



Patient Participation Report March 2014

The Westongrove PPG (Patient Participation Group) has been in existence since 2011 in a 'virtual' format. This allows us to engage with our patients about proposed changes to services,

The Profile of our PPG and how we have promoted the PPG to encourage new members to join.

There are currently 163 members of the PPG, 8 of whom have joined us in the past month after receiving a text message inviting them to complete our patient survey online.. By visiting our website www.westongrove.com to complete the survey, these patients saw the information about the PPG and signed up to be members.

The breakdown of members per site is:

- Aston Clinton Surgery – 47 members
- Bedgrove Surgery – 43 members
- Wendover Health Centre – 73 members

We advertise the PPG within all three practices, on our website, through the Friends of Bedgrove Surgery and Wendover Health Centre and have also used local parish and school newsletters. We are also members of N.A.P.P (National Association for Patient Participation)

Current Age and Sex profile

Male members – 54

Female members – 109

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	11	22	18	33	20	3	1	0
M	0	0	0	2	3	5	20	17	7	0	0

Current Ethnic Profile

Ethnic Profile	Number of PPG Members
Not stated	38
Irish	1
Other	1
Other White	3
British	49
White	24
White British	46
Other Asian	1

The ethnic profile of our PPG reflects the practice population, as does the age breakdown. It is challenging to recruit younger members to the PPG. We will continue to promote the group in the hope that we will gain more members in these age groups.

What has happened since our last survey in 2013?

Following the patient survey in February 2013, we agreed an action plan with the PPG to focus on three elements:

Investigate and trial a 'text messaging system' to inform patients about appointments and other useful information

We investigated various text message systems, and chose to try a system called Mjog, which is approved to be used by GP practices. We started using the system in the summer of 2013. Mjog links to our appointment system so that it automatically sends text messages to remind patients about their future appointments. It sends messages if we have a valid mobile phone number for the patient; and every patient has the option to opt out of the system.

Over the past year, we have also begun to use the system for other text messages, such as flu clinic information, obtaining current smoking status, letting patients know when the practice will be closed and to notify patients about the patients survey. This particular text message resulted in 8 new members to the PPG.

When we started using the system in May 2013 we had 8914 patient mobile numbers in the system. This has now increased to 12409, and is steadily growing month by month. We have had lots of very positive feedback about how useful the text messages are. We will continue to use and develop this system.

It was very encouraging to see that 67% of the patients who responded to the recent survey were already receiving text messages from us, and of those who weren't aware of the system, 23% said they would sign up to use it.

Investigate and trial a system allowing patients to have access to their medical record

We investigated the possibility of doing this with our clinical system supplier EMIS, but discovered that the system did not work as we had initially hoped. We understand that this is being developed further over the coming months, and hope to be able to use it later in the year.

Review both notice boards in the practice and our website so that information can be easily found, clear to read and up to date.

