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<b>CLASSIFICATION: -</b>	<b>Local Patient Participation Report</b>
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<b>DOCUMENT CONTROL</b>
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<b>Author &amp; Role</b>	Dawn Mainland and Jill Porthouse
<b>Review Date</b>	<b>March 2015</b>
<b>Responsibility for Review</b>	<b>Jill Porthouse PA/PPG Lead</b>

<b>PURPOSE</b>	<b>The purpose of this guide is to ensure that the Practice has a protocol for a Patient Participation Group (PPG)</b>
<b>PROCESS</b>	Any of all of the following methods may be used to identify interested patients: Notices in the waiting rooms and reception area; Patients voicing their interest to staff members /Partners/Nurses; Surgery newsletter/website
<b>PERSON RESPONSIBLE</b>	<b>The Partners</b>

We welcome feedback on all policy/procedure/strategy and the way it operates. We are interested to know of any possible or actual adverse impact that this policy/procedure/strategy may have on any groups in the respect of gender, marital status, race, disability, sexual orientation, religion, belief, age or other characteristics.

<b>QOF</b>		1H, I, J		
<b>CQC</b>		4B		
<b>General Protocols and Procedures</b>		Chiquita/Secretary's office		
<b>Version</b>	<b>Date</b>	<b>Version Created by</b>	<b>Version Approved by</b>	<b>Changes made</b>
1	8.3.12	Jill Porthouse	Dawn Mainland	Created and published
2	23.03.2012	Dawn Mainland		Updated Ethnicity and re published
3	22.03.2013	Dawn Mainland Jill Porthouse		Updated and published
4	20.03.2014	Dawn Mainland Jill Porthouse		Updated and published

## Roborough Surgery Local Patient Participation Report

Date Published: 21.03.2014

### A description of the profile of the members of the PPG:

The GPs are on a rolling programme to attend the meetings.

Jill Porthouse (PA to the Partners/PPG lead)

Patient list (PPG members)\*

Mr Joseph Fairclough

Mr Brian Pring

Mr Fred Horley

Mrs Judi Vine

Mrs Anne Littlewood

Miss Bethan Roberts

\*Members were happy for their details to be published.

### A description of what steps the Practice has taken to ensure that the PPG is representative of its registered patients and where a category of patients is not represented then what steps have been taken by the Practice in an attempt to engage with those patients:

Notices are on the surgery notice boards and at reception and invite everyone to attend or to give their details to reception so that they can be contacted. There are also notices on the website and details are placed in the four-monthly newsletters. GPs have also provided names of people who might be interested.

Our PPG is not representative of our practice list. A search was carried out on patients' demographics see representation of practice further in the report. We do not have a larger number of diverse patients as per guidelines.

Practice added a box to encourage patients to join the PPG on the new patient registration forms.

Practice Booklet

Invitation to Sally Parker Community Relations Manager NHS North, Eastern and Western CCG to assist with recruitment and ensure the group was working in the best interest of the surgery and its patients. Sally ran a workshop on the 18<sup>th</sup> December 2013

DDOC attended PPG group meeting 5<sup>th</sup> February 2014 on how we can make people aware of services they provide.

The practice recruited one new member and the PPG has their own section of the surgery's notice boards in an attempt to encourage more patients to join. To date, three members of the Group have written articles for the surgery's newsletters

<b>Ethnicity</b>			
White British	89.34%	Other white British Ethnic group	0.13%
White British 2001 census	4.71%	White	0.16%
Other white ethnic group	1.86%	Pakistani	0.14%
Other ethnic group	1.06%	Black Caribbean	0.13%
Other Asian ethnic group	0.49%	Bangladeshi	0.06%
Indian	0.51%	Other ethnic Asian/White Origin	0.03%
Chinese	0.35%	Other ethnic Black/White origin	0.04%
Black African	0.21%	Born in Hungary	0.01%
Other ethnic mixed origin	0.21%	British or mixed British ethnic 2001 census	0.01%
White Irish	0.21%	Ethnic group refused	0.04%
White Scottish	0.17%	Born in England	0.01%
Other black ethnic group	0.11%	Vietnamese	0.00%
<b>Males</b>	<b>%</b>	<b>Females</b>	<b>%</b>
0-4	6.83%	0-4	6.03%
5-14	9.98%	5-14	9.86%
15-19	4.84%	15-19	4.47%
20-24	4.99%	20-24	4.56%
25-34	10.59%	25-34	12.56%
35-44	10.76%	35-44	10.63%
45-54	14.19%	45-54	12.47%
54-64	12.73%	54-64	12.87%
65-74	14.29%	65-74	13.83%
75-84	8.61%	75-84	9.67%
85-94	2.09%	85-94	2.74%
95 -	0.08%	95 -	0.31%
<b>All Sexes</b>		<b>PPG Group Female</b>	<b>PPG Group Male</b>
0-4	6.40%		
5-14	9.91%		
15-19	4.64%		
20-24	4.76%		
25-34	11.65%		
35-44	10.69%	1	
45-54	13.27%		
54-64	12.81%	2	
65-74	14.05%		
75-84	9.18%		3
85-94	2.44%		
95 -	0.21%		

**A description to be entered in around how the Practice and the PPG determined and reached an agreement on the issues which had propriety within the Local Practice survey:**

Partners survey (IPQ report) return date (December 2013).

