

Patient Participation Group (PPG) – end of year report

Requirement 1

Provide a description of the profile of the members of the PRG

The original group which was initiated in 2010 consisted of members from the following groups:

Over 65yrs

Under 65yrs

Gender – both male and female

Chronic disease – patients who were on a chronic disease register

Disabled

Mental Health – patients on mental health register

Ethnic minority (Polish)

Young parent

This original group met on a monthly basis for the first year, during which some members left due to ill health or other commitments. Recruitment is ongoing with the original profiles being maintained as far as possible.

Requirement 2

Detail the steps taken by the contractor to ensure that the PRG is representative of its registered patients and where a category of patients is not represented, the steps the contractor took in an attempt to engage that category.

The practice endeavoured to recruit members to fully represent the patients at Lonsdale Medical Centre. The GP partners were asked to draw up a shortlist of patients that covered the above categories and from this 12 potential committee members were approached to assess their interest to join as committee members.

Requirement 3

Provide details of the steps taken to determine and reach agreement on the issues which had priority and were included in the local practice survey.

The newly formed PPG was anxious to start making an impact as soon as possible and therefore decided to analyse the most recent patient experience survey, from which it was clear that telephone access needed to be addressed. A PPG member was selected to be engaged in the choice of system and followed the process through to conclusion.

The local practice survey then questioned patients on their experiences of the new system. The PPG meetings highlighted the need for the group to advertise their existence and to encourage patients to participate. Following extensive advertising it was decided that the patient survey should also include questions about awareness of the group.

Requirement 4

Describe the manner in which the contractor sought to obtain the views of its registered patients.

The group set up a noticeboard in the waiting room specifically to inform patients of the group's activities and to request help from interested parties.

A coloured leaflet was produced which was left in reception and the waiting room for any visiting patients to take away. Additionally every letter that was dispatched from the surgery had one included to try and filter out to patients (for example all chronic disease monthly recall letters, cervical smear letters etc).

A suggestion box was placed in the waiting room to generate any comments about the surgery.

A scrolling message in the waiting room informs patients of the group.

Requirement 5

Detail the steps taken by the contractor to provide an opportunity for the PRG to discuss the contents of the action plan.

During the regular monthly meetings actions were discussed amongst the committee and members volunteered to carry out various tasks needed as a result of the meetings, such as the generation of the PPG leaflet, the re-organisation of notice boards in the waiting room and approaching local businesses for possibly fundraising donations. A more formal action plan is evolving and is scheduled to be discussed at the next meeting.

Requirement 6

Provide details of the action plan setting out how the findings or proposals arising out of the local practice survey can be implemented and, if appropriate, reasons why any such finding or proposals should not be implemented.

Action Identified	Progress
Clarification of PPG role	Ferne Haxby from PCT attended two meetings to discuss how to implement and run the group effectively. Chairman attended PCT organised meeting. Further PCT meeting attended by another member of PPG and practice PPG representative.
Improvements to patient notices in waiting room.	PPG member re-organised notice boards into separate sections.

Telephone System Improvements	Implemented – August 2011 This included a reorganisation of staff resources to manage an extra incoming line.
Website improvements	PPG page added and minutes uploaded Further improvements ongoing
Advertising PPG to patients	Leaflet designed, printed and distributed (via reception, outgoing recall letters, notice board and website)
Local Patient Survey	Survey conducted during flu season with PPG member assisting. Over 400 responses achieved and results analysed and published on website and in waiting room. Patients who indicated on the survey that they were interested in participating in the group were invited to attend next meeting.
Discussion of Patient Survey at PPG meeting	Actions identified: Improvements to waiting room. Confidentiality issues at reception – needs a message to say that patients may ask to discuss any matters in more private area. Notice in waiting room and on website with GP photos and their areas of special interest. Entertainment in the waiting room for children (that meets CQC regulations).

Requirement 7

Provide a summary of the evidence, including any statistical evidence, relating to the findings or basis of proposals arising out of the local practice survey

Following the patient survey – published on the website www.lonsdalemedicalcentre-kent.nhs.uk it was evident that patients were in general happy with the service at the practice and appreciated the limitations of the building itself. The waiting room was highlighted as needing attention both decoratively and ventilation therefore the gp's were alerted to this and research carried out to establish a realistic and economical solution. This is ongoing.

Requirement 8

Confirm details of the action which the contractor,

- a. and, if relevant, the PCT intend to take as a consequence of discussions with the PRG in respect of the results, findings and proposals arising out of the local practice survey*
- b. where it has participated in the scheme for the year, or any part thereof, ending 31 March 2012, has taken on issues and priorities as set out in the Local Patient Participation Report*

See above (question 6).

As a result of the survey and subsequent discussion the practice is going to look into ways of improving the waiting room (there are limitations due to size). The implementation of children's requirements which complies with health and safety issues.

A notice is going to be constructed with photographs of the gp's outlining their particular areas of expertise so patients are more aware of what doctors they can choose to see depending on their clinical needs. This will be published in the waiting room.

Relocate existing confidentiality notice in reception so that it is more prominent. Provide slips of paper at reception for patients to write down their requests rather than say them out loud where other people can overhear.

Requirement 9

Detail the opening hours of the practice premises and the method of obtaining access to services throughout the core hours

Opening hours	Doors Open	Telephone access
Monday	8.15am – 7.00pm	8am – 1.15 2.15- 6.30pm
Tuesday	8.15am – 6.15pm	8am – 1.15 2.15- 6.30pm
Wednesday	7.15am - 7.15pm	8am – 1.15 2.15- 6.30pm
Thursday	8.15am – 7.00pm	8am – 1.15 2.15- 6.30pm
Friday	8.15am – 6.15	8am – 1.15 2.15- 6.30pm

The opening hours of the practice are published on the door to the building and also detailed on our website. Attention was drawn to the fact that we do have extended hours in the patient survey.

Requirement 10

GP	Extended hours				
	Dr Buckland	Dr Stewart	Dr Capone	Dr Phillips	Dr Corney
Monday	6.30 - 7.00pm			6.30 - 7.00pm	
Tuesday					
Wednesday		7.15am - 8.00am	6.30pm – 7.15pm		
Thursday					6.30am-7.00pm
Friday					

Clarify where the contractor has entered into arrangements under an extended hours access scheme, the times at which individual healthcare professionals are accessible to registered patients

Extended hours are also published in the practice's patient leaflet, on the waiting room noticeboard and on the website.