

Patient Participation Group (PPG) Report 2013/14

The following report has been produced to detail and explain the steps the practice has taken with our local PPG during 2013/14 to engage patients and obtain their views. We continue to seek new members to improve overall patient representation.

Section	Detail																																																																														
Profile of the PPG	<p>A description of the profile of the members of the PPG:</p> <p>Age/Sex Practice Population:</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: left;">Patient Count</th> <th style="text-align: center;">Males</th> <th style="text-align: center;">Females</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">22919</td> <td style="text-align: center;">11158</td> <td style="text-align: center;">11761</td> </tr> </tbody> </table> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: left;">Age→ Gender↓</th> <th style="text-align: center;">0-9</th> <th style="text-align: center;">10-19</th> <th style="text-align: center;">20-29</th> <th style="text-align: center;">30-39</th> <th style="text-align: center;">40-49</th> <th style="text-align: center;">50-59</th> <th style="text-align: center;">60-69</th> <th style="text-align: center;">70-79</th> <th style="text-align: center;">80-89</th> <th style="text-align: center;">90-99</th> <th style="text-align: center;">100+</th> </tr> </thead> <tbody> <tr> <td style="text-align: left;">Female</td> <td style="text-align: center;">1118</td> <td style="text-align: center;">1348</td> <td style="text-align: center;">1020</td> <td style="text-align: center;">1181</td> <td style="text-align: center;">1877</td> <td style="text-align: center;">1838</td> <td style="text-align: center;">1706</td> <td style="text-align: center;">1021</td> <td style="text-align: center;">522</td> <td style="text-align: center;">127</td> <td style="text-align: center;">3</td> </tr> <tr> <td style="text-align: left;">Male</td> <td style="text-align: center;">1180</td> <td style="text-align: center;">1377</td> <td style="text-align: center;">1077</td> <td style="text-align: center;">1071</td> <td style="text-align: center;">1726</td> <td style="text-align: center;">1722</td> <td style="text-align: center;">1643</td> <td style="text-align: center;">952</td> <td style="text-align: center;">360</td> <td style="text-align: center;">49</td> <td style="text-align: center;">1</td> </tr> </tbody> </table> <p>Age/Sex Population:</p> <p>The patient participation group consists of 10 members and 31 virtual members.</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: left;">Age→ Gender↓</th> <th style="text-align: center;">0-9</th> <th style="text-align: center;">10-19</th> <th style="text-align: center;">20-29</th> <th style="text-align: center;">30-39</th> <th style="text-align: center;">40-49</th> <th style="text-align: center;">50-59</th> <th style="text-align: center;">60-69</th> <th style="text-align: center;">70-79</th> <th style="text-align: center;">80-89</th> <th style="text-align: center;">90-99</th> <th style="text-align: center;">100+</th> </tr> </thead> <tbody> <tr> <td style="text-align: left;">Female</td> <td style="text-align: center;">0</td> <td style="text-align: center;">1</td> <td style="text-align: center;">1</td> <td style="text-align: center;">1</td> <td style="text-align: center;">2</td> <td style="text-align: center;">5</td> <td style="text-align: center;">9</td> <td style="text-align: center;">4</td> <td style="text-align: center;">2</td> <td style="text-align: center;">0</td> <td style="text-align: center;">0</td> </tr> <tr> <td style="text-align: left;">Male</td> <td style="text-align: center;">0</td> <td style="text-align: center;">2</td> <td style="text-align: center;">1</td> <td style="text-align: center;">0</td> <td style="text-align: center;">2</td> <td style="text-align: center;">2</td> <td style="text-align: center;">4</td> <td style="text-align: center;">4</td> <td style="text-align: center;">1</td> <td style="text-align: center;">0</td> <td style="text-align: center;">0</td> </tr> </tbody> </table>	Patient Count	Males	Females	22919	11158	11761	Age→ Gender↓	0-9	10-19	20-29	30-39	40-49	50-59	60-69	70-79	80-89	90-99	100+	Female	1118	1348	1020	1181	1877	1838	1706	1021	522	127	3	Male	1180	1377	1077	1071	1726	1722	1643	952	360	49	1	Age→ Gender↓	0-9	10-19	20-29	30-39	40-49	50-59	60-69	70-79	80-89	90-99	100+	Female	0	1	1	1	2	5	9	4	2	0	0	Male	0	2	1	0	2	2	4	4	1	0	0
Patient Count	Males	Females																																																																													
22919	11158	11761																																																																													
Age→ Gender↓	0-9	10-19	20-29	30-39	40-49	50-59	60-69	70-79	80-89	90-99	100+																																																																				
Female	1118	1348	1020	1181	1877	1838	1706	1021	522	127	3																																																																				
Male	1180	1377	1077	1071	1726	1722	1643	952	360	49	1																																																																				
Age→ Gender↓	0-9	10-19	20-29	30-39	40-49	50-59	60-69	70-79	80-89	90-99	100+																																																																				
Female	0	1	1	1	2	5	9	4	2	0	0																																																																				
Male	0	2	1	0	2	2	4	4	1	0	0																																																																				
Representative PPG	<p>The steps taken by the Practice to ensure that the PPG is representative of its registered patients and where a category of patients is not represented, the steps the contractor took in an attempt to engage that category.</p> <p>The practice and patient participation group have made great efforts to make the group as representative of the practice population as possible. This has included:</p> <ul style="list-style-type: none"> • Members of the patient participation group approaching patients in the waiting room to explain the role of the PPG and asking if patients would like to join. • New patients of the practice are given information about the PPG upon registration. • Invitations to join the PPG are on the waiting room electronic screens and notice 																																																																														

