

## **Old Town Surgery Patient Participation Group Annual Report 2012/2013**

This report provides a summary of the activity undertaken by the practice & the Patient participation group (PPG) for the year 2012/2013

### **Background and formation of the Old Town Surgery patient participation group (PPG)**

The first Patient Participation Group Annual General Meeting was held on March 8<sup>th</sup> 2012. At the meeting on the 8<sup>th</sup> of March it was decided that there would be a patient representative group that would meet monthly as well as a virtual patient representative group that would collectively form the Old Town Surgery Patient participation group. Nine patients attended the AGM and seven of them expressed an interest in joining the group as patient representatives. At the time of the AGM there were 16 virtual members.

### **Current Patient Participation Group Demographics**

The current Old Town Surgery PPG demographics are;  
The Old Town Surgery PPG currently stands at 36 members in total.

7 patients are patient representatives of the Patient Participation Group

29 patients are virtual members

2 members of the PRG and 1 member of the virtual group gave their resignation from the group due to relocation.

1 member of the virtual group declined to continue to receive the minutes as they felt they were unable to contribute anything to the group due to other commitments.

The demographics of the combined members of the virtual and PRG group are;

25-34	4
35-44	6
45-54	3
55-64	6
65-74	9
75-84	6
85+	2

The group has discussed at various meetings how to seek engagement from younger, various ethnic groups and our harder to reach patient population who do not regularly access the practice services, and who may not be aware of the development of the group.

The following suggestions have been made and implemented

- Advertisement in local schools/playgroups
- Advertisement in local businesses/media
- Word of mouth

## Current Patient Demographics

Age	<5	5-15	15-25	25-35	35-45	45-55	55-65	65-75	75-85	>85	Totals
Male	315	443	441	765	760	656	430	270	134	39	4253
Female	317	414	452	804	674	611	396	280	143	77	4168
Total	632	857	893	1569	1434	1267	826	550	277	116	8421

Analysis of ethnicity is more difficult to report as ethnicity data did not start to be collected in the practice until 3 years ago. However analysis of the 5356 patients with ethnicity recorded revealed that of the 63.29% of patients who have their ethnic origin recorded in their notes, 52% of patients are British or Irish, 12% from other white backgrounds, 29% have origins from India, Pakistan, Bangladesh or other Asian countries and 7% are of Black origin.

## Meetings 2012/2013

The following meeting dates are the dates of the PPG Meetings that have been held in the last 12 months;

Thursday 7<sup>th</sup> June 2012

Thursday 12<sup>th</sup> July 2012

Thursday 9<sup>th</sup> August 2012

Thursday 13<sup>th</sup> September 2012

Thursday 11<sup>th</sup> October 2012

Thursday 9<sup>th</sup> November 2012

Thursday 10<sup>th</sup> January 2013

Thursday 21<sup>st</sup> February 2013

Thursday 21<sup>st</sup> March 2013

Thursday 18<sup>th</sup> April 2013

Thursday 9<sup>th</sup> May 2013

The PPG group meets on the second Thursday of every month @ 6:45pm

Minutes from the PPG meetings are uploaded to the practice website.

Virtual and patient representative members of the PPG are sent the minutes after every meeting.

There have been different members of the PPG that have attended the PPG forum meetings

These meetings have been held on the following dates at the Civic Offices;

26<sup>th</sup> July 2012

19<sup>th</sup> September 2012

28<sup>th</sup> November 2012

6<sup>th</sup> February 2013

20<sup>th</sup> March 2013

## **The previous year and plans for the coming year;**

### **Changes to the Patient Representative Group**

There have been a few changes to the Old Town Surgery Patient Representative Group members in the last 12 months;

Margaret Lay has replaced Michele Hayes as the PRG Chair due to Michele relocating, Richard Fuller has replaced John Greig as the PRG treasurer due to John relocating and Terasa Beach has replaced Margaret Lay as the Vice Chair due to Margaret being appointed as the PRG Chairperson

### **Patient Survey 2012 - 2013**

Prior to the patient improvement survey being conducted, patients were asked to submit suggestions for questions for the survey through the usual practice advertising and promotional methods such as Practice newsletters, patient information boards, patient information screen, posters etc

Suggestions for questions for the patient services questionnaire were also discussed at PPG meetings, and opinion was sought from the PPG as to which questions should be included in the Patient services questionnaire.

500 patient services questionnaires were completed by patients during the months of February and March 2013. The results have been collated and a report has been completed by the practice manager.

The results of the questionnaire will shortly be available on the practice website after they have been discussed at the PPG Annual General Meeting which is to be held on Thursday 13<sup>th</sup> June 2013, and an action plan with priorities set for the coming year have been discussed.

Please see Appendix A for a copy of the Old Town Surgery

### **PPG Priorities/Action Plan for 2013**

The Practice Manager attended Purton Patient Participation Group on the 18<sup>th</sup> September 2012 with a member of the PRG. The aim of attending the meeting was to gain some advice on what works well with an established PPG and to gain some ideas for future aspirations for the Old Town Surgery PPG.

There have been several ongoing discussions at PPG meetings and the following have been identified as being priorities;

- Update of practice website to include update of Triage services, and the PPG page. The PPG are also investigating the option of having a virtual 'PPG Forum' on the practice website.
- Having a page on the practice quarterly newsletter is currently being explored
- Revamp of appointments system and improvement of practice waiting times following the practice engagement with the Primary Care Foundation Audit to review the practice management of urgent care
- Recruitment of new PPG and PRG members
- Raise funds to help the practice purchase a dementia self screening tool for patients

More priorities will be set following the AGM and the discussion of the 2012/2013 survey results.

