

Patient Group



Patient Participation Group Report 2013-2014

Prudhoe Medical Group established a Patient Participation Group in 2009 with the first meeting being held on Thursday 15th October at the surgery.

Practice Profile at 19/02/2014

Age Range	Male	Female	Total
0 - 18	770	732	1502
19 - 44	1050	1084	2134
45 - 64	534	570	1104
65 - 74	393	453	846
75+	312	336	648
Total	168	275	443
	3227	3450	6677

PPG Member Profile at 18/01/2013

Age Range	Male	Female	Total
0 - 18	0	0	0
19 - 44	0	0	0
45 - 64	2	2	4
65 - 74	1	1	2
75+	1	1	2
Total	4	4	8

The website publishes a profile of the Patient Group members. We are always striving to make the group more representative. Initiatives have included flyers, notices in the library, Surestart and local chemist shops, and approaching two local schools. Advertising of the group is also regularly included on the back of Prescriptions, posters in the surgery, website notices and on The Life Channel Screen which is positioned in our waiting room.

Our Patient Group has been running for four years and has done some excellent community work. We are one of the few face to face groups in Northumberland that meets regularly and we have been used as an example of a functioning Patient Group by our local commissioning group. Despite that it is a struggle to keep motivated.

Meetings are still held every 2 months at the practice; they start at 5.30pm to allow members to get here after work and last no more than 1.5 hours. A member of the group also attends the Locality West Northumberland Patients' Forum, run by the West Northumberland Commissioning Group.

For the third year of the Patient Participation DES, the group considered what would the best areas to survey patients on.

There is evidence that much of the medication that we prescribe for patients is not taken. This is a national and longstanding issue. It is an important area of wastage in the NHS and also an area of potential risk as medication can be stored up in people's homes. Our Clinical Commissioning Group has raised this as an issue and is working towards a reduction in the wastage of medication.

Our Patient Group was keen to take the opportunity to canvas the views of patients about their medication usage. Such a survey promised many outcomes for us all to consider – patients, nurses, doctors, receptionists, schools, libraries and pharmacists to name but a few.

It was agreed that a Drug Compliance Questionnaire would be circulated to patients on flu day and through the diabetic clinic and Dr Egan's surgeries.

A pilot survey was sent out to staff first to ensure that the questions were understandable and minor amendments were made.

On flu day we see approximately 500 patients. Almost 150 questionnaires were given out. However, the completion and return of them was not as successful as we had hoped.

Results

Please see appendix 1

Review of results

The results of the questionnaires were displayed on graphs and sent out by email to the Patient Group members before the face to face meeting on 21st November 2013. The results were discussed by the group.

The group felt that the survey was valid and a useful too. They agreed that the questions were clear and the layout easy to follow. They were interested in the results. It was agreed that staff had worked hard to get the survey distributed to relevant patients – concentrating especially on those people with long and complex drug lists. Flu day and diabetic clinics were particularly useful in this respect. It was agreed that the results were valid.

Flu day this year was very efficient and patients did not have to wait for long. Patients have expressed that they are fed up with filling in surveys. The Patient Group agreed that it was becoming very hard to get people to be involved with these processes.

Action Plan

The main points that came out of the survey were that

- Patients were unaware of the colossal wastage of drugs in the NHS
- Most patients understood what their drugs were for
- Polypharmacy was common
- Only 1 patient stopped taking their medication after reading the drug information
- All participants felt they could tell their doctor or practice nurse if they were not taking their prescribed medication
- Comments from patients were positive

The group discussion was lively. There was disappointment that more people had not completed questionnaires given the importance of this topic both nationally and locally. Members were pleased with the positive comments. It was noted that these results might be discussed in the future at the locality patient commissioning forum.

It was suggested that we could have asked the local pharmacist to distribute questionnaires in the hope of a better response and this is a good suggestion for next time. Everyone was disappointed, having hoped for some clear direction from patients about what we could do better.

