

Patient Participation Report March 2013

In 2011 Westongrove Partnership established a PPG (Patient Participation Group). We wanted to be able to engage with our patients, receive feedback from them and ensure that they are involved in decisions about the services that are provided at the practice or changes that may be proposed. As the majority of patients who signed up had an email address and we were conscious of not needing to take up lots of a patients time we decided to start off with a virtual PPG.

This report aims to give an update on our progress with the PPG and includes information about:

- The profile of the members of the PPG
- How we have promoted the PPG to our patients and offered everyone a chance to join.
- A review of the action plan following last years patient survey.
- How we used the PPG to help us identify areas of focus for our 2013 patient survey.
- How the survey was conducted in order to get our patients views
- A summary of the patient survey, and where the full survey results can be viewed.
- How we gave the PPG the opportunity to discuss the survey results and a proposed action plan
- Details of the agreed action plan following communication from the PPG.

The profile of our PPG and How we have promoted the PPG to our patients offering everyone a chance to join

During our first year (2011-2012) we recruited 129 patients to join the PPG. We have continued to promote the PPG within the practices, on our website, via the Friends of Bedgrove Surgery and Wendover Health Centre and within local parish newsletters. We continue to be members of N.A.P.P (National Association for Patient Participation).

In the last year, we had an additional 26 new members, bringing the total to 155 members.

The current breakdown by site is:

Aston Clinton Surgery – 39 members

Bedgrove Surgery – 43 members

Wendover Health Centre – 73 members

We continue to promote the PPG to our chronic disease patients and also to those patients who are carers via our flu clinics along with the usual notice boards, newsletters and through our website.

Age and Sex profile

Male members – 49

Female members – 107

Age years	0-9	10-19	20-29	30-39	40-49	50-59	60-69	70-79	80-89	90-99	100+
F	0	0	1	8	23	23	30	19	2	1	0
M	0	0	0	1	1	3	21	18	5	0	0

The majority of our PPG members (78%) are in the over 50 age group. Patient demographics provided by the local council show that we have a higher than national average of patients in this age category. We have engaged with local schools to promote the PPG via their newsletters to try to increase awareness and hopefully members for patients who are under 50.

Ethnicity profile

Ethnic Profile	Number of PPG members
Not stated	39
British or Mixed British	51
Other ethnic category	1
Other Asian Background	1
Other white ethnic group	1
White	22
White British	39

The ethnic profile of the current group is in line with local population statistics.

Review of the action plan following last years patient survey

Following the patient survey conducted in 2012, an action plan was agreed with the PPG to investigate installing a new telephone system.

We investigated various options and spoke to other local practices that had recently had new telephone systems installed, in order to get their feedback regarding the product itself and support options available. After short listing three potential suppliers, we made a final decision based on the system options available following the patient feedback, flexible local configuration, support package available and price. The system was installed in Sept 2012.

During the first few weeks there were some teething issues, but after some 'tweaking' of the system along with both staff and patients getting used to the new system, the system is now running smoothly with lots of positive feedback from patients.

It was also suggested during the 2012 survey that we should continue to promote the internet booking system and investigate other means of contacting patients such as emails, which we continue to do and linked this feedback with this year's survey.

How we used the PPG to help us identify areas of focus for our 2013 patient survey

In January 2013 we contacted the PPG asking them to vote on areas of priority for this year's survey. They were asked to vote between 1 and 5, 1 being the areas of most importance to them and 5 being the least important.

The areas the PPG were asked to prioritise were:

- A - Making the most of information available to patients at the surgery
- B - Improving communication and information available to patients who do not visit the surgery very often
- C - Providing information to help patients and their carers to manage self care
- D - Improving overall communication and information for as many patients as possible
- E - Providing information about what is happening in the wider NHS

128 emails were sent and delivered to the virtual PPG and we received 31 responses (24%).

The table below shows how many members rated each subject as '1' – the most important in their view.