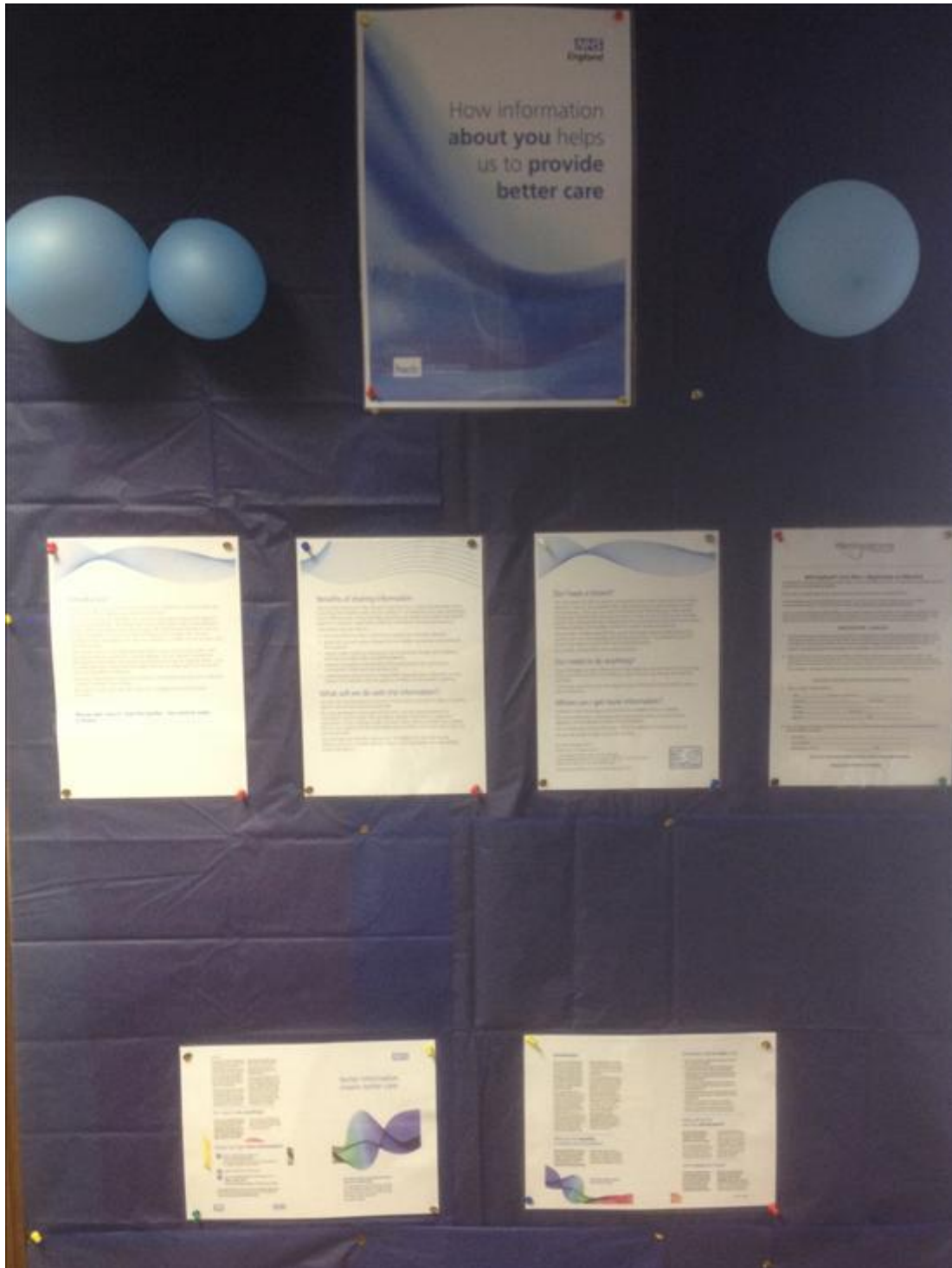
It can be challenging to balance the amount of information that we wish to make available to patients, with keeping notice boards looking clear and uncluttered. In the past year we have tried to plan the notice boards so that we promote one or two topical messages clearly, and have used less space for other adhoc pieces of information.

We were also given the opportunity to have some information television screens installed within the waiting rooms. These play local health messages.

In the recent patient survey 83% of those who responded had seen the information screens in action and 69% found the information screens useful.

We have also updated our website (www.westongrove.com), and although we had some very positive free text comments about how the website has improved, it is clear that this is an area that needs more work.





Photos showing an example of a clear message notice board – Care.Data extraction, and new information screens.

How did we decide what we would survey our patients on this year?

Throughout the year we receive numerous comments from patients about our services. There are often common themes that identify areas that could be improved. In addition there may be national or local developments that we wish to gain our patients' views on. We were also keen to obtain some feedback on the IT systems that have been put in place since the last survey,

In January 2014 we contacted the PPG asking them to vote on areas of priority for this year's survey. We asked them to vote between 1 and 3, 1 being the most important to them and 3 being the least important to them.

The areas to be prioritised were:

1. Group educational sessions, helping to develop self care
2. Accessing health information for you and your family
3. Other ways of communicating or consulting with your clinical team.

