

Liphook Village Surgery Patient Participation Group

Annual Report - 31 March 2013

Liphook Village Surgery is pleased to confirm its Patient Participation Group (PPG) and Virtual PPG subgroup are still active in helping the Surgery develop its services to meet the needs and wishes of its patients. The Virtual PPG is kept informed of discussions and developments via email, whilst the PPG attend regular meetings at the surgery. These meetings have been held approximately every 6 weeks since the PPG's inception in early 2008.

Our PPG profile and practice profile this year is as follows:

PPG Profile (including Virtual PPG)		Practice Profile	
Total PPG members	31	Total patients	5586
% of which are male members	37%	% of which are male patients	50.1%
% of which are female members	63%	% of which are female patients	49.9%
Age Profile of PPG members		Age Profile of Practice Patients	
17-34 years	3%	17-34 years	18%
35-54 years	30%	35-54 years	28%
Aged 55 years +	70%	Aged 55 years +	30%

Our PPG represents a number of minority groups. 10% of our members this year are from an ethnic minority, 3% from the gay/lesbian community, and 7% are disabled. In addition, 33% are on a chronic disease register, compared to a practice population average of 10%.

In an effort to ensure we are always as representative of our practice population as possible, we have promoted our PPG in the following ways:

- A PPG advert is given out with our practice leaflet to all newly registering patients.
- It is advertised within www.liphookvillagesurgery.co.uk and our NHS Choices website.
- Posters are displayed on our waiting room walls.
- Literature regarding the PPG is in our waiting room and reception.
- Information about the PPG is displayed on our rolling board within the waiting room.
- Information is emailed patients who have contacted us via email.
- Our PPG has been advertised on a local social media site (Liphook Talkback).

Furthermore, in order to try to reach a younger population, our midwives give PPG information to expectant mothers at their booking in appointment, and the practice nurse offers PPG information to mothers bringing young children in for baby immunisations.

As our PPG is well established within our patient community, the PPG were interested in surveying patients not only to establish how satisfied they were with services provided by Liphook Village Surgery over the last 12 months, but also to examine in more detail the specific projects identified in our PPG survey of 2011-12. A draft survey was prepared and discussed at a number of PPG meetings in the autumn of 2012, and emailed to members of the Virtual PPG for their comments and feedback.

Once the survey was approved and as it was longer than previous years, it was only generated in hard copy. We handed out a copy of this survey to each patient who attended one of our Saturday flu clinics, which meant that we were able to distribute it to all ages, abilities and ethnic groups. Patients visiting our surgery for routine appointments or attending special clinics were also able to obtain a copy of the survey from our reception desk.

The results of the survey were then analysed and circulated to the PPG for comment and discussion, with members of the Virtual PPG giving feedback via email. Following feedback from the PPG and agreement at a meeting on 24 January 2013, an approved summary of the survey findings and priorities for the PPG to work on for the year ahead were circulated. Copies of the survey were placed on both our NHS Choices website and www.liphookvillagesurgery.co.uk, and hardcopies of the survey results were left in reception and the waiting room for patients to collect and read. Further copies of the survey findings are available from the reception team.

We are pleased that the survey showed we are very accessible to our patients and that they are pleased with the services we offer to them. The PPG also were able to obtain more detail about the topics they have been working on in the last 12 months and will continue to work on in the months ahead. The PPG have therefore prepared an action plan with timescales as follows:

Project identified from surveying patients	PPG Lead	Completion date	Comment
Supporting easy patient transport to Royal Surrey County Hospital, Haslemere Hospital and other local hospitals	Jane/All	Autumn 2013	Advertise for additional voluntary drivers, assist with raising funds, develop scheme to assist with funding individual patients
Implement patient information about hospital transport options	Jane/Glenys/All	Summer 2013	Compilation of easy to read information leaflet and for information to also be accessible via our website

Parenting skills classes for patients with children at school and teenagers	Pam, Shirley and Delia	Winter 2013	Local school has offered use of their facilities to run these programmes. Potential trainer identified. These courses to be advertised on the surgery's website, in the baby immunisation clinics in the surgery waiting room and on social media.
Supporting the community action for the introduction of better public transport services	Moyra/Ann/All	Ongoing	Better bus services, disabled access at Liphook Station and a Hoppa bus service would significantly improve access to hospitals. PPG to actively support campaigns for improvements.

Following feedback from the survey, the Partners have reviewed the management and releasing of GP appointments in an effort to reduce the number of patients who are waiting 5 days or more to see a GP of their choice. The options they considered were (a) to increase the number of 48 hour appointments available but it was felt this would reduce availability longer term; (b) to work extra sessions but due to commitments outside of work this was not viable; (c) to train another member of staff to undertake insertion and removal of coils and contraceptive implants which would increase the availability of access to Dr Hobbs. This last option was regarded as the most viable and a new Lead Nurse has been recruited, with the aim for her to be trained to undertake these procedures.

We also reviewed the viability of using internet access via Patient UK to book appointment with the nurse. However, due to the variety of nursing duties they perform, and specialist clinics they hold, it was agreed that it would not be feasible to allow patients to book their own appointments. The risk of the wrong nurse being selected for specialist treatment, or the incorrect time being booked for certain procedures, was considered too great for this functionality to be utilised. Patients are still able to book appointments with a GP and order prescriptions via Patient UK.

The Partners at Liphook Village Surgery also reviewed how we manage our test results to ensure that patients are able to access information in a timely fashion. As well as a dedicated time to contact the surgery, the website was reviewed to ensure clear instructions were available. Furthermore, a patient leaflet will be produced to allow patients to see the full name of the test(s) they are having, what it is testing, and to clarify whose responsibility it is for obtaining results from the surgery, timescales and instructions on how to prepare for a blood test.

With regard to the Surgery's opening hours and commuter clinics, times are advertised on our external door, on both our websites, on our rolling board and within our patient leaflet. Patients can make appointments on-line via Patient UK, in person or by telephone and all staff have received in house training to give a list of appointment options to patients when dealing with them. In summary, our opening hours are as follows:

Day	Reception open	Early clinics	Morning Clinics	Afternoon Clinics	Late Clinics
Monday	08:30–19:30	-	08:30-13:00	15:30-17:30	18:30-19:30
Tuesday	08:30–18:30	-	08:30-13:00	15:30-17:30	-
Wednesday	08:30–19:30	-	08:30-13:00	15:30-17:30	18:30-19:30
Thursday	08:30–19:30	-	08:30-13:00	15:30-17:30	18:30-19:30
Friday	07:45–18:30	07:45–08:30	08:30-13:00	15:30-17:30	-

The Partners and staff at Liphook Village Surgery remain very grateful to all members of the PPG and Virtual PPG who dedicate their time to help us provide a service that reflects the patients' wishes.