Site	A	B	C	D	E
ACS	0	0	1	3	1
BGS	2	1	4	7	1
WHC	1	2	2	6	0
Total	3	3	7	16	2

Improving overall communication and information for as many patients as possible was voted as the most important priority, and a patient survey was created around this area.

The website (www.westongrove.com) was updated at each stage of communication with the PPG.

How the survey was conducted in order to get our patients views

The focus of the survey this year was how we communicate with our patients, the information that patients would find useful and how we as a practice make this information available to the patients.

The survey was created and available for completion in paper form by the patients and also via our website www.westongrove.com for 2 weeks from Monday 18th February until Friday 1st March 2013. Once the survey closed the results were analysed.

A summary of the patient survey, and where the full survey results can be viewed

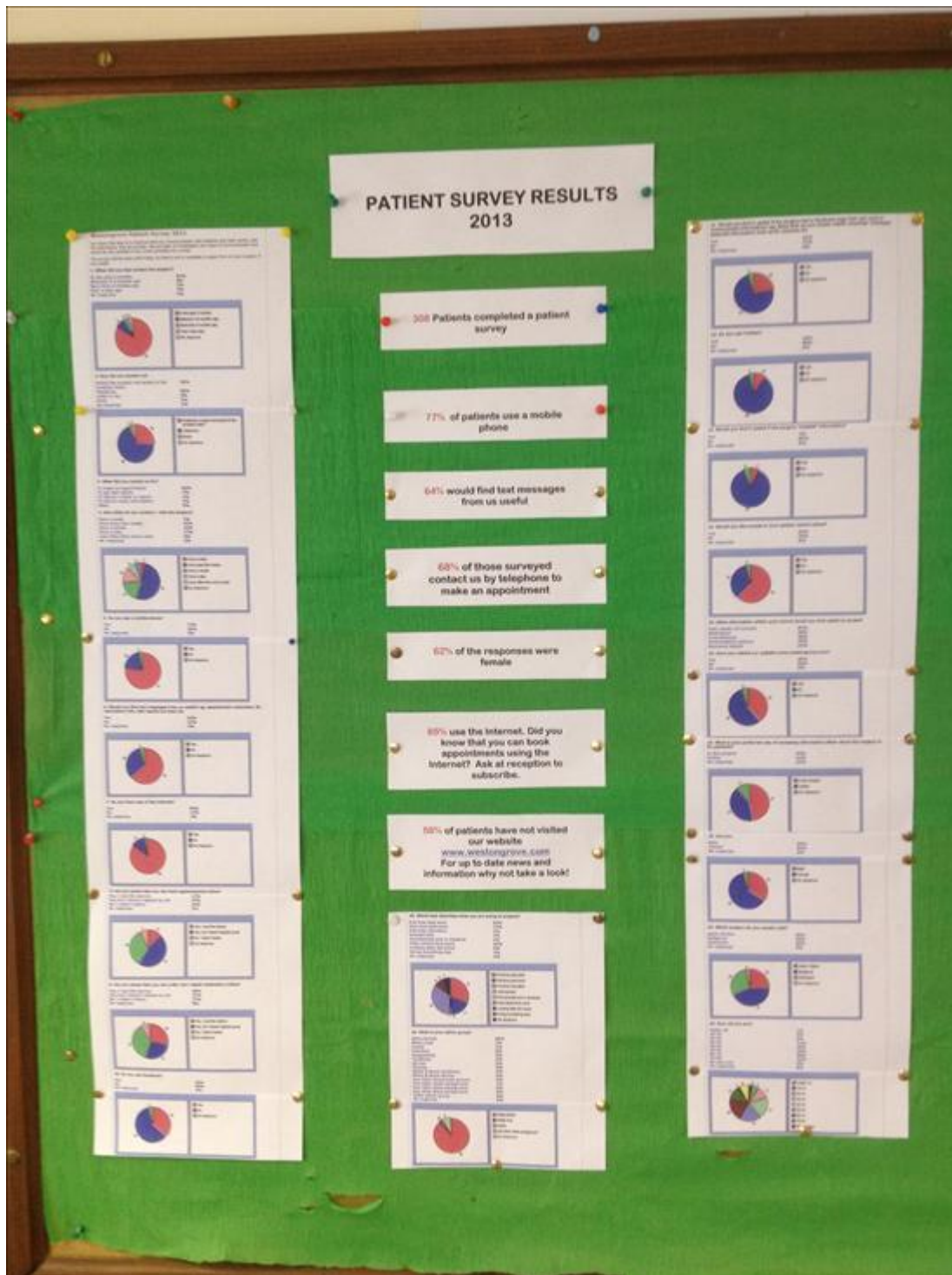
A copy of the patient survey can be viewed on our website under the tab 'Survey Results'

