

## Patient Participation Group Report 2013/14

Website Address – [www.lonsdalemedicalcentre-kent.nhs.uk](http://www.lonsdalemedicalcentre-kent.nhs.uk)

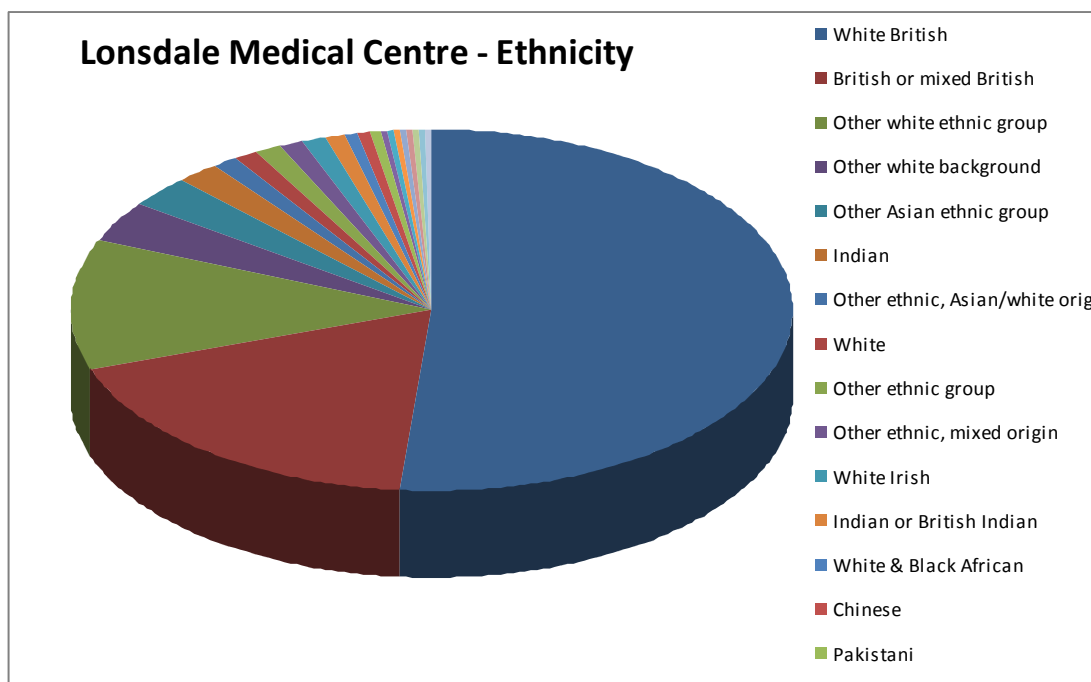
### **Requirement 1 Provide a description of the profile of the members of the PRG**

The under 65's  
The over 65's  
Gender – both male and female  
Chronic diseases  
Young parent

The PPG also has an e-mail database of patients who have signed up to the PPG newsletters and other information.

### **Requirement 2 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**

Below shows how patients have described their ethnicity and this is based on those who have chosen to complete the ethnicity form.



The PPG and the practice has undertaken a number of steps to encourage the recruitment of committee members.

Leaflets and information about the PPG have been provided on:

- a dedicated PPG notice board in the waiting room
- the electronic information display in the waiting room
- the Lonsdale Medical Centre website

the new patient information leaflet

In order to reach more specific groups of people who we would like to be represented on the PPG, flyers are regularly included in the chronic disease and other recall letters. One of the PPG committee members also attended the weekend flu clinics in order to advertise and promote the PPG.

During PPG awareness week the chair of the group attending outdoor venue in central Tunbridge Wells to promote the PPG and try and recruit new members.

Leaflets about the PPG are also taken to the PPG organised events – eg the Mental Health, and the Alzheimer's and Dementia Talks open to all patients in Tunbridge Wells.

All GPs have been specifically requested to ask suitable patients from certain categories if they would consider being on the committee.

The practice has a number of registered patients that are eastern European/other white ethnic and we have been particularly concerned to have representation from this group. Therefore we have placed a specific notice to this purpose on the dedicated PPG board.