The above information was presented to the PPG meeting

Some of the questions they discussed from the IPQ survey

- Parking
- Waiting time to see chosen practitioner
- Waiting time at reception
- Website
- Telephone system
- The PPG group questioned the validity of the survey.

Survey conducted in house (February 2014) taking to next meeting 1<sup>st</sup> April 2014.

**A description of how the Practice sought to obtain the views of its registered patients**

CFEP Survey

Survey results were posted in the reception area, website, newsletter and freedom of information file.

CFEP UK Surveys Ltd

1 Northleigh House

Thorverton Road

Matford Business Park

Exeter

EX2 8HF

In house survey February 2014 will do a survey after new telephone installed to get feed back 3 months after installation

Practice News letters

Updated our Complaints Suggestions Comments leaflet for patients version 7 (06.03.2014)

## A description of how the Practice sought to discuss the outcomes of the local survey and the Practice's action plan together

At the partners meeting the practice survey was discussed

### Improving Practice Questionnaire 2013

During June/July/August/September/November patients attending the surgery were asked to complete questionnaires about their experience of the Practice. The practice struggled to get patients to participate in another survey we are finding it harder each year to get them engaged. The IPQ is a well-established questionnaire used in the UK. Practice population target that took part the under 25 could be better represented but the practice is above the national average. Overall our results were above the national average. Our list size was compared to similarly-sized practices; our score was equal to or above the mean score in all areas. The main points raised include:

**Telephones**— This was an issue the practice aware of and have already addressed with new system due to be installed early 2014

**Parking**—whilst we are not obliged to provide parking we want to make it as easy as possible for patients attending surgery. We had applied to the Council to lower kerbs in an effort to improve parking spaces informed that this not possible. However the surgery has clearly marked out/designated parking areas.

**Appointments with female doctors**—these are always in demand but we currently have more appointments for female doctors than ever before. We have a female nurse practitioner who has her own clinics.

**Privacy at the front desk**—Playing music has been suggested for the waiting rooms to stop private conversations being overheard at the front desk. Licence purchased GP currently looking at system to be installed.

**Website**—New site currently being developed been taken to practice meeting on 18<sup>th</sup> March 2014 and being presented to the PPG group on the 1<sup>st</sup> April 2014 for their feed back prior to installation.

Overall we were pleased with the feedback we received but will endeavour to improve the areas identified above. If you would like to discuss any aspect of the IPQ with us, please speak to a receptionist.

Copy of CFEP Survey is in our Freedom of Information Folder in reception for anyone to read.

**A description of the findings or proposals that arose from the local Practice survey and what can be implemented and if appropriate reasons why any such findings or proposals should not be implemented**

The PPG is the patients' representation and we are eager to have more people involved. We have discussed:

**Issues discussed by the Patients Participation Group at Roborough Surgery 2013**

This group is attended by patient representatives, a doctor from the Practice (on rotation) Practice Manager and Secretary and a representative of the PCT

- 1) Practice matters
  - Issues brought forward by patients
  - Flu clinics
  - Non shows or people arriving late for appointments and ways of minimising the wasted time and dealing with these
  - Parking
  - New Practice Nurse and booking nurse appointments in advance
  - Appointments with specific doctors and difficulties associated with these
  - Out of Hours telephone messages and information to practise re out of hours service.
  - Queuing at reception at peak times
  - Upkeep and use of noticeboards in surgery
  - Music while you wait
  
- 2) IT
  - Computerised Records, security, how they developed and what info is kept. Issues of sharing patient information as per new NHS developments.
  - Receiving results of tests from Derriford
  - Website development and improving the experience for patients
  - Repeat prescriptions on line
  - Booking appointments on line
  - The Waiting Room
  - The telephone system and its improvement
  
- 3) Links with University and training schemes
  - Training GPs; how it works and the implications.
  - Practice Nurse training
  - Participation in Apprenticeship training schemes for young AMSPAR student medical secretaries
  
- 4) Changes to and types of repeat prescriptions and checks associated with these
  
- 5) The Catchment Area and issues arising from this
  
- 6) Wider Involvement:
  - PCTs – their roles and links with other groups.
  - Newsletters and getting people involved with their practice
  - Patient satisfaction servys.
  
- 7) Quality Care commission and inspections



Northern, Eastern and Western Devon  
Clinical Commissioning Group

## Media information

18 April 2013

### People encouraged to get involved at local Roborough Surgery

Doctors at Roborough Surgery in Plymouth are encouraging patients to get involved in the running of their local surgery.

Dr John Arkie, a GP partner at the surgery, which is one of the largest in Plymouth, has invited the surgery's patients to join its patient participation group.

The group gives patients an opportunity to make suggestions to the surgery about ways it can improve services, from communicating better with patients to helping to promote healthy living.

"We always want to hear our patients' thoughts about services at our GP surgery and one of the best ways people can make a difference is by joining our patient participation group," he said.