155 emails were sent to the PPG members and we received 32 responses (21%). The priorities can be seen below

Site	A	B	C
ACS	1	4	4
BGS	1	5	5
WHC	1	5	13
Total	3	14	22

'Other ways of communicating with your clinical team' had the most high priority votes, so formed the basis of our patient's survey. The PPG were updated at each stage of the consultation process.

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

The focus of the survey was to obtain some feedback on new IT systems that have been introduced since the last survey and to investigate if our patients would be keen on looking at alternative ways of communicating with the clinical team and how they might do this. We were also interested to find out if patients were still keen on accessing their electronic patient record.

The survey ran for two weeks in February. It was available in paper form at all three sites for patients to complete. Comfortable areas providing a table and chairs were created to allow patients to complete the survey whilst on site had they wished to do so. They could also take it home and return it to us later. The survey was also available electronically on our website www.westongrove.com.

Numerous local schools featured it in their newsletters and we also used Mjog, our text messaging service, to let patients know it was running and asked them to complete it.

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

—

This year we had 792 completed patient surveys – 76 more than last year.

The response split between site and paper versus electronic can be seen below

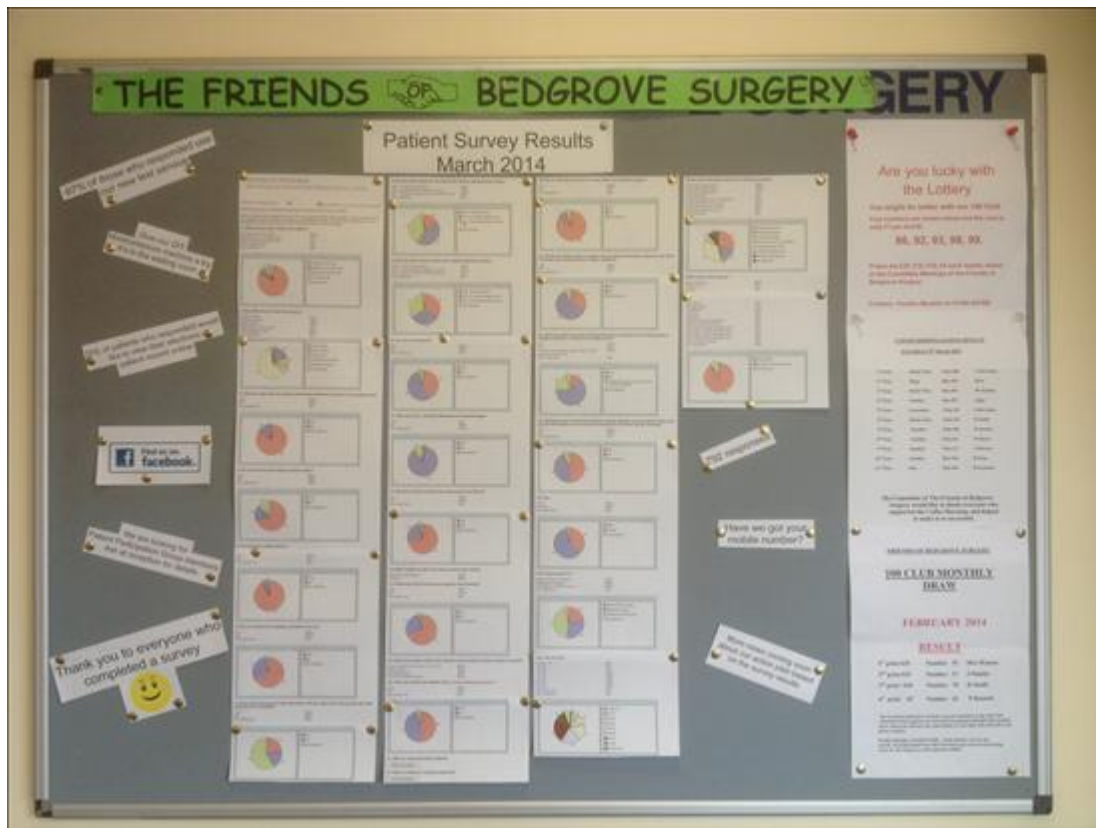
Site	Paper surveys	Electronic surveys	Total responses
Aston Clinton Surgery	93	81	174
Bedgrove Surgery	116	121	237
Wendover Health Centre	279	69	348

