

# Devonshire Green and Hanover Medical Centres

## Local Patient Participation Group Report

Our Patient Participation Group (PPG) met for the first time in October 2011 and has met a further three times since then. This is a report of its formation, activity and agreed plan forward.

### **Formation of the PPG**

We took advice from the National Association for Patient Participation (NAPP) which showed that inviting patients onto the PPG would be a valid method of recruitment.

Our doctors and nurses were asked to provide names and contact details of patients they thought might be interested in the PPG and who would make up as representative group as possible. An initial invite was sent out in September 2011. Based upon the responses received, doctors suggested more names in order to encourage minority categories of our population to be represented. A second wave of invites were sent to these patients and more members of the PPG were gained.

At our first meeting in October we had 13 patients in the PPG.

- 8 men and 5 women
- 8 were Devonshire Green patients and 5 were from Hanover Medical Centre
- 4 did not have English as their first language.
- 1 patient was between 30 and 40 years of age, 2 patients between 40 and 50, 4 patients between 50 and 60, 3 patients between 60 and 70 and 3 patients who were over 70 years of age.

The PPG itself is considering what further steps need to be taken to ensure they are as representative as possible. A doctor and the Practice Manager also attend the meetings.

### **First meeting, October 2011**

The first meeting of the PPG was a chance for the members to meet each other and begin to think through the role of the group.

Our task was to find out what the practice population thought our key priorities should be when it comes to looking at the services we provide in the practice. The group came up with ideas and themes and tasked a member of the group and the Practice Manager to design an initial survey which asked for the patient's opinions on clinical care, appointments, reception, opening times and communication.

The survey was subsequently circulated to patients as they attended either surgery. Patients were asked to rate how important each category was in terms of the need for more research, and they were invited to provide general comments on the categories and any other aspect of the service the surgery provides.

## **Second meeting, November 2011**

207 initial surveys were completed, and the PPG met in November 2011 to consider and discuss the result and comments. The PPG used this information to decide on the format and contents of the Main Local Practice Survey.

Once again, a PPG member and the Practice Manager were tasked to produce the Main Survey. This was done and resulted in a 20 question survey that sought more detailed views on clinical care, appointments, reception, opening times and house keeping. Most of the questions used were from previously validated surveys used by the NHS.

The survey was handed out to patients who used either surgery, but we also wanted to gain the views of patients who may not have visited the surgeries for some time. We sent surveys with stamped and addressed return envelopes to 150 randomly selected patients who had not had an appointment at the surgery for 12 months.

## **Third meeting, February 2012**

This third meeting was a chance for the PPG to review and discuss the results and findings of the Main Survey, of which we had 297 responses. We discussed the group's overall impression to the results and then highlighted encouragements from the survey as well as areas which could be improved.

### **Summary of the Main Local Practice Survey results**

- 94% rated the doctors as good or very good.
- 96% rated the nurses as good or very good.
- 94% rated their satisfaction at the care they get as very or fairly.
- 96% rated the receptionists as very or fairly helpful.
- 56% at Devonshire Green (DG) and 42% at Hanover (HMC) said they would find booking appointments on-line beneficial.
- Many people (through their additional comments) requested the ability to order prescriptions on-line.
- 92.5% (DG) and 98% (HMC) knew they could see a doctor on the same day through our Drop-in Service, but 25.5% (DG) and 21% (HMC) felt it would take 4-7 days to see a doctor.
- 89% rated their satisfaction with the opening times as very or fairly.
- 44% (DG) and 42% (HMC) felt they did not have to wait too long after their appointment time to be seen. 32% (DG) and 33% (HMC) said they has to wait a little bit too long, and 13% (DG) and 16% (HMC) said they had to wait far too long to be seen after their appointment time.
- 40% (DG) and 35% (HMC) did not know about the availability of out of hours services.
- 100% (DG) and 95% (HMC) rated the buildings as very or fairly clean, but patients did point out areas that needed maintenance in their additional comments.

Ideas were collated that formed the basis for the draft Action Plan. This was a list of suggested actions that could be carried out to bring improvements to the service provided and were a direct result of the surveys. This draft Action Plan was then taken to the doctors who discussed the suggested actions and agreed the Action Plan.

## **Fourth meeting, March 2012**

The PPG met once again to formally agree the Action Plan and begin to discuss timescales on some of the actions.

### The agreed Action Plan

1: Research the possibility and impact of on-line prescription ordering and appointment booking via our website. (Take some pressure off telephone bookings and provide more varied ways to book appointments or order a prescription)

2: Research email or text reminders to reduce non-attendances of appointments. (PPG members were dissatisfied at the number of appointments wasted by people not turning up or not being cancelled)

3: Research into position over 0845 / 0114 numbers. (Some practices are beginning to revert to the 0114 numbers which guarantees only a local charge for the call from within Sheffield. This issue was raised in a significant number of comments)

4: Commitment to produce quarterly newsletter "PRACTICE PULSE" to include (over time)...

- awareness of different "Out of Hours" services
- some survey results
- maybe an article from a PPG member
- results of Action Plan
- awareness of website
- awareness of existing extra services operating from surgery i.e. physiotherapists, IAPT, counselling, HAST, District Nurses etc
- awareness of new services as and when appropriate

(The PPG felt there was a need to communicate our services and other services more effectively)

5: Name badges worn by all staff, including doctors

6: Doctors introducing themselves / Receptionists using name on telephones  
(To help patient know who they are talking to)

7: Business cards for the surgery with relevant contact information on and details of out of hours services. (So that people had details they could keep in their wallet rather than the larger Appointment card)

8: Commitment to review access / appointment / drop-in system in the next 6 months  
(The doctors needing to consider changes and alterations to the way in which patients access our service)

9: Review of building maintenance needs at Devonshire Green and Hanover Medical Centres and a commitment to get these jobs completed.

10: Provide a bike rack for Hanover Medical Centre (Devonshire Green already has this facility)

11: A notice that informs which doctors are working that day.

12: A notice to say how late a surgery may be running.

It is the responsibility of the Practice Manager to move these actions forward. The PPG will meet again in May to discuss progress.

