

PATIENT PARTICIPATION GROUP REPORT – MARCH 2014

JIGGINS LANE MEDICAL CENTRE

WHAT IS THE PATIENT PARTICIPATION GROUP (PPG)?

'The patient participation group at Jiggins Lane Medical Centre was set up in 2005 to understand the views of patients on the services that the Practice offered. The group reviews everything from access to the services, to local health needs, to the effect of the changes in the NHS on the practice. It is an open membership group that encourages involvement and attendance from all areas of the practice community'

PPG AND PRACTICE PROFILE

Our group is made up of 6 members, age range is 51 – 78. Full details are in the March 2013 report and therefore not repeated. Our membership is stable a varied mix of professionals, however we continue to try to increase our membership.

Demonstrating how a Patient Reference Group is Representative				
Practice Population Profile		PRG Profile		Difference
Age				
% Under 16	20.3	% Under 16	0%	20.3
% 17-24	12	% 17-24	0%	12
% 25-34	14.5	% 25-34	0%	14.5
% 35-44	13.3	% 35-44	0%	13.3
% 45-54	13.2	% 45-54	0.11%	13.09
% 55-64	10.3	% 55-64	0.54%	9.76
% 65-74	9.4	% 65-74	0.15%	9.25
% 75-84	4.8	% 75-84	0.29 %	4.51
% 85 and Over	2.2	% 85 and Over	0%	2.2
Ethnicity				
White		White		
% British Group	72.43%	% British Group	0.11%	70.16%
% Irish	2%	% Irish	0%	2%

Mixed	Mixed	
% White & Black Caribbean 4%	% White & Black Caribbean 0%	4%
% White & Black African 0.2%	% White & Black African 0.02%	0.18%
% White & Asian 0.3%	% White & Asian 0%	0.3%
Asian or Asian British	Asian or Asian British	
% Indian 2.17%	% Indian 0%	-1.17%
% Pakistani 0.61%	% Pakistani 0%	0.61%
% Bangladeshi 0.18%	% Bangladeshi 0%	0.18%
Black or Black British	Black or Black British	
% Caribbean 0.08%	% Caribbean 0.04%	0.04%
% African 0.81%	% African 0%	2.81%
Chinese or other ethnic group	Chinese or other ethnic group	
% Chinese 0.88%	% Chinese 0%	0.88%
& any other 0%	& any other 0%	0%
Not Stated % 17.94 %	Not Stated % 0%	17.94%
Gender		
% Male 48.2%	% Male 0.06%	48.14%
% Female 51.8%	% Female 0.14%	51.66%

STEPS TO ENSURE GROUP WAS REPRESENTATIVE/REASONS FOR DIFFERENCE IN GROUP AND PRACTICE PROFILE

The group frequently reviews our practice population – detailed discussions to identify how we should/can engage with patients not represented in the group.

Your Practice needs You campaign – posters – message added to right hand side of script

Advertise on Well TV – in house TV system

GP recruitment/encouragement of patients

Active encouragement/recruitment by reception team

We continue to actively recruit, our practice is populated with young single mom’s who engage for one meeting only – we will continue to engage through support of the health visitor.

PPG FREQUENCY

How often do you hold the meetings? 6 – 8 wks = please find a selection of meeting dates below

<p>10/4/13</p>	<p><i>PPG member feedback re hands on support of patients using self check in screens & promotion of use</i></p> <p><i>NHS reforms discussed - commissioning</i></p> <p><i>Further review of previous years patient survey results – practice decision to reduce teaching commitment to increase appointment capacity</i></p> <p><i>Discussion re solar power</i></p> <p><i>NHS 111 tel no discussed</i></p> <p><i>Fate of walk in centres</i></p>
<p>16/10/13</p>	<p><i>Phlebotomy & Anticoagulation enhanced service contracts update</i></p> <p><i>Sexual health contract update</i></p> <p><i>LCN update - list of priorities, -mental health concerns -public health issues</i></p>
<p>14/1/14</p>	<p><i>Patient survey 2014 results discussed& analysed</i></p> <p><i>Replacement of waiting room TV monitor discussed</i></p>

PRG MEMBERSHIP

Mr Ted Biggs – Chair

Mr Dennis Folkes - Secretary

Ms Eileen Daly

Dr Esther Oppenheim – GP Principal

Mrs Beverley Davis

Ms Carol Ricketts

Ms Jackie Shan – Practice Manager

Action Plan from Last year update

*Increase patient awareness of
online booking of
appointments*

*Increase use of self checking in
system*

*Increase patient education to
help inform best use of the
services and reduce pressure
on appointments*

*Continuous review of appt
system*

The PPG felt that last years areas of focus were achieved, the number of patients using the online booking and requesting of prescription service is slowly increasing

Carol Ricketts PPG member has supported the PPG/Practice through visiting the practice and helping patients use the self check in monitor

The practice constantly review the appointment system& made a decision using 2013 patient survey results to facilitate their decision to reduce the teaching commitment to increase appointment capacity.

We felt we had little evidence of any increase in educational knowledge of patient's awareness helping to inform them of other services available to them.

PATIENT SURVEY

AREAS OF PRIORITY & HOW THEY WERE DECIDED

The PPG met 15/5/13 to discuss suggestions for the patient survey these were;

Life Style--Awareness of help available

Out of hours help -Pharmacy/Nurses/Drop in Centres

Telephone calls -No of lines/Answering times/Audible position in queue info. no music

A one sides A4 sheet was decided for ease of use by patients. It was decided again to use the same easy to complete, easy to analyse patient satisfaction survey format at previously that the PPG could have an effect on would be drafted by the group members and reviewed by Dr Oppenheim.

