

## PPG Annual Report 2014

### Background

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.

The PPG has been very successful in fundraising and since its inception helped to purchase equipment for the surgery as well as funding the carers group. It has continued to grow during this time, working really closely with the Surgery and its work, particularly with the carers group, is highly valued by the Partners.

The PPG wished to obtain the views of the Surgery's registered patients to identify areas that they wished the PPG to focus its attention on over the year ahead. It was agreed to prepare a PPG survey to conduct in the autumn of 2014.

In addition to the PPG survey this year, Liphook Village Surgery took part in a CCG-wide survey regarding accessibility for urgent primary care in November 2013 which showed the following:

- 33 of the 47 GP practices who responded reported 3213 urgent patients were dealt with on the same day, ie on the 18 November 2013.
- By contrast, QA saw 1612 patients in A&E between the hours of 08:00 and 18:30 for the whole of August, ie about 73 per day.
- There were 244 home visits recorded by those 33 GP practices for the 18 November 2013
- If you average out the responses across all the 47 GP practices (as though they had all responded to the survey) in the Clinical Commissioning Group, it makes a total of 4925 urgent patient contacts in one day, ie nearly 2% of the population.

### Practice Registered Profile and PPG Profile

<b>PPG Profile (including Virtual PPG)</b>		<b>Practice Profile</b>	
Total PPG members	32	Total patients	5600
% of which are male members	36%	% of which are male patients	50%
% of which are female members	64%	% of which are female patients	50%

Age Profile of PPG members		Age Profile of Practice Patients	
19 years and under	-	19 years and under	22%
20 - 39 years	6%	20 - 39 years	19%
40 – 59 years	24%	40 – 59 years	29%
60 – 79 years	62%	60 – 79 years	25%
80 years +	8%	80 years +	5%

### Ensuring our PPG is representative of our patient profile

Our PPG represents a number of groups; 3% are from the gay/lesbian community, 7% are disabled and 53% had a flu vaccination compared to a practice population average of 25%. 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](http://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.
- Midwives give PPG information to expectant mothers at their booking in appointment.
- Our Nurse Practitioner offers PPG information to mothers bringing young children in for baby immunisations.

### Last year's PPG projects

With regard to projects last year's PPG survey identified, the PPG is pleased to confirm it has worked on the following during 2013:

- The PPG continued to support the Carers group which has now been running for 5 years very successfully. It was identified as a project as a result of a survey done in 2009 and has helped many carers with a warm cup of coffee, a bit of friendship and signposting to appropriate agencies.
- The PPG supported patient's by promoting the Community Care Scheme at the surgery including advertising for new voluntary drivers. This charity helps take patients to outpatient appointments at local hospitals.
- The PPG also improved the information available to patients about transport options for travel to outpatient appointments at local hospitals.

The 2010 survey had indicated there was a demand for parenting skills classes. During 2013 the PPG looked at how it might support these classes and identified a training provider. However, the PPG decided it wanted to test if there really was a demand for these classes and so decided to add this into the survey for 2013-14.

Following much debate during the course of 2013, the PPG felt that poor public transport was an issue for the whole community rather than something the PPG could tackle on its own. It therefore agreed that it would support community initiatives to develop a better public transport network in the Liphook area.

### Developing the 2013-14 PPG survey

The PPG met in July to consider what it wished to include in the survey for 2013-14. It decided it wished to ask patients to choose a maximum of 3 priorities for the PPG to work on for the year ahead. The options included asking if there was still interest in running parenting skills classes as well as new areas that the PPG felt patients might like them to focus their attention on. Also included in the survey were questions that had been raised by a number of patient complaints about the service received from the GP's and staff at the Surgery.

A draft survey was produced for the PPG and the Virtual PPG to review. Comments were fed back and the survey was approved in September 2013 ready for distribution.