**Requirement 3**      *Details of the steps taken to determine and reach agreement on the issues which had priority and were included in the local practice survey*

During committee meetings a number of issues were identified and these are listed below together with their progress:

**New Premises** The current building is becoming difficult to maintain especially in light of new guidelines from the Care Quality Commission (CQC) and therefore new premises are needed. Evidence of this was highlighted in 2012 patient survey where issues of the size and décor of the waiting room were raised. The surgery is in the process of seeking out a suitable location within central Tunbridge Wells and various options are being investigated.

As a result of this the surgery produced a 'premises' questionnaire to collect the views of patients with regards to their priorities. When the results were collated it was clear from the results that the overwhelming priority is location, following that accessibility and parking facilities.

**Awareness of the PPG** It was identified that awareness of the PPG was an issue therefore marketing of the group was essential. The PPG has a dedicated section on the website. The notice board in the waiting room was updated to draw attention to PPG information. The chair offered to get more involved with other local surgery patient groups and to this end he attends meetings both local and regional and keeps in contact via email, so that there is better communication between the surgery's patient groups. To improve communication between the doctors, patient group and registered patients it was suggested that a quarterly newsletter be produced by the PPG in conjunction with the surgery to highlight news from both the surgery and the group. Three newsletters have been successfully issued and distributed both in the surgery, on the website and sent to patients via email.

**Evening Talks** Following a previous survey it was established that when the PPG organized an evening information talk one of the top priorities was 'mental health'. To this end an evening was organized and strong marketing of the event was done, including over 1000 emails being sent, flyers and posters distributed locally and other PPG's of local surgeries were informed.

**Communication in the surgery:**

**Website** Due to changes to the surgery website with online services such as prescription requests and appointment booking being made available, it was decided that a communications survey would be useful to find out how much patients were aware of the website, what areas were being used and what would patients like have available on the website. The patient questionnaire was circulated to PPG committee members for their views and suggestions as to what questions they would like

included in the patient survey.

As a result of this, flyers were produced, made available in reception, in the waiting room, on the electronic information display in the waiting room and details made available on the website.

Posters of website address printed and displayed in waiting room and reception with additional posters highlighting areas patients can access.

Information posted to the Lonsdale Medical Centre website

Same information printed in the new patient information leaflet.

Website address added to chronic disease recall letters which are sent out monthly.

**Requirement 4      *The manner in which the contractor sought to obtain the views of its registered patients***

A ‘**premises**’ survey was distributed to patients.

Paper copies in reception and waiting room

Information displayed on the electronic information display in the waiting room

A ‘**communications**’ survey was produced and distributed to patients by:

Paper copies both in reception and in the waiting room

Distributed during November weekend ‘flu clinics’

Survey set up online via ‘survey monkey’ a link to which was put on surgery website.

Information displayed on the electronic information display in the waiting room

**Prescription Processing Review/Patient Awareness questionnaire.** In order to prepare for the Electronic Prescription Service (EPS) we needed to establish patients’ views on the current prescription process and where we were able to better the service and inform patients of more efficient ways of ordering repeat prescriptions. We produced a questionnaire which was available to patients visiting the surgery. The results of this were collated and highlighted the need for more information about our ‘online services’. As a result of this survey it was decided to add additional questions in our winter patient survey.

A ‘**suggestions box**’ is situated in the waiting room to attract any ‘ad-hoc’ comments from patients

**Requirement 5      *Details of the steps taken by the Contractor to provide an opportunity for the PRG to discuss the contents of the action plan***

Results of the patient survey and actions were discussed during committee meeting of December 2013

**Requirement 6      *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 findings or proposals should not be implemented***

Every letter that is sent out will now have a flyer with information about using the website - implemented

Posters created for waiting room - implemented

Information uploaded to waiting room electronic notice board - implemented

A dedicated terminal to be placed in waiting room in more secluded spot and patients to be encouraged to register for online appointments and repeat prescriptions. The equipment for this has been secured and is waiting for the electrician/IT department to install – in progress

