**Dr K Paramanathan**

**Bearwood Road Surgery**

**348 Bearwood Road**

**Smethwick**

**B66 4ES**

**Tel: 0121 429 1479**

**Fax: 0121 429 2535**

**PATIENT PARTICIPATION GROUP**

**Report 2013 - 14**

The Bearwood Road Surgery patient participation group was set up in August 2012 when the first meeting was held on 22nd August 2012. The practice ensured a fair presentation of patients was invited to form the group and all patients who would like to contribute to the practice welfare are now welcome to join the group.

**Aims and Objectives of PPG**

The group members were informed that the aim of the PPG is to ensure that patients are involved in decisions about the range and quality of services provided. Its purpose is to give patients a chance to discuss topics of mutual interest in the practice which will help design the services provided by the practice. It is also a means for patients to make positive suggestions about the practice.

PPG is also an opportunity to discuss the yearly survey results and help plan the future of the healthcare within the practice.

The practice feels that setting up a patient participation group will help patients to take more responsibility of their own health by raising health awareness.

The Practice Manager emphasised that the PPG meetings are not a forum to raise complaints, a medium to resolve patients’ own personal issues or a doctor’s fan club.

Any patients wishing to join the PPG should leave their contact details at reception and a member of the team will contact them.

This report summarises the development and the outcome of The Bearwood Road Surgery Patient Participation Group (PPG) in 2013 – 14

***Step 1: Develop a patient participation group (PPG)***

The PPG was set up in August 2012. The practice used various methods to recruit the Patient Participation Representatives:-

* Posters were displayed in the waiting area.
* Patients were recommended by the clinicians
* Patients were recommended by the reception and administrative staff

The practice manager tried to contact all the patients via telephone as the practice do not hold email addresses. The practice targeted younger population as they appeared to be the most challenging to approach as they very rarely visit the practice. The practice has been successful in recruiting members from the diverse population and benefited from their feedback. The Patient Participation Group is open to all patients and they can join anytime by leaving their details at reception and a member of staff will contact them.

To achieve a balanced mix of patients we looked at age/sex distribution, as well as our register of ethnicity to ensure that a representative group was achieved. The practice took every step to ensure that the group was as diverse as it can be and took appropriate steps to understand our demographics before we started the recruitment process.

|  |
| --- |
| List Size: 2550 |
| Age | 17 – 2526 – 4546 – 6566 + |  |
| Sex | MaleFemale |  |
| Ethnicity | British/MixedBlackIndianPakistaniBangladeshiEuropeanOther |  |

We have 9 patient representatives in our group and the meetings are chaired by the Practice Manager. 5 new members have joined our group. We have the following patients in our PPG:-

|  |  |  |  |
| --- | --- | --- | --- |
| **Name** | **Age**  | **Sex** | **Ethnicity** |
| WS | 84 | Male | White |
| MP | 42 | Female  | Pakistani |
| EC | 56 | Female | White |
| SC | 38 | Female | White |
| TA | 48 | Female | Pakistani |
| ZS | 54 | Male | Pakistani |
| MB | 63 | Female | White |
| JW | 60 | Female | White |
| DT | 73 | Male | White |
|  |  |  |  |

The demographics of the membership are now:

3 Male (2 white aged 70+ and 1 Asian aged 50+ )

6 Females (4 White British 1 aged 30+, 3 aged 50+ and 2 Asian aged 40+)

The surgery would still like to gain a more representative cross section of patients that reflect the demographics of our population..

STEP 2: Agree with the PPG which issues are a priority and include these in a local practice survey

In the PPG meeting representatives were given opportunity to discuss issues that were concerning them. After discussions with the members the areas highlighted for priority were:-

* Patients survey
* Online appointment booking
* Ordering repeat prescriptions
* Types of clinics offered such as asthma and diabetes
* Practice Nurse availability
* Appointment system

It was also agreed that the other parts of the survey would cover general patient satisfaction.

The practice compiled its own list of survey questions and the survey was carried out in September 13 – October 13

STEP 3: Collate patient views through local practice survey and inform PPG of the findings.

The survey took place from September 13 – October 13. Reception staff was asked to hand out the survey forms to each and every patient visiting the practice and posted to some patients. 50 survey forms were given out and we received 50 replies. The following survey was carried out on patients and was undertaken by male and female patients, all ethnic groups and all age groups, 18 to over 85 years of age. Following are some of the questions and their results.

1. Repeat prescriptions

|  |  |
| --- | --- |
| Received within 48hrs and satisfied  | 36 pts  |
| Did not receive within 48hrs and not satisfied  | 2 pts |
| Did not have repeat prescriptions  | 12 pts |

1. Appointments

|  |  |
| --- | --- |
| Able to book appointment within 48hrs | 46 pts  |
| Not able to book appointment within 48hrs  |  4 pts |

1. Accident and Emergency

|  |  |
| --- | --- |
| Prefer to attend practice over A&E | 48 pts |
| Prefer to attend A&E over practice | 2 pts |

1. Chronic disease management

|  |  |
| --- | --- |
| Satisfied with their chronic disease management | 20 pts |
| Neither satisfied / dissatisfied with their CD management  | 5 pts |
| Dissatisfied with their chronic disease management  | 0 pt  |
| Not treated for chronic disease management  | 25 pts |

1. How satisfied are you with the care you receive from the Doctor & Nurse?

|  |  |
| --- | --- |
|  | Nurse Doctor |
| Excellent | 20 23 |
| Good | 17 19 |
| Satisfactory | 3 5 |
| Poor | 0 2 |
| Not seen by the nurse | 10  |
| Not seen by doctor |  1 |

***Step 4: Provide PRG with opportunity to comment and discuss findings of local practice survey. Reach agreement with PRG of changes in provision and how services are delivered. Where the PRG does not agree significant changes, agree these with the PCT.***

The survey was discussed with PRG members at the meeting on 18 November 2013. Members were invited to the meeting by phone calls. The practice manager went through each question to discuss the results and if the outcome is to be included in the action plan. All PPG members present were given the opportunity to raise their concerns and feedback their opinions.

Priority areas agreed were:

* **Chronic disease management** – The group members said that they would like to see dedicated sessions for chronic disease management where patients are called in every few months and a review is carried out. Although there were no dedicated sessions, patients were called in periodically to have their review.
* **Patient online access and ordering prescriptions** -- Patients can now access GP Practice Information systems to book/cancel appointments and for ordering prescriptions. Patients interested in using the on-line service should register at the surgery reception desk.
* **Practice nurse availability** -- Practice has employed a Healthcare assistant to ease the pressure on practice nurse appointments.
* **Appointment system** -- This was discussed in the practice meeting, if there is no appointment available on the same day patients will be offered the next routine appointment available. Practice has signed up for an audit of our appointments to be done to help us make the system as efficient as possible.

***Step 5: Publicise the local patient participation report on the practice website and update report on subsequent achievement.***

The practice website is [www.bearwoodroadsurgery.co.uk](http://www.bearwoodroadsurgery.co.uk). The PPG report has been published on the website under the PPG section. The website will be updated on a regular basis as and when the changes are implemented. PPG members are more than welcome to submit any ideas/suggestions for the next practice survey or any other concerns that they may want the practice to look into.

The practice is working hard to include patient representatives from all groups and will particularly be focusing on younger generation. Any patients who would like to join the group and provide invaluable contribution to the practice are most welcome to join. Please leave your details with reception staff and one of the staff members will call you back.