

Patient Participation Group Report 2012-2013

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

It was important for us to establish a group of patients that represented the practice population. This was done by writing directly to patients who clinicians thought may be interested in becoming members. 'Recruitment' posters were also put up in the waiting room and letters were sent to the local High Schools and community forums such as the Mother and Baby Clinics asking for patients of the Surgery to become members of the group.

The initial uptake was good and has continued to be a firm core membership of the group with additional members joining and leaving as the years have progressed. Despite our best efforts we continue to be under represented in the younger age categories. However, the current members do include parents of teenagers, those in their middle age and patients in retirement age. Over the years members have left and new ones have joined. Currently there are 9 patients as members of the group, one Gp Partner and the Practice Manager who assist when required.

Practice Profile at 18/01/2013

Age Range	Male	Female	Total
0 - 18	788	733	1521
19 - 44	1057	1099	2156
45 - 64	923	1015	1938
65 - 74	308	322	630
75+	153	268	421
Total	3229	3437	6666

PPG Member Profile at 18/01/2013

Age Range	Male	Female	Total
0 - 18	0	0	0
19 - 44	0	1	1
45 - 64	2	3	5
65 - 74	1	3	4
75+	1	0	1
Total	4	5	11

We have continued to try to attract new members to the group through advertising on the back of Prescriptions, posters in the surgery, website notices and on The Life Channel Screen which is positioned in our waiting room. The lack of younger members is also continually being addressed by inviting students who contact us for work experience, our Health Visitors asking expecting and new mums/dads at the surgery and asking the local High School to suggest to students who are interested in a career in medicine or caring to become involved, however, this has not been successful.

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.

Since last year the group has continued to be involved in local initiatives and more recently an Alcohol Awareness event has been organised for the area, as well as Love Your Heart day for February 14th.

For the second year of the Patient Participation DES, the group considered what would be the best areas to survey patients on. Our Year one Survey was very specific and centered on the ways patients thought it best for them to be able to order repeat prescriptions. The results of this were acted on and the introduction of the ability to order over the phone was piloted and then fully integrated. Over a 2 week period in September 2012 an audit of the ways all prescriptions were requested was carried out. It was agreed that the introduction had been successful and no Significant Events or complaints had been received with respect to ordering scripts by phone.

Discussion of how the second years Survey could build on this took place and it was agreed that this was not possible. We then went back to the original Areas of priority that we Pre Surveyed in year one and everyone agreed that a general survey of all areas was best at this time. On reflection of the fact the PPG still found it difficult to attract younger members and given the young population of the area the practice supports, it was also proposed that a 2nd survey be carried out which would be aimed purely at the younger population – 15-21 years.

The 2 different surveys were agreed upon:

Survey 1.

A more general approach this year was considered to be appropriate and the General Practice Assessment Questionnaire (GPAQ) was considered. The group established that this contained all of the relevant questions that they thought pertinent and so instead of re writing a survey, it was decided this would be used.

The aim was to establish the views of the practice population on the day to day running of the surgery and to establish priority areas for improvement, and also positive feedback whereby we could promote the good running of the surgery too.

A copy of the GPAQ survey was given to all patients booked on routine appointments over a 2 week period in September 2012. 235 completed questionnaires were returned for analysis.

Review of Results

The results from the GPAQ survey were collated by the Practice Manager and presented to the PPG group in the form of anonymous data. These results were discussed at the PPG meeting on the 24/11/2012.

It was agreed that there was very little in the results that reflected any areas of required improvement. Discussions on the comments given centered all of the very positive feedback.

The few negative comments were mainly around difficulty in trying to make convenient appointments when working, the dated reading material in the waiting room, and a patient seeing different Gp's for each appointment.

Action Plan

Presentation of results: The practice was asked to show the results to all staff and patients. The charts of the results were put up in the staff common room and in the waiting room. A number of comments were addressed specifically:

- a. Difficult to get appt's when working: The display in the waiting room included responses to some of the comments made on the surveys, for example highlighting that the surgery does offer Gp and Nurse Appointments from 7.30am and up to 7.30 pm on 2 days of the week.
- b. The old magazines in the waiting room: The reading material in the waiting room is donated by patients of the surgery and is often left in the waiting room without any prior knowledge. Receptionists will be asked to check this once a month and ensure all dated material is disposed off regularly.
- c. Seeing different Gp's at each appointment: Sometimes if patients need to be seen urgently they will be offered the first available appointment and this may not always be with their preferred GP. However, if a patient specifies that they wish to see a certain GP, we will always offer them the soonest appt with that GP, sometimes this is not always convenient or soon enough. Reception to always ask if patient has a preferred GP when taking appointment bookings.
- d. Not being able to book Appts more than 6 weeks ahead which proves difficult when I work and can't ring for appt's from work: Reducing the number of weeks ahead that the rota's are available was done due to the increased number of DNA's when patients booked in advance. Patients can book all GP appointments on line at any time of the day or night and so this is a way this patient can make appointments when not at work. It was agreed that 6 weeks in advance was a realistic approach and some practices only offer 2-4 weeks in advance.

An anonymous copy of the results was also to be made available on the surgery website. (See appendix 1 for full results).

Survey 2.

In order to be able to engage with the younger population, a 'Health Survey' of our younger patients was thought to be a good idea; to try and gain an insight as to how they view health, what areas interest and affect them and how they engage or use health services, gain advice and what experiences they had had with health services.

The group adapted a similar survey from another PPG. (See appendix 2). An Alcohol Awareness information event was organised at the East Centre in Prudhoe on Monday 21st January. This is the evening where young people in the area attend for recreational activities. The survey was given to all youngsters with the offer of the chance to win a £20 Pizza Express voucher for all those who complete the questionnaire. The GP's will also give copies to young patients (approx 14-20) within consultations, where appropriate, for a 2 week period between 21st Jan to 1st Feb.

Review of Results

(Full results in Appendix 2)

14 Young people agreed to complete the questionnaire. All were male aged 15, 16 and 17 years.

Despite the low response, the PPG still regard the survey as a success, based upon the responses to the questions, in spite of the small turn out and the absence of young females. It was a "first" in engaging with young people and should inform a more far-reaching approach in delivering helpful information in answering the issues raised. It was thought that the results could be developed towards the formation of a "Virtual Group".

The responses to issues of alcohol, bullying, abuse, knives/drugs, anger and mental health were thought to be significant and highlight the areas in which the PPG should concentrate on, gathering more info and in providing guidance.

Numbers visiting A&E were high; the message about using the Practice has not got through to the younger population.

Exercise, sport and food could be the subject of future events, possibly with an "entertaining" speaker.

Action Plan

Young people surveyed want to hear the facts. Exercise, Healthy Eating, Safe sex and Relationship issues were amongst the top areas. The PPG will look to holding further events in these subject areas, specifically aimed at young people and held in an environment which puts them at ease.