	<p>boards.</p> <ul style="list-style-type: none"> ● Information is provided on the Practice website to invite membership. ● Members of the PPG attended a local networking event to educate people on the work that they do. ● Members of the PPG assisted with the practice flu campaign; thereby on hand to talk to patients of the practice.
<p>Agreement on priority issues</p>	<p>Details of steps taken to determine and reach agreement on the issues which had priority and were included in the local practice survey.</p> <p>The steps taken to determine and reach agreement on the items included in the Practice survey were discussed at the PPG meeting held in January 2014. Members of the PPG openly discussed a draft survey and agreed amendments and additional questions they thought appropriate.</p>
<p>How where views obtained?</p>	<p>The manner in which the Practice sought to obtain the views of its registered patients</p> <p>473 registered patients of both Market Deeping and the Glington Branch surgery completed the survey either using a paper form or via an internet survey. The survey ran for 4 weeks during the month of February 2014.</p> <p>The PPG attended in the surgeries for two of those weeks to help distribute the surveys and assist patients complete the questionnaires if required.</p>
<p>Details of action plan</p>	<p>Details of the action plan setting out how the findings or proposals arising out of the local practice survey can be implemented and if appropriate, reasons why any such findings or proposals should not be implemented.</p> <p>As a result of the summary evidence from the Practice survey the PPG discussed the results at their meeting held on 11th March. The Practice team also discussed the findings at an in-house training afternoon held on 10th March. The following action plan was devised and agreed:</p> <ul style="list-style-type: none"> - The survey suggested that fewer patients were using the auto check-in facility than the previous year. The PPG agreed to attend the main surgery in order to promote this facility and help people to use it. - The survey suggested that patients would be very interested in the Practice adapting a text message facility for appointment reminders/ cancellation of appointments. The PPG have agreed to help promote this facility before it goes “live” and to help with the programme required for opting patients into the facility. - Signage was acknowledged as an issue in the main surgery. Two members of the PPG have volunteered and agreed to work with two members of the Practice to form a working party. We hope this will enable us to agree a programme of works for new signage around the Practice that will benefit patients and visitors to the practice alike. - The Practice website is currently undergoing significant updates and improvements. The PPG have agreed to actively be involved in looking at

this for the Practice and feeding back any ideas/improvements that they consider appropriate. The PPG have a dedicated area on the practice website and they have agreed to increase the content of this for patient information.

