

MERCHISTON SURGERY
Local Patient Participation Group (PPG) Report
2014/2015

Introduction

On behalf of the Merchiston Surgery Patient Participation Group (PPG) I am delighted to present the group's fourth report. The report outlines information about the PPG group and Merchiston Surgery and discusses what the objectives of the group were during 2014 and the performance against this. The report also reports on the results for the 2015 Friends and Family Test and notes the action plan for 2015 based on discussions at meetings

This report is available to view:

- www.merchistonsurgery.co.uk
- On Surgery noticeboard

Aims of the PPG

- to participate in the health improvement of the local population
- to encourage patients to engage in their own healthcare
- to share patient experiences and feedback
- to identify ideas for improvement in the practice based on patient feedback

How we recruit PPG members & ensure the group is representative

The PPG is advertised in the waiting room, on in-house television screens and on the surgery website www.merchistonsurgery.co.uk

The surgery is looking to broaden the membership of the PPG in 2015 so please contact our receptionists if you would like to join the PPG.

Each member of the PPG will receive a copy of the annual Local Patient Participation report.

Profile of the PPG

Membership is open to every patient Merchiston patient over 16 and applications to join are welcomed from all sectors of the community. PPG currently has 16 members – 8 men and 8 women.

How Merchiston seeks the views of the PPG on priority areas

Face to face meetings were held with members of the PPG, GP's and the Practice Management Team on 14th May, 16th July, 10th September 2014, 14th January, 7th February and 11 March 2015.

The agenda for these meetings was to:

- discuss and agree areas for development
- keep abreast of the 2014 action plan
- discuss patient feedback
- discuss and agree the 2015 action plan

Action Plan Results for 2014 -15

Broaden membership of the PPG

- Advertised for new members on TV screens and website
- Established relationship with Grange Leisure giving an opportunity to promote awareness of PPG and general healthy living
- All formal complainants are made aware of PPG
- PPG mentioned in verbal conversations with patients
- Letters regarding Usual GP and appealing for new PPG members went to all Dr Sharma and Dr Davis's patients.

Review appointment access

- Promotion of online services allowing patients to book appointments and request repeat medication online on TV screens, website and in new patient packs as well as during telephone conversations with patients
- Online accounts have increased to 1711 (12% of patient list) at 31/3/15
- DNA rate has increased from 8 to average 13 hr. pw.
- Limited trial of triage resulted in decision to go ahead with a GP triage system

Enhance patient communication

- Improved information pack is being issued to new patients
- Proactive collection of patient's contact information: e-mail & mobile
- There's been a review and prioritization of the information to communicate to patients and the methods to use
- Patient feedback is reviewed analyzing questionnaires and written complaints, discussing PPG member's individual experiences and patients comments on NHS Choices website and moving forward on Facebook
- New signage for car parks and waiting room has been installed

Further Actions Resulting from PPG, CQC and patient feedback

Improve patient Confidentiality

- Check in screen moved from front desk
- Ticket queuing system purchased – to be introduced in June 2015- will reduce queues at front door
- Music in waiting room to mask conversations was introduced in January 2015

Development of relationships with outside agencies

- New Carers Clinic is held once a month – run by Swindon Carers
- There was a Presentation at Grange Leisure's Health and Wellbeing Day promoting PPG and healthy eating

The Friends and Family Test

Merchiston surgery asks patients to complete questionnaires while waiting for their appointments. The questionnaire is also available to complete on line.

The questionnaire asks patients to rate the surgery on how likely they are to recommend Merchiston to their friends and family and to give one recommendation on how the practice can improve

	Jan	Feb	Mar
Total Questionnaires	156	36	24
Extremely Likely	57	14	14
Likely	61	7	4
Neither Likely or unlikely	15	8	2
Unlikely	13	4	3
Extremely Unlikely	7	4	1
Don't Know	3		

The main areas of patient concern are the lack of appointments and time taken to answer the telephones. These issues are being addressed by the introduction of triage and the new staff rota and telephone system.

We appreciate the comments of everyone who completed the Friends and Family questionnaire: please continue to let us know what you think.

Action Plan for 2015-16

Improve communication with patients

- Myth busting exercise – inform patients about other duties carried out by Doctors
- Myth busting exercise- inform patients about different types of appointments and how to book
- Continuation of Friends and Family Questionnaires
- Full questionnaire to be issued to patients after triage, phone and rota improvements have been made
- Further consideration of Bright Ideas suggestion scheme
- Monthly review and update of TV screens
- Offer Carers Cuppa support session in collaboration with Swindon Carers
- Regular patient newsletter
- Policing and administration of Facebook page
- Installation of new staff photo board

Improvement in Weekly DNA rate from 13 hrs. per week to 8 hrs. per week

- Continued review of DNA figures
- Finalization of DNA follow up plan

Attendance at Health Watch Swindon meetings

- Representative required to attend meeting

Continued Improvements to Surgery

- Consultation on future improvements

Practice Opening Hours

The surgery is open Monday to Friday, as follows:

Monday 08.00 – 18.30
Tuesday 08.00 – 18.30
Wednesday 08.00 – 18.30
Thursday 08.00 – 18.30
Friday 08.00 – 18.30

The telephone lines are open between 8:00 am and 18.30 weekdays.

The surgery is closed at weekends and on Bank Holidays.

Extended Opening Hours

The Surgery also offers extended opening hours on:

- Monday: Morning 07:00 – 08.00 and Evening 18.30-19.30
- Tuesday: Evening 18.30-19.30
- Friday: Morning 07:00 – 08.00
- This extended service is for pre-booked routine appointments only.

Finally I would like to say a very big thank you to the PPG members who continue to invest their time and energy in identifying the areas for development. Their contribution is invaluable.

Kind regards

Paula Cooke

Operations Manager, Merchiston Surgery

Approved for PPG by: