

## Erimus Practice – Patient Participation Group (PPG)

Profile – The PPG is made up of 18 patients, 12 female and 6 male. Age bands are:

25 yrs to 34yrs = 2 patients

35yrs to 45yrs = 3 patients

45yrs to 54yrs = 6 patients

55yrs to 64yrs = 1 patient

65yrs to 74yrs = 4 patients

75yrs to 84yrs = 2 patients.

The ethnic profile is 11 British, 2 Pakistani, 1 Indian, 1 Irish.

The practice has 20 Patients registered who reside in a Nursing Home for patients with severe learning difficulties; we have recruited the Nursing Home Manager as part of the group as their needs/expectations from the service can be complex and varied.

The group details are advertised on the practice website where interested parties can download an application form. We also asked for volunteers who were actively using the repeat prescriptions service. We added a message to the prescription and attached application forms to prescriptions. The staff asked patients who attended the practice, and any patient who lodged a complaint was also asked if they would like to join the group. All doctors and nurses had application forms in their consulting rooms.

Earlier in the year we undertook our annual patient survey. From this survey we highlighted some problem areas by analysing the statistics and the comments made by patients.

When we looked at the statistics from the survey they were positive, with a high percentage of opinions being expressed as fair or good. However, on reviewing the comments we found these to be negative and therefore probably a truer reflection of patients observations concerning the workings of the practice. As this information was similar to the complaints the practice had received during the year we determined that this would be the focus of our action plan.

Based on this evidence we submitted a questionnaire to the patients group for further comments and suggestions. The comments were then discussed at a practice meeting involving the doctors and senior members of staff. An action plan was then 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

- ❖ Practice to set up a text reminder service. This will be aimed at sending a reminder to patients with appointments booked for chronic disease management childhood immunisation, post natal checks and holiday immunisations. Staff training to be undertaken so that this service can be implemented successfully. This will include staff asking patients if they wish to access this service before altering setting levels on the computer system for patients who agree to use the service.
- ❖ To increase the number of staff answering the telephones at peak time, to reduce the queuing time and engaged tone. This will be implemented by utilizing another telephone line and a PC which has recently been upgraded.
- ❖ Audit both Doctor and Nurse Clinics when they overrun to establish cause. If there is a pattern of late running clinics, investigate and explore possible solutions to reduce delays in future.
- ❖ Develop a newsletter to improve general communications between practice and patients. The newsletter will include items such as how the appointment system operates; repeat prescribing guidelines, Bank Holiday closures and any staff achievements. It is envisaged that this will be implemented with the help of the PPG.