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PATIENT PARTICIPTION REPORT 2012 - 2013

1. The Patient Support Group of Marlborough Street & Glendower Surgeries was started in 2011 and met regularly throughout 2012/13. It has been a challenge to recruit members and the group continues with just a handful of patients.
2. **Recruitment of further members to join the group**; this has proved challenging. Both surgeries have a notice board which advertises the date of the next meeting and the location. The group members attended the Saturday influenza clinics and gave out leaflets inviting patients to join. Although a number expressed an interest they did not follow up.
A newsletter was produced in late summer which gave information on how to join the group; even though five hundred copies were distributed still no further members came forward.
Improving services to patients; over the year the practice has taken note of comments made by patients and a practice website/online ordering system has been requested and soon starts.
3. **Patient Opinion** A simple survey was undertaken in April May of 2012. Of the 150 copies distributed 62 were returned with a higher number completed by Glendower patients. The results of this survey were positive although there was a marked difference in the responses by the patients at Marlborough Street Surgery than those at Glendower. All staff and Doctors work across both practices and protocols are shared across both sites. Marlborough Street comments were on the negative side.
A further survey has been undertaken in Feb/March of 2013 and this was more detailed. Responses were poor again with only 19 of 150 copies being returned to the surgery. It is difficult to rate the value of this survey but percentages indicate overall the practice is achieving above average results. There are some conflicting results in that although a patient has to wait less than five minutes to be seen they feel that this is a poor service.
4. Meetings have taken place on the following days minutes are included at the end of this document:
 - 23rd May 2012
 - 15th August 2012
 - 3rd October 2012
 - 23rd January 2013
 - 13th March 2013

- 26th June 2013

5. Action plan agreed with the PPG – The results of the survey have made it very difficult for the group to take any specific actions.
Survey 2012 – Patient comments reflected that staff were helpful and friendly, good doctors and nurses, they were happy with the appointment system and the cleanliness of the building. There were comments about access for disabled patients and being seen downstairs at Marlborough Street. There is a policy in place and the new build will have downstairs GP consulting rooms and a lift; in the meantime the group were happy with the policy. Patients at Glendower asked for the side door to be left unlocked but there is a safety issue when a staff member is working alone at this site.
Survey 2013 – Very little action can be taken from the results.
The QOF report recommended some chairs for the waiting rooms with arms to assist the infirm rising from a seated position. The group will look at the options.
The long term aim of the group will be to work with the practice when the new build is near to completion. Planning is currently in process.
6. This report and the minutes of the meetings will be published on NHS Choices website by the 31st March 2013. The practice website will commence at the beginning of April and this report will be added to the website as soon as possible.

1st PPG MEETING 23RD MAY 2012

The first PPG meeting took place on Wednesday 23rd May 2012 at 5pm.

Present: Names removed.

1. Introductions

The names of patients on the group have been removed but all present were introduced.

2. What is a PPG? A Name?

- A group of patients who come together to represent the patients registered with the practice,
- To act as a liaison between the patient and practice if required,
- To assist the practice in communicating effectively with it's patients,
- To improve the services provided by the practice or communicate the reasons why requests code not be implemented,
- The members of the PPG should not be influenced by their own healthcare needs but those of all of the patient groups,
- Patient Support Group of Marlborough Street & Glendower Surgeries.

3. What would we like to achieve?

To help focus the services provided by the practice to ensure they suit the needs of the registered patients within the constraints of the financial situation of the practice.

4. How often for meetings?

The next meeting will take place on Wednesday the 23rd July at 5pm.

It was thought that meetings should be held 3 to 4 monthly but could always be more flexible if there were particular issues.

5. Newsletters

The group will work on a newsletter for distribution over the summer months which would include topics:

Introducing the PPG its members & additional Members needed

Influenza Campaign

Nurse Practitioners

Practice Staff

Prescriptions

Extended Hours Surgery Times

6. Survey

A recent simple survey was undertaken in both surgeries the results as follows:

SURVEY COMPLETED FROM 16TH APRIL 2012 – 11TH MAY 2012

62 TOTAL

41 GLENDOWER

21 MARLBOROUGH STREET

Things we do well

Helpful friendly staff

Appointment System

Cleanliness

Good Doctors and Nurses

Same Day Appointments

Waiting Times

Things need improving

Downstairs consulting for GPs

Disabled/Pram Access

Nurse Appointments – We had a PN on long term sick December to mid February.

Glendower – Leaving side door unlocked is a safety issue for staff member

There was a marked difference between the two surgeries although the same staff work at both and are trained to do the same at both.

Wednesday 15th August 2012 – Meeting Minutes

1. A draft Newsletter had been produced and the following points were noted by the group:
 - New build information the build will take approximately 18 months so it will be around mid 2014 before Marlborough Street relocate to the new premises. Of course patients from both sites will be able to opt to be seen at the new build.
 - Influenza campaign – add that routine appointments are available throughout the days at both surgeries in addition to the Saturday clinics.
 - Extended Hours – patients from both practices can attend the extended hours surgery but they are held at Marlborough Street.
 - Doctors and staff work at both sites so that both practices work in an identical manner and policies are across both surgeries. If your preferred clinician is not available at Glendower you can ask to see them at Marlborough Street.
 - We rotate the Doctors so that patients have a choice of doctor.
2. Encouraging more patients to join the group:
 - Small notice boards will be purchased for both practices which will give details on how to join the group, the date and venue of the next meeting.
 - At the next meeting we will produce information on how patients can contact the PPG and this will be displayed on the notice boards.
 - The current members will attend the Saturday Flu clinics to assist the practice staff and also to publicise the group and encourage more members.