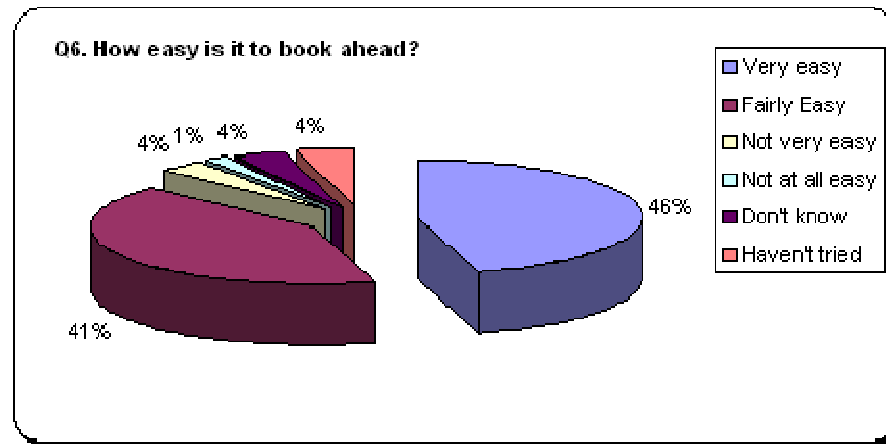
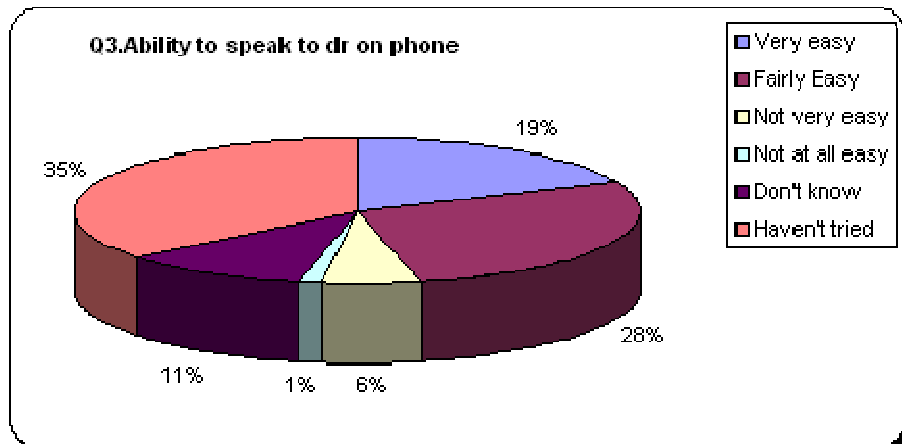
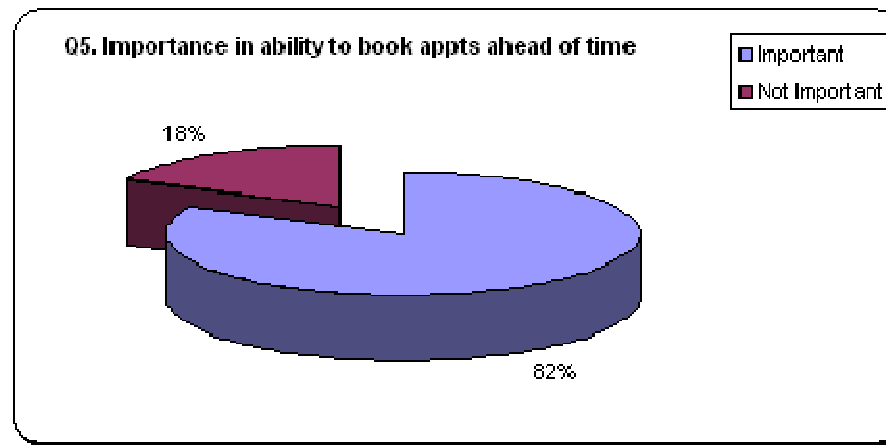
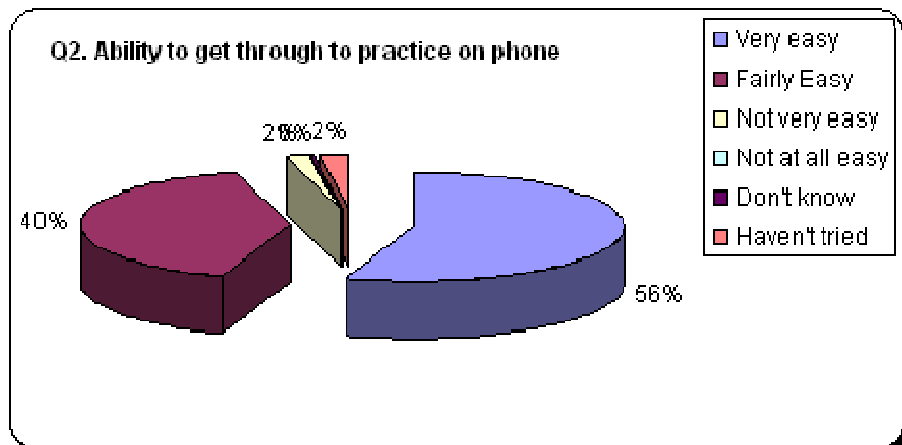
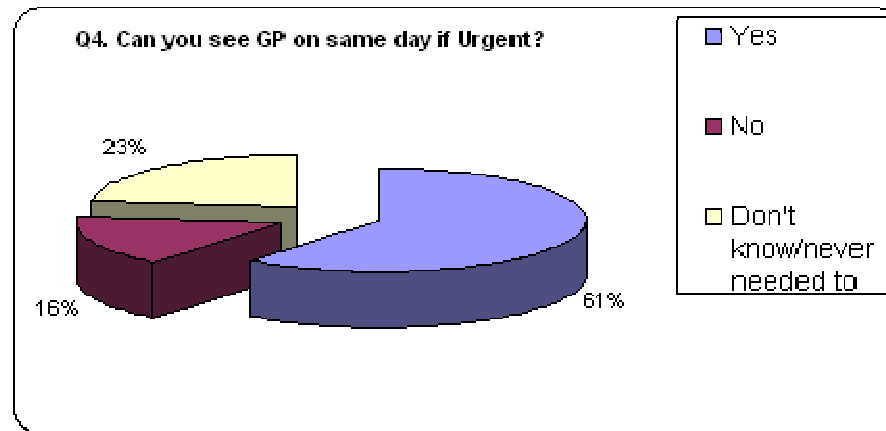
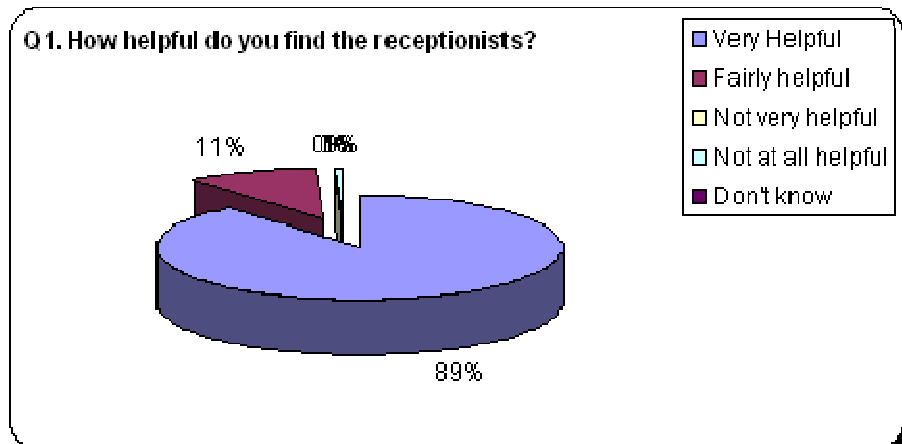
Further discussions into how the group can respond to other issues such as bullying and mental health will take place and the group will discuss how they can offer youngsters suitable and relevant guidance and information in these areas.

