

PATIENT PARTICIPATION GROUP REPORT

During 2011 the practice made strenuous efforts to recruit to its Patient Participation Group¹. This was done via a variety of methods including advertising on the Jayex Board in the waiting area, advertising in the patient's newsletter, flyers on the Reception desk and in the consulting rooms, and on the practice's website. These methods proved successful and the practice successfully recruited sufficient numbers to its PPG.

At the time of writing this report the membership stands at 8 members – a list of the members is kept in the practice and updated accordingly. During 2014 we saw a small number of members leave the group for and so the practice began a recruitment campaign towards the end of March 2014 in an attempt to increase the number of members two new members were recruited. In addition, since the summer of 2016, a further 2 new members were successfully recruited.

Profile

The members of the PPG are registered patients of the practice. Members come from various backgrounds and consist of carers, over and under 65's, female and male, retired and currently working. The practice has few ethnic patients and engaged the methods mentioned above to recruit, unfortunately no interest was received.

Meetings

The inaugural meeting of the PPG was held on Monday 5th September 2011. Since the first meeting, the PPG has met on a quarterly basis and all minutes can be viewed on the practice website.

Patient Survey 2018

The patient survey was carried out during January and February 2018. A total of 200 surveys were issued (this was based on 25 surveys per 1000 registered patients), and we achieved a response rate of 65.5%.

The results of the survey were discussed at the PPG on 19th February 2018 and also disseminated to the practice healthcare team.

In summary the results of the patient survey showed:

1a High satisfaction rate with the telephone consultations carried out by a GP or a nurse with 90% rating excellent/very good.

¹ Referred to as PPG

- 1b No real issues with patients being able to get access to cancel appointments.
- 1c High proportion of patients happy to use a different method instead of phoning the practice to cancel appointment – 63%, and from this percentage 40 people prefer text
- 1d High number of patients found it easy to get an appointment with *any* healthcare professional (88%)
- 1e Approximately two-thirds of the patients surveyed knew they could book an appointment on-line.
- 1f Positive feedback from patients who were asked about the ease of booking an on-line appointment, although patients generally feel there need to be more available on-line appointments offered.
- 1g A fair spread of preferred mechanisms for obtaining information about the practice, especially popular are the website, phone and text, then followed by the newsletter, e-mail and notice board.
- 1h General agreement that the practice covers an appropriate range of services (100% agreed)
- 1i Varied responses regarding “what service would you like to see delivered in the community ie instead of going to hospital”. Popular responses were scans and x-rays.
- 2a The receptionists are appreciated and recognised as being extremely helpful, receptive and professional.
- 2b High proportion of those surveyed (83%) rated their practice pharmacist experience either excellent/very good.
- 2c No apparent problems with the practice complaints procedure with a high number never used it.
- 3a Majority very happy with repeat prescription service.
- 3b High proportion of patients surveyed now they can order their prescription on-line (70%)
- 3c Majority of patients surveyed preferred to order their prescription by telephone, followed by on-line, and face-to-face
- 4a A litany of compliments about the practice and the practice team.
- 4b Some additional helpful comments

Action Plan

1. Promote on-line prescription ordering
2. Consider allotting specific times for telephone consultations

3. Consider having a dedicated telephone prescription line as 49% of patients surveyed preferred this method of ordering

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