

BARTLEY GREEN MEDICAL PRACTICE**PATIENT PARTICIPATION GROUP (PPG) REPORT – MARCH 2014****INTRODUCTION**

Bartley Green PPG was formed in December 2012. The group has met on a regular basis since that time usually on a monthly basis.

PPG AND PRACTICE PROFILE

The group is made up of 11 members, the age range being 44-73 with 7 female and 4 male members. Membership has changed during the year with two new members and two deciding that they did not want to commit to it. We have a small core of regular attenders and 5-6 who we keep informed by e-mail, telephone or post. We hope to increase our membership in the future. We particularly want to encourage 17-24, carers and housebound. This will enable the group to cover a wide diversity of patients.

Demonstrating how our PPG is Representative				
Practice Population Profile		PPG Profile		Difference
Age				
% Under 16	21.74%	% Under 16	0%	21.74%
% 17-24	10.66%	% 17-24	0%	10.66%
% 25-34	14.05%	% 25-34	0%	14.05%
% 35-44	12.75%	% 35-44	0.01%	12.74%
% 45-54	13.66%	% 45-54	0.01%	13.65%
% 55-64	12.23%	% 55-64	0.53%	11.7%
% 65-74	8.28%	% 65-74	0.75%	7.53%
% 75-84	3.98%	% 75-84	0%	3.98%
% 85 and Over	2.15%	% 85 and Over	0%	2.15%
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

The group have actively encouraged patients to join by helping in the waiting room when doing surveys, attending the ante-natal clinic to encourage young mums. The staff are encouraged to invite patients to join our group; Posters in the waiting room and local chemist, and invitation through the website are still being used. We will strive to recruit more members and following a recent meeting more focus is being placed on a display board and renewal of interest forms with a suggestion box for patients. We 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
- Practice booklet

PPG FREQUENCY

The Group meet on a monthly basis, with day and time recently being changed with a view to appeal to more members to attend. It is being considered to change the frequency of meetings but presently remains the same

PPG MEMBERSHIP

Mrs Fiona Northey – Chairperson

Mrs Pam Lawson – Secretary

Mr Gerald Coward

Mrs Chris Gilliver

Mr Colin Jonas

Mr Richard Darlington

Mr Trevor Breakwell

Mrs Maria Parkes

Miss Elizabeth Footman

Miss Janine Saunders

Mrs Kay McGinnley

Cheryl Vernon – Practice Business Manager

Dr Stephen Watkins – GP

Dr Christine Cheel - GP

PATIENT SURVEY

AREAS OF PRIORITY & HOW THEY WERE DECIDED

Advanced Nurse Practitioner – last years survey revealed that not many patients had

an understanding of the ANP role, we wanted to see how much had been achieved.

Internet access – the majority of patients’ book via telephone, causing frustration to patients. Patients attending the practice in person caused concern amongst themselves regarding ‘queue jumping’ a ticket system was introduced to alleviate this. This is also included in the questionnaire.

Notice boards – last year the group decided to focus on communicating with patients by making notice boards more visual, changing themes. Need to determine how successful this is.

SURVEY PROCESS

The survey was carried out in practice from 6th-17th January to patients attending the surgery for an appointment. We received 296 responses. Members of the group took time to attend and help with questionnaires in the waiting room, using the time as an opportunity to promote the group, one new member was gained during this period. Survey was analysed using survey monkey.

RESULTS

Which category below includes your age?		
answered question		292
skipped question		4
	Response Percent	Response Count
under 16	1.7%	5

17-24	12.3%	36
25-34	16.4%	48
35-44	16.8%	49
45-54	17.5%	51
55-64	13.0%	38
65-74	16.4%	48
75-84	4.8%	14
85+	1.0%	3
	Comments	1
2. How often do you attend the surgery to see a doctor or nurse?		
answered question		291
skipped question		5
	Response Percent	Response Count

Very regularly - at least once a month	23.0%	67
Fairly regularly - up to three months	32.0%	93
Occasionally - less than every six months	32.3%	94
Very Rarely	12.7%	37
	Comments	0

3. How do you normally book your appointments?

answered question	292
skipped question	4

	Response Percent	Response Count
In person	32.5%	95
Telephone	65.1%	190
On line	2.4%	7

4. Do you think the ticket system to book an appointment in the mornings is an improvement?

answered question 191

skipped question 105

**Response
Percent Response
Count**

Very Successful 24.1% 46

Fairly Successful 39.8% 76

Slightly successful 17.8% 34

Not at all successful 18.3% 35

Comments 14

5. How easy is it to book an appointment on the telephone?

answered question 271

skipped question 25

	Response Percent	Response Count
Easy	9.2%	25
Fairly easy	25.8%	70
Not easy	62.0%	168
Don't know	3.0%	8
	Comments	2
6. Do you book appointments on the practice website?.		
	answered question	267
	skipped question	29
	Response Percent	Response Count
Always	0.7%	2
Sometimes	4.9%	13

Never	74.9%	200
Was not aware that I could	19.5%	52
7. The Nurse Practitioner can see you for repeat prescriptions, and minor illnesses. Freeing up Doctors appointments for more complex problems. How aware are you of this.		
answered question		275
skipped question		21
	Response Percent	Response Count
Very - use all their services	33.1%	91
A little - have seen occasionally	41.5%	114
Never - was not aware that I could see them for prescribing or minor illness.	25.5%	70
	Comments	2
8. How often do you look at posters on the notice boards in the waiting areas?		

answered question		280
skipped question		16
	Response Percent	Response Count
Regularly	35.4%	99
Sometimes	53.2%	149
Never	11.4%	32
9. Do you find the information on the notice boards useful and relevant to a doctors surgery?		
answered question		278
skipped question		18
	Response Percent	Response Count
Yes - very relevant	35.3%	98
Fairly - some relevant	51.1%	142

No - not relevant	13.7%	38
	Comments	2

DISCUSSION ABOUT RESULTS

The discussion about the results took place on Monday 10th February 2014 with further discussion on Monday 10th March 2014. It was noted that ability to get through on the telephone was even more difficult than last year. Although more patients know of the use of the ANP it was felt that more could be done to promote this service. Little access was made via the internet and in view of the increased difficulty in access by telephone this is to be a priority for the coming year. 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.

ACTION PLAN

Area of improvement	Short term solution	Actions to be taken	Long term solution
Continue to promote the use of the Advanced Nurse Practitioner	<ol style="list-style-type: none"> 1. Prominent more vibrant posters and flyers to be included in new patient packs 2. Gps & practice staff to continue to promote 3. Devise a screen shot for the internal TV Screen. 	<p>Fiona Northey - PPG</p> <p>Practice to action</p>	
Lack of available appointments/ easy of booking on Telephone	<ol style="list-style-type: none"> 1. Use of ticket system – more guidance as to the systems purpose. 2. Easier telephone access 	Practice to Action	<ol style="list-style-type: none"> 1. More availability 2. more use of ANP
Website access	<ol style="list-style-type: none"> 1. needs to be more user friendly 2. use to promote ANP role 3. More appointment availability 	<p>Practice to Action</p> <p>PPG to promote ANP role</p>	

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 – Local Pharmacy, Local area team NHS England