Please note that 4%(33) of patients did not tell us which surgery they usually visited so we are unable to include their data in the above table

Some interesting information came from the survey results

- 91% of patients who responded use a mobile phone and 67% of these patients had already signed up for the text message service. 23% of those who didn't know about it said they would sign up.
- 83% of patients who had responded had seen the new information screens, and 69% found the information useful. We had some free text comments saying that the messages changed too quickly and some that said they changed too slowly – that might be a tricky one to solve!
- Only 16% of the patients who responded used the online booking service to arrange their doctors appointments, although a further 42% knew about it but hadn't got round to signing up.
- 40% of patients who responded used Facebook, but only 3% had seen our Westongrove page. We want to advertise this as it's a great way to keep in touch with news at the surgery.
- A very encouraging 74% of patients would find it useful to be able to email their doctor, mostly for advice.
- 70% of patients would like access to their electronic patient record online, with 69% wanting to view test results. We will certainly work on this next year.
- 49% of patients had visited our website, and it was clear from the many free text comments that this area needs some work to make it easier to use.
- Only 12% of patients had seen the DIY blood pressure machines in the waiting rooms at Wendover Health Centre and Bedgrove Surgery. We need to promote these more.
- 50% of patients who responded said they would find it useful to monitor aspects of their health at home and text us the results eg: blood pressure readings. This is something we have started to investigate.

The survey results can be viewed via notice boards in the surgery or on our website www.westongrove.com



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

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

- Let them know 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 survey results and asked them to notify us by return email if they agreed with the action plan and were happy for it to move forward with the plan
- Ask if any of the PPG members would like to help us to review and improve the website

Details of the agreed action plan following communication with the PPG

We contacted the PPG and proposed an action plan that would focus on

- Investigate and pilot the use of email to contact doctors
- Investigate and possibly pilot online access to electronic patient records eg: test results
- To review and update the website – ideally with the help of some of the PPG.

12 members of the PPG responded, all of the agreeing that we should go ahead. There were also some useful comments about what might help make the website more user friendly.

Some comments were

'I understand that you have to put a lot of information on the home page, but it is just too busy'

'Most people looking at the home page will not take it all in and miss vital bits'

'Looking forward to a better website'

'Too many messages in the moving news area'

We will now start working towards putting this action plan into place, and will update the PPG and our patients as work progresses.

We have already made some changes to the home page of the website and will be working through each area in time. We do hope to engage with some members of the PPG to involve them in this work.

We are at the very early stages of piloting email communication between Dr Pippa Moreton at Wendover Health Centre and her patients. We have startws with a small number of patients so that we can see how things go and ensure the system works well before expanding it to other doctors within Westongrove.

Our clinical system provider is working with us to see how we can pilot access to electronic medical records for patients. As this project progresses we will update the PPG.

Conclusion

The PPG has grown again this year, which is very encouraging. We will continue to promote its purpose, and hopefully we will see new members this year.

The PPG is vital in developing the services we provide in the practice. It is also involved in developing local health care services; Aylesbury Vale CCG is keen to involve the public in their decisions about the future of healthcare in locally, and our PPG is invited to be part of this.

We hope that by working through our action plan this year, we will improve services for our patients, giving them greater flexibility in obtaining information and being able to contact us in different ways.

Thank you to all the members of our PPG and to all the patients who took the time to complete a patient survey. We really appreciate your involvement. If anyone would like to give feedback on our website or make suggestions for improvements to it, please let us know. You can leave a comment via the website itself, email us at bedgrove.surgery@nhs.net or pass any comments via any member of the team.

Our website www.westongrove.com has information showing our opening hours,

including extended opening, and also how to access our services. These details can be found by selecting the green menu items on the left hand side of the home page.