

Conway PMS

Patient Participation Group
Practice Report
2015/2016

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Conway PMS
PPG Report 2015/16

1. Our Group:

The group comprises of 9 members 8 of which have been with the group since its inception. We have added a new member this year who we feel will bring forward some new experiences and viewpoints, which could enhance the way the group currently focuses. This member represents a large portion of our patients in terms of ethnicity but is also a carer for his mother (also a patient of ours) and so has many other needs from the services.

The Patient Participation Group represents the following groups:

Gender:

%	Male	Female
Practice	52.8	47.2
PRG	55.5	44.5

We feel we have a good gender mix within the group which is a perfect representation of the practice mix with a fairly even amount of males and females.

Age:

%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
Practice	17.5	12.6	22.2	14.4	14.4	10.2	4.4	3.5
PRG	0	0	0	0	67	22	11	0

We have a range of ages within the group but they all seem to be around the 45-75 range. There a couple of reasons why this is the case. 1. This age group were more proactive and interested in making a change at the surgery and 2. This age group represent a bigger portion of patients who frequent the surgery more and so may have a better insight into the regular workings of the practice.

Ethnic Group:

	White			Mixed/ multiple ethnic groups		
	British	Irish	Gypsy or Irish traveller	White &black Caribbean	White &black African	White &Asian
Practice	21.9	0.7	0	0.2	0.2	0.1
PRG	56	0	0	0	0	0

	Asian/Asian British				Black/African/Caribbean/Black British		Other
	Indian	Pakistani	Bangladeshi	Chinese	African	Caribbean	Any other
Practice	8.9	4.3	1.4	0.5	6	0.8	49.2
PRG	33	11	0	0	0	0	0

The group as it stands represents the largest ethnic groups within the surgery, which means that the largest groups of patients are represented. The plan going forward is to try and encourage further the participation of some of the other smaller ethnic groups

to encourage views from them. The initial aim however was to ensure the largest groups of patients are represented and this is definitely the case. With the two surgery locations presenting very different patient populations and dominant groups, the PPG often uses different stances depending on what location we are referring to at the time. This is healthy and shows that we are looking at things in a way bespoke to a community.

PPG Group Demographic Development Plans:

The future plans for the demographic make up of the PPG is to further develop into two areas:

1. Attempting to encourage a younger age of participant – this may involve advertising in a slightly different way the benefits of joining the group which is often problematic.
2. Looking to encourage some of the other ethnic groups to join – Reaching out to some of the smaller ethnic groupings will help to ensure that some of the smaller communities of patients at our surgery are represented.

We succeeded in bringing forward a patient who represents a patient who is a carer and we are very much hoping for some different views from this patient as his role in the group develops.

2. PPG Priority Areas 2015/16:

At our initial meeting as a group for 2015/16 the group decided upon the priority areas for the PPG to act upon. The group brought forward ideas which had been created following experiences at the surgery as well as feedback that had been provided by the population as a whole which was brought to the meeting by the practice manager.

The first area of priority was allowing the PPG to assist in creating the new practice website including creating a new space for the group to update the patients on their progress and offering meeting minutes and reports.

Our second area of priority came forward following a review of our complaint process. The idea being that we would bring forward anonymised complaints to the patient group to see if there was feedback, insight and experiences from the group to assist in responding to the complainant as well as making the necessary changes in the practice.

There was also a priority area which had come to the group from the practices GP provider Network which involves working with Citizen UK to create a community project, using the patient group to lead. The purpose is to try and reach out to vulnerable patients who have long term conditions to try and engage them in community activities.

The finalised areas of priority for the PPG in 2015/16 are:

1. Practice Website

The group wishes to look at the new website being created to assist in ensuring it is patient friendly.

The key steps to ensure that the website captures the groups input are:

- a) Create and distribute a patient survey to gain ideas as to what the new site could offer. (Survey and results are displayed in section 3 of this report).
- b) Collate results and consider the best ideas to shape the new site.
- c) View the site and evaluate the effectiveness.

