

# TRIVENI PMS – PATIENT PARTICIPATION GROUP

---

## PRG ANNUAL REPORT 2015/2016



**We would like to thank all the PRG members for their time and valuable feedback over the past year, and also a huge thanks to those members who attended the PRG meetings.**

**Your contributions have been very much appreciated, and we hope that you all feel that your views have been taken on board**

### **COMPONENT 1**

#### **Practice has an established PRG**

The PRG is in its 4<sup>th</sup> year. We meet regularly but would still like the group to expand.

#### **Description of the profile of the members**

Practice has a list size of 7356

Practice has 3586 male patients and 3770 female.

**5.5% mixed, 15.9% Asian, 30.3% Black, 2.1% other non-white ethnic groups**

# TRIVENI PMS – PATIENT PARTICIPATION GROUP

---

**Our Deprivation is on Third more deprived decile.**

**Profile of the group:**

The group currently has 19 members but recruitment is on going.

It is made up of:

10 male patients and 9 females, this equates to 58% males and 42% females:

0% of the group is under 16	0% of the group is 17 - 24
15.7% of the group is aged 25-34	5.2% of the group is aged 35-44
26.3% of the group is aged 45-54	15.7% of the group is aged 55-64
21.05% of the group is aged 65-74	15.7% over 75
53% are Caucasian	26 % are Africans
21% are Asians	53 % are owner occupiers
47% live in rented accommodation	37% are in employment
37% are retired	26% are unable to work

37% of the group have a long term illness, disability or infirmity.

The group meets quarterly on Friday lunch time between 1.30 pm to 2.30 pm. The Group's terms of reference include the overall aim of the group which is to " facilitate and improve communication between patients and the practice and thus improve services and quality of care given to the patients.

It was agreed that agendas, minutes and other information to all members in the group via email in order that those who have signed up but not been able to attend meetings will still be able to contribute.

All members who attend the meetings are above the age of 45 years. But we have established a virtual group where we send invites, minutes of the meetings, feedback on various issues and survey to our group and we are working on how to encourage more members of this group to attend our meetings.

## Process used to recruit to our PRG

We have, once again, had a hard time recruiting members to the PPG. We have now tried to offer a virtual group in addition the group that meets in the practice on a regular basis. This is hoped to encourage housebound patients and also patients who work that are unable to come to the surgery, but can participate via another means. We have phoned house bound patients and tried to involve them in our group. We have also used our Facebook page to encourage young patients in our surgery to get engaged in the PRG. Our Clinicians have encouraged our patients to join the PRG Group during consultations. We are also inviting all out newly registered patients, via an invitation when registering with the practice in hope that this may encourage new members. We continue to advertise, we have notices in our waiting rooms and we also advertise on our Facebook page and website.

Notice boards in the surgery advertised the PRG and also posters were put up at various points throughout the surgery. Minutes from previous meetings were available in the waiting area and included details re how to join. Membership forms were also left at the reception desk. We have a dedicated PRG section on the practice website, and the Practice leaflet – available at reception and given to all newly registered patients - also has details for the PRG. The staff, both clinical and administrative continue to try and recruit new members and this has had a small degree of success, with both the new members being invitees from staff In the waiting room, and clearly labelled is a **'suggestions box'**, where all people that attend the surgery can make suggestions

One male member who has been involved within the group from the onset is now happy to be the Chair although at present he is assisted by the Practice Manager, Jane Whitall and the GP Partner, Dr Anuj Chaturvedi who is also the lead for the PRG.

Administration and clinical staff continue to approach patients to encourage them to become members of the group.

## COMPONENT 2

### Details of steps taken to determine and reach agreement on issues of priority

Emails were sent to PRG members on a quarterly basis, updating them with any new developments. In July-August 2015 PPG members were sent emails, and letters to those with no email address, inviting them to come to a meeting to discuss priority issues and also review the progress of plans for action from the previous year. A valuable brainstorming meeting took place in the surgery with the members that attended. The minutes of the meeting were printed and left in the waiting room for patients to read/ offer feedback on, and also the minutes were emailed to PRG members. One of the priority issues highlighted last year was to promote awareness of extended hour's sessions among registered patients

Through the PRG meeting at the surgery and also from member's emails/ feedback we were able to devise a short satisfaction survey (the members stressed the importance that any survey should be brief). This also took into account suggestions in the suggestion box and feedback on NHS Choices The survey was posted / emailed to members.

Also at the meetings at the beginning of the year the group were asked for feedback on items that they felt were a priority and that could be improved at the practice. Many items were raised and after extensive discussions these were broken down to

4 main areas:

#### **Awareness of Extended hours**

#### **Awareness of Booking appointments on line**

#### **Confidentiality at the reception desk**

#### **Encouraging more members to join the PRG group**

We discussed all these four items in detail and a survey was put together by the group.

The survey was conducted over a week to ensure it was not rushed and covered a larger group of the population at both sites of our surgery.