We had a fantastic response to the survey with 716 responses completed by patients, a huge 253% increase on last years 283 responses.

There were some really interesting facts that came out in the results:

- 77% of the patients who responded own a mobile phone
- 64% of the patients who responded said they would find text message alerts and reminders useful
- 85% of the patients who responded have access to the internet yet only 12% of them use our online appointment booking system and only 28% order their repeat prescriptions online.
- 36% of the patients who responded use Facebook versus only 10% who use Twitter.
- 23% of patients who responded would find a Westongrove Facebook page useful.
- 62% of the patients who responded would like access to their medical record online
- Only 39% had visited our website www.westongrove.com
- There was a very close split between those patients who prefer to get their information from the surgery (47%) and those who would like to access information via the internet (42%)

Full results of the survey can be viewed on our website www.westongrove.com or via notice boards within the practice.



How we gave the PPG the opportunity to discuss the survey results and a proposed action plan

Once the survey had been closed and the results were published, we once again contacted the PPG via email to

- let them know that the results were ready to be viewed
- how they could view them
- contact us if they would like to discuss the results or make any observations

- Proposed an action plan based on the results and asked them to notify us by return email if they agreed we could move forward with the plan.

Details of the agreed action plan following communication from the PPG

There were a number of areas that stood out as possible projects following the survey results. These were recommended as an action plan moving forward

- Investigate and trial a 'text messaging system' to inform patients about appointments and other useful information
- Investigate and trial a system allowing patients to have access to their medical record
- Review both notice boards in the practice and our website so that the information is easily found, clear to read and up to date.

18 PPG members responded to our email regarding the action plan, all of them agreed that we should go ahead with our proposed action plan.

Some comments were:

'Your three action points are an excellent plan'

'An action plan to work on these projects would be a good move forward'

'Thank you for these surveys, I think they are a really good idea. I am in full agreement and look forward to hearing about the action plan'

'Brilliant ideas'

'This sounds like a superb set of priorities'

We will now start working towards putting this action plan into place, and hope that by the end of April 2013 we will be able to update the PPG on progress

A demonstration has been arranged with MJog, who are an EMIS Web Partner. (EMIS Web is our clinical system provider). MJog provide a text service that is free for patients.

We already have systems in place via our clinical system and our website, that allow patients to notify us of address changes, order repeat prescriptions and book appointments on line. We are now investigating how we can trial access to medical records with some members of our PPG.

We are also going to review our notice boards within the practice and how they may be used in a better way, along with reviewing our web pages.

Conclusion

Continuing to promote the PPG has seen a growth in members and we hope that this will go from strength to strength.

The survey this year created a lot of interest from the patients; this can be seen in the superb amount of responses we received. It is both heartening and encouraging that so many of our patients wanted to take part and to give us their views, which has helped us develop a sound action plan moving forward.

We hope that the action plan will result in new services for the patients that will allow us to communicate in additional ways. We are aware that with a large patient population, it is challenging to get information to as many patients as possible in a

timely fashion, but by using some of these new systems we hope that we will be able to have a higher 'hit rate' than previously. It will also mean that patients can obtain information without having to contact us directly, and allow them greater flexibility in accessing information that is important to them.

We would like to thank everyone who is either already a member of our PPG or who took the time to complete a patient survey. Your involvement is vital to the development of systems and services at Westongrove. If you aren't already a PPG member please do sign up, the more members we can get the better.