

# YEAR TWO PRACTICE REPORT 2012-2013

## **Introduction**

The Bartholomew Medical Group Patient Participation Group was set up in 2011. Initially we used the Practice website, leaflets and posters in the surgery to advertise the group and canvass for new members. We also had an article published in the local newspaper – the Goole Times, to promote the group. We continue to dedicate a section of our website to the PPG and advertise the group and any future meetings via posters within our two sites. We are about to publish the latest Newsletter which will also contain a section about our PPG and are looking into other sites in the community where we can promote awareness through the posters. The group has suggested that we put an advert on the waiting room television and this is being looked into. We also provide information on the PPG to patients who come to register with the Practice.

## **Profile**

From the outset we have tried to make membership of our PPG representative of our Patient profile. We looked at the profile of the practice taking into account age, sex, minority ethnic groups etc. As it currently stands, representation of the PPG is as follows:

Age Range	Total no of patients	% of practice population	no. of member
0 – 14	2472	16.2	Group excluded
15 – 24	1912	12.5	
25 – 34	1896	12.4	1
35 - 44	1942	12.7	
45 – 54	2205	14.4	2
55 - 64	1923	12.6	2
65 – 74	1579	10.3	7
75 – 84	983	6.4	2
85 – 94	374	2.4	
95 – 104	17	0.1	
Total	15303		14

In addition, two GPs and a member of our admin staff attend meetings. Members felt it was important for GPs to be present at the meetings. The doctors attend in rotation.

We are aware that there are still gaps in the representation of our population. Attempts to be more inclusive were made at the outset and the group has discussed further options since. We will continue to encourage engagement from the groups of patients not currently represented at the meetings, particularly younger patients (under 44) and immigrants and we continue to advertise for new members. Our membership has increased in numbers with three new members joining us this year, which is encouraging. The Practice decided that initially a face to face PPG would be the best way forward and the feeling is that this remains the most appropriate format for the group.

## **Progress**

Over the past year the PPG has met regularly and there has been a good attendance rate at every meeting, even when the weather has been bad.

Early in the year the group discussed progress on the action points resulting from the previous year's Patient Survey which had highlighted three areas of concern:

- Getting through to the surgery via telephone when the lines open at 8-00 am - in response the Practice now has an extra member of staff answering phones between eight and nine, Monday to Friday.
- The availability of pre-booked appointments – the Practice has increased the number of these.
- Awareness of the availability of Extended Hours Surgeries – we have increased advertising in both premises and on our website to try to let all patients know about this service.

At the same meeting we agreed to run a repeat survey in June, to see if the changes would be reflected in the results. This survey was to be exactly the same format as the last.

Another lively topic of discussion was a proposal to consider front desk triage. Overall it was felt that this was not what patients wanted and should be reconsidered at a later date.

The survey was carried out, as planned, through June and July 2012 and we received a total of 419 fully completed responses from the two sites combined. (This represents 2.8% of our practice population.) We extended the survey period to try to get more responses than last time. 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. The results were discussed in the September PPG meeting.

The survey showed 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 very helpful. Response to the question of getting through on the telephone was mostly positive. However it was noted that patients still found it difficult to get a pre-booked appointment. They also still feel that it is difficult to get an appointment with their GP of choice and many patients remain unaware that there are appointments available under the extended hours scheme.

## **Action Plan**

It was noted that the number of questionnaires returned was slightly fewer than last time and that the results showed an increase in the number of patients answering 'I don't know'. The group felt that this reduced the value of the survey as an accurate measuring tool. It was felt that what it did demonstrate was that, again, the main concern amongst those who responded was the booking of appointments first thing in the morning and the availability of appointments. The group discussed demands on appointments and whether they are always appropriate. The issue of 'GP of choice' was also discussed and many members of the group felt that this was a question of educating patients that in some situations it is appropriate to see any doctor while in others, continuity is important.

The actions proposed were:

- A review of the appointment system
- Improved signposting informing patients of alternative services e.g. the Minor Ailments scheme
- An increase in appointment provision - already in hand as the Practice had just appointed a new Salaried GP

At the following meeting the Practice reported that the new Salaried GP had joined the team as had two GP Registrars and that this had had a positive effect on appointment availability. We also told the PPG that we are creating an Appointments Committee to conduct a review and consider appointment options and invited volunteers from the group to become members of this committee. Several offered to join this.

The group also discussed ways in which we could make patients aware of alternative treatment resources such as the Minor Ailment Scheme and as a result we are looking into using the waiting room television to advertise these options.

In addition we discussed conducting another survey in 2013 but this time with some changes. The focus and format of this next survey will be discussed at a future meeting.

We have also discussed the content of the latest Practice Newsletter and invited ideas that could be included. A draft copy was available at the most recent meeting and will be available in the Practice very shortly.

### ***Next Meeting***

The next meeting will be held on Tuesday 4th June. We are already drawing up an agenda for this, to include a review of the Terms of Reference. If you are interested in joining the group or have any issues that you would like raising please contact Helen Fox, Assistant Practice Manager (Acting) 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 service at the following times:

Monday 6-30pm to 7-30pm

Wednesday 7-30am 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 occasionally a Practice Nurse or Nurse Practitioner may also be available.