3. Health Awareness Notice from Doctor to You (HANDY)

One group member put forward a suggestion of a notice to patients which is a more personal contact from the Doctor. Perhaps the top ten “health awareness” tips could be listed and the doctor will tick which applies to a particular patient and the symptoms that they should be aware of.

More general discussions took place around the following:

- How do we reach non attenders?
- How do we reduce non attendance rates?
- Is there any scope for general health checks?

4. Date of Next Meeting: 5pm, Wednesday 3rd October at Glendower Surgery

Wednesday 3rd October 2012 – Meeting Minutes

1. Newsletter agreed and will be printed out in bulk for each practice.
2. Encouraging more patients to join the group:
 - Small notice boards will be purchased for both practices which will give details on how to join the group, the date and venue of the next meeting.
 - The current members will attend the Saturday Flu clinics to assist the practice staff and also to publicise the group and encourage more members.
 - Mr Woods will produce a small note which will be given to patients at the flu clinics to explain how to contact the group.
3. Health Awareness Notice from Doctor to You (HANDY)

This will be worked up in the practice and then reviewed by the group at next meeting.
4. In order for patients to contact the members a message book will be created at each surgery. Patients will be informed that the messages will not be collected until the following Friday by one of the group. The group members will be able to come and use one of the telephones in the practice to contact the patients.
5. Date of Next Meeting: 5pm, Wednesday 23rd January 2013 at Marlborough Street Surgery.

Wednesday 23rd January 2013 – Meeting Minutes

In attendance: Names removed

1. Suggestion to put date of next meeting on prescriptions.
At the moment we are displaying that we are not moving.
2. Handy notice to be taken to next CG meeting.
Await dates of CG meetings for 2013.
3. One member suggested he may come in and work on the notice boards.
He will advise what needs changing at Glendower
4. Online repeat ordering and internet discussed.
Forms created and a great move forward.
5. Patient questionnaire discussion and decision made to use the more in depth questionnaire this year and review results at next meeting.
Questionnaires given to patients not many passed back at this time.
6. Missed appointment statistics discussed and notices to be displayed.
Currently on the walls of all waiting rooms.
7. Date of Next Meeting: 5pm, Wednesday 13th March 2013 at Glendower Surgery.

Wednesday 13th March 2013 – Meeting Minutes

In attendance: Names removed

Apologies: one member (unwell)

1. Survey Results

There was a very poor response to the survey. Of the 150+ copies produced only 19 were returned! (The percentages do not add up due to the fact some questions were not answered)

- Offered and unsuitable appointment 15.79% YES 73.68% NO
If yes, how many appointments were offered? Not answered
- How do you rate the way you were treated by the receptionists at the practice?
0% POOR 15.79% FAIR 26.32% GOOD 57.89% EXCELLENT
- What additional hours would you like the practice to be open, if any? (please tick all that apply)
15.79% 26.32% 31.58% 63.16%
EARLY MORNING LUNCHTIMES EVENINGS WEEKENDS
- Thinking of times when you want to see a particular doctor:
 - a. How quickly do you usually get to see that doctor?
57.89% 31.58% 5.26% 5.26%
SAME DAY NEXT WORK DAY 2 – 5 WORK DAY 5+ WORK DAY
 - b. How do you rate this?
15.79% 21.05% 36.84% 15.79%
POOR FAIR GOOD EXCELLENT
- If you need to see a GP urgently, can you normally get seen on the same day?
57.89% YES 26.32% NO
- How long do you usually have to wait at the practice for your consultation to begin?
21.05% 42.11% 26.32% 21.05%
<5 MINUTES 5-10 MINUTES 11-20 MINUTES >21 MINUTES
- b. How would you rate this?
15.79% 42.11% 26.32% 10.53%
POOR FAIR GOOD EXCELLENT
- How would you rate the ability to speak to the Doctor on the telephone when you have a question or need medical advice?
21.05% 5.26% 21.05% 31.58% 15.79%
NEVER TRIED POOR FAIR GOOD EXCELLENT

- Thinking about your most recent consultation with the Doctor how would you rate the following: (please tick all that apply)
- Thoroughness of questions asked about symptoms/feelings 57.89%
- How well you were listened to 52.63%
- Decisions with your care 68.42%
- Explanation of problems and treatment issued 63.16%
- Amount of time spent with you 52.63%
- If had a physical examination where you offered a chaperone and were you put at ease 10.53%
- If aged under 25 years old are you aware of our young peoples leaflet? NO 5.26%

The survey has not been completed by enough patients to give a representative of patient opinion. Often the answers and ratings are conflicting.

2. The QOF assessment stated that a number of chairs with arms are required to assist patients. New chairs are needed at both sites and will be discussed with Drs Nash & Evans and the PPG consulted for opinion.
3. A brief discussion around a refresh at Glendower was discussed and will be discussed with the partners.
4. New build is moving forward and entering planning. The group will be able to help in the development of the build.
5. Spring/Summer Newsletter discussed.
6. Next Meeting 26th June 2013