A&E attendances across the whole population are an area that is continually being monitored. Prudhoe Medical Group has tried hard to reduce the number of unnecessary A&E attendances by advertising their own Minor Injury Service in many different ways. It seems that this information has not reached the younger population and further analysis of A&E attendance based on age ranges will be carried out by the Practice Manager. If these reflect that it is the younger population that are the highest attendees then a fresh campaign aimed specifically for their age groups will be discussed.

APPENDIX 1

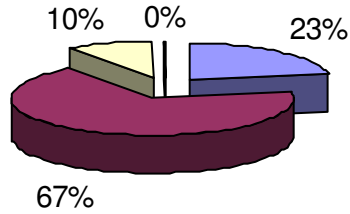
General Practice Patient Survey results: 235 Questionnaires were returned in a 2 week period during Sept 2012. All results are by % of total number of responses to each question.

About Receptionists and your appointments:



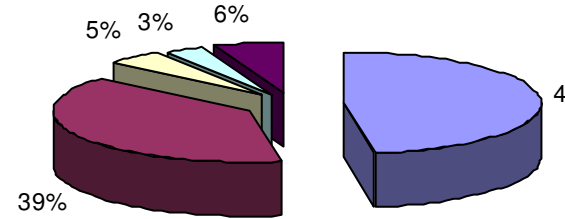
Q7. How do you normally book your appts?

- In person
- By Phone
- Online
- Doesn't apply



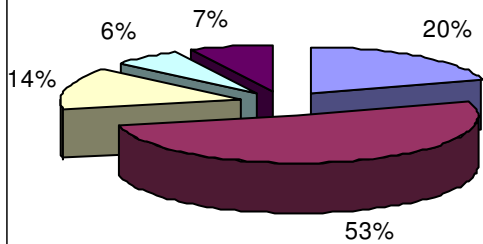
Q11. How quickly are you seen if willing to see any GP?

- Same or next day
- 2-4 days
- 5 days or more
- I don't usually need to be seen quickly
- Don't know, never tried



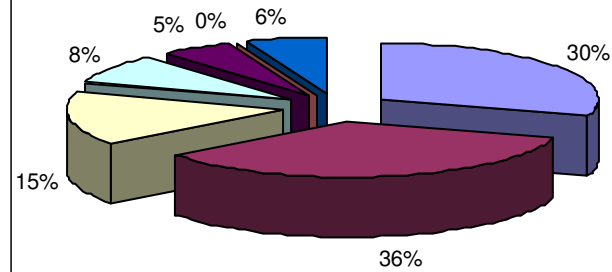
Q9. How quickly are you usually seen by your own GP?

- Same or next day
- 2-4 days
- 5 days or more
- I don't usually need to be seen quickly
- Don't know, never tried



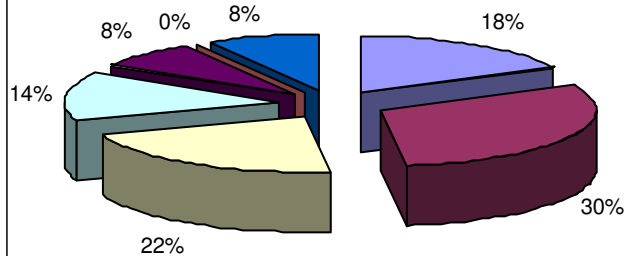
Q12. How do you rate this?

- Excellent
- Very Good
- Good
- Fair
- Poor
- Very Poor
- Does not apply



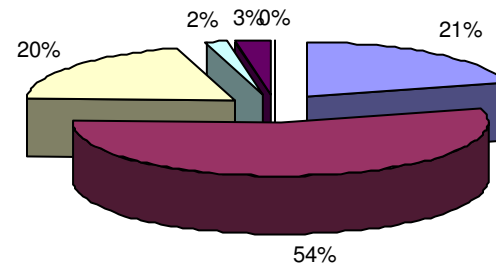
Q10. How do you rate this?

- Excellent
- Very Good
- Good
- Fair
- Poor
- Very Poor
- Does not apply

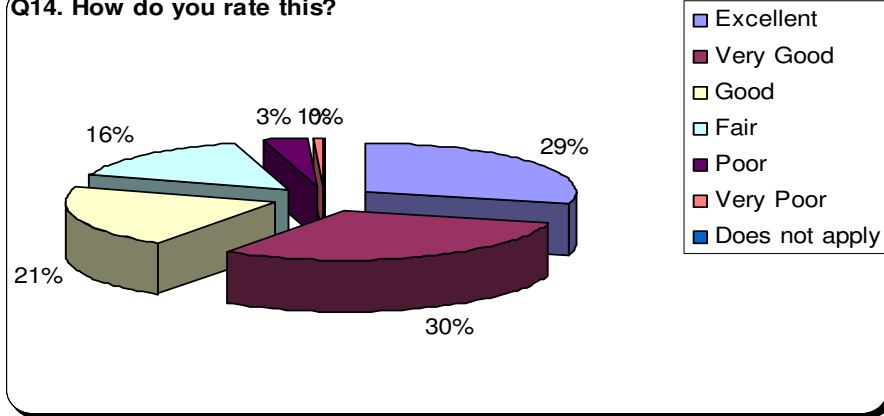


Q13. In your last consultation, how long did you wait for the consultation to start?

- > than 5 mins
- 5-10 mins
- 11-20 mins
- 21-30 mins

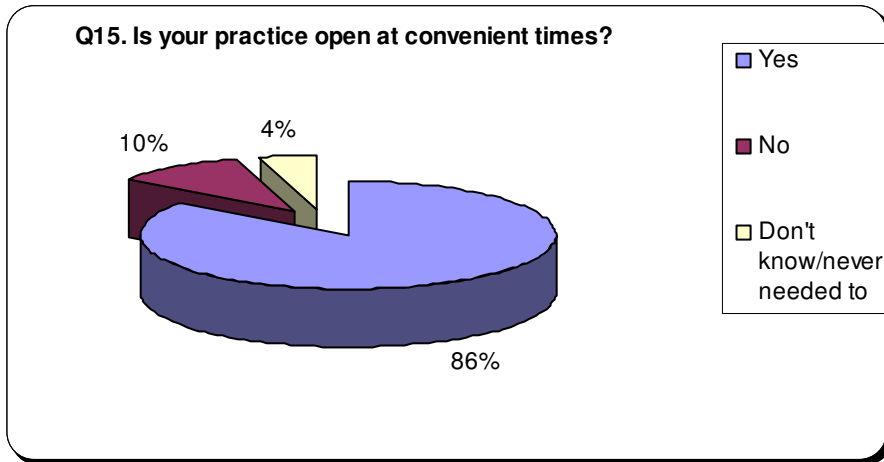


Q14. How do you rate this?

