



Building better participation

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PPG Annual Report

2019-20

Welcome Practice

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PPG Annual Report

OVERVIEW

The purpose of the Patient Participation Group is to engage and involve patients with the care that they receive. We ensure that patients are involved in decisions about the range and quality of services provided commissioned by the Practice.

We meet twice yearly to discuss National surveys, in-house surveys and highlight any issues. We create and discuss action plans to provide an improve service to our patients if necessary.

PATIENT PARTICIPATION GROUP (PPG) PROFILE

Recruitment

The group was formed in July 2013. The main purpose of the group is to look at the services the surgery provides and see if they meet the needs of the patient population. We also look at potential changes which could be made where services are failing.

The current PPG has 15 members. Demographic details regarding the composition of the PPG are:

Total group members: 15

- British: 4, Asians : 9, Caucasians/other white: 0, African: 2
- Males 8, and females 7
- 3 carer
- 1 disabled
- 2 unemployed

The invitation to join the PPG is extended to all patients via the practice website, poster in waiting area and included in the practice leaflet. We have encouraged younger patients to join the PPG and our staff informs and invite patient during consultations

The PPG was promoted through the following methods:

Practice Television screen

Posters in the waiting room

Direct invitation to patients

Promotion by the Reception and Administration teams within the Practice

Patient Participation page on the Practice website

AGREEING PRIORITIES

Obtaining Views

Practice agreed with PPG areas of priority for development. In order to identify these areas we took into account the following indicators:

1. Patients' priorities and issues, including any themes from the comments and suggestions box
2. Friends & Family Test
3. GP Patient Survey Results
4. In-house patient survey
5. Planned Practice changes
6. Complaints/Compliments received
7. NHS Choices website, patient comments

From the above group of indicators the practice has scored above local and national average. We identified the following areas to be addressed:

- 53% of respondents say the healthcare professional they saw or spoke to was good at treating them with care and concern during their last general practice appointment
- 54% of respondents say the healthcare professional they saw or spoke to was good at giving them enough time during their last general practice appointment
- 58% of respondents say the healthcare professional they saw or spoke to was good at listening to them during their last general practice appointment
- 25% usually get to see or speak to their preferred GP when they would like to

It was decided to take these forward as priorities to address in year 2019.

Clarification of Priority Areas

In order to clarify which areas, the PPG felt were highest priority we held a meeting of the Patient Participation Group on the 24.04.2019. Invites were sent out to all PPG members either via phone or post.

A total of 2 patients attended along with Rehana Jabeen Practice Manager, Louise Tracey, Admin Manger and admin staff. Please see Appendix I for the meeting minutes.

GP PRACTICE SURVEY

NHS England sent out 381 surveys and 95 were sent back to them.



Practice
Overview-Survey.pdf



Patient
Experiences-Survey,1



Practice
Comparison.pdf

[Overview - GP Patient Survey](#) [Full Survey Results](#) [Comparison - GP Patient Survey](#)

(Double click on the icon to view)

The National survey results date back to Dec 2017, but since that time many improvements have been made. In total 381 surveys were sent but only 95 were returned. PPG and practice believe that this survey does not represent the views of the patients. The reasons for these are:

Our practice is made up of many non-English speaking patients who would not understand the survey. We have a number of refugees and patients living in temporary accommodation and patients who are illiterate.

Practice implemented many action plans during the period of Jan 2018 to August 2018 including recruitment of Salaried GP, Practice Nurse, management and admin staff. By the time National Survey was published, practice completed all the action plans and improved many of the areas that were highlighted. So, we are hoping to see improvement in our survey results this year.

Feedback

The Practice sought agreement from the PPG to implement any changes.

We agreed to carry out an in-house survey. We randomly gave 50 questionnaires to the patients. The results came back very favorable. 95% of the results show that patients are overall happy with our services, GPs and all other staff.

The results of the in-house and NHS survey were discussed and actions for the Practice resulting from the survey findings were agreed. Minutes of the meeting were taken to ensure that all discussion points and action plans were captured. These are available in Appendix I.

ACTIONS TAKEN

Priorities from the patient survey as identified by the PPG were:

PPG were informed that the results are from January 2017 until December 2017 and the surgery has made many improvements since that time. They were also advised that of 381 surveys sent only 95 were returned making it a completion rate of 25%.

53% of respondents say the healthcare professional they saw or spoke to was good at treating them with care and concern during their last general practice appointment - We recruited Salaried GP in Dec 2017, who works 4 days a week. Patients are now therefore seeing the same doctors.

54% of patients who say healthcare professional was good at giving enough time – PPG have had no issues or concerns with healthcare professionals at the surgery. Due to consistency of staff now we are hoping this figure will improve.

58% of patients who say healthcare professional was good at listening to them – PPG have no issues or concerns with healthcare professionals at the surgery.

25% who get to see their preferred GP when they want to – PPG advised some patients prefer to see the same Dr at all appointments and if the regular Dr is not available they can be frustrated. PPG happy with all current GP's in the surgery and found recent locums to be very helpful and accommodating. We recruited Salaried GP in Dec 2017, who works 4 days a week. Patients are now therefore seeing the same doctor.

Practice decided to address other areas where practice scored lower than CCG or national average:

52% of patients find it easy to get through on the phone –PPG advised this may be due to the fact that patients are calling at 8am for same day appointments and as it is a busy time, may get frustrated at call wait length. All other times the phone waiting time is fine. In Feb 2018, we increased number of telephone operators to deal with the demand and hoping to see good results this year.

53% of patients were offered a choice of appointment – PPG are happy that the surgery now has a late opening on Tuesday and GP and nursing hours extended to cover patients

who work office hours and for school children. We recruited a Permanent Practice Nurse whose session includes early morning and evening appointments. Patients have a choice of same day, routine appointments, telephone and video consultations daily. We have exceeded the Ealing Access Standard for appointments by providing 30% more available appointments on a monthly basis.

53% of patients describe their experience of making an appointment good – patients prefer to see a continuity of reception and clinical staff as they build a relationship and feel more comfortable. The Practice has recruited an Admin Manager who oversees the daily running of reception and admin staff receive regular in-house training in patient care. The current staff are multi-lingual, experienced and have been working at the surgery for over one year.

86% of patients who had trust and confidence in the healthcare professional – PPG believe the surgery serves the needs of the patients and healthcare professionals make them feel involved during the consultation.

57% of patients who describe their overall experience of the practice as good – PPG have questioned the comparison figures with those of local average and national average, commenting on why the national average was so high.

Practice will be meeting PPG group in Nov 2019 to discuss further plans and improvements.

PROGRESS TO DATE

All we planned is well implemented

APPENDIX I – PPG MEETING MINUTES

Meeting minutes (Double click on the icon)