

Burntwood Patient Participation Group Report – March 2013

Patient Participation Group (PPG)

Patient Participation Group Profile of its member

The group was formed in 2011; there are currently 29 patients who have expressed an interest in being members of the group. The PPG currently has a vacancy for the Chairman following Steve Banner stepping down in 2012 for personal reasons. We would like to thank Steve for his work as chairman and the support he has provided to the practice. The secretary / minute taker is Lesley Cooke.

The group is made up of 62% female and 38% male representation. Our members are both young and old, some of whom have chronic diseases which enables us to gain valuable feedback on local services.

The members include patients from the working population, retired and unemployed, and working moms with young children. The members of the group remain entirely white British, which is representative of the practice population as a whole. The practice has a very small population from other ethnic groups.

Patient Representation of its Registered Patients

The PPG continue to focus on ensuring all patients are adequately represented, where there is an underrepresentation patients will be directly invited to join the practice.

Membership has increased through the practice survey which provides an opportunity for patients to be made aware of the group. This is by far the best result to date for recruiting new members.

Patients are informed of future meetings which are displayed on the notice board in the waiting room, and on the electronic patient call in screen. We also display information in the lobby in the run up to the meeting date.

The practice patient participation group actively welcomes new patients.

Practice Survey

This year's survey was discussed in the PPG quarterly meetings. It was agreed to include issues raised in the previous year's survey in order to identify the true extent of the issues raised these included

- Include appointment access
- Include telephone answering service
- Waiting room privacy

A review of the survey questions for this year's survey was undertaken, and it was agreed that we should maintain a similar format as in previous year to

show any improvement or otherwise and include any areas identified in the action plan.

The members were instrumental in the :-

- format of the survey.
- designed the survey and questions.
- agreed timescale

Key areas identified and agreed upon included :-

Identification of individual staff members who have provided excellent service.

Again it was felt we should invite patients to join the group through the patient survey which has proved very useful in the past.

All patients were actively invited to take part in the development of the survey and were given the opportunity to add areas for consideration by the members through advertising on the notice board in the waiting room.

Survey Results

150 surveys were completed which is 5.148% of the practice population.

Overall satisfaction with the practice was 97.29 % and increase from 91 percent in the previous survey from patients who were either satisfied or extremely satisfied with the service provided.

Satisfaction results for individual areas of the practice were 98.66 % with the reception team, 100.00 % with the nursing team, and 98.66 % with doctors at the surgery.

The survey was completed by 56.67 % female and 40.67 % male patients on the remaining results no gender was recorded.

The practice survey asked how key areas could be improved in the specific areas. All key areas were discussed in the meetings held on 7 March 2012.

Additional GP

The main area related to having additional GP's, however there is insufficient budget to implement this. GP's numbers employed at the practice are directly related to the practice population, which all practices follow.

Where improvements could be made is in the number of patients not attending for their appointment and then rebooking a further appointment a few days later inevitably has a detrimental impact on the number of appointments available.

Appointments with the same GP

Accessing the same GP was also raised. Patients can always access the GP of their choice although as the GP's do not work every day patients may need to wait longer until the day the GP is working which may not always be possible. A number of GP's work reduced hours due to other commitments, and also relates to what hours were available when they were appointed.

Appointment access for unregistered patients

A number of patients raised the issue relating to unregistered patients accessing the service

Unregistered patients are limited to accessing appointments for acute purposes only, it is a limited service in which patients are not able to pre-book the appointment. They are not able to access appointments for routine long term reviews or access any diagnostics services.

Increase same day appointments

If the number of same day appointments, are increased, the number of pre-bookable appointments would reduce, it was felt the balance was at the right level at the current time, but need to monitor for the future.

Improved Parking

Parking at the centre is shared between all users of the health centre and the leisure centre, no designated parking has been arranged as this would be very difficult to police.

The leisure centre was operating before the surgery arrived and the centre is surrounded by football pitches which users and their supporters are equally entitled to a parking space as the patients attending the surgery. It is however an issue to ensure the new surgery has sufficient parking spaces, with designated marked bays to maximise its use.

Magazines

It was suggested that the surgery has magazines in the waiting room for patients to read.

Action Plan Agreed

Members agreed the following actions:-

- Alcohol Gel to be wall mounted by the check in screen – to be implemented in the new surgery, unable to action immediately due to restriction with this temporary building. – When new surgery is built
Action date – once new premises built
- Change of furniture for patients, in waiting room and consultation rooms to be wipe clean rather than material.
Action date For inclusion in new surgery build
- Magazine to be placed in the surgery waiting room.
Action date – immediate
- Waiting room privacy – to be incorporated into new surgery in the meantime patients to be advised they can speak in private away from reception.
Action date - For inclusion in new surgery build
- Activity table for waiting room to occupy young children
Action date - For consideration by senior management

Accessing the Survey Results

Publication of the entire survey results is available at the following locations

- Practice website – www.burntwoodhealth.co.uk
- Practice waiting room – notice board.