

ST THOMAS MEDICAL GROUP

Patient Participation Group

Annual Report 2018/19

Signed: Mr Chris Stoppard
Practice Manager

Mrs Marion Long
Clinical Team Lead

Distribution:

PPG Members

Website

Health Centre Notice Boards – St Thomas and Exwick

PPG REPORT 2018/19

March 2019

Practice Population

Age Group	Male	Female
0 – 9	1167	1055
10 - 19	2891	3622
20 – 29	7693	8731
30 - 39	1767	1703
40 - 49	1284	1277
50 - 59	1285	1390
60 - 69	1104	1139
70 - 79	884	1020
80 - 89	386	577
90 - 99	73	183
100+	3	5
TOTAL	18537	20702

The PPG at St Thomas and Exwick is made up as follows:

Male	62
Female	36

Age Group	
Under 20	
20 – 29	2
30 - 39	11
40 - 49	13
50 - 59	14
60 - 69	18
70 - 79	28
80 - 89	10
90+	2
	98
Plus 126 Facebook members of various ages	

Patient Participation Report 2019

St Thomas Medical Group continues to have an active PPG Core Group along with an active PPG. Both meet throughout the year.

The Core Group meet to discuss things that have been highlighted via Facebook/Patients/Staff concerns etc., and then meet with our main PPG Group.

PPG Core Group

Our Core Group is now well established and meets quarterly with staff members of the Health Centre to discuss any issues/ideas that have come to their attention and to plan the next main PPG meeting/topic.

They also actively promote and encourage patients to take part in their own Health Centre via social media. This includes votes, mini surveys, updates and event advertising within the St Thomas Community.

Our Core Group members also actively attend and take part in the Exeter Patient Panel, representing St Thomas Medical Group. St Thomas Medical Group continues to support this Group and is happy to annually host one of their evening meetings.

New Opportunity

South West Academic Health Service Network (Quipps) emailed the Surgery with details of new public involvement volunteering opportunity, with a request for this to be distributed to our PPG. This is a new way for your voice to be heard to improve the quality of health care services.

One of our Core Group members expressed an interest in getting involved in this because of a desire to enable the NHS to make the best use of what they have to support patients, their families and staff.

Although initially this did entail quite a lot of work our Core Member felt that it was worth it in the end.

A rather detailed report has been produced but a summary of this will be reported on separately at a future PPG evening.

Educational Events

Following the success of the "Sleep" and "Gardening for Health" events we are now focussing more closely on linking in with other Patient Participation Groups across the City of Exeter to provide Educational Evenings.

Our events are always publicised locally through our Facebook page, posters at Age UK as well as the local library to try and reach a wide patient population.

This year St Thomas Medical Group held Education evenings on the following topics:

- Pain Management
- Exercise for Health

We have also developed strong links with Community Builders employed by Exeter Community Initiatives for Wellbeing Exeter as well as other PPG Groups.

Our local Community Builder has been more than happy to attend our meetings and is keen to offer any help and support needed.

One of our PPG Core Group members is working in a steering group with Wellbeing Exeter to create a better Education Programme.

The idea is that PPGs will share educational events, making them City-wide, with more targeted advertising.

They are also looking at the possibility of setting up support groups from the attendees of an event if needed.

Recruitment of New Members

As in previous years, we have continually tried to attract new members to our Group. We continue to have display boards in the Reception areas at all sites with an on going campaign in our Main Foyer and inclusion of an invite to join our PPG in each new Practice Registration Pack. Our PPG is also promoted on our website and via social media.

To ensure that our group is representative of our Practice population a search of our clinical system is carried out each year. As in previous years, this has highlighted that our group does not seem to be attractive to our younger patients.

We have tried to address this over the years by numerous different ways.

Although not all of our members talking and taking part via Facebook are under 40, the vast majority are.

This social media group is an active group. This group was set up and is run entirely by our Core Group members of our PPG.

Feedback

Feedback is continually reviewed throughout the year by way of Friends and Family questionnaires, complaints, suggestions from our "Suggestion Box" along with letters, good and bad, received from patients, feedback via social media. Our Carers' Support Worker, Denise Knowles, regularly contributes and feeds back on behalf of our Carers' Group.

ACTION PLAN from 2018/2019

Telephone System

To keep continually under review

a rota was set up for other Teams to assist the Reception Team answering the telephone during peak time over the Winter season

A new cancellation option has also been added so that patients can leave messages to cancel appointments instead of holding up the line

Appointment System

To keep continually under review

Recruitment of two Advanced Nurse Practitioners to provide:

Approximately 62 additional telephone triage appointments per week along with 150 acute face to face illness appointments

Instruction/help re On Line Services

Easy Step by Step Guide for Users

Details emailed to all users on how to contact the Site Provider directly

Designed "If you are having problems" Guide for Patients

Provided face to face online guidance

Actively Promote Park Runs etc

Posters are displayed in the Health Centres

We are the first GP Practice in Exeter to be a RCGP accredited Park Run

We also are the top refer to Wellbeing Exeter and other voluntary organisation's

Run education and information sessions

2 x educational events held in 2018/19

Actively promote all other patient events across Exeter in our waiting rooms and Surgeries.

Feedback/Ideas Received 2018/19

Patients requiring Flu vaccinations but not receiving a letter of invite due to not falling into the "exact" flu criteria:

A patient list has now been compiled with patient names added if the GP states "should receive a flu vaccination annually" and these patients will be sent an invitation letter

Website – needs updating

New Operations Manager and IT Manager will be doing this as a project

Music – in Waiting Rooms

Car Park

Lines needed re-painting in car park

Better signage in car parks – relating to parking 5mph signs, disabled signs and bays

Parking – on-going

Interrupting upstairs Receptionist to find out which side GP is working on:

Signs have been put in Waiting Room at St Thomas indicating which side each GP is working

Continuity of Care:

St Thomas Health Centre is trying to improve the continuity of care we provide patients. Our Registrar conducted a Continuity of Care Audit - St Thomas actually came out as a good-excellent Practice in terms of the results linked to patient population

Educational events:

Pain Management follow up and Winter Warmth

Quipps:

A Core Group Member has attended the training for this and now sits on the panel.

If a Practice has an idea for a new scheme, the Panel can assess whether it will work

Closer links with City Wide PPGs:

To share posters for events across other surgeries via Practice Managers

ACTION PLAN for 2019/2020

Telephone System

To keep continually under review

Appointment System

To keep continually under review

Shared education and information sessions across other PPGs

Educational Sessions

Continually respond to patient feedback