**Goldenhill Medical Centre**

**Patient Participation Group (PPG)**

**Annual report 2013-14**

***Background***

The practice patient participation group was established in 2004 following the introduction of the new GMS GP contract. Since 2004 the group has met at the surgery every 6 or 8 weeks. The members of the group have also changed.

The practice has been actively seeking new members to the PPG. Notices have been placed in the surgery waiting room and information on the PPG has been added to the practice website.

***Group dynamics***

In April 2013 the group consisted of 10 members, who are current patients of the practice. This group size has increased by 3 members in the last 12 months, 9 female and 1 male. All members are white British and the practice has been unable to recruit any patients from the BME community.

***Report***

During 2013-14 the PPG have met on 6 occasions (3rd April, 10th June, 8th August, 30th September, 2nd December and the 3rd February 2014). As well as the patients who attend the PPG, a number of guests have been invited to attend the meeting to discuss certain issues within the local community. These include the regional manager of the local Co-operative Pharmacy, Carol Williams who is the locality representative on the CCG Patient Congress, Maria Anderson (Patient and Public Engagement) from Staffordshire Commissioning Support Services, a representative from North Staffs Carers Association and Dr Kanneganti in his role Clinical Lead for 111 (Staffordshire) and CCG Clinical Lead for Community Services.

Matt Amiry, Regional Manager for the Co-operative pharmacy has attended a number of meetings with the PPG group over the last 12 months. The group feed back any complaints or compliments and were instrumental in changing the pharmacy opening hours. The pharmacy next to the surgery now stays open all day and does not close for lunch. In addition it is open until 7pm on Monday and Friday when the surgery is open for extended hours.

Matt has also attended to the meeting to seek the group’s views on the services the pharmacy provided and to gain feedback on how to improve their services. A number of new services have been implemented at the pharmacy following discussion and agreement with the PPG.

Towards the end of last year, Matt changed his job role within the pharmacy chain and a new Regional Manager has been appointed. He will be attending the next PPG and it is expected that he will continue to be part of our group

It was expected that one of the members of the practice PPG would sit on the locality Patient and Public Involvement (PPI) steering group. Unfortunately, the PPI steering group has been delayed in setting up.

However, the PPG has met with ANEW locality representative, who sits on the CCG patient congress. Carol Williams, ANEW locality representative attended the practice PPG on 8th April 2013. During this meeting Carol explained the roles of locality reps and how the practice PPG could get involved.

In June 2013, a representative from North Staffs Carers Association (NSCA) attended the meeting to discuss the opportunities available for carers and to request the support of the practice to promote the services they offer. The group were impressed with the services they provided, but requested that some activities could take place in the North of the city, as at present all activities appear to be located in the south of the city. Following the meeting, posters and leaflets were placed in the waiting area asking patients who are carers to inform the reception staff, who can gain consent to pass their details over to NSCA.

The group also discussed the implementation of 111 and the commissioning of the new Out-of-Hours provider. The group felt that the location of the new OOH service, Stoke, was not very accessible to patients, especially those from Tunstall and Goldenhill. It was felt that a local satellite centre should be set-up. The PPG were also confused as to the purpose of 111 and that this would just cause confusion with the elderly. Dr Kanneganti, Clinical Lead for 111 attended the meeting on 8th April and clarified matters.

The practice PPG have all been informed of the two “Call for Action” events on 15th January and 21st January 2014, but unfortunately none of the PPG were able to attend

Then practice PPG discusses the poor community chiropody service on a regular basis. This information has been passed on to the CCG. This has also been discussed with Carol Williams and she has stated she will take this up at the next patient congress meeting.

The surgery continues to be a member of the National Association of Patient Participation (NAAP) who produce monthly newsletters and information for patient groups. This information is passed on to all the PPG members and any interesting articles are discussed at the group meetings

***Patient survey***

In August 2013, the PPG discussed what should be included in the patient survey this year. Following the discussion and different options being suggested, the group decided to uses the GPAQ survey questionnaire, which had been used in the past. It was felt that no additional questions were needed as no issues had previously been identified by patients in the past.

It was agreed that 80 questionnaires (20 per 1000 patients) would be required to ascertain a good selection of patients’ views.

Questionnaires were given out to patients attending the surgery, either to see a clinician, collect a prescription or just attended for a general enquiry.

A survey box was put in the reception area for patients to post the completed questionnaires in order to ensure anonymity. The box was emptied twice weekly by the Practice Manager.

Data was to be collated by the Practice Manager, Jane Cope, and then distributed to the group prior to the November meeting when the findings would then be discussed. A full copy of the patient satisfaction survey is available on the surgery website (www.goldenhillmedicalcentre.nhs.uk)

The survey report was discussed at the PPG meeting on 3rd February 14 and the group were happy with the results. All patients were happy with the service the surgery currently provides and no learning points were identified. A few comments were made by patients, see below:-

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| Very Satisfied |
| During my time with the surgery I have found the service excellent, the patience and kindness the Receptionist show is excellent, the Doctors have time for you and listen. |
| I tell everyone at work how easy it is to book an appointment and to be seen - a lot of other local doctors are told to ring at 8am and if they ring much later all the appointments have gone and they are told to ring again the next day. So I think you’re excellent. |
| Appointments are always available, staff are very friendly and helpful, waiting times are very short and prescriptions are always ready and waiting when ordered. |
| Cannot praise all the staff (Doctors, Nurses, Receptionists) etc for all the kindness and consideration shown to me at all times |
| Very good service |
| Excellent treatment and good practice from all aspects of care. I would be happy to promote this practice. |
| I love you all up here! I think you're all brill, what is there left for me to say? Have a nice day. |
| Receptionists are very good and easy to speak to. Overall an excellent practice, Doctors and Nurses and Receptionists. |
| Always able to get advice from reception. Any queries are always dealt with, i.e. repeat prescriptions for son. Always ring back or contact when needed. |

It was agreed by the PPG to repeat the same survey towards the end of 2014 in order to get comparative data.

***Other Surveys undertaken.***

The surgery is a teaching practice and therefore a survey is carried out, both on each of the students and the teaching skills of the clinicians in the practice. The results of these surveys are available on request.

Multi-source feedback was also obtained for both the Nurse and the HCA on their competencies.

The surgery is commissioned by the CCG to undertake Glucose Tolerance Tests (GTT) on pregnant ladies in the area. All of the clients who attend have to complete a satisfaction questionnaire once the test has been completed. The results of this survey are fed back to the CCG. The surgery has scored highly with the results.

NHS Choices has also undertaken a survey, in which the practice came 3rd from top in the area, scoring 95% patient satisfaction.

MORI undertakes a survey of patients on a regular basis. The last survey was discussed with both clinical and non-clinical staff members at a staff meeting in December 2013