"Some of the issues the group has been involved with recently include practical matters such as car parking and avoiding missed appointments, as well as developments such as online appointment booking and staff training.

"The group has also been involved in issues that directly affect patients such as organising repeat prescriptions and referrals to hospital, along with how the recent changes to the NHS will affect patients."

Judi Vine, a member of the surgery's patient participation group, said one of the strengths of the surgery was how approachable its staff are and how they go the extra mile to meet the needs of patients.

"The staff at our surgery are excellent, but they also need our support to know what non-medical issues patients may have about the surgery," she said.

"Please do come along to our next meeting to join our patient participation group and support your practice.



"The group meets every month and more details on how to join can be found on the surgery website: [www.roboroughsurgery.org.uk](http://www.roboroughsurgery.org.uk) or by phoning 01752 701 659."

Dr Peter Rudge, chair of the western locality of Northern, Eastern and Western Devon Clinical Commissioning Group (CCG) said:

"One of the main themes of our new CCG is to involve patients more in decisions about their care and we applaud Roborough Surgery for its efforts to give patients a say.

"This is just one of a number of ways patients can get involved in influencing healthcare decisions and we'd encourage them to visit our CCG website at [www.navydevonccg.nhs.uk](http://www.navydevonccg.nhs.uk) to find out more. Alternatively they could visit the Plymouth Healthwatch website at <http://www.healthwatchplymouth.co.uk/>."

**Ends**

For more information or interviews contact Paul Hopkins on 01769 575 153 or 01392 267 647 or 0797 133 0491.

## **Patient Participation Group (extract from Summer 2013 newsletter)**

**Patient Participation Group (PPG)** - I broke a serviceman's 'golden rule', I volunteered! Most topics up for discussion have been covered previously but following on from the article in the Herald, we were pleased to welcome a new face to the Group with interest from others we hope to see at a later date. The meeting centred on training (staff, doctors and nurses); we don't usually see the training only the results. This is an honour for our surgery and we need to remember we are involved in training future healthcare professionals. The Group also expressed an interest in how health services operated in the past. Prior to 1948 healthcare had to be paid for; some employees received free treatment and Friendly Societies were set up to cover families. Panels decided if you could receive free treatment. You had to queue to be seen! The NHS was set up by the Government to provide a free service for all. Systems varied with surgeries. Contact was limited as not all patients had phones. What a difference today with targets to be met, computer systems, household phones. There may be occasions when you are not seen on time often due to a previous patient over-running but remember the 'good old days'. By Brian Pring.

\*\*\*\* Please see the PPG notice boards or the surgery's website for the date of the next meeting. The surgery's contact for the Group is Jill Porthouse. \*\*\*\*\*

**Implemented:** - New website, new phone system, Music these three items are in process. MJOG text reminding/invite service this improved our Did not arrive rate and take up of services.

**Not implemented:** - University Training for practice nurses made aware but seems to be beyond the influence of the PPG at this time. Stoma Group but Dr R Arkle did some research but this is already in place.

The PPG group questioned the validity of the survey as figures were in excess of 100%. The outcome from this we contacted the company for an explanation and fed back to group.

## **A summary of any evidence including statistical evidence relating to the findings or basis of proposals arising out to the local Practice survey:**

In house patient survey  
CFEP Survey  
CFEP survey Poster  
Meeting notes

Most change from last CFEP Survey

	Last Survey	This Survey
Illness Prevention	71%	75%
Confidence in ability	85%	89%
Appointment Satisfaction	72%	76%
Reminder Systems	72%	75%
Opening Hours Satisfaction	69%	72%

**A Description of the action which the Practice and /or the Local Area Team intend to take as a consequence of discussions with the PPG in respect of the results, findings and proposals arising out of the local Practice survey. If this is not the first year of the scheme, detail here any changes and issues since the last local patient participation report was completed.**

Each Year – car park – ongoing issues. There is very limited parking around the surgery due to the location of the surgery being beside a busy road and in a residential area. We have looked at this each year and is beyond our remit at this time.

New website near completion due April/May 2014

New Telephone being installed spring 2014

Text reminding service purchased 2013

**A description of the opening hours of the Practice premises and the method of obtaining access to services through the core hours:**

Open 8am – 6.30pm Monday to Friday  
Phones open 8.30am – 6pm Monday to Friday  
Results between 2.30 and 4.30

Saturday opening – GPs/staff are on a rota on alternate Saturdays and details are in the waiting rooms, on the website and in the practice booklet.

Dedicated line for appointments. Some appointments are now able to be booked/cancelled via the 'Waiting Room' and information about this additional service are on the website, practice booklet, newsletter and at reception.

Prescriptions can be requested via the website, by post, dedicated phone line, repeat dispensing and at the front desk.

**A description of any extended opening hours that the Practice has entered into and which health care professional are accessible to registered patients.**

GPs only have surgery on Saturdays (approximately twice monthly with GPs on a rota) as per guidance.

The surgeries are pre-bookable appointments (from 8am – 12.45pm) with urgent bookable appointments on the day being subject to availability and if available can be booked at the front desk on the day.

The above information is all in the practice booklet, website and freedom of information folder.