The survey was distributed during the week of 11 January 2016. We received 91 completed surveys back which was an improved response on past years and we felt this was due to the input the staff.

The survey was reported back to the patients in the waiting areas, emailed to virtual group and put on the website and also our Facebook page.

## COMPONENT 3

### Collate the Patient views through the survey

As previously stated, the survey was devised based on the priority areas identified by the PRG members. It also took into account feedback from the 'suggestions box' in the surgery waiting area and comments on NHS choices. The survey was emailed to members prior to distribution. The members agreed it was user friendly with mainly simple yes or no answers. Following some minor adjustments to the text, after PRG feedback, the survey was distributed. It was distributed to all patients attending Morning surgery and afternoon surgery by staff conducting the surgeries, but also to avoid any bias, copies were also available at the reception desk and reception staff enquired if patients had/ wished to complete a questionnaire. The surveys were returned to reception in a Box kept at reception for this purpose. This was opened at the end of the week, when the data was collated

Our survey was a four question survey to make it simple for our patients because of the previously mentioned language barriers and deprivation. However patients were given the opportunity on the survey to add any other comments that they wished at the end of the survey and that this feedback would be appreciated. These comments are addressed in Component 6 – action plans for the future and feedback.

#### Survey questions and results:

##### Question 1

Did you know that you can book an appointment on line?

Yes	44	48 PERCENT
No	47	52 PERCENT
No response	0	0 PER CENT

##### Question 2

Did you know that the practice has a late night surgery on a Monday evening?

Yes	35	38 PERCENT
No	51	56 PERCENT
No response	5	6 PERCENT

##### Question 3

Patient confidentiality at the reception desk can sometimes be an issue, do you think this could be improved?

Yes	37	41 PERCENT
No	51	56 PERCENT
No response	3	3 PER CENT

# TRIVENI PMS – PATIENT PARTICIPATION GROUP

---

## Question 4

Did you know that we had a patient participation group?

Yes	27	30 PERCENT
No	58	64 PER CENT
No response	6	6 PER CENT

The PRG members had been consulted about the proposed method of collation. The results were analysed by Practice Manager, Jane Whitall, after being collated. Returned questionnaire was available to PRG Group to ensure accuracy of the result during the PRG meeting.

## COMPONENT 4

### PPG opportunity to discuss survey results

The survey results were emailed to the PRG members and feedback from the survey was requested. The survey results were discussed with the PRG and priorities were set and suggestions were made regarding the areas and how they could be improved. The PRG agreed that the findings were helpful and that some of the items were fairly easy to resolve, although some would still prove hard to do – for example the constant work on trying to encourage new members to join the group.

The additional feedback on the forms was also fed back to the group which, on the whole, the group agreed with.

Additional comments were:

Patients were happy with staff

Welcoming practice

Reception needed training on customer service

Some patients did not have access to computers at home

Agreement was made on the items discussed and the plans were made after agreement from the PPG was achieved.

It was agreed that the surgery staff will continue to publicise online services, especially with the new record summary being available online

# TRIVENI PMS – PATIENT PARTICIPATION GROUP

---

## COMPONENT 5

### Action Plan

The following action plan was agreed by the PRG, Practice Manager and Dr Chaturvedi at the meeting held in February 2016

Highlighted Issue	Planned action	Responsibility	Timescale
On-line appointments	This is going to be advertised to a wider range of patients via website, Facebook and advertising in Surgery	Practice Manager and Team Leader	With immediate effect, with regular reviews
Late night Monday appointments	To advertise more widely and for reception team to offer these appointments first to patients who work.	Team Leader and Reception Staff	With immediate effect and regular reviews
Confidentiality at desk	To look into vision self check in. To look at providing a sign to wait behind to keep patients away from desk To re-train" reception staff on confidentiality Provide side area to discuss more personal matters	Practice Manager Team Lead Partner	3 months
Patient Participation Group recruitment	Inviting new patients upon registration Advertise more in Surgery, Surgery website ,Facebook and also Personal invites	All staff members to promote this	With immediate effect and with regular reviews.

**This action plan was agreed in PPG meeting on 19 February 2016.**

## COMPONENT 6

### Action plans from 2014/2015

From the 2014/15 survey we looked at patients waiting too long on the telephone for calls to be answered. This has been improved greatly by the introduction of on-line appointments. Also with the introduction of asking patients to not telephone for test results until after 11am, both have contributed to easing the amount of telephone calls to be dealt with in the morning with the demand for appointments. We have encouraged patients to request repeat prescriptions online and thus to ease off pressure on telephone lines.

We do however accept that some patients still prefer to come in person / telephone to book appointments/ Request repeat prescriptions and this wish will be respected.

We have also introduced appointments to see GP's earlier in the mornings to help patients who work, which has proved successful.

We have also published self-management information for patients which has provided information on general coughs and colds which has relieved demand on appointments for minor conditions.

All the above have been implemented as a result of last year's PPG discussions and survey.



