

# WALNUT TREE PRACTICE PATIENT PARTICIPATION GROUP

## ANNUAL REPORT TO 31<sup>ST</sup> MARCH 2014

During the NHS financial year to 31<sup>st</sup> March 2012 Walnut Tree Practice established a Patient Participation Group jointly with Acorn Practice and known as May Lane Surgery PPG, and carried out its first May Lane Surgery PPG Survey of patients views. The PPG group has continued to grow its membership over the past 2 years from interested patients joining the group and we have established a 'virtual' PPG as well - contacted by email.

Both practices share the same surgery premises at May Lane and would have some common issues, although it is also appreciated that patients views and priorities may differ between each practice, and so a separate patient survey was again undertaken for each practice to ensure the survey reflected differing patients views on the service provided by each practice.

### Structure of the PPG

The aim was to develop a structure that both reflected and gained the views of its registered patients and enabled the practice to obtain feedback from a representative cross-section of the practice as far as possible. The following was taken into consideration:-

- Profile of people by age, sex and ethnicity.
- Practice attempt to make PPG as representative as possible.
- Consideration for a face-to-face group and/or a virtual group

### Agree Areas of Priority with PPG

The PPG Group has continued to grow over the past 12 months and has become an established mechanism for the practice to be more aware of patients views about health services locally. The PPG Group has recently carried out a third annual survey using a number of the same questions from Years one and two – to identify if our action plans from prior years have had any effect on the service levels.

Last years Agreed Action points were:-

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| 1. Question 2 – Practice to undertake a review of the telephone system to identify if a new system with technological changes can improve answering the phones during the first busy hour of the day and to give patients an idea of where their call is in the queue. |
| 2. Question 16 - Practice to promote to patients the ability to book appointments on line by GPs proactively recommending the service especially to patients with complex health needs who regularly need appointments.  |
| 3. Question 8 – Practice to make more patients aware of the ability to speak to a GP on the phone with a telephone consultation – receptionists to promote proactively and publicise in May Lane Messenger Newsletter.   |

### Achievements of the PPG and Practice Interaction

1. **A new telephone system was installed on 16/2/13** – We are delighted to see that the latest PPG survey 2014 has shown a very positive improvement in patients ability to access the practice with satisfaction increasing from 58% in 2013 to 75% in 2014. Additionally we have had a number of very positive comments about the new system.
2. **We have extended the number of pre bookable on-line appointments with GPs** and promoted the registration to use on-line booking to more patients. Again we are pleased to advise that the numbers of patients registering to use the on-line access has increased from 3% to nearly 6% over the past year.

3. **Ability of patients to speak to a GP on the telephone** – Unfortunately the latest survey indicated that there has been no alteration in this area and satisfaction rates remain at 60% - the same as last year.
4. **Flu Clinics** – In addition to the Action Points last year the practice also had feedback that the flu clinics, although extremely efficient, were very busy. So we reviewed our clinics and in Autumn we split our invitations and ran the first clinics across 2 days a week apart. This does seem to have been well received and it is easier and more comfortable for patients to attend without so much pressure on parking!

## Results of the 2014 PPG Survey

A summary of the results to each question can be seen from the table below:-

### PPG Survey - Summary Results 2014

Walnut Tree Practice				
Margin of Error%	6%			
Number of Responses	247.			
Question	% Satisfied(2014)	% Satisfied(2013)	Change	
1. Your level of satisfaction with the practice's opening hours	84%	83%	1%	
2. Your ability to access the practice by telephone	75%	58%	17%	
3. Ability to get an appointment with a GP within 48 hours	66%	63%	3%	
4. Ability to get an appointment with a nurse	74%	70%	4%	
5. Convenience of Date and Time of you appointment	80%	77%	3%	
6. Ability to see the GP of your choice	62%	50%	12%	
7. Length of time waiting to see a GP in the Waiting Room	63%	60%	3%	
8. Opportunity of speaking to a GP or Nurse on the telephone when necessary	60%	60%	0%	
9. The information provided by the practice staff	81%	78%	3%	
10. The helpfulness of the practice staff	89%	85%	4%	
11. My overall satisfaction with this practice	91%	84%	7%	
12. How would you rate the medical advice given at your last consultation?	GOOD/VERY GOOD	New Question		

These results were discussed at a May Lane Surgery PPG meeting on Thursday 13<sup>th</sup> March 2014 together with other issues and the meeting agreed the following action points for the practice to focus on in 2014:-

### **ACTION POINTS 2014**

1. Receptionists to actively routinely promote a telephone consultation to patients in appropriate circumstances, and to advertise the use of telephone consultations in the May Lane Messenger newsletter and on the waiting room tickertape messages.
2. The surgery is to provide additional information in our next May Lane Messenger newsletter about accepting urine samples only in the appropriate urine pots which are obtainable from the front reception desk.
3. Practice is to continue to promote to patients the ability to book appointments and order repeat prescriptions on-line via receptionists, a poster in the waiting room and on the ticker tape message bar in the waiting room.