

Erimus Practice – Patient Participation Group (PPG) 2014

Building on previous years, we tried to increase the size of the Patient Group, the Group continues to be advertised on the practice website, where patients can download a form or submit online. As with last year, we also invited any patient who lodged a complaint to join the group.

This year we decided to target patients attending for GP appointments, believing that if the doctors asked them they may be more responsive. Each doctor was issued with 5 forms and explanation of how the group works, along with the practice managers direct dial telephone number for more information if required. Again the response was disappointing, our new members joined via the website.

Profile

| | | |
|----------------|-----------------|-------------------|
| Are you | Male* 12 | Female* 15 |
|----------------|-----------------|-------------------|

* Please delete as appropriate

| | | | |
|-------------------------------|----------------------|---------------------|---------------------|
| What is your age group | Under 16* = 0 | 16 – 24* = 2 | 25 – 34* = 2 |
| | 35 – 44* = 4 | 45 – 54* = 9 | 55 – 64* = 3 |
| | 65 – 74* = 6 | 75 – 84* = 1 | Over 84* = 0 |

To help us ensure our contact list is representative of our local community, please indicate which of the following ethnic background you would most closely identify with

Please tick

| | | |
|--------------------------------------|-------------------------|-----------|
| White | British Group | 21 |
| | Irish | |
| Mixed | White & Black Caribbean | |
| | White & Black African | |
| | White & Asian | |
| Asian or Asian British | Indian | 1 |
| | Pakistani | 4 |
| | Bangladeshi | |
| Black or Black British | Caribbean | |
| | African | |
| Chinese or other ethnic group | Chinese | |
| | Any Other | |

From this survey we determined the problem areas by percentage of satisfaction and comments made by patients.

When we looked at the statistics from the survey they were positive, with a high percentage of fair and good. The survey showed that 84% of all patients rating about the practice were good, very good or excellent.

Rationale for Questions

Communication

We included telephone access as the low availability of this form of contact continues to attract negative comments on the satisfaction survey.

We decided to continue to monitor how patients would like to be contacted for reviews. We thought this would have two advantages: firstly, a financial saving on postage and stationary, secondly that a personal contact by practice staff could result in fewer 'did not attend's'.

Development

In 2013/2014 we introduced on-line appointment booking, it was decided to investigate if the patients know about the option.

As we now employ a General Nurse Practitioner who also sees adults. We decided to continue to monitor how the patients felt about this, along with the implementation of telephone consultation appointments.

In view of the continued poor response to the patient group we decided to see how the patients viewed what we feel is a valuable form of communication.

Opening Hours

We needed to ensure that our extended hours continued to meet the needs of the patients.

The proposed questionnaire was sent to the group. In view of the questions regarding the patient group, it was suggested that we offer the questionnaire to a sample of patients attending practice.

Results

200 questionnaires were circulated, 100 were returned. Results and a draft action plan were submitted to the group for consultation and comments.

The action plan was emailed to the PPG asking for their approval or objections to the proposed plan.

AGREED ACTIONS PLAN AFTER CONSULTATION WITH PPG

Results from the recent survey were circulated to PPG and the following action plan agreed

Communications

- ❖ This year only 40% of patient's preferred communication by telephone, with 43% preferring letter. The practice staff noted the difficulty in keeping

telephone numbers up to date, Staff will endeavour to keep patient telephone details up to date. As the popularity of telephone service seems to have dwindled, the Practice will try to add a reminder on patients records of their preferred mode of contact.

- ❖ Practice News Letter – only 56% of patients answered this question, with only 34% in favour of a newsletter, it was hoped that the letter would improve to general communications between practice and patients. However time constrictions continue to be a barrier with producing a letter, we will try again. The newsletter will include items such as how the appointment system operates, repeat prescriptions, Bank Holiday closures, any staff achievements and explanations of roles within the practice. It is envisaged that this will be implemented with the help of the PPG.

Services

- ❖ Nurse Practitioner – the awareness of when to use the Nurse Practitioner has improved with 65% of patients knowing when it is appropriate to see her. Only 18% felt they were unsure what was appropriate. We will continue to promote and explain the Nurse Practitioner role. This will be done by messages on the Jayex Board, and prescriptions, and the next newsletter. Flyers will be distributed around the practice.
- ❖ 82% of the patients stated they did not know about the patient group but 65% stated that they would not participate in a group. Although we feel this result is disappointing the practice will continue to actively promote the group.
- ❖ On line appointments – 56% of patients were aware of the online booking option. Practice will continue to promote the online service again. To fulfil this promotion we will use messages on the Jayex board, prescriptions and flyers.

Opening Hours

- ❖ Extended Hours proved to be popular with 77% of patients, but 8% stated they did not know about extended hours, 12% stated they were unsure if the extended hours were suitable. Practice will continue to promote the extended hours service again. To fulfil this promotion we will use messages on the Jayex board, prescriptions and flyers.

Comments

- ❖ Seating -We noted comments from patients regarding the comfort of the waiting room, we will ensure that the torn furniture is repaired
- ❖ Leaflets – We agree that there is a problem with keeping information leaflets tidy and accessible and tidy. We have tried wall mounted racks without success. We will investigate other methods of keeping the leaflets tidy and accessible.