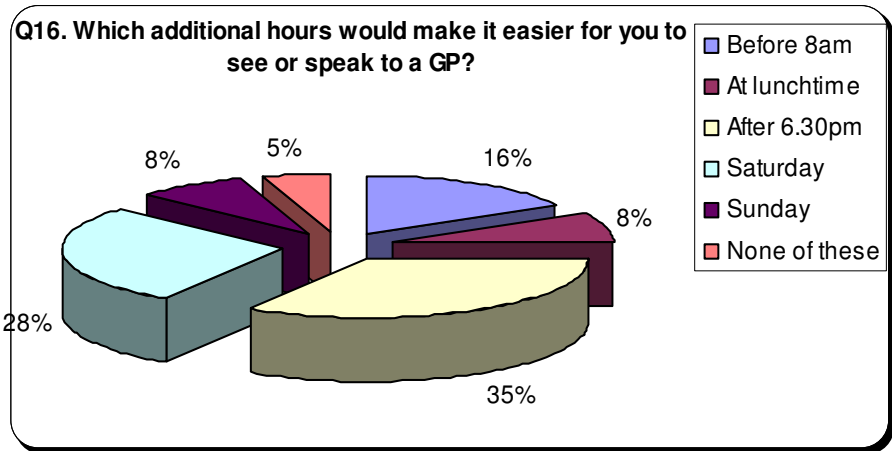


Opening Times

Q15. Is your practice open at convenient times?

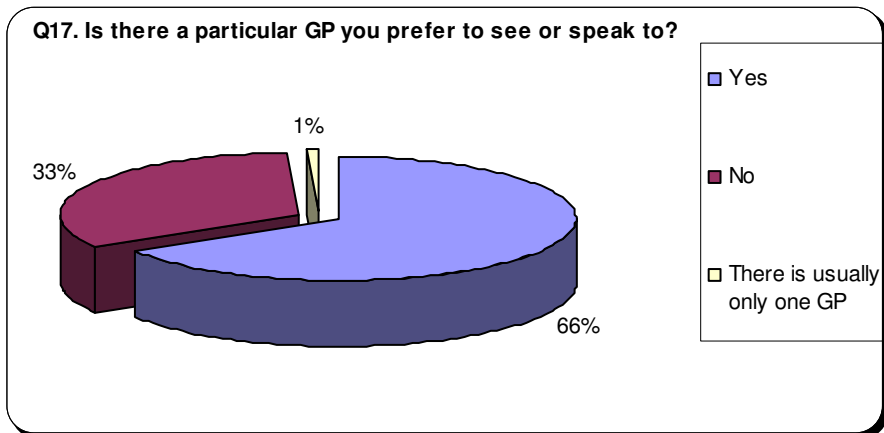


Q16. Which additional hours would make it easier for you to see or speak to a GP?

