

# St.Andrew's Medical Centre

# Patient Participation Group



## LOCAL PATIENT PARTICIPATION REPORT 2013-14 (YEAR 3)

### 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**

<b>Age Range (years)</b>	<b>0 – 10</b>	<b>11 – 20</b>	<b>21 – 30</b>	<b>30 - 40</b>	<b>41 - 50</b>	<b>51 - 60</b>	<b>61 - 70</b>	<b>71 - 80</b>	<b>81 - 90</b>	<b>91 - 110</b>
<b>Male</b>	<b>570</b>	<b>480</b>	<b>384</b>	<b>449</b>	<b>580</b>	<b>457</b>	<b>398</b>	<b>247</b>	<b>123</b>	<b>14</b>
<b>Female</b>	<b>498</b>	<b>487</b>	<b>397</b>	<b>468</b>	<b>628</b>	<b>449</b>	<b>449</b>	<b>315</b>	<b>219</b>	<b>46</b>
<b>Total</b>	<b>1068</b>	<b>967</b>	<b>781</b>	<b>917</b>	<b>1208</b>	<b>906</b>	<b>847</b>	<b>562</b>	<b>342</b>	<b>60</b>

## **INTRODUCTION**

Our Patient Participation Group (PPG) was formed on the 29<sup>th</sup> September 2011. It is currently made up of 17 individuals, 2 males and 15 females, ranging from patients with chronic diseases, a young working mother, professional working people, a local Town Councillor and retired individuals.

We originally 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.

We actively encourage new members by publishing the PPG on our quarterly newsletter, on the Patients information screen in the waiting room and on the notice board in the waiting room. The PPG is promoted at fund raising events such as fetes and coffee mornings and is on the surgery website.

We have a PPG lead, Secretary, Bursar and we also have sub-teams for each event based on the patients strengths such as cake bakers, Computer experts for communication leads, and leaflet distributors.

## **GROUP MEMBERS**

Currently the group comprises of the following members:

Mrs. Fiona Brown  
 Mrs. Helen Burns  
 Mrs. Joyce Drackard  
 Ms. Jill Hicks  
 Mr. Roy Izatt  
 Mrs. Mel Knight  
 Mrs. Elaine Lawrence  
 Mrs. Carole Lee

Mrs. Anne Loveday  
Mr. David Marshall  
Mrs. Ann Norman  
Mrs. Rosie Serpis  
Mrs. Tao Wilson

The Practice is represented by the following:

Dr Debbie Mason – GP Partner  
Dr Liz Robson – GP Partner  
Sue Saunders – Practice Manager  
Marian Sowter – Medical Secretary

Priorities and issues raised over the past year by the PPG were, access to the surgery and non attended appointments. To address these issues we have looked at the surgery opening hours and have been running a '**Target Zero**' campaign where we have placed stamps and post-it notes on prescriptions highlighting the personal cost to patients of missed appointments. A message reminding patients to cancel unwanted appointments runs on the Patients information screen. We have also started a text reminder service which has achieved positive results in reducing the number of DNAs.

We have also driven a campaign to increase communication between patients and the practice, by asking everyone for their up to date mobile number and e-mail address, with over 500 results. This has enabled us to send our newsletter to a greater number of people.

With the help of one of the PPG members we have overhauled the website based on feedback from the group as to what information they would like to see on their surgery website. Examples include diabetes advice sheets, warfarin interactions, and information on the local hospital.

The group has also been running a book stall within the surgery waiting room and this has funded the information screen license, purchased the television screen and along with monies raised at a recent coffee morning has purchased a spirometer machine.

The practice has undertaken a number of survey's over the past year, both for the practice as a whole and for the individual doctors. The results of the individual doctors were analysed by the Royal College of General Practitioners and the Clarity toolkit. The most recent practice survey was discussed by the PPG at the last meeting on 6<sup>th</sup> March 2014, a copy of the minutes are available on the website. The problems of access and appointment availability were highlighted and in response the Practice is pleased to announce the creation of a new salaried GP position. We are also investigating upgrading the existing telephone system to allow for call queues so patients can get an idea of how

busy lines are at any given point in time. Increased staff training for reception staff to enable better call handling will be arranged.

The positive feedback about care received is welcome and reflected in the scores received by individual doctors surveys which were independently verified against national standards. We will strive to keep up the high standards of patient care.

### **PRACTICE OPENING HOURS**

The Practice is open 8:00am to 6:00pm (Monday to Friday) and does not close at lunchtime. On day appointment booking cannot start until 8:30am when the telephones are switched through from the out of hour's service.

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](http://www.standrewsmc-southborough.nhs.uk)
- Via email to [standrews.mc.nhs.net](mailto:standrews.mc.nhs.net)
- By fax on 01892 514019
- Or via the VISION Online appointments service (patients need to register to use this facility)

General medical advice is available 24 hours per day 365 days a year from the new NHS 111 service. This can be accessed by dialing 1-1-1. This service replaces NHS Direct.

### **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:

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

St Andrews Medical Centre – Patient Participation Group  
March 2014