2. Patient Complaints

As a way of improving the practice processing of complaints the PPG will look at developing a feedback mechanism at meetings to discuss patient complaints.

The steps taken to implement this process:

- a) PPG meetings will have an item every meeting to bring forward anonymised complaints
- b) The group will discuss the complaints at the meetings to formulate feedback as to whether the complaint is correct, if they have experienced the same issues and provide guidance as to how to learn from and respond to the complaints.
- c) Build the feedback into the complaint learning form for complaints.

3. Citizen UK LTC Project

Following a project offered by the practice GPPN, the PPG will engage in a project to create community services for vulnerable patients who have long term conditions to assist in improving lifestyles.

- a) The group will discuss who would like to be involved in the project.
- b) Interested members will join the project steering group.
- c) These members will feedback from the meetings to the group to discuss at meetings.

3. PPG Patient Surveys and Data Collection:

A survey was created and a data collection process was arranged by the PPG to complement the development and completion of the priority areas identified. The surveys and results are detailed below:

a) Patient Website Survey

Purpose of Survey: To identify the views of the patient population on the what would be useful to have on a new practice website.

Method: To create a short survey to the patient population and ensure that an appropriate level of uptake is obtained. The responses should be more of a qualitative nature as this will provide emotive feedback which will be more beneficial for the group to analyse.

Sample: 25

Sample Questionnaire:

1. Do you use the internet currently to access surgery services? Yes / No
2. We are looking to create a new website for the surgery. What would you like for the new website to do?

- Allow Appointment Booking
- Process repeat prescriptions
- Online Consultations
- Symptom checker
- Patient Group Information
- Online Registrations
- Other (Please give details below)

Results:

- | | | | |
|----|-----|---|----|
| 1. | Yes | - | 4 |
| | No | - | 21 |

- | | | | |
|----|-----------------------------------|---|----|
| 2. | Allow Appointment Booking | - | 20 |
| | Process repeat prescriptions | - | 14 |
| | Online Consultations | - | 0 |
| | Symptom checker | - | 13 |
| | Patient Group Information | - | 4 |
| | Online Registrations | - | 1 |
| | Other (Please give details below) | - | 0 |

4. Survey Findings:

Patient Website –

The patient access findings were discussed at the PPG meeting on the 10th February 2016.. From using the PPG views as well as the feedback from the survey and feedback that had been given directly to the Practice Manager it appears that the key areas to work on for the website are.

1. Online Appointment Booking
2. Online Repeat Prescription Ordering
3. Patient Group Area

The suggestions taken from the survey also looked a symptom checker. This will be looked at with the developer to see how feasible it is.

5. Discussions and future plans:

The survey and data collection results were analysed and discussed at length at our PPG meeting. The discussion created the following:

1. Patient Website –

Using the data the group discussed the patient access system at our 10th February 2016 meeting and agreed that the best course of action would be to create a website which made for easy access to online appointments, online repeat prescription ordering and a space for the PPG.

2. Patient Complaints –

Using the feedback from the patient group we decided to formulate a new way of developing actions and learning from complaints by bringing them to the meetings and discussing them. The complaints must be:

- Anonymous for data protection
- Patient based and not consisting of clinical issues
- Relevant to the group

The agenda for PPG meetings will include the complaint discussions every time.

3. Citizen UK Project

Following the proposal being presented and subsequent discussions, the group will be progressing with the Citizen UK project. The process will be:

- Engage the interested members with the steering group and Citizen UK
- Create an action plan for the project to bring ideas to fruition in the community
- The initial steering group meeting was Friday 5th February 2016
- The follow up meeting with the engagement of the group is set for the 24th March 2016.

6. Action Plan:

1. Patient Website

Item	Deadline for completion	By Whom	Completed (Date)
Agreed Priority Area	May 2015	PPG	23 rd May 2015
Formulation and completion of Survey	20 th January 2016	Practice Manager (with PPG support)	27 th January 2016
PPG Meet and discuss results	10 th February 2016	PPG	10 th February 2015
Information fed back to developer	11 th February 2016	Practice Manager	11 th February 2015
Website Live date	28 th March 2016	Practice Manager	

The new website template has been created on www.conwayhealth.com. This is to be developed further but contains the areas identified by the group.

