

BARTLEY GREEN MEDICAL PRACTICE

PATIENT PARTICIPATION GROUP (PPG) REPORT – MARCH 2013

INTRODUCTION

Bartley Green PPG has been recently formed in December 2012. The practice had previously had a PPG group but had not been active for some time. In 2011 we endeavoured to rejuvenate the group but with little success. Finally in December 2012 we began to recruit interested members to the group, which in a relatively short time has become pro active and enthusiastic as a group and the future of BGMP.

PPG AND PRACTICE PROFILE

The group is made up of 13 members, the age range being 35-74 with 7 female and 6 male members. We are going to continue, hopefully, to increase our membership in the future. Ideally encouraging 17-24 age range and developing a virtual group to include any 16 year olds and housebound members.

Demonstrating how our PPG is Representative				
Practice Population Profile		PPG Profile		Difference
Age				
% Under 16	21.84%	% Under 16	0%	21.84%
% 17-24	11.03%	% 17-24	0%	11.03%
% 25-34	14.09%	% 25-34	0%	14.09%
% 35-44	12.89%	% 35-44	0.1%	12.79%
% 45-54	13.6%	% 45-54	0.5%	13.1%
% 55-64	12.19%	% 55-64	0.5%	11.69%
% 65-74	8.57%	% 65-74	0.5%	8.07%
% 75-84	3.9%	% 75-84	0%	3.9%
% 85 and Over	1.83%	% 85 and Over	0%	1.83%
Ethnicity				
White		White		
% British Group	81.57%	% British Group	0.26%	81.31%
% Irish	1.05%	% Irish	0%	1.05%

Mixed	Mixed	
% White & Black Caribbean 2.08%	% White & Black Caribbean 0%	2.08%
% White & Black African 0.51%	% White & Black African 0%	0.51%
% White & Asian 0.03%	% White & Asian 0%	0.03%
Asian or Asian British	Asian or Asian British	
% Indian 0.59%	% Indian 0%	0.59%
% Pakistani 0.31%	% Pakistani 0%	0.31%
% Bangladeshi 0.23%	% Bangladeshi 0%	0.23%
Black or Black British	Black or Black British	
% Caribbean 3.66%	% Caribbean 0%	3.66%
% African 2.33%	% African 0.7%	2.33%
Chinese or other ethnic group	Chinese or other ethnic group	
% Chinese 0.24%	% Chinese 0%	0.24%
& any other 3.85%	& any other 0%	3.85%
Not Stated % 3.55%	Not Stated % 0%	3.55%
Gender		
% Male 48.05%	% Male 49%	-0.95%
% Female 51.95%	% Female 51%	0,95%

STEPS TO ENSURE GROUP WAS REPRESENTATIVE/REASONS FOR DIFFERENCE IN GROUP AND PRACTICE PROFILE

Previously to the first meeting in December 2012. The staff were encouraged to invite patients to join our group; members of the dormant group were invited to renew their interest. Posters in the waiting room and local chemist, message on the right hand side of prescription slips and invitation through the website. Mums at the baby clinic were verbally invited. In December 2011 due to a Partners illness the practice resulted having enormous pressure placed upon us. As a consequence active measures of recruitment suffered. Efforts were renewed in June 2012, leading to what is now a pro-active and enthusiastic group.

We will strive to recruit more members and reach the wider age ranges, as the group is still in its infancy, there has not been much input from the group but in future meetings they will become more involved in the process, in the time being the

practice will

Continue to use posters in the practice and at neighbouring pharmacies and community centres.

Both staff and GPs will encourage patients to consider joining.

All new patients are issued with a leaflet as part of their registration pack

Well Net TV

Practice website

Message on right side of prescriptions

Practice booklet

PPG FREQUENCY

PPG MEMBERSHIP

The group has yet to formalise its structure, that is planned for the next meeting in April 2013. The thirteen members are currently

Mrs Chris Gilliver, Fiona Northey, Steven Westwood, Colin Jonas, Richard Darlington, Trevor Breakwell, Gerald Coward, Tracey Priddey, Maria Parkes, Stuart Giddings, Pamela Lawson, Elizabeth Footman, and Katrina Thomson.

Dr Christine Cheel- GP, Liz Wilson –Advanced Nurse Practitioner and Cheryl Vernon Practice Business Manager.

PATIENT SURVEY

AREAS OF PRIORITY & HOW THEY WERE DECIDED

During the first meeting the purpose of the group was explained and agreed upon. It was then opened to all members to bring to the meeting what areas they thought needed to be improved or changed as priority this was unanimously agreed that access was something that should be looked at. The practice had drafted a newsletter for the group to discuss and this was decided that this could be produced on a quarterly basis.

During the second meeting the patient survey was designed to focus on access, incorporating patient awareness as to services already available to them and the roles of the clinical team and help that they can give. It was decided that members

of the PPG group would be available to patients during the survey period to assist when asked and possible recruit more members.