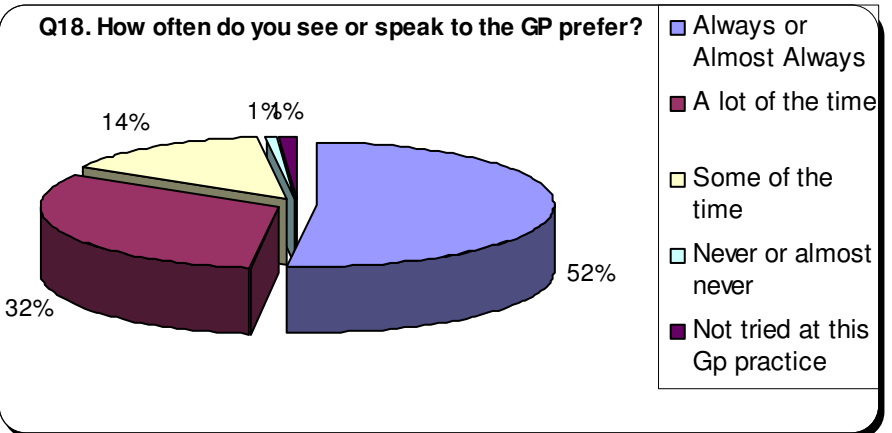


Seeing the GP of your choice

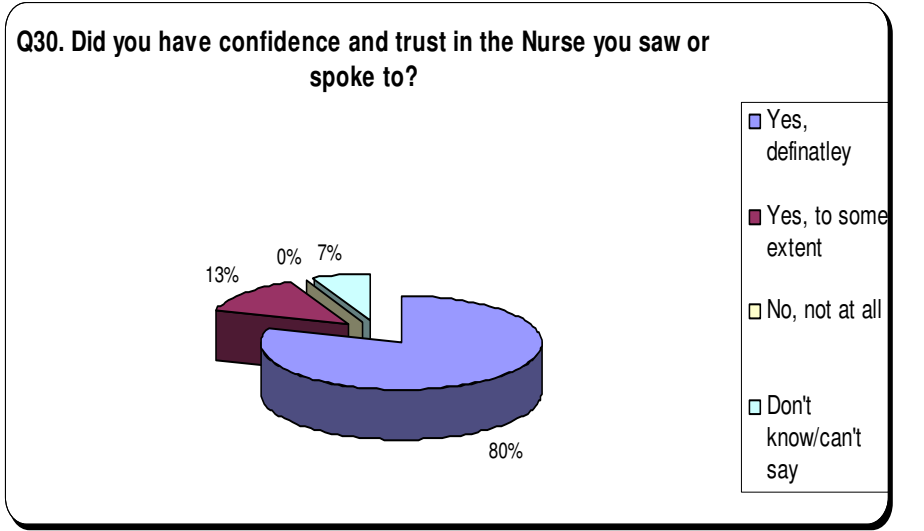
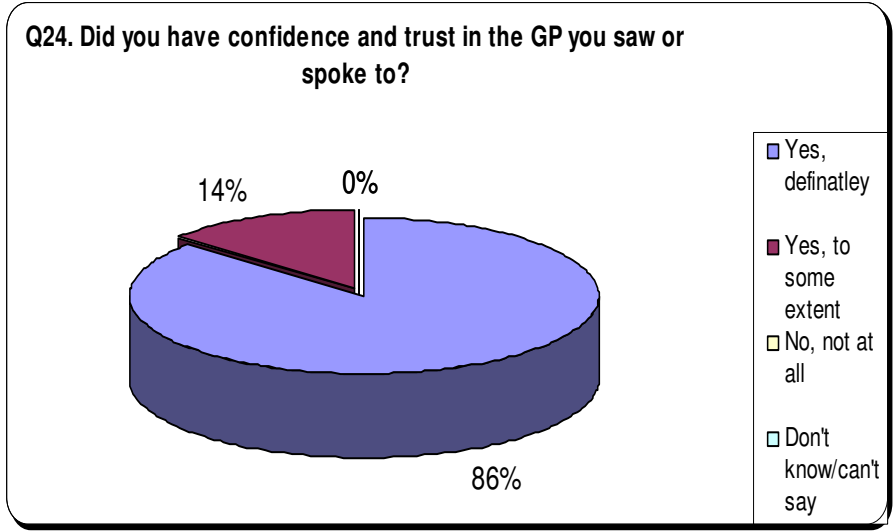
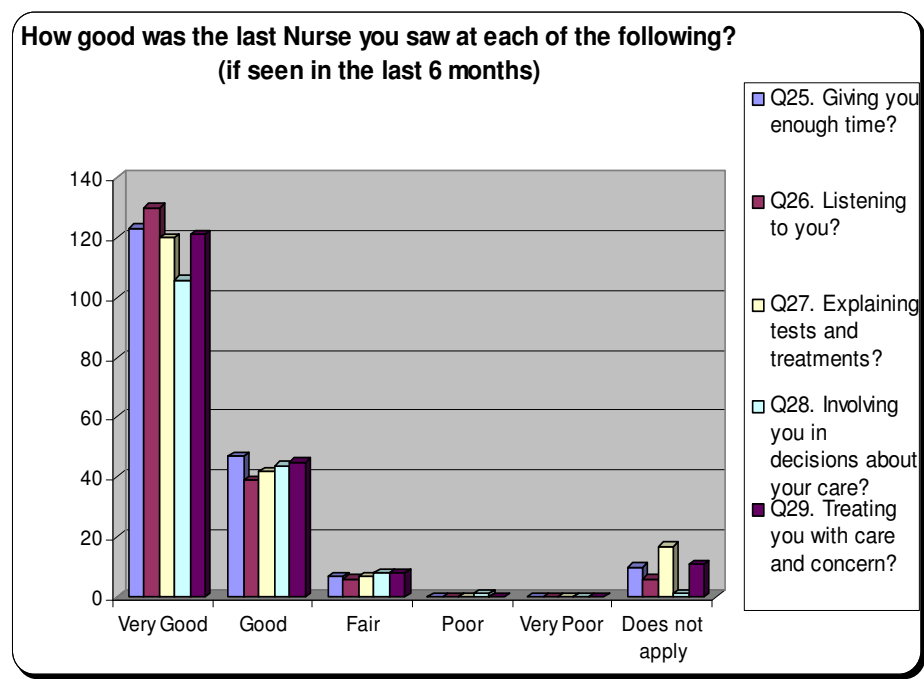
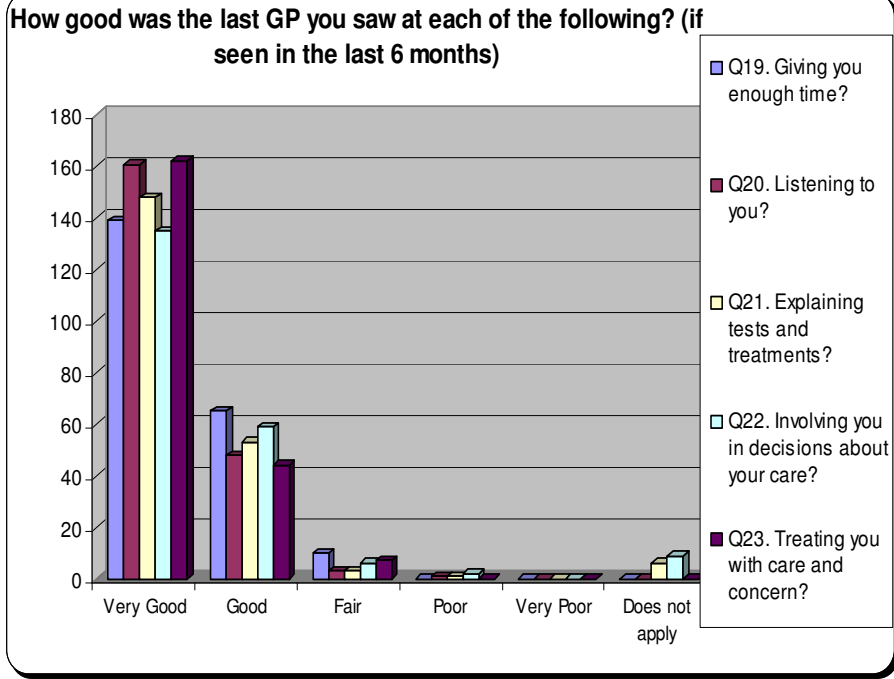
Q17. Is there a particular GP you prefer to see or speak to?



Q18. How often do you see or speak to the GP prefer?

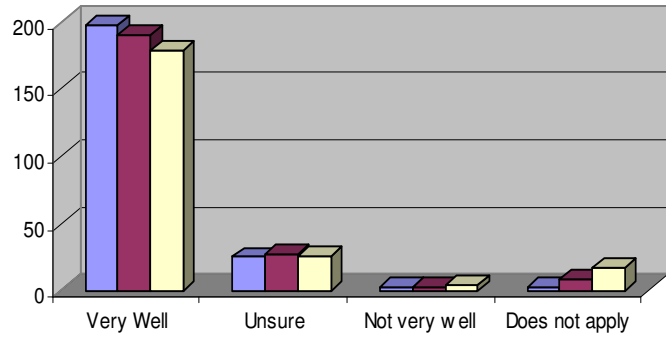


How good was the last GP and Nurse you saw at each of the following? (if seen in the last 6 months)



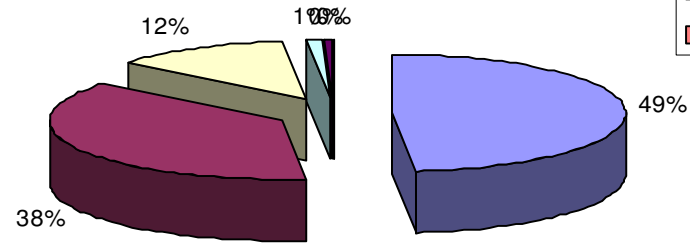
About the care from your doctors and nurses: Overall how well does the practice help you to:

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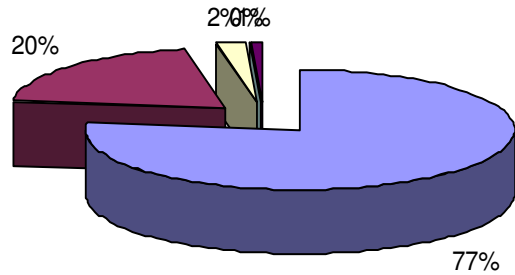
- Q31. Understand your health problems?
- Q32. Cope with your health problems?
- Q33. Keep yourself healthy?

Q34. Overall, how would you describe your experience at the surgery?



