

## PPG Annual Report 2015

### 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 has taken part in the Friends and Family Test, launched by the Government in December 2014. This looks at whether patients would recommend the surgery to friends and family. The results so far show:

- 92% of those who responded to the survey were satisfied with the service we offered, saying it was extremely likely or likely they would recommend our Surgery to friends and family.
- Under 2.5% were not satisfied with our service and would be unlikely or very unlikely to recommend our Surgery to friends and family.
- Just over 5% didn't know if they would recommend us to their friends and family.

### Practice Registered Profile and PPG Profile

<b>PPG Profile (including Virtual PPG)</b>		<b>Practice Profile</b>	
Total PPG members	40	Total patients	5538
% of which are male members	40%	% of which are male patients	50%
% of which are female members	60%	% of which are female patients	50%

Age Profile of PPG members		Age Profile of Practice Patients	
19 years and under	0	19 years and under	23%
20 - 39 years	10%	20 - 39 years	21%
40 – 59 years	18%	40 – 59 years	24%
60 – 79 years	52%	60 – 79 years	25%
80 years +	20%	80 years +	7%

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

In order to ensure our PPG represents as diverse group of patients 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 2014:

- **Carers Group**  
The PPG continued to support the Carers Group which has now been running for 6 years very successfully. Since being identified as a project from 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. This year, PPG voted to move the Carers Group to operate under the charity Liphook Voluntary Care. It was felt that this gave the Carers Group more independence from the surgery, it was a more natural organisation to support the Group, and also it allowed easier access to tap into more vulnerable groups of patients who use the voluntary care transport to get to hospitals.

- **Raising Dementia Awareness**

Julie Osbourne and Sarah Gardner did a presentation to the PPG in November 2014 regarding the local Dementia Awareness Service which the PPG found very informative. As a result of this the Surgery were given a “Dementia Friendly Building” toolkit, published by the Kings Fund, to help the Surgery ensure the refurbishment of the surgery took into account some problems that dementia patients may experience in the building. Promotional materials were given to the Surgery and a promotional campaign was run throughout January 2015 regarding Dementia. Staff training on Dementia awareness took place at the beginning of December 2014. In February 2015, the Surgery started hosting Older Persons Mental Health Outreach Clinics with the Alzheimer’s Society coming it at the same time to provide information and support patients and their families.

- **PPG Newsletter**

The Vice Chair led the production and editing of the PPG newsletter supported by the Secretary to the PPG. The content and style was discussed and agreed by the PPG and a double sided newsletter was produced in July 2014. Although the target was for the PPG to produce this newsletter quarterly, the next newsletter was 6 months later but remains a priority for the PPG through 2014-15.

- **Liphook Voluntary Care**

The PPG continued to support patients by promoting Liphook Voluntary Care at the surgery including advertising for new voluntary drivers. This charity helps take patients to outpatient appointments at local hospitals and when taking over the responsibility of the Carers Group received a donation from the PPG of £1000.

- **First Aid Training**

The PPG ran a First Aid Course for patients of the surgery. This was held in November 2014 but numbers of patients who signed up to attend was very low. As the cost of the course and hire of the hall came to £328 it was agreed that places should be offered to anyone in the community to help cover some of the costs. Fourteen people attended the course and it received very positive feedback. However, the PPG agreed it would not run another community course unless costs could be fully subsidised.

### Developing the 2014-15 PPG survey

The PPG met in September 2014 and considered what it wished to include in the survey for 2014-15. It decided it wished to ask very generally what patients would like the PPG to prioritise for the year ahead and what patients liked or disliked about the surgery. The draft survey was produced for the PPG and the Virtual PPG to review ready for distribution in the last quarter of 2014.

### The survey questions and distribution

The first question asked patients to describe what the Surgery did well and the second question asked what we could do better? It was felt that these very open questions may identify some things we do well but also points of concern that the PPG could help the Partners change or improve.

The third question in the survey asked patients what we should stop doing. The purpose of this question was to identify activities patients found unnecessary so we could discuss and review other ways of working. The final question asked patients to tell us about any other projects they would like to PPG to consider or any other matter they would like to bring our attention to.

Once agreed, surveys were distributed from the beginning of October 2014. Patients of all ages were given surveys when they attended our flu clinics to try to catch feedback across all ages, ethnicities and from those with a range of chronic illnesses. In addition to this, surveys were left at the Surgery's reception for any patients to complete when they came into the Surgery building as well as given to patients following their consultation.

The survey was promoted for a period of 10 weeks. Surveys were completed anonymously to promote open and honest feedback.

### The survey conclusions

We received a better response to our survey than we did last year with a total of 242 surveys being returned. The results of the survey were collated and presented to the PPG on 05 March 2015, with members of the Virtual PPG giving feedback via email. The results of the survey showed that:

- The overwhelming majority of patients who responded were happy with the service the Surgery offers.
- Staff at the surgery (including GP's and Nursing staff) are considered friendly and helpful, polite, professional and efficient.
- You think we have good GP's, good nurses and good receptionists.
- You particularly rated our clinical knowledge and advice, our good service, the availability of routine appointments, how well we listen and how good we are at communicating.
- You sometimes struggle to see your own GP when you want to.
- Our appointments do not always run on time.
- We don't provide enough access to same day appointments which makes you feel the reception team are not helpful.
- Our message on our telephone system is too long.

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

1. Promoting greater access to GP's (evenings, weekends or urgent appointments)
2. Promote online access, including email
3. Produce a quarterly PPG newsletter

### Action plan for 2015-16

On 15 March 2015, 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 awareness of Dementia**

Continuing on from its work last year, the PPG feels that there are still vulnerable individuals with Dementia, or carers of those with Dementia, who need greater support and understanding. The PPG will work with the surgery to try to further raise the community's awareness to Dementia and to support the Liphook Voluntary Care Carers Group with their work in this area.

#### **2. Promoting greater Access to GP's**

The PPG will work with the Surgery to try to improve patient access to GP's in evenings, weekends and urgent access on the day. The target date for completion of this project is March 2016.

#### **3. Promoting online access for patients including emails**

The PPG will help the Surgery promote online access to making appointments, ordering repeat prescriptions and accessing patient's summary care record. The target date for completion of this project is March 2016.

#### **4. Issuing regular PPG newsletters**

The PPG will continue to produce a newsletter and will work towards producing it quarterly. The target date for completion of this is March 2016.

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 Reception is open from 8.00am 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	08:00 – 18:30	08:30 – 13:00	15:00 – 17:30	18:30 – 19:30
Tuesday	08:00 – 18:30	08:30 – 13:00	15:00 – 17:30	18:30 – 19:30
Wednesday	08:00 – 18:30	08:30 – 13:00	15:00 – 17:30	18:30 – 19:30
Thursday	08:00 – 18:30	08:30 – 13:00	15:00 – 17:30	18:30 – 19:30
Friday	08:00 – 18:30	08:30 – 13:00	15:00 – 17:30	

If you need medical advice when we are closed, please telephone 111 for the NHS111 service. If someone's life is in danger then you should contact the emergency services on 999.

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.