

BARTHOLOMEW MEDICAL GROUP PATIENT PARTICIPATION GROUP

PRACTICE REPORT 2013 -2014

Introduction

It is now three years since the Bartholomew Medical Group Patient Participation Group (PPG) was established. Although there have been some changes in the membership of the group the numbers and balance remain very similar to last year's figures.

Profile

Membership is open to all patients and from the outset we have tried to make our PPG representative of our patient profile. We looked at the profile of the practice taking into account age, sex, minority ethnic groups etc. Currently representation of the PPG is as follows:

Age Range	Total no of patients	% of practice population	No. of members
0 – 14	2636	16.7	Group excluded
15 – 24	1978	12.4	
25 – 34	2119	13.3	1
35 – 44	1932	12.1	1
45 – 54	2273	14.3	1
55 – 64	1958	12.3	3
65 – 74	1589	10.0	5
75 – 84	1012	6.4	2
85 – 94	389	2.4	
95 – 104	17	0.1	
Total	15903		13

Males = 6, Females = 7. Ethnicity – all British or Mixed British.

We are aware that there are still gaps in the representation of our population and continue to make attempts to be more inclusive. We actively encourage engagement from the groups of patients not currently represented at the meetings, particularly younger patients (under 44) and ethnic minorities and we continue to advertise for new members. The Practice initially decided that a face to face PPG would be the best format for meetings but as we move towards increased use of remote access to the practice it becomes more likely that we may consider virtual members in the future.

We continue to advertise the group and canvas for new members on the practice website and with leaflets and posters in the surgery and branch site. A section of our practice website is dedicated to the PPG and advertises the group and any future meetings. Earlier in the year we published a newsletter which included a section about our PPG. We also provide information on the PPG to patients who come to register with the Practice.

In addition to the patient representatives, two GPs and a number of our management and admin staff attend PPG meetings. Members felt it was important for GPs to be present at the meetings and as the doctors attend in rotation. This gives members a chance to get to know all of our GPs.

Progress

Over the past year the PPG has met four times and there is always a good attendance at meetings.

At the June meeting the PPG reviewed the Terms of Reference. This will be an annual event. Members also received a report from the first meeting of the Appointments Committee held in May. The PPG were represented in order to include the views of patients in the discussions to look for improvements to our appointment system.

In the August meeting the group discussed the issues to be included within new Patient Survey and drew up a draft copy of the questions. It was agreed that the issues of greatest concern remain the same as last year; therefore, in order to compare results accurately the questions remained essentially the same with some minor adjustments for the purpose of clarity.

The focus for the questions remained as:

- Getting through to the surgery via telephone when the lines open at 8-00 am - despite an extra member of staff answering phones between eight and nine, Monday to Friday this is still a problem.
- The availability of appointments and in particular, pre-bookable appointments.
- Awareness of availability of extended hours surgeries.

The survey was carried out September to October 2013. It had been agreed to aim for at least 500 responses and we received a total of 536 fully completed surveys from the two sites combined. We would like to thank all those who took part in the survey and those members of the PPG who came into the Health Centre and the Old Goole Branch to help with the process including collating the results.

In January the PPG group met to discuss the survey results. These were similar to the previous year's showing that in general our patients are happy with their overall care from the Surgery. They were also happy with their consultations with the GPs and found the receptionists helpful. However there were still some issues with appointment availability and with getting thorough to the practice first thing in the morning. The results are included below this report.

Action Plan

In response the PPG and practice proposed an action plan to improve the areas highlighted. The actions proposed were:

- The possibility of increased options on the telephone to give patients an element of self-triage and offer a choice of outcome according to patient need.
- An audit of the appointment system following which recommendations will be made to the partners. Any suggested improvements will be presented to the PPG for discussion. Online access enabling patients to book and cancel their own appointments and to order repeat prescriptions is about to become available and it is hoped that this will improve patient satisfaction in both areas.

- Increased staff training to redirect patients to other appropriate available services, for example the pharmacy link (to obtain treatment for minor illnesses without seeing a GP), and to give information regarding pre-bookable appointments, extended hours surgeries and nurse practitioner consultations.

Next Meeting

The next meeting will be held on Monday 28th April and we are in the process of drawing up an agenda for this. If you are interested in joining the group or have any issues that you would like raising please contact Helen Fox, Assistant Practice Manager, or call the Practice.

Practice Opening Times

The Main Practice Surgery opening hours are from 8am to 6pm Monday to Friday. Our Branch Surgery opening hours are from 8am to 12pm and 1-30pm to 5-30pm Monday to Friday. During these hours you can come to our reception areas or contact us by telephone to make an appointment with any of our Health Care Professionals at both sites.

We offer an extended hours service at the following times:

Monday 6-30 pm to 7-30pm

Wednesday 7-30 am to 8am

Saturday 8-30am to 11-30am

These appointments are only available on a pre-bookable basis and are for routine non-emergencies. They are intended for patients who are unable to attend during normal opening hours. These extra sessions operate on rotation with all GP Partners and often a Practice Nurse or Nurse Practitioner will also be available.

Patient Survey Result 2013/14

Question 1 - In the past six months, how easy have you found the following?	Very Easy	Fairly Easy	Not Very Easy	Not at all Easy	Have not tried	No Answer
Getting through on the telephone	64	148	126	137	12	6
Speaking to a GP on the telephone	41	89	75	35	205	48
Speaking to a nurse on the telephone	37	86	52	26	242	50
Obtaining test results on the telephone	90	116	42	24	170	51
Speaking to a secretary on the telephone	102	124	58	30	124	55