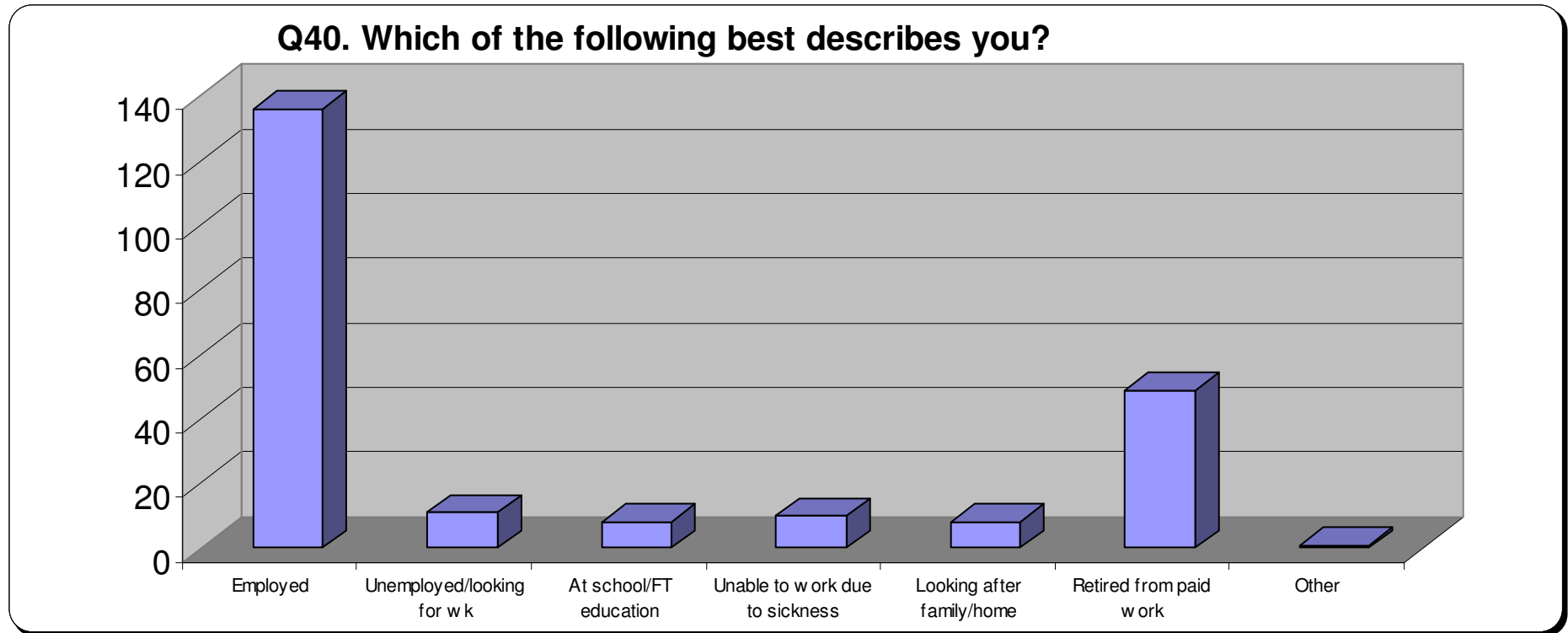
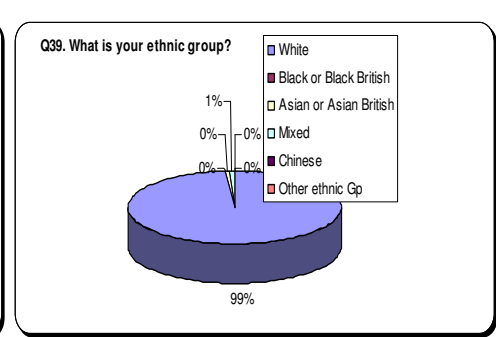
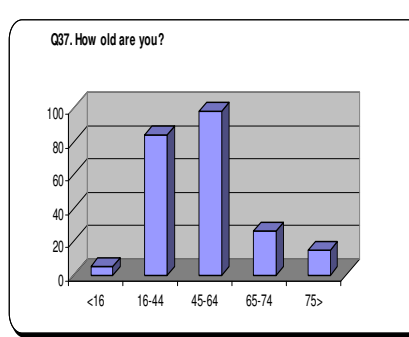
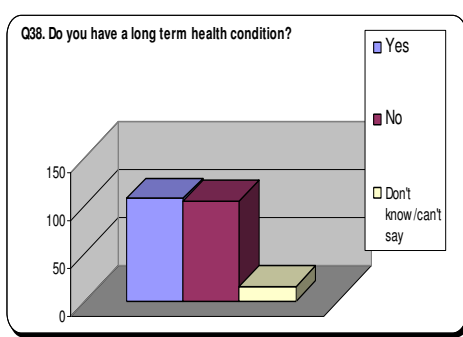
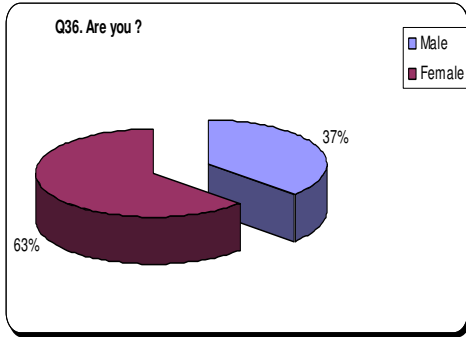
- Excellent
- Very Good
- Good
- Fair
- Poor
- Very Poor

Q35. Would you recommend the surgery to someone who has just moved to your local area?