SURVEY PROCESS

The survey was carried out for a two week period between 28th January and 8th February 2013. There were 449 responses but not all questions were answered. All patients had access to members of the PPG or reception staff who would assist with completing the survey if needed. The results were generated into a report and were discussed at our third meeting on 26th February 2013. It was noted that the members that helped in the waiting area gained an insight as to the flow of patients passing through the morning and how we can improve the waiting room experience for patients and staff. It was also felt that the presence of the PPG members encouraged patients to return their forms and participate as they saw it as not being 'just another questionnaire'.

RESULTS

1. How satisfied are you with surgery opening hours		
answered question		449
skipped question		0
	Response Percent	Response Count
Very Satisfied	52.1%	234
Fairly Satisfied	39.4%	177
Not Satisfied	6.0%	27
Don't Know	2.4%	11
2. How easy is it to book an appointment over the telephone		
answered question		448
skipped question		1
	Response Percent	Response Count
Very Easy	16.7%	75
Fairly Easy	30.8%	138

DISCUSSION ABOUT RESULTS

The discussion about the results took place on Tuesday 26th February 2013 with the agenda focusing totally on the survey report. After lengthy discussion both short term and long term solutions to improve the patient experience were suggested, it is recognised that the practice will be responsible for achieving some of the outcomes and the restraints that the practice are under were taken into consideration and agreed upon. In the short term it was decided to concentrate on three things that could be achieved quickly the biggest area for us to work on is access to appointments as shown in the survey and reflected in the action points below.

Other patient comments were discussed and improvement considered.

Patients are unable to hear tannoy when being called in for their appointment. We will use the newsletter to ask patients to inform us if they are hard of hearing and place alert on their medical record. In the longer term we would consider use of LCD display system

Reception – the results on questions 8 and 9 were good results by and large stating patient satisfaction with reception.

Many comments were stating satisfaction with the surgery and where negative comments were left, a lot contained constructive criticism with some good ideas for improvement.

Overall the PPG were very happy with the response to the first patient survey and are excited about the changes that are to come in 2012-13. They feel there is scope to take their original ideas further and that these can be built upon once the foundations of an improved practice and population relationship have been laid. They felt that as the group was still in its infancy focusing on the areas they are, gives them an opportunity to develop their working relationships as a group and with the practice, before tackling any issues which required a greater understanding of primary care. They were also keen to keep the plans achievable to maintain engagement for the group and also to make change visible to the wider population.

ACTION PLAN

Area of improvement	Short term solution	Actions to be taken	Long term solution
Clear details of opening times and GP working hours.	<ol style="list-style-type: none"> 1. Large poster to be placed in foyer/waiting area. 2. Change locations of large/small TV screens to display to larger patient area. 3. Practice booklets have GP working times. To be placed in waiting areas 	Practice to action	
Unable to get through on telephone in morning	<ol style="list-style-type: none"> 1. Consider opening telephone lines at 8.30 to enable workers/ those on school run to access appointments 2. Promote internet booking availability. **Presently difficult as pre books are 2 weeks in advance 	CV to look at staffing levels to check viability of opening phone lines at 8.30am ** stagger available pre books so that some are bookable 2 weeks/ 1 week/ 2 days.	Digital checking in system – freeing up reception to answer calls quickly
Then not able to book same day appointment	<ol style="list-style-type: none"> 1. Open appointments for walk ins and telephone at the same time. 	Poster giving 6 weeks notice of change.	
Not able to book in advance	<ol style="list-style-type: none"> 1. Publicise role of Advanced Nurse Practitioners therefore freeing up GP apts for more complex matters. 	Continue to give leaflets and all practice staff to verbally encourage patients to see ANP where appropriate.	Practice to look at altering appointment systems/times. Consider employing more clinicians.

ACCESS

OPENING HOURS

Monday 8:15am – 6:15pm

Tuesday 8:15am – 6:15pm

Wednesday 8:15am – 1:15pm

Thursday 8:15am – 6:15pm

Friday 8:15am – 6:15pm

EXTENDED HOURS

Tuesday Evening 6:30pm – 8pm Pre bookable appointments available with either a GP or Advanced Nurse Practitioner.

ACCESS TO SERVICES

Bartley Green Medical Practice

71 Romsley Road, Bartley Green Birmingham B32 3PR

Telephone: 0121 477 4300

Appointments may be booked by telephone, in person and internet (pre bookable only – see reception for ID and Password)

Out of Hours – 0845 113 0004 (Primecare)

PUBLICATION OF THE REPORT

You can find copies of this report at bgmp.org.uk

Paper copies available in practice – ask reception for personal copy.

Copies sent to - Patient Experience Comms & Engagement Birmingham & Solihull NHS Cluster, local pharmacies & community centres.