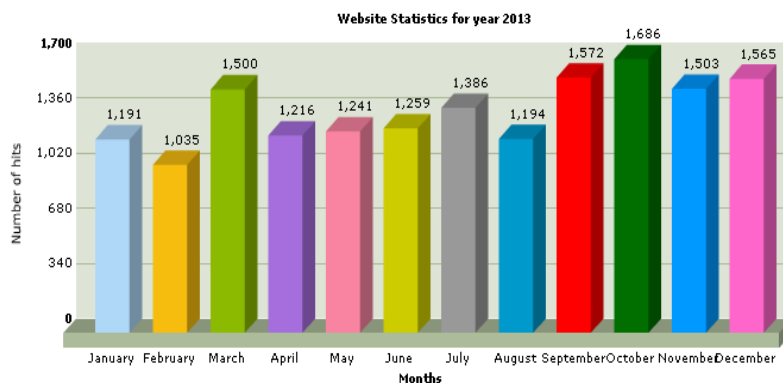
More use of holding phone message to make patients’ more aware of website and ability of making

appointments online – implemented

**Requirement 7**      ***A summary of the evidence including any statistical evidence relating to the findings or basis of proposals arising out of the local practice survey***

Patient numbers requesting access online is currently 8% of total patient numbers indicating that actions that have been implemented are proving effective. This is continuing to rise.

Below shows that the number of people who visited our website in 2013. Our patient survey was distributed in October and since then the number of people visiting the website has increased and remains higher than in the past, as shown below in the statistics from our website



**Requirement 8**      ***Details of the action which the Contractor***

- ***And, if relevant, NHS England (or other appropriate organisation where such functions may have been delegated), 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; and***
- ***Where it has participated in the DES for a year (1<sup>st</sup> April – 31<sup>st</sup> March), or any part thereof, ending 31<sup>st</sup> March 2013, has taken on issues and priorities as set out in the Local Patient Participation Report***

Following concerns about care.data enlarged posters were produced for the waiting room and 'opt-out' forms were provided for patients to complete. Details of a patient information line have been provided at the surgery and on the surgery website.

Every letter that is sent out will now have a flyer re using the web site

Posters have been created for waiting room

The dedicated terminal to be placed in waiting room in a secluded spot to encourage patients to register for online appointments and repeat prescriptions is scheduled for installation by the IT department.

More use of holding phone messaged to make patients' more aware of website and ability of making appointments online.

**Requirement 9**      ***The opening hours of the practice premises and the method of obtaining access to services throughout core hours***

The opening hours of the surgery are printed on quarterly newsletter. This newsletter is available in reception, and is emailed to patients.

Opening hours and contact details are on our website and on NHS choices.

**Requirement 10**      **Where the contractor has entered into arrangements under an extended hours scheme, the times at which individual healthcare professionals are accessible to registered patients**

Extended hours are displayed in the waiting room and on the website.

Lonsdale Medical Centre is open outside normal surgery hours at the following times:

Monday:                6.30pm -7.15pm  
 Tuesday:              7.30am – 8.00am or 6.30pm-7.00pm  
 Wednesday:          7.15am – 8.00am and 6.30pm-7.00pm

Below is a copy of the table included in our newsletter

<b>Clinician Availability</b>						
<b>Clinician</b>		<b>Mon</b>	<b>Tues</b>	<b>Wed</b>	<b>Thurs</b>	<b>Fri</b>
<b>Dr Buckland</b>	AM	✓	✓			
	PM	✓			✓	
<b>Dr Stewart</b>	AM	✓		✓		
	PM	✓	✓	✓		
<b>Dr Capone</b>	AM	✓		✓		✓
	PM	✓		✓		✓
<b>Dr Phillips</b>	AM	✓	✓		✓	
	PM	✓	✓		✓	
<b>Dr Corney</b>	AM			✓	✓	✓
	PM			✓	✓	✓
<b>Dr Ravi Jumnoodo</b>	AM		✓			
	PM		✓			
<b>Nurse Practitioner</b>	AM	✓				✓
	PM					
<b>Practice Nurse</b>	AM	✓	✓	✓	✓	✓
	PM	✓	✓	✓	✓	✓
<b>Healthcare Assistant</b>	AM		✓	✓	✓	✓
	PM					
<b>Phlebotomist</b>	AM		✓		✓	
	PM					
<b>Midwife</b>	AM					
	PM			✓	✓	

The above listing is subject to change depending on clinician & bank holidays. Tuesdays - Dr Buckland and Dr Stewart alternate AM and PM sessions monthly.

Name of person completing this form: Kate Harlow, Practice Manager

Surgery Name: Lonsdale Medical Centre

G Number of Surgery: G82768

Date: 20 March 2014

Signature: 