

# PPG & Survey Results Report 2015

Westbourne Medical Group have a patient participation group who represent the views of patients registered with the practice.

The patient participation group was set up in May 2006 with volunteer patients who cover the geographical area of Westbourne Medical Group.

The patient group has a constitution (on the website and this can be obtained by request from the practice) The purpose of the group was and still is to:

- Provide a link between patients and practice professionals
- Pool ideas for practice improvements
- Represent the interests of the patients
- Discuss proposed changes to the way the practice is run
- Meet with local professionals such as Marie Curie Nurses, Community Police and others

## **The Patient Group**

The patient group is made up of 8 members whom are all registered patients at the practice.

4 Males between the ages of 45 & 67 years

4 Females between the ages of 38 – 77

2 vacancies (actively recruiting)

7 members are White British

1 member is Caribbean Origin

The group constitution (uploaded on website) states 10 members at any one time. The group has two vacancies at present and actively looking for young people to ensure a fair representation. Posters have been designed by the patient group and displayed in the surgery to attract and advertise young members to join. To date the group is still at 8 members.

Annemarie from the practice Admin Team continues to dedicate some of her time to work with the patient group and act a Secretary.

The practice provides a room for meetings to be held as well as the supplying the group with equipment such as the use of a computer, the photocopier, stationary and postage.

The patient group has a section on the website. Lynda Harrison is the Chair of the practice patient group.

The patient group is also involved with the Locality Coalfield patient Group. Malcolm is the Secretary. The group invite representatives from the CCG to their meetings.

### **The Virtual Patient Group**

The Practice has a 'virtual' patient Group which was established in 2011. Patients can join the group by completing the slips in reception. The staff are actively handing out the slips at reception offering patients a choice of registering or not.

The purposes of the group is to

- a) Be kept up to date with changes in the practice (real time)
- b) Invited to take part in surveys
- c) The opportunity to feedback

### **Practice Leaflet**

The practice leaflet has been recently updated and the patient group continues to be advertised in the practice leaflet

### **The Web Site**

Gloria has a Blog on the website. The contents are emailed to all patients with email contacts as well as being uploaded as a 'tweet'. The computer was updated this year and the blog was lost during the upgrades however even though the original blog was lost Gloria has set up a new page.

### **Reception information**

Gloria's Blog is printed and put in reception for those patients who do not have access to the internet.

Results of patient survey FFT is put in reception for patients to read and comment on.

### **Patient Survey**

#### **Westbourne Patient Participation Survey 2015**

2014 the practice adopted a monthly survey using the postcard survey. The questions asked where 'How did we do today'

Was the receptionist Polite  
Did you see the Doctor or Nurse  
Where you happy with the advice? If no tell us why  
Are you happy with the Surgery? If not how can we improve.

December 2015 the Government introduced a Friends and Family Test FFT. This then replaced our own postcard survey. The questions changed to

Is here anything we could have done differently today?

We would like you to think about your recent experience of our service. How likely are you to recommend our GP Surgery to family and friends if they needed similar treatment? Extremely likely, Likely, Neither likely nor unlikely, unlikely, extremely unlikely or don't know.

**The results** of the survey is publish each month on the practice website as well as the information printed and displayed in the surgery and circulated to the 'e' forum patient group (of which the PPG is included). The practice team also received a copy via email and each month the results are discussed at the practice meetings.

### **Looking back to 2014**

#### Survey 2014 Actions

Based on the survey and approved by the patient group at the meeting of 31.3.14

Priorities for Action	Proposed Changes	Who needs to be Involved	Time frame
Identification of Staff	New name Badges	All Staff	Immediate
	Staff to say name when answering telephone	JF – Practice Manager	To be monitored through the year
Waiting area	Extension	GM - Partner NHS Estates	1 year
Appointments	Advertise online appointment system	GM – Partner	Immediate
		JF- Practice Manager	Ongoing
Privacy	Poster in Reception	JF – Practice Manager	Immediate and on going observations
	Staff training	All staff	

### **Reflection on Action Plan 2014**

PPG are satisfied that the actions from 2014 last year's action plan and that the issues had been addressed.

**Identification for Staff** – this has been addressed including trainees who come to work at the practice for short periods of time, they all have new name badges. All staff say their name on the telephone. The website is also updated when we have new staff or staff work for short periods of time.

**Waiting Area** – The practice submitted an application to the National Infrastructure fund that was announced. The practice has received notification that they have been unsuccessful.

**Appointments** – the practice has been proactive in asking patients to join on line to book appointment.

**Privacy** – the practice has a poster displayed at the reception desk and on the electronic board notifying patients that they can ask to speak to a member of staff in private. The staff are aware that depending on the conversation that they should also the patient to speak in private. This continues to be monitored by Gloria who can be seen sitting with the patients in the reception area and observing.

Gloria Middleton / Joanne Forster March 31<sup>st</sup> 2015

## **Looking forward to 2015**

Action plans for 2015

### **Recruit new young members to the patient group**

The PPG has been proactive during the year to try and recruit young people without much success. The practice has signed up to 'Your Welcome' standards. Our Nurse Practitioner Laura has attended meetings in the locality and has met with the young inspectors who will be coming into our practice and give us feedback on how we could achieve this. This should lead to us improving our services in house for young people. Once we have the full feedback we will update the practice website with a section dedicated to young people.

### **Improvements to Reception area**

The reception area is in need of expansion. The practice applied for infrastructure monies but have been unsuccessful in their bid. The PPG will be instrumental in working with the practice to come up with suggestions on how we can make changes in reception.

### **Inspection visits**

With a fresh pair of eyes, the PPG is to carry out inspections on the practice throughout the year looking at health & safety, areas for improvement, housekeeping. The findings will be reported within the minutes.

### **Purpose of the Group**

The PPG is to discuss the purpose of the group going forward and how they can become more proactive in their role.

<b>Priorities for Action</b>	<b>Proposed Changes</b>	<b>Who needs to be Involved</b>	<b>Time Frame</b>
<b>Recruit Young Person</b>	Gather YP Views	PPG: Practice: YP Group	6 months
<b>Reception Area</b>	Look at redesign	PPG: Practice	1 year
<b>Inspection Visits by PPG</b>	To improve practice	PPG: GM:JF	1 year ..ongoing
<b>Purpose of PPG Group</b>	More involvement	PPG:GM	1 year

## **Practice Complaints**

Written practice complaints received this year were discussed at the PPG that was held on 19.3.15. The group discussed each complaint (anonymised) and satisfied that the practice was taking action on the complaints.