

Haddenham Medical Centre Patient Participation Group Report March 2014.

The Haddenham Medical Centre Patient Participation Group (PPG) has been in existence since 2012, initially a virtual group in order to be able to reach a wider audience including working patients, however it has since moved to a face-to-face meetings. The aims of the PPG are to:-

- Offer patient feedback about their experiences with the surgery
- Help the practice improve their services
- Help the practice make the best use of their resources
- Improve communication
- Help to promote good health
- Influence decisions about which services are provided
- Offer practical support to the practice

The profile of our PPG

There are currently 60 members of the PPG; the members are representative of our patient population, with a variety of age ranges and backgrounds. This includes representatives from a local charity (FISH) which assists our elderly and frail patients in attending the surgery by organising transport and they provide feedback from this particular group of patients who are unable to attend meetings. It is a challenge to recruit younger members; however we will maintain our advertising in order to gain more members.

In June 2013 the members of the PPG were invited to elect a Chairman and Vice Chairman to Chair and organise meetings. Two of our members were elected and arrange the meetings and assist in publicising the PPG to our patients. The PPG is advertised on our website and through our regular communications with the local Parish councils. In addition there are two local websites maintained by the PPG Chairman and Vice Chairman which cover villages in our area and they actively publicise events on behalf of the medical centre. The PPG have a dedicated area on one of the noticeboards within reception in order to publicise their activities.

The meeting times are varied in order to attract a cross section of our patient population. The meetings are held at the medical centre with at least one member of the Practice management team attending. The minutes of the meetings are published on our website plus hard copies are available from our reception team.

Update on what has happened since the March 2013 survey

Issues raised in the March 2013 survey were discussed and an action plan was agreed at meetings.

Issue –Telephones – the survey highlighted patient's frustration at the time taken for the telephone to be answered. They suggested more staff were employed to answer

the telephones. In addition they also commented on the music which was played whilst on hold

Update – the new telephone system does not have all the functionality of the old system which enabled a message to be played to advise what number in the queue the waiting caller was. This was investigated with the supplier BT; however the customer service from BT was not particularly timely in responding to queries. The music was changed.

In terms of length of time to answer the calls, due to the restraint on resources we were unable to increase the number of staff, however we have utilised the Prescription clerk to assist in reception in the morning, dealing with patients and answering the telephone, we have received positive feedback on this.

In order to further improve communications a system called MJOG has been implemented which texts appointment reminders to patients and allows them to cancel appointments by text. This has also been used for health campaigns. The Patient Access online booking system is promoted. Positive feedback has been received on both of these communication methods.

Issue – Appointments – difficulty in obtaining on the day appointments.

Update – the appointments system was reviewed in May 13, this involved all staff, and changes were made which opened up more on the day appointments. During the year this was reviewed further following discussions with the PPG and in March 2014 a new appointment system was introduced. This resulted in more advance appointments being opened up, appointments for reviews available a week in advance and all on the day appointments for GPs are triaged. This appointment system will be trialled for 3 months.

Issue – Ice/Snow clearing.

Update – The Chair of the PPG contacted the Parish council requesting assistance in this area – preferably the siting of a grit bin, however this request was declined. A grit spreader was sourced as a solution and this has been donated by the FISH charity which will be able to be used by staff and volunteers to maintain the paths in bad weather.

Issue – concern about the change PCT to CCG.

Update – PPG members have participated in CCG meetings and projects and the Locality Chairman attended a PPG meeting to update members on the CCG.

Issue – staff members, the PPG requested a noticeboard with staff details.

Update – staff and private therapists are displayed on the notice board. In addition healthcare professional's details are shown on the reception TV screen.

How have we worked together in 2013

During the year the PPG has had regular involvement with the Practice at regular meetings and at events.

The PPG undertook a survey amongst its members, points from this survey were used by the Practice for a survey which was distributed online via the website and hard copies were available in reception.

Points raised during our meetings in 2013 in addition to those dealt with as a result of the survey which we have been able to resolve included:

A request for high back chairs for our elderly patients – chairs were purchased.

New access doors – the doors were causing issues for our elderly/frail patients, new doors were purchased and the PPG members assisted staff in arranging access to the Practice whilst the installation work was being undertaken, thus enabling staff to continue with their daily tasks.

Use of facilities – use of the Health Education room by a volunteer to hold a Weight Loss Support group, it was highlighted at a PPG meeting that obesity is a major issue.

Volunteers – members of the PPG volunteered to take part in training of staff in the use of new technology for remote care monitoring.

Charity – members of the PPG assisted in charity events run at the Practice.

The PPG have assisted in publicising initiatives at the Practice, such as Carers Bucks information events, the Prevention Matters project and the Live Well project.

2014 Survey

We conducted a survey both online and paper based in February 2014 which ran for a month. The survey was advertised on the Practice website and also in the reception area.

The results of the survey were discussed with the PPG on 18 March 2014. The questions posed in the survey were drawn from the PPG survey which they conducted amongst PPG members and issues that had been raised by our patients throughout the year whilst also asking patients what services they would like to see based at the Practice. We have feedback forms in reception in order that patients can raise issues at any point during the year.

SURVEY RESULTS

AGE RANGES	%	
45 – 54	18	
55-64	35	
65-74	41	
75 – 84	6	
GENDER	65% FEMALE	35% MALE

Some interesting feedback was received from the survey, 58% of the patients appreciated the text reminder service.

70% would like to see a reduction in the time for the telephone to be answered – an additional receptionist is now answering the telephone in the morning and additional lines have been ordered from BT.

76% preferred telephone consultations if face to face meetings were not available.

Common themes:-

Lack of full time GPs – it is difficult to recruit full time GPs, it took 2 years to recruit Dr Munir.

Appointments – the appointment system has been reviewed and a new system is in place from 17th February.

Feedback from the PPG on the survey results.

At the PPG meeting on 18th March 2014 the survey results were presented to the PPG. The PPG expressed appreciation at the attempts to try different strategies in respect of the appointment system.

The telephone system was still an issue - Practice reply - the extra lines ordered from BT had not been delivered and this was in the process of being chased up.

It was suggested that either Saturday surgeries were open longer or evening surgery for working patients. Practice reply - Saturday opening was originally requested by working patients however we are aware that not all patients who attend are of working age.

Agreed Action plan for 2014

At the meeting on 18th March the action plan for 2014 was agreed as a result of the survey findings of areas which we would focus on in 2014. Any areas that we were

unable to implement were discussed fully and further investigations would be undertaken to feedback to the PPG.

Continue to monitor the appointment system.

Improve the telephone system.

Improve communication with patients utilising village websites where available.

Continue to inform patients about new initiatives to ensure they can make an informed decision for example in the care.data project.

The PPG offered to raise funds for high back seats for patients.

Access

The opening hours for the Practice are publicised on our website, NHS choices and also at our main entrance. In addition we also advertise what days our healthcare professionals work on the TV screen in reception.

They are Monday to Friday 0800 – 1800 hours.

Periods of planned closure such as PLT dates are publicised to our local Parish councils, the PPG, plus local village websites. They are advertised on our TV screen in reception and our website.

Extended Hours

At the request of patients the extended hours held at the Practice are held on a Saturday morning. This is advertised on our website, plus on the TV screen in reception. The opening times are 0800 – 1200.