APPENDIX 1 – Results of the survey

1. Are you answering this questionnaire for yourself or on behalf of someone else?

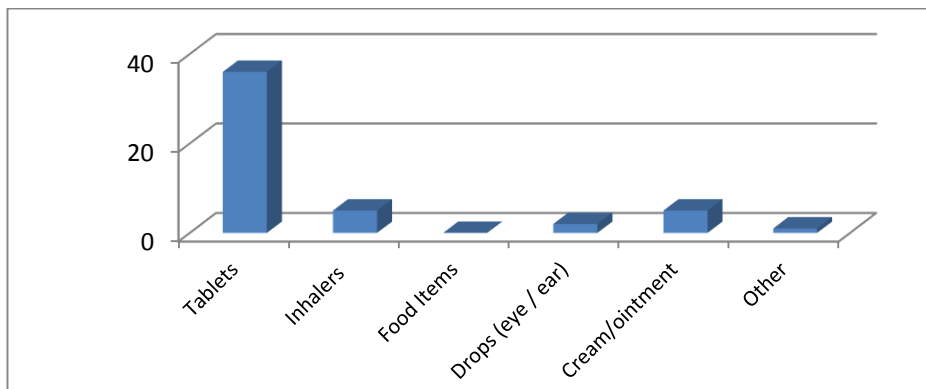
For myself	20
For someone else	0

2. Is medication taken regularly?

No (please go to question 5)	1
Yes (please go to question 3)	12

3. How many of each of the different medications do you take regularly?

Tablets	36
Inhalers	5
Food Items	0
Drops (eye / ear)	2
Cream/ointment	5
Other	1



4. Do you know what each medication is for?

Yes, I know what all of them are for	19
Yes, I know what some of them are for	0
No, I do not know what the medication is for	0

Please add any comments:

Also use Ibuleve gel and PCM when required

5. Were you aware that as much as 50% of medication that is prescribed by doctors is not taken?

No	15
Yes	5

6. Have you ever decided not to take prescribed medication after reading the information supplied with the medication?

No	19
Yes	1

But only after Discussion with Gp because of side effects.

7. Have you ever decided not to take prescribed medication after talking to the pharmacist (high street chemist)?

No	20
Yes	0

8. Have you ever decided not to take prescribed medication after looking on the internet?

No	20
Yes	0

9. Would you feel able to tell your doctor or practice nurse if you were not taking some or all of your prescribed medication?

No	0
Yes	20

10. If you answered 'no' to the last question we would like you to tell us why you feel unable to tell your doctor or practice nurse that you are not taking some or all of your medication. Is it because

You fear that the doctor will be angry?	0
You fear you may be ridiculed?	0
You think it is not important?	0
You prefer to take these decisions yourself?	0
There is not enough time in the consultation to discuss it?	0

11. How can we help you understand your medication better?

As yet I have no problem

It's all clearly explained by the doctor, thanks.

Understand medication quite well.

Any other thoughts that you have:

Surprised by the fact stated in Q5!

None - Quite happy.

I have always been able to Ask the Doctor about any medication I was concerned about.

Drug Compliance Survey

We are interested in your views about the medication that we prescribe for you and we would really appreciate it if you could spend a little time answering the questions in this short questionnaire. If you are the main carer for someone else please feel free to answer the questionnaire on their behalf. The staff at Prudhoe Medical Group will look at the responses and use the information to help improve our service.

1. Are you answering this questionnaire for yourself or on behalf of someone else?

- For myself
- For someone else

2. Is medication taken regularly?

- No (please go to question 5)
- Yes (please go to question 3)

3. How many of each of the different medications do you take regularly?

Tablets	<input type="text"/>	Drops (eye / ear)	<input type="text"/>
Inhalers	<input type="text"/>	Cream/ointment	<input type="text"/>
Food Items	<input type="text"/>	Other	<input type="text"/>

4. Do you know what each medication is for?

- Yes, I know what all of them are for
- Yes, I know what some of them are for
- No, I do not know what the medication is for

Please add any comments:

5. Were you aware that as much as 50% of medication that is prescribed by doctors is not taken?

- No
- Yes

6. Have you ever decided not to take prescribed medication after reading the information supplied with the medication?

- No
- Yes

7. Have you ever decided not to take prescribed medication after talking to the pharmacist (high street chemist)?

- No

Yes

8. Have you ever decided not to take prescribed medication after looking on the internet?

No

Yes

9. Would you feel able to tell your doctor or practice nurse if you were not taking some or all of your prescribed medication?

No

Yes

10. If you answered 'no' to the last question we would like you to tell us why you feel unable to tell your doctor or practice nurse that you are not taking some or all of your medication. Is it because

You fear that the doctor will be angry?

You fear you may be ridiculed?

You think it is not important?

You prefer to take these decisions yourself?

There is not enough time in the consultation to discuss it?

Any other thoughts that you have:

11. How can we help you understand your medication better?

Thank you.

Once analysed the results of this survey and actions taken will be made available on our website and on the waiting room notice board.