### The survey questions and distribution

Questions were asked about how patients found the service provided by the surgery, how happy they were with the GPs' and nurses' consultations and how easy they found accessing the surgery. Patients were also asked about our new clinical system, how easy they found it getting into and out of the building and what they felt about the environment at the surgery.

The second part of the survey focussed on a choice of projects the PPG thought patients would be interested in being developed. Some of the options had been previously put forward in earlier surveys, but the PPG wanted to also test whether there was interest in raising dementia awareness in the community, increasing the use of the automatic check in screen and launching a PPG newsletter.

Once everyone was happy with it, 1500 surveys were distributed at random at the beginning of October 2013 with the Surgery's invitations to patients to have a flu vaccination. This was done to try to catch patients across all ages and patients with a range of chronic illnesses.

Surveys were distributed to patients who emailed us during the period August and September, and also left at the Surgery's reception for patients to complete when they came into the Surgery building. One of our PPG members also took copies of the survey to distribute to younger patients.

The survey was promoted for a period of 8 weeks. Surveys were completed anonymously to promote open and honest feedback.

### The survey conclusions

Rather disappointingly only a very small number of replies were received despite the increase in our list size this year to 5600 patients. As a result of this, the methodology used will revert to that used in previous years where a significantly better sample size has been received.

The results of the survey were collated and presented to the PPG on 09 January 2014, with members of the Virtual PPG giving feedback via email. The results of the survey showed that again this past year we remain accessible to our patients and they are pleased with the service we offer them. It highlighted that we do need to address some concerns that GP appointments do not run on time

When asked what we did well, patients felt that staff are helpful, friendly and polite. Patients would like to see us improve the lighting and décor in the waiting room and to improve the service from reception.

The three most popular projects patients would like the PPG to work on for the year ahead were identified as:

1. Promoting dementia awareness
2. Issuing regular PPG newsletters
3. Organising a first aid course for patients

### Action plan for 2014

On 06 March 2014, an approved summary of the survey findings and priorities for the PPG to work on for the year ahead was approved and adopted. PPG members were identified to lead these projects

#### **1. Raising dementia awareness**

The Chair will take the lead in planning how the PPG can promote dementia awareness in the 12 months ahead. The target date for completion of this project is March 2015.

## 2. Issuing regular PPG newsletters

The Vice Chair will take the lead for the production and editing of the PPG newsletter supported by the Secretary to the PPG. The content and style was discussed by the PPG on 06 March 2014 and it was agreed that the double sided newsletter would be produced quarterly. The first edition of this newsletter will be produced in June 2014.

## 3. Organising a first aid course for patients

Jane May will lead the organisation of a first aid course for patients of Liphook Village Surgery. The target date for completion of this is December 2014.

Copies of the action plan have been placed on both our NHS Choices website and [www.liphookvillagesurgery.co.uk](http://www.liphookvillagesurgery.co.uk), with hardcopies of the survey results 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.

### Ease of accessing Primary Care

In order to help patients' access primary care with ease, the Surgery operates extended hours. Each weekday our building is open at 8.00am if a patient needs to speak to a doctor urgently. Reception is open to make or attend appointments from 8.30am until 7.30pm Monday to Thursday and from 8.30am to 6.30pm on Friday.

Times are advertised on our front door, on both our websites, on our rolling board, on our telephone system and within our patient leaflet. Patients can make appointments on-line via Patient UK, in person at reception or by telephoning. 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	Morning clinics	Afternoon clinics	Late clinics
Monday	08:30 – 19:30	08:30 – 13:00	15:00 – 17:30	18:30 – 19:30
Tuesday	08:30 – 19:30	08:30 – 13:00	15:00 – 17:30	18:30 – 19:30
Wednesday	08:30 – 19:30	08:30 – 13:00	15:00 – 17:30	18:30 – 19:30
Thursday	08:30 – 19:30	08:30 – 13:00	15:00 – 17:30	18:30 – 19:30
Friday	08:30 – 18:30	08:30 – 13:00	15:00 – 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 patient's wishes.