to welcome new members to the group as well as the formal meetings. Patients are informed of future meetings as these are displayed on the notice-board in the practice waiting room and in a folder held within the waiting area. We also display information around the practice on the run up to the meeting date.

3. Meetings

During 2016-2017 the following PPG meetings were arranged:-

- Wednesday, 15th June 2016 at 6.30 pm
- Wednesday, 3rd September 2016 at 1.00 pm
- Wednesday, 7th December 2016 at 2.00 pm
- Wednesday, 1st March 2017 at 10.30 am

Agenda and Minutes of all meetings are available.

4. Practice Survey 2016

4.1 Design and organisation

The practice remains committed to undertaking an annual Practice Survey and this year this was undertaken between November 2016 and February 2017. It was agreed by the PPG to continue to use the format of past surveys in order to identify the true extent of the issue raised in the past.

The PPG members were instrumental in:-

- Agreeing the format of the survey
- Designing the survey and questions

4.2 Survey Results

29 surveys were completed this year which was a reduction in the amount of surveys completed the previous year. This reduction in number may be due to the fact that patients are asking on an ongoing basis to complete the Friends and Family Test questionnaire and they may be reluctant to complete a questionnaire every time they attend the practice.

- Overall satisfaction with the practice was 72%, a decrease from 97% in the previous year's survey.
- Satisfaction results for individual areas of the practice were 89% with the reception team, 100% with the nursing team, and 79% with doctors at the practice.
- The survey was completed by 83% female and 17% male patients.

4.3 Key Areas

The practice survey asked how key areas could be improved. The main areas of concern were identified below:-

Access to Appointment

Access to appointments continues to be a common theme from last year's survey the national trend relating to access to GP services. Feedback has also been received that telephoning at 8.00 am to obtain a book-on-the-day appointment can be difficult for some patients. The practice has introduced a new answering message for patients who telephone the practice asking them to call back with general queries after 11 am and also informing them that a Nurse Practitioner also works from the practice. The message also asks patients to consider use of a community pharmacy for minor ailments. It is hoped that this will reduce unnecessary calls and will help patients needing to book an appointment to get through more swiftly.

GP Continuity

Unfortunately during 2016 the practice lost 3 salaried GPs and it has struggled to recruit to the salaried vacancies since that time. Patients felt that 'regular' GPs

would be more beneficial to them. Although the practice does source regular locum doctors to work with us patients felt that continuity was an important element of a quality service and they would prefer to see GPs who are employed by the practice on a permanent basis.

These survey results should be read in conjunction with the summary of the Friends and Family feedback received throughout the year.

4.4 Initiatives

The practice introduced an electronic prescribing system during 2016 and held a Men's Health Promotion Event on 21st November. The PPG were supportive of both of these initiatives and promoted them within the community.

5. PPG Action Plan 2017 - 2018

Members agreed the following actions for the practice to take forward after reviewing the annual survey results:-

Action		Comments	Action By
1	GP recruitment	Continue to actively seek recruitment to permanent GP positions. Ensure CCG are aware of vacancies to ensure any available GPs can be signposted to the practice accordingly.	Executive and Practice Management Team
2	Electronic Prescribing	Some patients did not realize that they could order their repeat prescriptions online as well as their prescription being sent directly to the chemist. 1. Send out text message to all patients. 2. Add a note onto prescription stub.	Senior Administrator and practice administrator

6. Moving Forward into 2017-2018

It is not felt that any significant change is required to the organization and running of the PPG. New members are always actively encouraged and welcomed.

The annual survey for 2017 will be undertaken in the winter of 2017 and results will be made available as soon as possible after that date. The practice will remain receptive to any feedback received from this survey and use this in conjunction with feedback received through the Friends and Family test, which are collected on an ongoing basis as well as any comments made through formal and informal complaints.

7. Ongoing Communication

Publication of all documents relating to the PPG can be found via the practice website - www.burntwoodhealth.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.