

ST ANDREWS MEDICAL CENTRE
SOUTHBOROUGH

Patient Participation Groups



LOCAL PATIENT PARTICIPATION REPORT

OVERVIEW

To comply with the Directed Enhanced Service for Patient Participation the practice has developed a Patient Participation Group (PPG) only of registered patients and used best endeavours to ensure the PPG is representative of our practice population.

Component Requirements

- Develop a properly constituted structure that both reflects and gains the views of registered patients to enable the practice to obtain feedback from a cross section of the practice population.
- Develop a PPG in the most appropriate way to most effectively reach the broadest cross section of its community (either virtual or face to face group or a combination of the two).

- The practice has a structure or process in place for regularly engaging with a representative sample of the population.
- The practice is fully compliant with the Equality Act.

PRACTICE PATIENT DEMOGRAPHICS

| Age Range (years) | 0 – 10 | 11 – 20 | 21 – 30 | 30 - 40 | 41 - 50 | 51 -60 | 61 - 70 | 71 -80 | 81 - 90 | 91 - 110 |
|--------------------------|---------------|----------------|----------------|----------------|----------------|---------------|----------------|---------------|----------------|-----------------|
| Male | 528 | 420 | 357 | 414 | 575 | 419 | 369 | 238 | 114 | 12 |
| Female | 433 | 475 | 349 | 436 | 577 | 426 | 422 | 298 | 225 | 45 |
| Total | 961 | 895 | 706 | 850 | 1152 | 845 | 791 | 536 | 339 | 57 |

INTRODUCTION

Welcome to our Patient Participation Group (PPG) which was formed on the 29th September 2011. It is currently made up of 10 individuals ranging from patients with chronic disease, a young working mother, professional working people and retired individuals. There is a majority female membership but efforts are ongoing to attract new candidates to the group.

We have tried to make our PPG representative of the practice population. Each Partner identified individuals from the different patient categories including, parents with children, working individuals, patients with a chronic disease and retired individuals. Invitations were then extended to these patients. Unfortunately we had a limited response from mothers with children, young patients and males from all age groups.

GROUP MEMBERS

Currently the group comprises of the following members:

- Mrs. Fiona Brown
- Mrs. Helen Burns
- Ms. Jill Hicks
- Mr. Roy Izatt
- Mrs. Margaret King
- Mrs. Carole Lee
- Mr. Brian Phillips
- Mr. David Marshall
- Mrs. Rosie Serpis
- Mrs. Anne Loveday

The Practice is represented by the following:

Dr Debbie Mason (Temporary lead and group chair person)
Dr Liz Robson – GP Partner
Simon Lawrence – Practice Manager
Marian Sowter – Medical Secretary

PROGRESS TO DATE

The first meeting of the group was held on Thursday 29th September 2011 at the Surgery. It was an opportunity to discuss the results of our recent 2011 patient survey, which focused on the service we were providing under our general medical services contract.

[Copy of 2011 patient survey](#)



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Questionnaires had been distributed to 400 patients visiting the practice in June 2011 during a three week period. Copies were also sent to each member of the PPG.

The results had then been collated and a copy forwarded to each member of the group prior to this meeting.

[Results of 2011 patient survey](#)



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This formed the basis of the agenda for our first group meeting.

The items discussed included:

- The lack of public knowledge regarding the practice website.
- Limited information surrounding the general running of the practice.
- A recurrent response from the survey and PPG was the lack of available appointments.
- Volume of 'Do not attend' appointments and a suitable reminder system.
- Suggestion to offer a second hand book stall within the waiting room to raise monies for the purchase of new equipment for the practice.

- The promotion of the patients group.

As a result of this meeting the following action plan was agreed.

ACTION PLAN

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| Suggestions to improve publicity of the surgery website were to create and hang a banner over the main reception desk publicising the website address. |
| Reception staff were to additionally inform the patients of the website and the service which could be accessed through this medium. |
| The creation and publication of a new Surgery Quarterly newsletter. |
| A review of current appointment availability, the publication of details of the different type of appointment available to patients and how to go about booking these. |

PROGRESS TO DATE

In response to the above the Practice has implemented the following:

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| Website banner over main reception. |
| Training of reception staff to provide better education to our patients in respect of website accessibility. |
| Publication of the first quarterly newsletter – December 2011 (see below). This has enabled a portal for transferring information and will continue on a quarterly basis. |
| Following feedback the appearance of the waiting room has been improved, all public areas are in course of refurbishment and the wash rooms are in course of upgrading. |
| The volume of posters has been reduced. |
| We are in course with the help of a group member of investigating costings for the addition of an electronic message board / plasma screen for advertising services as a direct response to a suggestion at our 2 nd group meeting. |
| The lack of available appointments has been directly addressed by the practice employing an advanced nurse practitioner and increasing the contracted hours of the healthcare assistant. |
| The practice is also addressing a system for sending reminder text messages to alert patients to forthcoming appointments. |
| The practice is also now identifying repeat non-attendees and corresponding with them to try and discourage this type of behaviour. |
| A second hand book stall is now operating in the surgery waiting room with a plentiful array of choice and above this is our new notice board promoting the PPG and inviting new members and highlighting our progress to date. |

Quarterly Patient Newsletter – December 2011



E:\Newsletter

OTHER ACTIONS

The group is also keen to promote charitable activities and promote community spirit. During our second meeting on 19th January 2012 we discussed how to engage with underrepresented groups. To determine these individuals further we examined our patient population demographics (see above). This highlighted a number of patients with limited English as their main first language including Eastern Europeans. We are endeavoring to publicise the PPG encouraging new members to attend. During the meeting it was also highlighted that it was difficult to engage with the teenage practice population. It was acknowledged that this may be due to feelings of dauntment to attend such in a group format. It was suggested that these individuals would be likely to volunteer for activities and this may be an opportunity to attract individuals to the group. One member informed us of a local café, which is recognised as a community hub providing information to the local population. We are currently trying to liaise with them to extend an invitation to one of their members to the next group meeting. It was also highlighted that some patients do not have access to the internet. We are unaware of the number of people who do not have internet access and will therefore instigate a patient survey to ascertain this.

Each of our PPG meetings is followed by circulation of the minutes to each group member following which they are posted to the Surgery Website.

PRACTICE OPENING HOURS

The Practice is open 8:30am to 6:00pm (Monday to Friday) and does not close at lunchtime.

The methods of obtaining access to services throughout our core hours are as follows:

- By presenting at main reception at the surgery.
- By telephoning the Practice on 01892 – 515455.
- Via the Practice website @ www.standrewsmc-southborough.nhs.uk
- Via email to standrews.mc.nhs.net
- By fax on 01892 514019
- Or via the VISION Online appointments service (patients need to register to use this facility)

EXTENDED OPENING HOURS

The Practice has entered into arrangements under the extended hour's access scheme and appointments are available to registered patients with individual healthcare professionals (the Doctors) as follows:

- Thursday mornings weekly between 7:00am & 8:00am.
- On one Saturday per month between 7:00am and 11:00am.

Appointments for these clinics are pre-bookable in advance. We do not provide a turn up and wait service during these times. Patients with urgent medical issues at this time should contact our 'out of hours' provider – South East Health Ltd on 03000 - 242424

St Andrews Medical Centre – Patient Participation Group
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