

## LOCAL PATIENT PARTICIPATION GROUP REPORT – MOORLAND MEDICAL CENTRE

The Practice Patient Participation Group has been established for approximately 3 years and over the last 12 months has established itself as a strong voice of the practice with three new members joining in the Autumn of 2012. The group now has 15 regular members who meet every month with the practice to discuss current issues and concerns. We have established a format for our meetings where the patients get a monthly report on events within the practice so that they are able to comment and make suggestions on possible changes to services or where new services/gaps have been identified for example due to staff changes etc. The practice covers a small market town in a semi rural setting, with few ethnic groups within the catchment area. It is very difficult to get representation from these groups, and as was suggested last year we have moved towards setting up a virtual group. This is in its final stages and we have already collected names and contact details of suitable patients over the last 3 months. From 1<sup>st</sup> April this will be live and we will ensure that new patients joining the practice are aware of this added facility through the new patient packs. We will also advertise this in the waiting room and in quarterly newsletter to ensure the maximum number of patients are aware of this service.

We continue to have bi monthly meetings with other PPG's within our locality and have in the last 12 months established links with Biddulph patients who as yet do not have PPG's of their own. We continue to ensure that these patients are kept up to date with latest local developments and any key issues which may be relevant to them. We continue to include them in inviting them to attend public meetings of the CCG and any other meetings that may be of interest to them.

The group's demographics has improved with the new members as they are all under 50 years of age and female which has benefited the group in being more balanced in terms of gender and influences by a younger generation which the group is already seeing the benefits of. In the last year some of our group members have attended the NAPP annual conference and there are plans for them to do the same later this year. Some of our group have been invited to attend workshops for training on the implementing of CQC visits and the role of the PPG members. Later this year they will receive certificates in order that they will be able to train other PPG groups to understand this complex area more fully. This is part of a national programme. Our Chair has also been elected to the PPG congress and is now attending CCG board meetings on a monthly basis

The group continues to make every endeavour to ensure that the group is fully representative of the patients registered with the practice. We continue to do this in a number of ways:

- By advertising for new members on the practice website
- By displaying posters and leaflets about the group in the waiting room on a purpose made notice board and on the display screen.
- By making minutes of PPG meetings available on this notice board.
- By opportunistic contacts between patients and reception staff
- By advertising the group in information packs issued to new patients
- By specifically targeting patients being seen regularly by the midwife and health visitor to encourage younger members to get involved
- By group members being involved in activities within the practice where patients can come into contact with them i.e. assisting at flu clinics.
- The group has been fully involved in the development of the "virtual" group to enhance the existing membership. Areas for development include operation of and effective communication with this group of patients.

During our monthly meetings it is apparent that the issues of greatest concern to the PPG members continue to be around access, continuity of care and opening times, all of which are issues that the locality has looked at in terms of reducing unnecessary hospital admissions and providing better access to save patients using the OOH service inappropriately.

As in previous years the practice randomly chose patients attending the surgery between October and November 2012 and asked them to complete a questionnaire during their visit. In total 300 patients were asked for their views.

The results have been discussed with the PPG and the following actions have been agreed:

- Regular review of appointment system to ensure the practice continues to provide an adequate number of appointments at appropriate times for patients to attend. This is particularly an issue around ensuring the ratio of routine: urgent appointments is appropriate so that there are sufficient pre-bookable appointments patients can access
- Changes have been made to the Nurse Practitioner appointments to ensure they have more availability and can see those patients attending with minor illness rather than chronic long term conditions. This has helped to ensure that patients are seen by the right clinicians who can best manage their symptoms and health needs.
- As part of our review of appointments we have looked more specifically at Nursing availability and have increased the nursing hours in the practice as well as increasing the number of phlebotomy appointments available by employing a dedicated phlebotomist to enhance the existing service
- As a result of an increasing list size we have increased GP availability with one GP increasing the number of sessions worked and we will be looking at further availability in the coming months to ensure that we can still provide sufficient appointments to meet demand
- Regular review of the opening times of the practice to ensure that patients can continue to be seen by the right person and at the right time. Indications show that extended opening hours on Monday evening are welcomed by patients and they would like to see this increased further.
- Greater involvement of the group in practice activities to make other patients aware of the group's existence. For example a regular drop in session where members will be available in the waiting room to offer a "signposting" service for any patient seeking information be this on health costs, accessing other services, transport etc. Also further involvement with health campaigns e.g. flu clinics etc. PPG members have done some drop in sessions where feedback was very positive and they were able to discuss areas of concern with patients and bring those back to the practice for further discussion, development and resolution
- Continued involvement with the other locality groups to raise awareness of health issues within the local community. The group are currently involved in discussion regarding proposed use of Innovation Funds to provide healthy lifestyle services in line with the locality prevalence figures for obesity, smoking and alcohol consumption.

The practice continues to provide its established opening times of:  
Monday 8am – 8.45pm Including extended hours from 6.30- 8.45pm  
Tuesday 8am – 6pm  
Wednesday 8am- 6pm  
Thursday 8am – 5pm  
Friday 8am – 6pm

Opening hours are under review in light of changes in the OOH provision with the practice looking at the feasibility of full opening hours on Thursday afternoons. This would impact on the number of attendances at A&E when the surgery is currently partially closed and patients are unable to access the surgery by telephone.

#### CONCLUSION

The Practice is very pleased that the PPG has established itself so well and that members feel free and able to come and discuss their concerns with the manager and Partners when appropriate. The Partners are encouraged by the enthusiasm of the members and the positive feedback from the survey results.

As the virtual group establishes itself in the next 12 months we hope to continue to build on the members to ensure that we have greater feedback although we have identified that this may provide some difficulties in getting consensus from a larger group. This will be evaluated as we develop.

The Group and Practice feel that it is vital to continue to develop technological ways in which to better communicate with patients and we have a list of ideas that we hope to implement in the next six months. These include enhanced on line prescription requests, e mail service for general queries and further development of text messaging services. We feel sure this will enable our patients to become more interactive with the practice and enhance their experience.

In conclusion it was felt that the last 12 months have been very successful with the developments we have achieved and hope to build on these further in the coming year.