- The PPG currently plays an active part in the PPIC involving their CCG. This will continue for the coming year as a group of PPG Chairmen are set to meet on a regular basis to share thoughts and concerns for practices in the area.
-

Summary of evidence

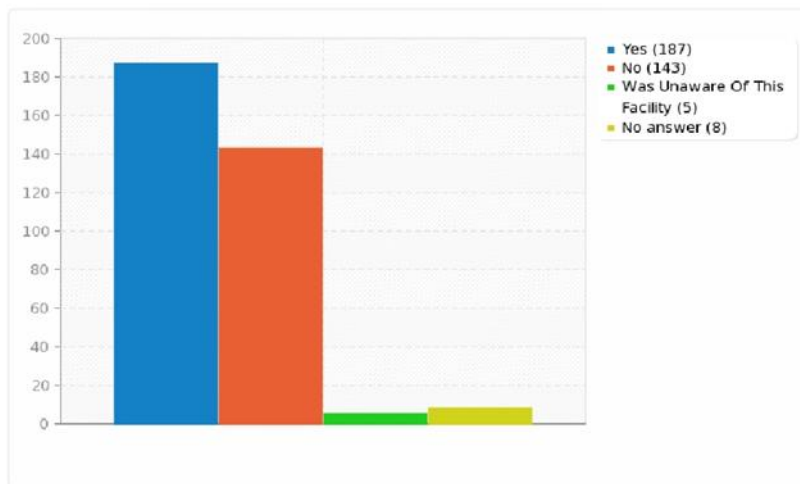
A summary of evidence including any statistical evidence relating to the findings or basis of proposals arising out of the local practice survey.

Auto Check-in:

Extract from 2014 Patient Survey

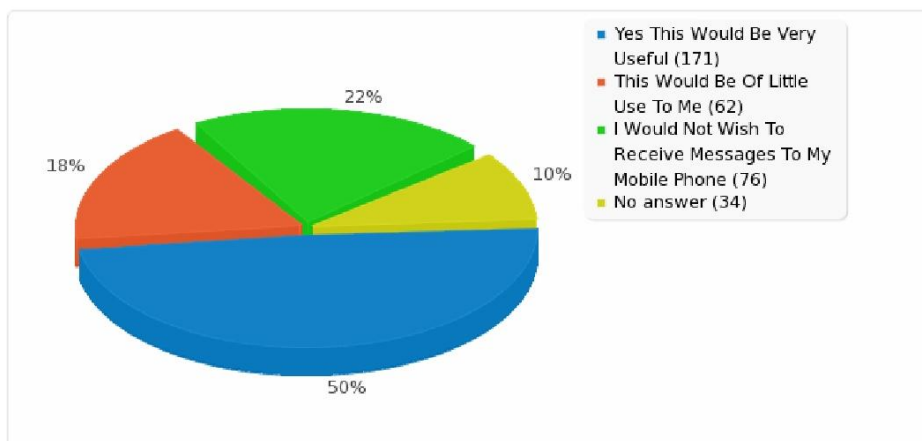
Accessing your GP Surgery

Q6 - When you arrived for your appointment did you use the automated check-in facility?



In 2013 65% of the patients surveyed had used the auto check-in facility which reduced to 54.5% in 2014.