2. Patient Complaints

Item	Deadline for completion	By Whom	Completed (Date)
Agreed Priority Area	May 2015	PPG	23 rd May 2015
First complaint discussion meeting	January 2016	PPG	10 th February 2016
Feedback results of discussion to clinical team	20 th February 2016	Practice Manager	20 th February 2016

The complaint discussion was first carried out at our 10th February meeting and we received fantastic feedback and support from the group as well as some great ideas to prevent this kind of complaint from happening in future. Following the meeting the new complaint learning form was completed and response to the patient included some of the ideas brought forward.

3. Citizen UK Project

Item	Deadline for completion	By Whom	Completed (Date)
Agreed Priority Area	May 2015	PPG	23 rd May 2015
Initial CUK Steering Group Meeting	5 th February 2016	Practice Manager with Steering Group	5 th February 2016
PPG Meet and discuss involvement	10 th February 2016	PPG	10 th February 2016
Follow up Steering Group Meeting	24 th March 2016	Steering Group	24 th March 2016
Create community services	24 th March 2016 Onwards	PPG and Steering Group	Ongoing

The CUK project is a fantastic opportunity to get involved in making a real difference to vulnerable people in the community and attempt to improve long term condition outcomes. The initial steps of this process has started but this project will be on-going with measurable outcomes being made as it progresses.

7. PPG 2015/16 Summary:

2015/16 has been an incredibly productive year for the PPG at Conway PMS and probably the most productive to date. We have worked hard on three key priority areas and have tangible outcomes for each area, which have been of real benefit to the patient population.

The approach and direction has shown a real shift this year and with this continuing, the next year should produce similar results in other areas.

8. Update from PPG 2014/2015:

The priority areas for the 2015/16 PPG have in many respects progressed from the work carried out last year. With access forming part of the outcomes for last year it was excellent to see the progression of the changes made this year online. Being able to access services easier online in one place is a natural progression from this.

The huge reduction in complaints from last year have meant it has been easier to create steps in other areas that are less pressing but more progressive in creating more direction and improvement for patients.

We will continue to monitor these actions and build in the new actions from this year.

9. Surgery Access and Opening Times:

The surgery opening times are as follows:

Plumstead Branch:

Monday	8.00am	-	7.00pm
Tuesday	8.00am	-	7.00pm
Wednesday	8.00am	-	7.00pm
Thursday	8.00am	-	2.00pm
Friday	8.00am	-	7.00pm
Saturday	CLOSED		
Monday	CLOSED		

Welling Branch:

Monday	9.00am	-	7.00pm	(Closed between 2pm and 3.30pm)
Tuesday	9.00am	-	7.00pm	(Closed between 2pm and 3.30pm)
Wednesday	9.00am	-	2.00pm	(Closed between 2pm and 3.30pm)
Thursday	9.00am	-	7.00pm	(Closed between 2pm and 3.30pm)
Friday	9.00am	-	7.00pm	(Closed between 2pm and 3.30pm)
Saturday	CLOSED			
Monday	CLOSED			

Extended Hours clinics:

The surgery offers extended hours clinics at the following times:

Monday	7am – 8am (Alternates each week between branches - GP)
Tuesday	6.30pm – 7.00pm (Welling branch - GP)
Wednesday	6.30pm – 7.00pm (Plumstead branch - GP)
Friday	6.30pm – 7.00pm (Plumstead branch - GP)
Friday	6.30pm – 7.00pm (Welling branch – Nurse Practitioner)

10. Accessing the Report

This PPG report can be accessed by all patients at our myhealthlondon site on the following link:

<http://www.myhealth.london.nhs.uk/lon/5a8/gp/g83633/get-involved>

Once the new site is completed, it will also be accessible in the PPG section of our website:

www.conwayhealth.com