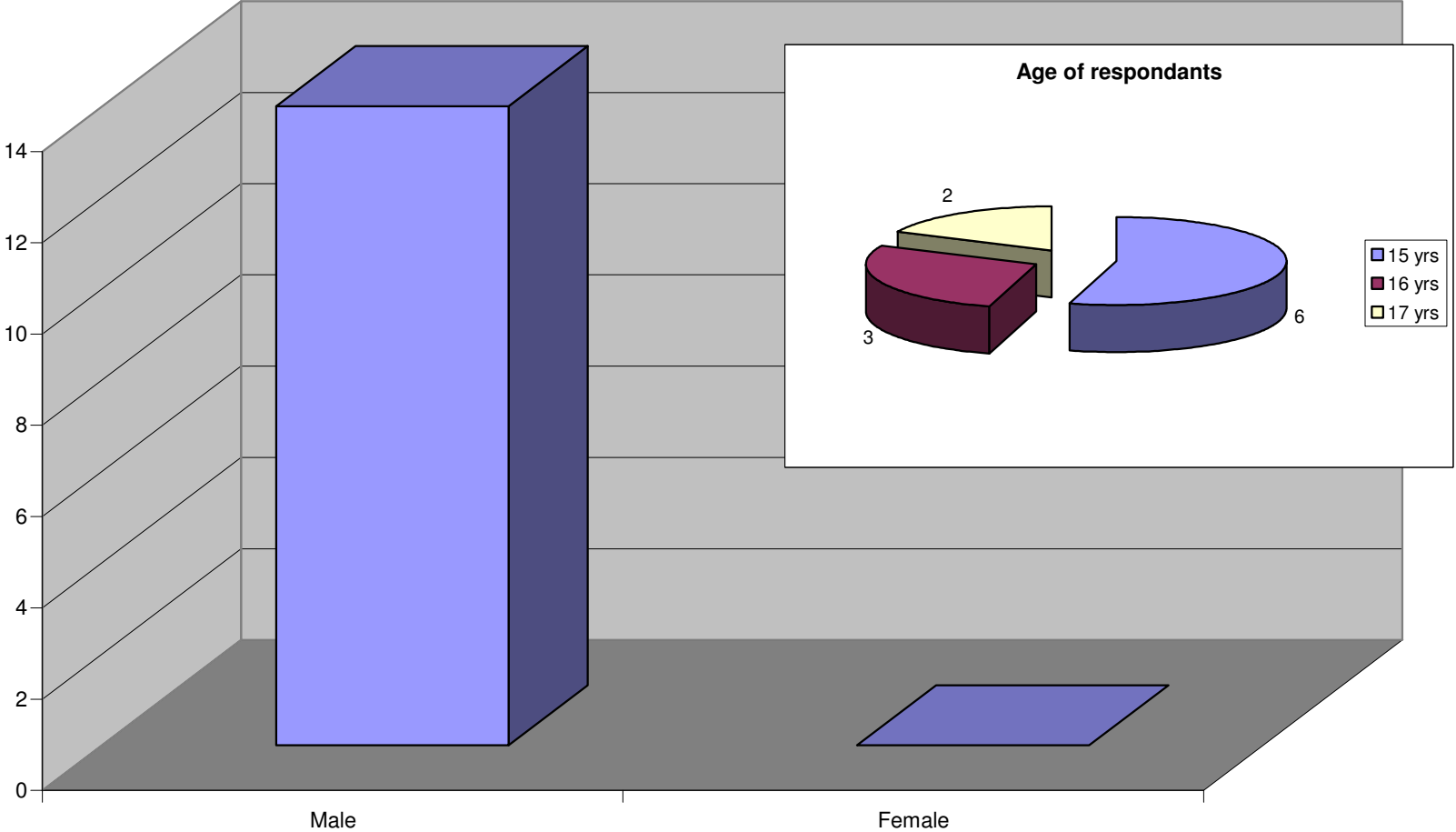
- Yes, definitely
- Yes, probably
- No, probably not
- No, definitely not
- Don't know

