

## LOCAL PATIENT PARTICIPATION GROUP REPORT – MOORLAND MEDICAL CENTRE

The Practice Patient Participation Group has been established for approximately 2 years and has come together in its current format over the last 12 months. There are 11 current members of the group, although this number has fluctuated as other outside commitments have required. At one point there were 16 members and the group is now firmly established with its current cohort of patients.

We have as a group established a terms of reference by which the group operates. We have elected a chair and secretary to the group and have regular monthly meetings as well as joining with the other PPG groups established within our locality on a bi-monthly basis.

The group is made up of 2 teachers, 4 housewives, 2 Businessmen and three retired businessmen. The average age of the group is 65 years, with the youngest member being 36 years old and the oldest being 84 years old.

The group has made every endeavour to ensure that the group is fully representative of the patients registered with the practice. We have done 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 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 ie assisting at flu clinics.

The group meets monthly to discuss current local issues and also issues within the practice. During these discussions it has become apparent that some issues are more significant than others and it is on this basis that the group has agreed the areas to be focussed on. These include practice opening times, continuity of care, appointment access and being listened to by the clinicians.

As in previous years the practice randomly chose patients attending the surgery between October and November 2011 and asked them to complete a questionnaire during their visit. In total 150 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.
- More frequent surveys aimed at a smaller number of patients throughout the year – possibly every quarter so that seasonal variations can be taken into account.
- 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 we have now extended this further to include nurse appointments as well as GP appointments.

- Greater involvement of the group in these surveys and in making 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
- Greater involvement during the next 12 months in preparing for CQC registration
- 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 changes to District Nursing Teams and the future development of Integrated Care Teams.

Evidence from the surveys suggested that the first three actions are what patients are looking for to ensure we provide the best service to them. The final three actions are felt to be vital to ensure group members are fully involved with the developments of the practice and members have a better understanding of the services we provide.

We will in the course of the next six months be looking at the amount of clinical time available since our senior partner has reduced his sessions to take on new work for the Clinical Commissioning Board with the potential need to increase this with further GP sessions. These discussions will fully involve the members of the group.

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

There is currently no plan to increase this further, however should there be a demand for this to change we will discuss the feasibility of this with the group members.