

Patient Participation Group (PPG)

Dr's Misra, Bird and Kasha

Annual Report 2014

1. Membership Profile.

Our PPG comprises nine patients and four surgery staff members including the Practice Manager, a GP, an Admin staff member and one other member of staff (variable depending on availability). Initially we looked to recruit members by displaying posters in surgery and by including details of the PPG in our Practice leaflet, a short message attached to prescriptions and a message displayed on our Patient Call Display board.

2. Recruitment.

During this last year, in an effort to recruit more members from a wider demographic, we have sent a text message to all patients in the age group 20-29 and with a mobile phone number on our records, letting them know of our PPG and inviting them to ask for further details. Some 377 patients were sent the text and we have received 6 requests for further information. Application forms and information has been sent to these patients but as yet none have applied. It is our intention to send a similar text message to more patients in the coming months commencing with those patients in the 30-39 age group. Additionally we have discussed other methods of recruitment such as an Open Night at the surgery and we have included an article in our first Newsletter published in March 2014.

It is hoped that by targeting specific age groups we will also reach all ethnicities and other groups such as disabled patients who may have their own specific needs and concerns.

3. Patient Survey 2014

At the PPG meeting held on 6 February 2014 the group discussed what they felt were important issues for our patients and agreed that the availability of appointments would always figure highly. It was agreed, therefore, that we would conduct a Patient Survey on this subject.

The survey was distributed to 250 patients in total with 100 of those being given to patients attending the surgery and for the first time we sent the survey by email to 150 patients for whom we had details of their email addresses. 55 of those patients completed the survey on-line via Survey Monkey.

The survey was conducted in early March 2014 and the results were shown to PPG members who then provided their feedback/comments. The survey results and a report on the findings have been published on the Practice website along with an Action Plan to deal with the issues that arose. Copies can also be obtained from Reception at the surgery.

4. Other Matters

4.1 GP recruitment

One of the issues raised in the 2013 survey was that of the recruitment of additional GP resource and the impact this would have on appointment availability. During the year Dr Kasha joined the Practice as a partner and the 2014 survey has shown an improvement in this respect (see survey findings published separately). It is hoped that patients will report further improvement once initiatives detailed in the Action Plan arising from the 2014 survey have had time to have an impact.

4.2 Care Quality Commission

CQC completed their inspection of the surgery in February 2014 and it was pleasing to be able to report to PPG that we met all of the standards set. Details of the CQC report and how patients can get access to it have been published on our website and copies are available in Reception.

4.3 Surgery Refurbishment

Improvements have been implemented including the provision of a Loop system for hearing aid users, some re-carpeting at Liverpool Road and limited provision of seating with arms.

4.4 PPG Newsletter

The first issue of our Newsletter was issued in March 2014 and we will look to publish this three times a year.

5. Next Steps

5.1 PPG will continue to explore methods of recruiting new members to ensure that its membership is representative of the Practice's registered patients.

This will include text messaging to targeted age groups, posters in surgery, message on Patient Call Message Board and looking to invite patients to a PPG Open Night at the surgery.

5.2 Increase awareness of Patient Access and on-line booking of appointments.

This will be achieved with the ongoing, proactive approach of patients by Reception staff and offering of the service to new patients at their New Patient Check. Additionally we will continue to email those patients who have recorded their email address on our records.

5.3 Enable more patients to be seen by a Doctor within 2 days

This will be achieved in part by educating patients of the need to let us know as soon as possible if they are unable to attend their appointment to enable us to re-allocate that appointment slot to another patient. Methods to do this will include an article on the Practice website and notices within surgery.

6. 2013 Action Plan Progress Update

The Patient Survey undertaken in January 2013 raised a number of issues all of which have been addressed over the past year. Full details can be seen in

the Action Plan available within the surgery or on our website. The Plan was last updated on 16 January 2014 by which time all items had been completed bar two.

The consideration of further refurbishment of both surgeries is ongoing and whilst some work has been done as per 4.3 above the Group will discuss further at our next meeting what else can be achieved.

One Loop system is in place in the Bootle surgery and its impact is still being assessed before a similar system is purchased for Liverpool Road.

7. Surgery Opening Hours

DAY	LIVERPOOL ROAD SURGERY	MOSS LANE SURGERY
MONDAY	8am – 6.30pm	8am – 6.30pm
TUESDAY	8am – 6.30pm	8am – 6.30pm
WEDNESDAY	8am – 1pm Closed in the afternoon	8am – 6.30pm
THURSDAY	8am – 6.30pm	8am – 1pm Closed in the afternoon
FRIDAY	8am – 6.30pm	8am – 6.30pm

During these hours patients can access our services by telephone, in person and on-line via Patient Access.

Patients must register for the Patient Access service which includes the ability to book appointments, order repeat prescriptions and let us know of any changes to their personal details such as a change of address or telephone number.

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