Text message:

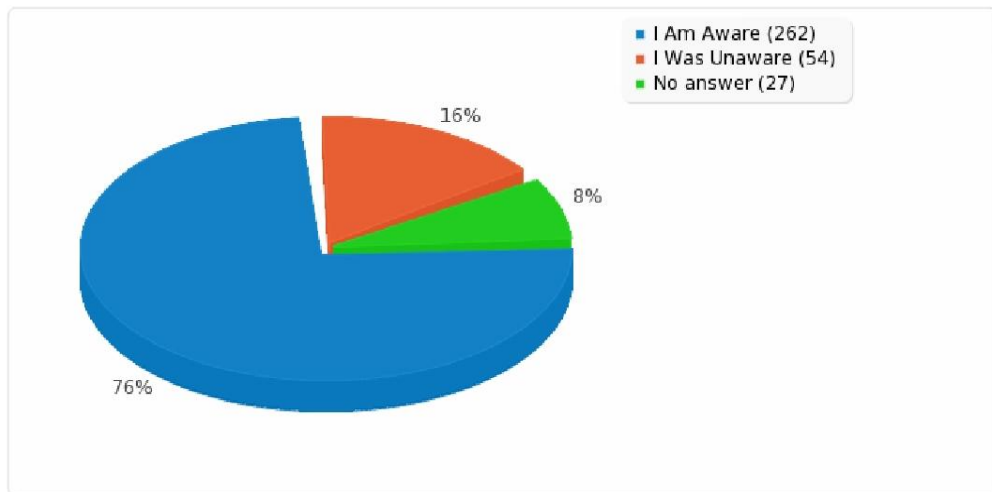


“Good idea mobile phone app to book appointments and notify of change of address”

Signage:

“Sign posts to GP's rooms could perhaps be a bit clearer. (ie maybe show room numbers)”

Practice Website:



Implementation of action plan

Details of the action which the practice intend to take as a consequence of discussions with the PPG in respect of the results, findings and proposals arising out of the local practice survey.

The PPG have been extremely active in the Practice for the past 12 months.

They continue to be involved in helping patients within the Practice for helping with self check-in education.

Members of the group played an active part in the Practice Flu campaign and assisted patients for their appointments.

The Practice PPG Chairman has been actively involved in the set-up of area Patient Participation Liaison. This is to continue for 2014 to share local issues and ideas and discuss at a central CCG level.

The voluntary car scheme for the main surgery and the branch surgery continues to thrive. This scheme is run by a volunteer co-ordinator who reports to the PPG.

The PPG were, once again, invaluable to the Practice for their involvement in helping patients to complete the patient survey 2014.

Opening Hours	<p>The opening hours of the practice premises and the method of obtaining access to services throughout the core hours:</p> <p><u>Market Deeping:</u> Monday: 8.00 am – 6.30 pm Tuesday: 8.00 am – 6.30 pm Wednesday: 8.00 am – 6.30 pm Thursday: 8.00 am – 6.30 pm Friday: 8.00 am – 6.30 pm</p> <p><u>Glinton:</u> Monday: 8.00 am – 1.00 pm 2.00 pm – 6.30 pm Tuesday: 8.00 am – 1.00 pm 2.00 pm – 6.30 pm Wednesday: 8.00 am – 1.00 pm 2.00 pm – 6.30 pm Thursday: 8.00 am – 1.00 pm 2.00 pm – 6.30 pm Friday: 8.00 am – 1.00 pm 2.00 pm – 6.30 pm</p> <p>To obtain access to services during these hours you can:</p> <ul style="list-style-type: none"> • Telephone the Practice on 01778 579000 (main site) or 01733 252246 (branch surgery) • Visit the Practice • Book appointments and order repeat prescriptions online (sign up required).
Extended hours	<p>Where the Practice has entered into arrangements under an extended hours access scheme, the times at which individual healthcare professionals are accessible to registered patients.</p> <p>The Practice offers extended hours surgeries for its registered population on a Saturday morning between 8.00 am and 11.00 am. The surgeries are run from the branch surgery at Glinton.</p>

Are you interested in finding out more about the Deepings Practice?

- Would you like to influence the development of local health services?
- Do you have any ideas or suggestions about ways the Practice can be improved?

We are keen to hear from people who wish to be part of a PPG. Your opinions can be given over a variety of different mediums and will not take up very much of your time.

If you are interested in joining the PPG please contact the surgery on 01778 579000 or ask at reception.