### **Communication with Patients;**

There is a suggestion box in reception that is checked just before the PPG monthly meetings

There is also an option on the practice website for patients to leave feedback, any matters arising or suggestions are discussed at the PPG meetings

The PPG have an email address for email communication with patients which is checked regularly by the PPG secretary.

### **Dementia Awareness and Education Event**

The PPG in conjunction with the Old Town Surgery hosted a Dementia Education Evening with

Dr Simon Manchip on the 24<sup>th</sup> of April 2013

The PPG were very instrumental in publicising the event in local businesses, on the local radio and in the local media as well as by word of mouth.

The evening was a very interesting and informative event that was very well attended and received.

The PPG core members were in attendance on the evening to support the evening and raise awareness of dementia and the work of the PPG.

Swindon Carers Centre also attended the evening to raise awareness of the services that are available to carers and encouraged all carers to register with the Centre to be able to access ongoing advice and support.

### **Fundraising**

Through Fundraising, the PPG aim to improve the surgery facilities, update equipment and improve the general well being for our patients visiting the surgery.

The PPG have managed to raise some funds this year by holding tombola stands at the practice flu clinic and the patient dementia education evening.

A PPG bank account is currently in the process of being set up with the Chair, Treasurer and Secretary being signatories on the account.

The ideas initially raised by the PPG to raise funds were for a patient transport scheme (This idea had to be shelved due to the high costs involved) and toys for the patient waiting room (This idea had to be abandoned due to Infection Control issues)

The PPG and the surgery jointly paid for the services of Dr Manchip on the evening of the Dementia Awareness Evening.

It is hoped that further fundraising will enable the practice to be able to purchase a dementia self screening tool that will enable patients to be assessed early for dementia and help to improve waiting times for the memory clinic.

### **Future PPG Events in 2013**

- It is hoped that the surgery in conjunction with the PPG will be able to host some more education evenings, possibly quarterly. It is anticipated that men's health will be the next topic, although this has yet to be confirmed
- The PPG will be actively supporting the
- Further dementia awareness events

- Carers Coffee Morning – Monday 10<sup>th</sup> June from 10:00am – 12:00pm

Through this report the partners and staff would like to thank the PPG for their continued support and interest in the surgery.

We would also like to thank those that completed the patient survey

## Appendix A

### OLD TOWN SURGERY PATIENT SERVICES QUESTIONNAIRE

The Doctors at this surgery welcome your honest feedback

**Doctor /Nurse Name:**

Please **DO NOT** write your name on this survey.

If you are completing this form because you are attending the surgery for an appointment, please complete questions 1- 13 **BEFORE** your consultation & questions 14- 22 **AFTER** your consultation

IF YOU ARE COMPLETING THIS QUESTIONNAIRE ONLINE PLEASE ANSWER QUESTIONS 11-20 BASED ON YOUR EXPERIENCE OF YOUR LAST CONSULTATION AT THE PRACTICE.

**IF YOU WOULD LIKE THIS QUESTIONNAIRE IN LARGER PRINT PLEASE ASK AT RECEPTION RATE EACH OF THE FOLLOWING AREAS BY CIRCLING ONE NUMBER ON EACH LINE**

ABOUT YOU						
1	What is your age?	Under 15	15-20	21-40	41-60	Over 60
ABOUT THE PRACTICE		Poor	Average	Good	V Good	Excellent
2	Ease of contacting the practice on the telephone?	1	2	3	4	5
3	Satisfaction with the day and time arranged for your appt	1	2	3	4	5
4	Chances of having access to a health professional within 48 hours	1	2	3	4	5
5	Chances of seeing your preferred doctor/Nurse	1	2	3	4	5
6	Length of waiting time to see the Doctor/Nurse	1	2	3	4	5
7	Would you consider seeing the TriageNurse (where appropriate for your illness ) If your usual GP was not available?	YES	NO			
<b>If No, please expand</b>						

8	Respect shown for your privacy and confidentiality	1	2	3	4	5
9	The manner in which you are treated by reception staff	1	2	3	4	5

**If less than 3 please expand**

10	Comfort level of waiting room? (E.g. chairs, magazines)	1	2	3	4	5
11	The practice information that is available to you about the practice services	1	2	3	4	5
12	If you have a condition that requires regular reviews, how would you rate the practice reminder systems?	1	2	3	4	5
13	Your level of satisfaction with the Practice Opening hours	1	2	3	4	5

**If less than 3 please expand**

14	Which of the following best describes the reason for your consultation today?	<b>Advice</b>	<b>Treatment (inc) prescription</b>	<b>Routine check</b>	<b>Ongoing problem</b>	<b>One off problem</b>
<b>ABOUT THE DOCTOR/NURSE</b>		<b>Poor</b>	<b>Average</b>	<b>Good</b>	<b>V Good</b>	<b>Excellent</b>
15	On this visit I would rate the ability to listen to me & the opportunity to raise any queries/concerns was	1	2	3	4	5
16	The explanation of my health & the extent to which I felt reassured was	1	2	3	4	5
17	My confidence in this doctor/Nurses ability is	1	2	3	4	5
18	The respect and warmth shown to me was	1	2	3	4	5
19	The amount of time given to me by this Doctor/Nurse was	1	2	3	4	5
20	The consideration of my personal situation in deciding a treatment or advising me was	1	2	3	4	5
21	My overall satisfaction with this visit is	1	2	3	4	5
22	My overall satisfaction with this General Practice is	1	2	3	4	5

**And Finally.....**

**Do you have any suggestions for Improvements?**

**THANK YOU FOR YOUR TIME AND ASSISTANCE**