

## PPG Annual Report 2016

### 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 continued to grow during this time and its support of 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 late autumn of 2015.

### Practice Registered Profile and PPG Profile

<b>PPG Profile (including Virtual PPG)</b>		<b>Practice Profile</b>	
Total PPG members	35	Total patients	5555
% of which are male members	34%	% of which are male patients	49%
% of which are female members	66%	% of which are female patients	51%

<b>Age Profile of PPG members</b>		<b>Age Profile of Practice Patients</b>	
19 years and under	0	19 years and under	22%
20 - 39 years	2.8%	20 - 39 years	18%
40 – 59 years	20%	40 – 59 years	28%
60 – 79 years	60%	60 – 79 years	23%
80 years +	17%	80 years +	9%

### 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 Practice Nurse 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 2015:

#### **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. From February 2015, the Surgery started hosting Older Persons Mental Health Outreach Clinics with the Alzheimer's Society coming in at the same time to provide information and support patients and their families. The surgery has run a number of patient education promotions to help raise awareness of dementia in the community.

#### **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 Vice Chair has led the production of this quarterly PPG Newsletter with topics contributed by the PPG.

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.

## The 2015-16 PPG survey

The PPG unanimously agreed to repeat the same questionnaire as the previous year so a year on year comparison could be made. In addition to the PPG survey, Liphook Village Surgery asked patients to complete our Friends and Family Test, launched by the Government in December 2014. The survey was promoted for a period of 10 weeks. Surveys were completed anonymously to promote open and honest feedback.

## 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 2015. 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.

## Responses to the Survey

We received 52 responses to our survey. Results submitted as part of the PPG survey show:

- 73% of our patients who responded to the survey are likely or extremely likely to recommend us to their family and friends
- 25% of our patients who responded to our survey either didn't comment or didn't know if they would recommend us to their family and friends
- 2% responded they were unlikely to recommend us to their family and friends

<b>Age Profile of respondents</b>	
19 years and under	0%
20 - 39 years	5.8%
40 – 59 years	13.5%
60 – 79 years	65.4%
80 years +	9.5%
Undisclosed	5.8%

- 54% of respondents were female and 46% male
- 5.8% regarded their ethnic group as white Irish or white European, 5.8% didn't disclose their ethnic group, and 88.4% regarded themselves as white British.
- 3.9% of respondents regarding themselves as having a disability, 84.6% regarded themselves as not having a disability and 11.5% made no comment

### The survey conclusions

We had 52 surveys being returned. The results of the survey were collated and presented to the PPG on 07 January 2016 with members of the Virtual PPG giving feedback via email. The results of the survey showed that:

- As last year, staff and GP's at the surgery are considered friendly and helpful, polite, professional and efficient.
- Respondents feel that we offer good patient care with unrushed appointments.
- Respondents also feel we deal well with emergencies as they arise.
- Once again, our doctors are considered to be good listeners and that staff at the surgery communicate well with its patients.
- Although some feel it is easy to make appointments and we have a good availability of these, once again, respondents felt they had to wait too long to see a GP.
- Again this year respondents felt the clinical staff kept them waiting too long in the waiting room with appointments all too frequently not running on time.

### Action plan for 2015-16

On 07 January 2016, 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. Promoting greater access to GP's, for example educating patients when to see their Doctor, when an urgent appointment is appropriate and using EMIS on-line.
2. Utilising waiting time more effectively, for example educating patients that the automatic check-in time is only a guide, patient education opportunities, letting patients know when the clinician is dealing with an emergency, patient information in different formats, and a BP machine in the waiting room.
3. Continue to produce the PPG quarterly newsletter.

## Ease of accessing Primary Care

In order to help patients' access primary care with ease, the Surgery operates extended hours. Each weekday our surgery is open from 8.00am until 6.30pm with three extended hours clinics to 7.30pm each week

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	
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	
Friday	08:00 – 18:30	08:30 – 13:00	15:00 – 17:30	

If patients need medical advice when we are closed, they should telephone 111 for the NHS111 service. If someone's life is in danger then the emergency services should be contacted 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.