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PATIENT PARTICIPATION GROUP (PPG) REPORT 2013/14

The Patient Participation Group for Weeping Cross, Beaconside and John Amery Drive multi Practice comprises of a membership of 21 patients, consisting of 16 female and 5 male members, ranging between the ages of 17-89 years. Members are from varied socio-economic backgrounds, some work part-time, some are in full time employment and some are retired. Some members have no children, some have young children, some adolescent dependants and some adult offspring. Members of the group are either single, divorced, cohabitating, married or widowed. Some members of the group are Grandparents with a couple of members being Great-Grandparents. All three sites have active membership on the group.

Numerous efforts have been taken by the Practice over the past year to ensure that the group is as representative of the patient profile as possible. Active steps to engage all categories of patients have been made in inviting patients to join the Group, by advertising the PPG formation on our websites, on Practice notice boards, handing out "flyers" by reception staff, and by our Health Visitor at baby clinics. The PPG has published its own Newsletter inviting new members to join the group. Messages have been posted on the 'Jayex' board at all three sites together with messages on repeat prescription slips. Practice staff have delivered presentations to local schools to promote the Group to try and encourage membership from the younger generation. PPG members have attended ante and post natal groups to engage with young mothers and fathers. Practice websites now promote a 'virtual group' where patients are asked to 'sign-up' on a virtual basis by registering their email address

An Annual Survey of registered patients was undertaken in the Autumn of 2013. Previous surveys were shared with the group during the Summer of 2013 – the group underwrote the Practice's suggestion that it should canvass patients' perception of services offered by utilising a National tool supplied & analysed by a commercial organisation who specialised in health service questionnaires known as CFEP. They also acknowledged that for consistency and so that 'like for like' comparisons could be made, it was sensible to utilise the same tool as last year. More than 1,000 questionnaires were handed to patients attending the Health Centres for appointments with all G.Ps and Nursing staff across the three sites. The Practice, for its population size, was required to secure 360 completed questionnaires to be returned, and was successful in receiving 425. The results of the survey was independently analysed by CFEP who compiled and produced the statistics and reports attached as an appendix to this report.

Following receipt of the results of the Practice Survey a meeting of the Patient Participation Group was organised in March 2014 to discuss the survey's findings and agree an action plan that the Group felt the Practice could reasonably and physically achieve within the resources at its disposal. The survey results were mailed to all

Group members prior to this meeting, for their perusal. The meeting was chaired by the Practice's Business Partner, Mr. Stephen Powell. Input was encouraged from all members present.

The Practice has addressed the following action points from last year's patient survey during 2013/14: The Members of the Group agreed that the below actions had been addressed (*see italics*) where possible:-

- 1. The Practice was to look at online accessibility to book some routine patient appointments.** *Unfortunately, because of the complexity of the Practice's database (one database split over three sites) our Clinical software suppliers are unable to provide a solution where access to online booking can be made site specific. Dialogue will continue over the coming year to try and resolve.*
- 2. To continue to encourage as many mobile phone numbers from patients as possible so that the Practice can continue with text messaging as a tool to reduce the number of DNAs. The group has also requested that the Practice embraces new technology regarding tele-healthcare as they acknowledged the positive effect that such an initiative could have on the management of patients with long term conditions.** *Excellent progress made with over 8,000 mobile numbers now stored on our database. Practice introduced SMS text confirmations and 24 hr reminders when appointments are booked in August 2013. New software purchased that enables interrogation of disease registers and proactive texting regarding re-call and disease management. 'FLO' initiative supported throughout the year with 60+ newly diagnosed hypertensive patients managed by SMS texting – CCG target for the Practice exceeded with Weeping Cross being one of the best performers in Stafford & Surrounds.*
- 3. The Practice to consider the possibility of GP's undertaking telephone triage surgeries.** *Three month trial conducted over the summer months of 2013. Findings shared and debated with PPG – see objectives for 2013/14.*

A presentation was delivered demonstrating this year's survey's statistics for the Practice. Active discussion took place on areas of improvement and areas of decline compared to previous surveys. It was highlighted by the group that the Practice outperformed against all National benchmarks of the survey with the exception of those specifically attributable to those questions 'about the Practitioner' which were either 'average' or 'below average'. Mr Powell made particular reference to the sterling results that practice staff had achieved.

An Action Plan was successfully agreed by the Group following this year's survey comprising of the following areas:

- 1. The Practice to investigate the possibility of GP/Nurse telephone triage and explore alternative methods of consultation such as SKYPE**
- 2. To continue the analysis of afternoon routine appointment booking across the three sites and determine how "urgent" and "acute" slots are released with a view to creating additional 'same day access' particularly for those not wanting to attend the 'walk in' sessions at Weeping Cross.**
- 3. Develop "Did You Know...." Newsletter on educating patients regarding the services the Practice offers and to highlight patient responsibility so that the**

Practice can operate in the most efficient and responsive manner within the resources devolved. To use various methods of distribution to maximise readership – e.g. handouts / Jayex reference / website section / SMS messaging etc

The Practice agreed to follow the three action points above as part of its business plan for the coming financial year and to report on progress at future meetings of the group.

The Practice's core hours are from 8.00am-6.30pm Monday-Friday hosting a mixture of "walk in" surgeries and booked appointment surgeries throughout the day. The reception is open throughout these hours for patients to access all services, and also collect repeat prescriptions and dispensed medications. Phone lines are also open and available throughout these times for patients to contact the surgery. The Practice is closed in the afternoon of the first Thursday of every month for PLT (Protected Learning Time). The phones are put through to the Out of Hours Service on these afternoons from 1.00pm – 6.30pm. Our individual websites are accessible 24 hours a day and host the surgery opening times and also provides detailed information of all services available at the Practices. It also includes the facility to order prescriptions via the internet, cancel appointments, inform the Practice of changes of address or personal circumstances, seek travel health advice and update their own health records with their own measurements / details of height, weight, smoking status, alcohol consumption, B.P etc.

The Practice participates in the Direct Enhanced service (DES) for Extended Hours on a daily basis offering 7.00am – 8.00am appointments on 4 mornings of the week, and one morning of 7.30am – 8.00am, late evening appointments are available 3 times a week from 6.30pm – 7.00pm.

The Practice actively continues to encourage as many mobile phone numbers from patients as possible so the Practice can continue with text messaging as a tool to reduce the number of DNA's. The Group also requested that the Practice embrace new technology regarding tele-healthcare as they acknowledged the positive effect that such an initiative could have on the management of patients with long term conditions.

USEFUL CONTACTS

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