



Patient Participation Group (PPG) Annual Report
1st April 2013 – 31st March 2014

1. Profile of Members

The group was formed in 2011; there are currently 29 patients who have expressed and interest in being members of the group. The PPG currently has a long standing vacancy for the Chairman and Secretary/Minute Taker but these positions are temporarily filled by practice staff until such time when these vacancies can be successfully filled by the group itself. The Practice Manager is in attendance at all meetings.

The group is currently made up of 62% female and 30% male representation. Our members are both young and old, some of whom have chronic diseases which enables us to gain valuable feedback on healthcare provision by local services within the Burntwood and Cannock areas.

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.

2. Patient Representation of its Registered Patients

The PPG continue to focus on ensuring all patient groups are adequately represented, where this is not the case for certain groups of patients, individuals will be directly invited to join the group.

Membership has increased through circulation and raising of awareness through the annual practice survey which is by far the best result to date for recruiting new members.

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.

The practice PPG actively welcomes new patients.

3. Meetings

During 2013-2014 the following PPG meetings were arranged:-

Tuesday, 4th June 2013 at 2pm,
Wednesday, 4th September 2013 at 6.30pm,
Saturday, 7th December 2013 at 10.30am,
Wednesday, 5th March 2014 at 10.30am.

Agenda and Minutes of all meetings are available.

4. Practice Survey 2013

4.1 Design and organisation

The practice remains committed to undertaking an annual Practice Survey and this year this was undertaken in July 2013. It was agreed by the PPG to include issues raised in the 2012 survey in order to identify the true extent of the issues raised, which included:-

- Appointment access
- A 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 PPG members where instrumental in the:-

- format of the survey
- designing the survey and questions
- agreed timescale

It was also agreed that a key areas to be included was identification of individual staff members who have provided excellent service during the year.

It was further agreed that the survey should invite patients to join the group which had 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.

4.2 Survey Results

170 surveys were completed which was 5.8% of the practice population at that time.

- Overall satisfaction with the practice was 95% and slight decrease from 97% 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 97% with the reception team, 99% with the nursing team, and 98% with doctors at the surgery.

- The survey was completed by 65% female and 35% male patients.

4.3 Key Areas

The practice survey asked how key areas i.e. doctors, nurses and reception could be improve. The main areas of concern were identified below:-

Additional GP

The main area related to having additional GP's, however there is insufficient practice budget to implement this and having multiple GPs working throughout the day is not currently commissioned. GP's numbers employed at the practice are directly related to the practice population, which all GP practices follow.

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

Appointments with the same GP

Accessing the same GP for continuity was also raised. Patients can always access the GP of their choice although as GPs work on a shift pattern, they do not work every day. Patients, therefore, may need to wait longer until the day the GP is working which may not always be possible if they have an urgent clinical need to see a GP straight away.

Appointment access for unregistered patients

A number of patients raised the issue of unregistered (walk-in) 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 and no follow-up appointment is offered. They are not able to access appointments for routine long term reviews or access any diagnostics services.

Walk-in patients do not take any appointment away from registered patients. Their appointment slots are commissioned by the CCG up and above the slots available for registered patients. If these slots are not utilized then registered patients are able to have access to unregistered patient slots 1 hour before the appointment time. It is, therefore, a benefit not a disadvantage for the practice to have a unregistered patient/walk-in facility.

Increase same day appointments

If the number of same day appointments is increased, the number of pre-bookable appointments would reduce, it was felt the balance was at the right level at the current time, but needs to be monitored regularly in the future.

5. PPG Action Plan 2013–2014

Members agreed the following actions after reviewing the annual survey results:-

	Action	Comments	Action By
1	Waiting Room Privacy	To be incorporated into new surgery. In the interim patients to be advised they can speak in private away from reception if they wished.	Practice Manager
2	Services for Young Children	Activity table to be purchased to occupy young children when they are in the waiting room.	Practice Manager to purchase after discussion with Senior Management

6. Moving Forward into 2014-2015

The practice experienced a change in Practice Manager in December 2013 and moving forward, although some slight changes in administration of the meeting may be made, 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 2014 will be undertaken in the summer of 2014 and results will be made available as soon as possible.

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.