Patient Demographics

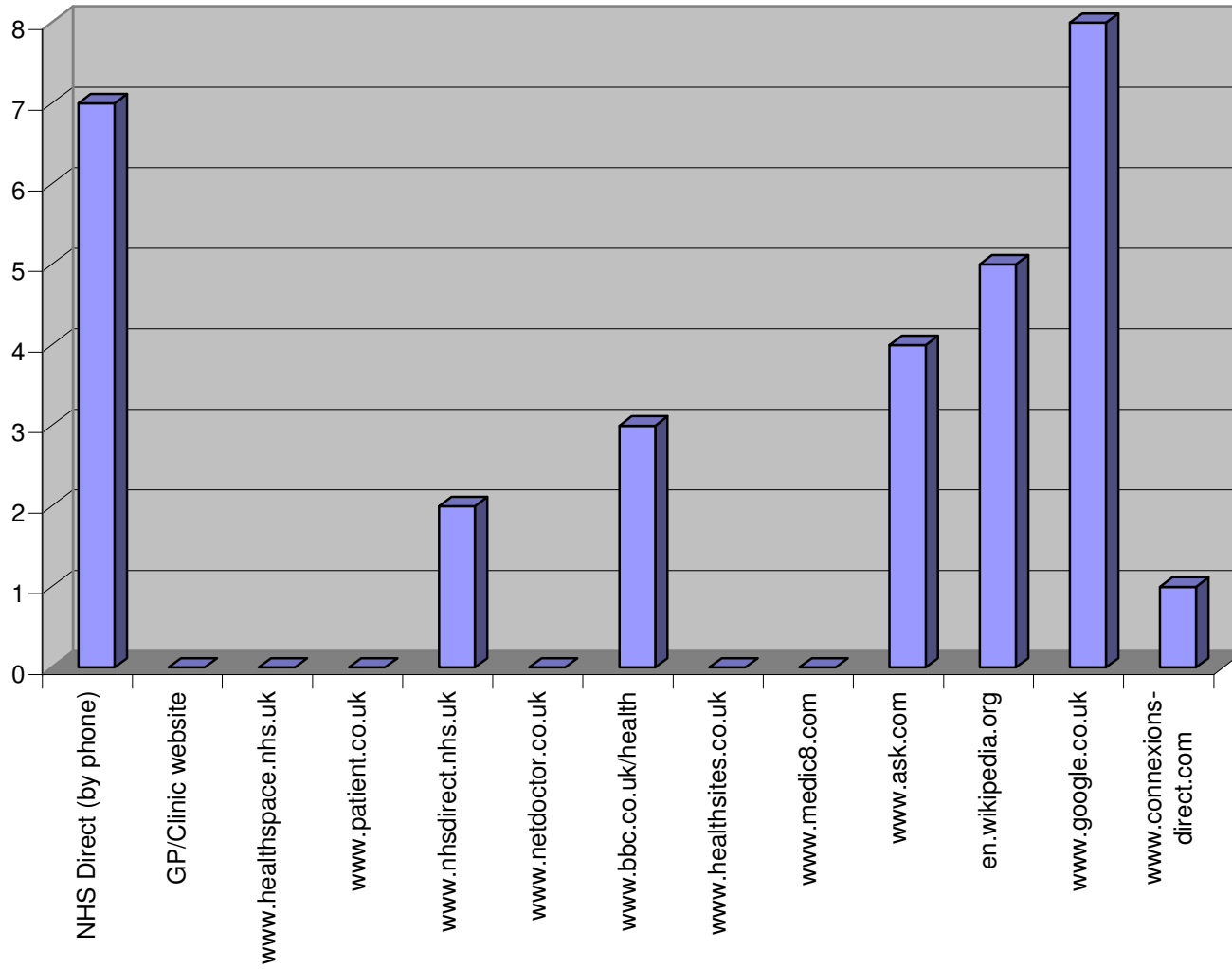


Appendix 2

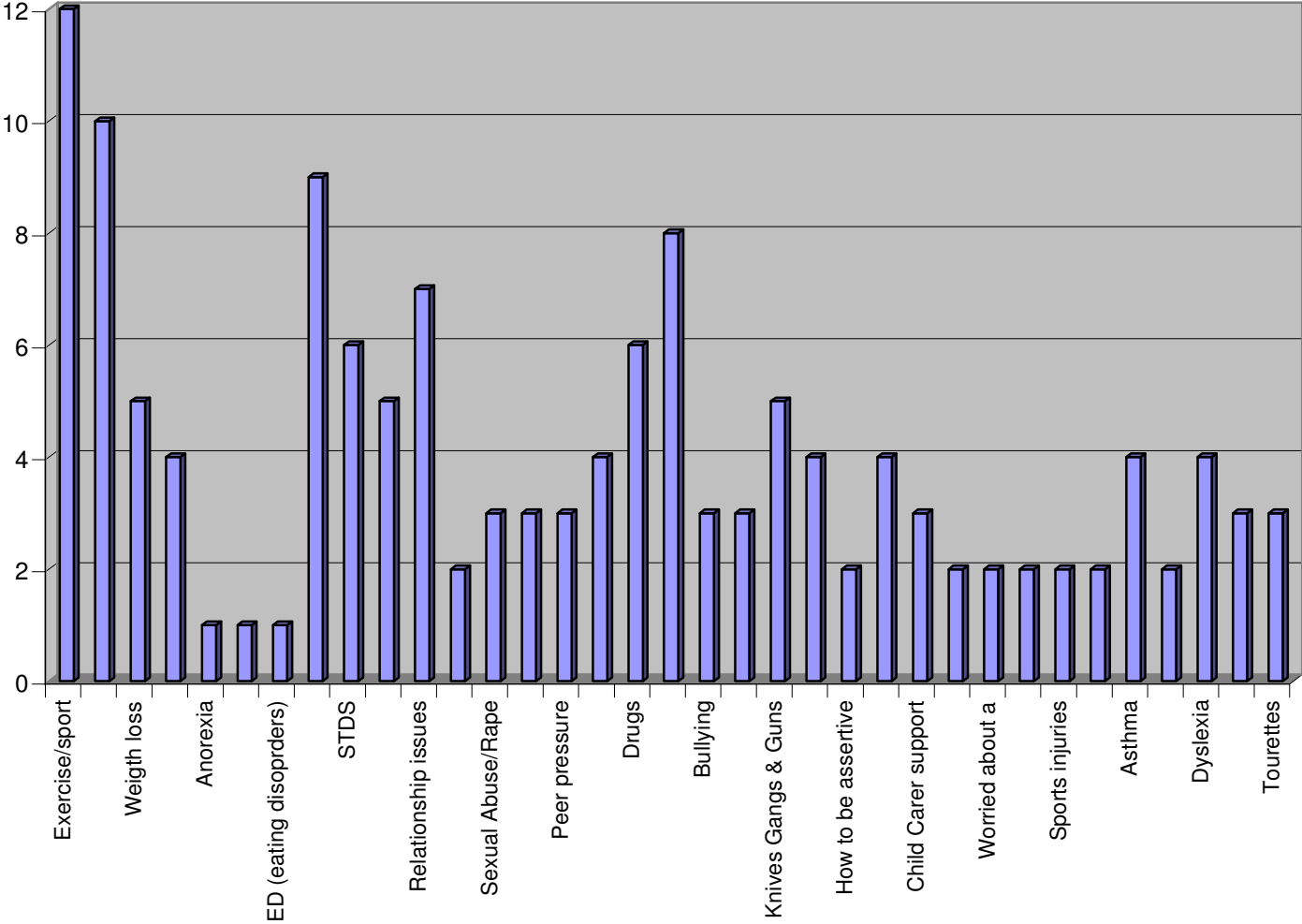
Gender of respondents



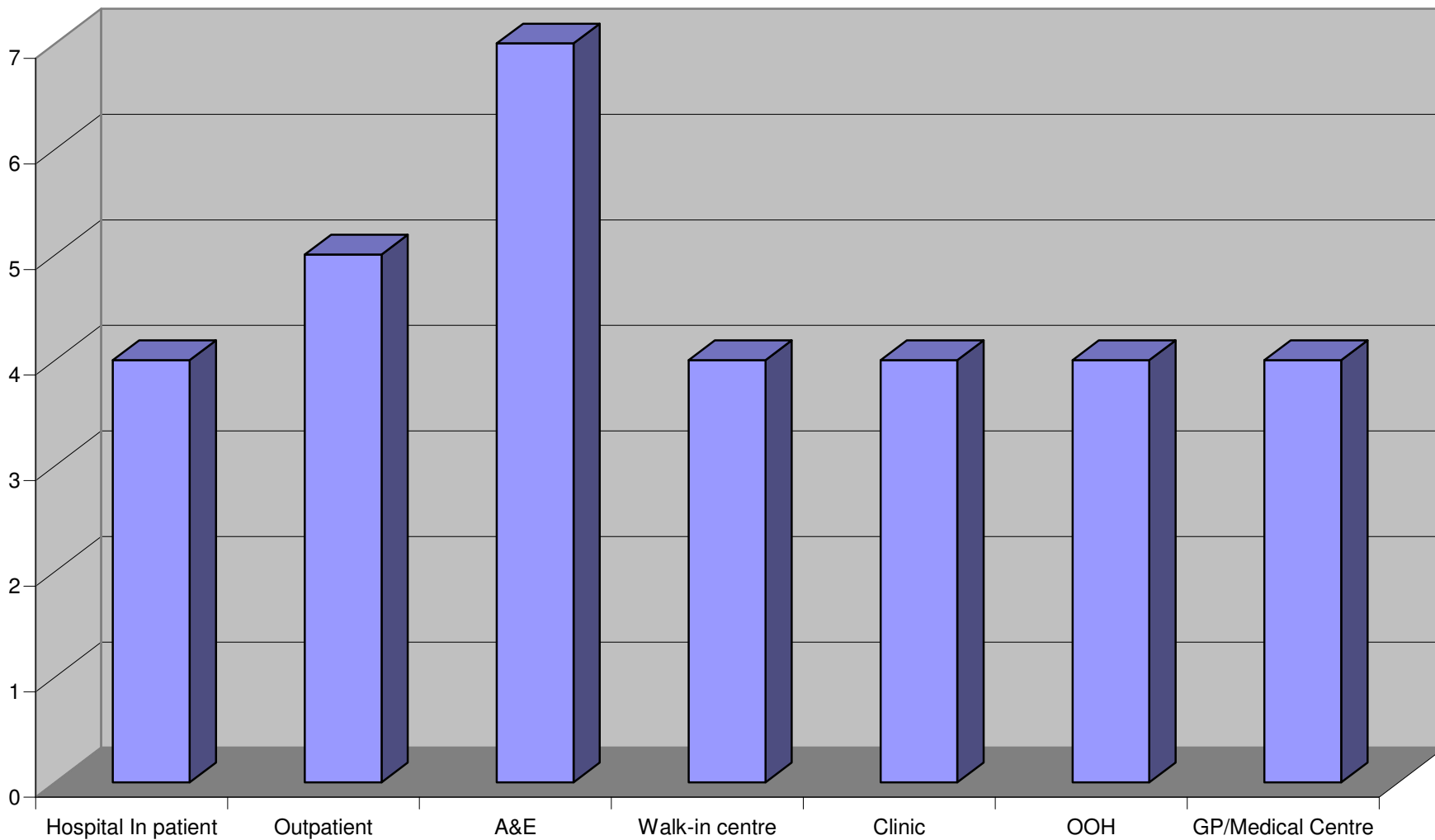
Health info sites/services used



Info/issues of interst to teens



Services used in the last 3 years



What should the information contain

