

LITLEDOWN SURGERY

PATIENT PARTICIPATION REPORT 2015/16

Signed on behalf of practice: *EJ Prince* (Practice Manager)

Date: 17 March 2016

Signed on behalf of PPG: *David Bellamy* (Patient Group Chair)

Date: 17 March 2016

Membership of the Patient Group

Number of members of PPG: 101 – a 17.4% increase during 2015/16. Six percent of the Patient Group are carers.

Detail the gender mix of practice population and Patient Group:

%	Male	Female
Practice	49.5	50.5
PPG	31.7	68.3

Detail of age mix of practice population and Patient Group:

%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
Practice	17.98	9.2	11.46	12.92	16.5	12.7	10.5	8.7
PPG	0	1.98	20.8	13.9	8.9	15.8	21.8	16.8

Detail the ethnic background of your practice population and Patient Group:

	White				Mixed/ multiple ethnic groups			
	British	Irish	Gypsy or Irish traveller	Other white	White & black Caribbean	White & black African	White & Asian	Other mixed
Practice	90.35	0.28	0	3.6	0.2	0.26	0.30	0.37
PPG	74.3	1.0	0	4.0	1.0	0	1.0	1.0

	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice	0.77	0.14	0	0.56	0.89	0.4	0.14	0	0.09	1.6
PPG	5.0	3.0	0	3.0	2.0	4.0	0	0	0	1.0

Describe steps taken to ensure that the PPG is representative of the practice population in terms of gender, age and ethnic background and other members of the practice population

We have taken a number of steps to ensure that the PPG is accessible to all patients, thus helping to ensure that it is representative of the practice population. One of the most important in our opinion is to have both a virtual and face-to-face meeting options for engaging. There are many groups of patients who may find it difficult to attend a meeting of the Patient Group at the surgery, including working patients, patients with young children, patients with caring responsibilities, patients who are housebound or with limited mobility. Equally there are patients who would rather come in and participate with the Patient Group face-to-face. We feel our approach offers inclusion for as many patients as possible.

We advertise the Patient Group as widely as possible to encourage membership from all groups:

- Posters in the waiting room
- Promoted on the RHS of prescriptions
- Information on the Patient Group including how to join and notes from previous meeting are on the website
- Promoted via the Patient Survey
- Feedback via the Carers Coffee morning

Information Analysed by the Patient Group throughout 2015/16

The Patient Group was instrumental in devising the questions that make up the Patient surveys. Towards the end of 2014 the Patient Group assisted the Practice Manager in determining the format for capturing the Friends and Family feedback. This feedback has been shared with the Patient Group at every meeting since the scheme was implemented, and we will continue to review and discuss the feedback given.

As well as the 'basic' FFT question, the Patient Group decided it would like to add additional questions to the FFT questionnaire in order to gain feedback on a greater number of areas. These questions have included whether patients feel they are treated with dignity and respect, are the staff friendly, are patients aware of the evening surgery we offer, feedback on NHS 111, do the clinicians provide enough information to the patients, what do patient think about the telephone triage service we offer, what do patient think of the telephone system and would they prefer an electronic 'queue' on the phone system if the line is engaged when they call in.

The results from the previous months FFTs are reviewed at each meeting.

How have patients been identified with?

We engage with patients in the Patient Group both face to face and via email. We believe this caters for all needs; both those patients who like to come into the surgery for a chat, and also those who are at work, looking after children or with other caring responsibilities who cannot attend a meeting.

We hold a Patient Group meeting every couple of months. The notes from these are on the surgery website:

<http://www.littledownsurgery.co.uk/minutes-of-ppg-meetings/>

In between the meetings we send information via email. This has included information on the following:

- The Respiratory Patient Event in December 2015
- Information on becoming a dementia friendly practice
- Engagement events for the clinical services review
- Patient Group notes
- Results from Friend & Family Test
- Assorted information that may be of interest – Help & Care, self-help information etc.

Areas for improvement identified:

The following have been identified as areas for improvement for the practice during 2015/16:

- Improvements to the Waiting Room including
 - Better seating including some chairs with arms to assist patients who struggle to stand unaided
 - Hand gel to be available on entering the surgery and made more obvious to patients
 - Improvement to confidentiality by the construction of a partition behind a new Reception desk so that conversations in the back office with patients are less audible
 - General refresh of the waiting room
- Supporting the practice in becoming a 'Dementia Friendly Practice'
- Additional patient information and support to patients with respiratory disease
- Additional reminders for patients of their appointment times to try and reduce DNA
- Development of the Patient Group
 - Practice clinicians to attend the meetings to talk to the group about a clinical area
 - Development of the role of the Group – to be developed during 2016/17

PATIENT GROUP ACTION PLAN - 2015 - 2016	
Action	Progress
Practice to continue to develop ideas for a revamped Waiting Room and Reception	Being done March 2016
Practice to contact patients who DNA regularly on a more consistent basis	Poster advertising number of DNAs in last month is up. We have also implemented a text reminder system to remind patients of their appointments.
Practice to explore the staffing and cost implications of providing a more comprehensive blood testing service for our patients	A paper has been circulated suggesting the idea of a locality hub for blood test, maybe in Shelley Road clinic.
Have members of the practice clinical team attend the Patient Group meetings to give talk on clinical areas to group	Ongoing – Drs Rogers, Murray and Torquati have attended. Nurse Clare to attend to discuss respiratory disease in March 2016.
To organise speakers for the group from interesting groups/charities	Ongoing – have had speakers from St Saviours Church Carers Café, Pramacare and Macmillan Cancer Advocacy Service so far.
Discussion of Friends and Family feedback at each meeting	Has been done throughout 2015/16 and is ongoing
Supporting the practice becoming a Dementia Friendly Practice	Members of the Patient Group were sent questionnaires to ask for their opinion on how we could improve our care of dementia patients. They also were offered some dementia training with the practice team and an invite to attend the launch of Littledown Surgery Dementia Friendly Practice.
To provide more patient education to patients with respiratory disease	An East Bournemouth event was held in November. Our Patient Group Chair was heavily involved, and we invited all patients on our asthma and COPD registers. We fed back findings to the patient group.

Summary of changes

The following changes have been implemented at Littledown Surgery during 2015/16:

- Refurbishment of Waiting Room, Reception, Patient toilet and main corridor
- Implementation of text reminder service for appointments
- Development of the online services offered to patient to now include access to summary medical information as well as appointment booking, ordering repeat medication and updating contact details
- The support of a Patient Information event on Respiratory Disease by writing to all our patients with asthma or COPD to invite them to the event.
- Development of the Patient Group by inviting a different practice clinician to attend each meeting to discuss a clinical area with the group. SO far topics have included our Over 75s service, minor operations, joint injections and respiratory disease

Littledown Surgery has become a Dementia Friendly Surgery. The Patient Group have been asked to comment on how we could offer a better service to our patients with dementia. They were also all invited to some training to raise awareness of dementia and also many attended the launch we held when we were presented with our Dementia Friendly Surgery certificate.