

## **PORTUGAL PLACE HEALTH CENTRE**

### **PATIENT PARTICIPATION GROUP REPORT 2012/13**

#### **Develop a Patient Participation Group**

The practice is represented by:-

Dr Bendelow (GP)  
Dr Dickson (GP)  
Karen Iliadis (practice manager)  
Pam Mennell (practice nurse)  
Margaret Hakin (receptionist)

Patient representatives are:-

Jim Barnes  
Tony Turnbull  
Vicki Guillory  
Bob Hamil  
Rebecca McIntyre  
Tina Trowbridge  
Lily Brown

All GPs were asked to nominate 3 patients that they felt would be beneficial in joining our PPG group and a letter was sent to approximately 25 patients asking them if they would like to join the group. We had 7 positive responses and these now form the patient element of the PPG.

The ages of the group range from 25 to 75. We have a range of patients who are familiar with chronic disease, looking after young children and a carer who cares for elderly parents.

We continued to advertise the PPG in the surgery and on the website, we have set up an online forum and would encourage anyone who is still interested to contact the practice and leave their email address.

Tina Trowbridge is now our representative on the CCG patient forum

#### **Agree Areas of Priority**

During 2011/12, it was agreed that the main priority was to look at access. The survey was be tailored around the appointment system.

- We introduced telephone consultations in September 2012; this was delayed by problems getting BT to install additional outgoing lines. We did not want to introduce the service without these as using the existing lines would be detrimental to patients trying to contact the surgery

Our other agreed future priority was to organise an open health event for all patients.

- We organised an open event for all patients and advertised this widely to all patients. Despite the bad weather we had a good turnout when the event was held on 3<sup>rd</sup> December 2012 – notes from this meeting are available on the website

### **Collate Patient Views through the use of a survey**

The uptake of the telephone consultations is being monitored closely in the surgery

We had a time in meeting in January 2013 to look at the uptake and to get real feedback from the GP's on how they felt the new system was working. It was felt that most patients used the service appropriately; there were a few occasions when the telephone consultation was not appropriate and the patient really needed to be seen, but these were dealt with as appropriate.

The figures showed that the uptake of telephone appointments was not as good as we would have hoped. Staff were offering the new service verbally when it was introduced in September 2012, but we had not advertised it widely. There were some days when more than 50% of the allocated telephone consultations were not booked. It was agreed that following the meeting we would start to advertise them proactively. We put up posters in the surgery and attached leaflets to all repeat prescriptions for a month

All the patients who attended the open meeting and/or left and email address at the surgery have been emailed a short survey on our telephone consultations.

### **PPG to discuss survey findings and Agree changes to services**

The survey results will be discussed in detail at our meeting in April.

### **Agree Action Plan with PPG**

This will be determined by the outcome of the survey

A health event will be organised for the summer (subject yet to be agreed)

### **Publish Actions taken**

Our survey results and this report will be available on website and in paper form in the surgery

KI 27/3/2013