The survey goal was to establish how aware patients are of how to get medical help and advice outside surgery hours without spending hours at a Hospital Accident & Emergency Department.

SURVEY PROCESS

We surveyed the patients views through a questionnaire handed to patients with an appointment for the month of November 2013 – we surveyed 300 patients.

JIGGINS LANE MEDICAL CENTRE PATIENT SURVEY 2013/14.

This Survey is being conducted by our Patient Participation Group (PPG) to find out as to how aware patients are of how to get medical help and advice outside surgery hours without spending hours at a Hospital Accident & Emergency Department. Please circle the appropriate Yes or No to each question. There is space for you to add a comment if you wish to do so.

Q1. Did you know that if you ‘phone the surgery out of hours you will be given a ‘phone number

Where you can get advice?

Yes

No

Comment

Q2. Did you know that chemists can advise you on medical problems, treat minor problems and

tell you where to get further help? (Some Pharmacies including The Lloyds Pharmacy in

Hagley Road West are open 7 days a week to 10pm.)

Yes No

Comment

**Q3. Did you know that you can attend the ‘Walk in’ Centre in Katie Road, Selly Oak.
(It is open
from 8.00am to 8.00pm every day of the year and is staffed by doctors and nurses)**

Yes No

Comment

**Q4. Did you know that you can ‘phone NHS 111 24 Hours a day for help and advice
and the calls
are free**

Yes No

Comment

**Q5 Did you know that for serious medical emergencies such as Suspected Heart Attack
or Stroke,
Severe Uncontrollable Bleeding, Loss of Consciousness, Fitting, Major Injuries etc,
you should
not delay getting help but should dial 999 immediately for an ambulance.**

Yes No

Comment

**Thank you for taking part in this important survey. By using other ways of getting out
of hours medical advice for non-major medical problems, you not only save yourself
time travelling to hospital and possible a long wait in A&E you will also free A&E staff
to treat serious emergencies.**

RESULTS

JIGGINS LANE MEDICAL CENTRE PATIENT PARTICIPATION GROUP

‘Supporting better healthcare for local people’

Report on the 2013/14 Patient Survey conducted during the month of November, 2013.

The survey asked Patients 5 questions, and to give a simple **YES or NO** answer, as to their awareness as to how to get medical help outside surgery hours, without spending hours at a Hospital Accident & Emergency Department. 283 Questionnaires were completed.

Q1. Did you know that if you ‘phone the surgery out of hours you will be given ‘phone number where you can get advice?

85.16% (241) said Yes and 14.84% (42) said No.

Comments: Have used it; very good; very helpful; text service would be useful; have not heard of it; wouldn't use out of hours service. Others answering Yes thought it would be 111; 151 or 999.

Q2. Did you know that Chemists can advise you on medical problems, treat minor problems and tell you where to further help? (Some Pharmacies. Including the Lloyds Pharmacy in Hagley Road West are open 7 days a week to 10pm.)

88.33% (250) said Yes and 11.66% (33) said No.

Comments: Both Bartley Green Chemists are very good; the Chemists are to be commended; the Chemist at Bartley Green is rude; they are very good; they are better than most Doctors; don't really trust them; don't know hours of local Chemists; didn't know about late opening.

Q3. Did you know that you can attend the ‘Walk-in’ Centre in Katie Road Selly Oak. (It is open from 8.00am to 8.00pm every day of the year and is staffed by doctors and nurses)

82.33% (233) said Yes and 17.31% (49) said No. Nil response 0.35% (1)

Comments: Require transport to get there; knew about it but did not know the opening hours; sometimes need appointment outside of their opening hours; wonderful; helpful; very useful; excellent; been there lots of times with our children; knew about it but didn't know it was a walk-in centre.

Q4. Did you know that you can ‘phone NHS 111 24 hours a day for help and advice and that the calls are free.

70.32% (199) said Yes and 29.32% (83) said No Nil response 0.35% (1)

Comments: Don't think they are always helpful; heard it was not very good; not confident with NHS 111 due to the TV/press comments; not aware of the new ‘phone number; .did not know that the number had changed; will try it; used the service they were brilliant.

Q5. Did you know that serious medical emergencies such as Suspected Heart Attack, or Stroke, Severe Uncontrollable Bleeding, Loss of Consciousness, Fitting, Major Injuries etc, you should not delay getting help but should dial 999 immediately for an ambulance.

97.17% (275) said Yes and 2.12% (6) said No Nil response 0.71% (2).

Comments: have very good service; always been very satisfied; too many people wasting time; I work for the NHS and try to educate people as to the appropriate service.

DISCUSSION ABOUT RESULTS

Report on the Patient Survey – notes recorded by Dennis Folkes PPG secretary

4. Patient Survey

The main topic of the meeting was the results of the Patient Survey. On discussing Q1-Q3 it quickly became obvious that the main area of overall concern was in fact Patient awareness of services and or sources of information with the Out of Hours service being of special concern.

Various methods of increasing patient awareness were considered with Suggestion fridge magnets with contact information being seen as the most effective. It was suggested that perhaps only new patients would be given magnets as this has financial implication on the Practice it would have to be raised with the Partners at the next Meeting on the 12th of February 2014. Jackie

The poster campaign would also continue.

Generally it was felt that the efforts of the Practice in informing Patients was already at an elevated level including special attention being paid to those who consistently mis-use the services.

It was also the general impression that the information gained from the Survey was useful in assessing the relative state of awareness of services/sources of information available.

ACTION PLAN

<u>Action</u>	<u>Task</u>	<u>Timeline</u>
<i>Consider fridge magnets detailing where to access appropriate health care</i>	<i>Discuss with partners financial impact on practice</i>	<i>Feb 2014 – Jackie/Esther</i>
<i>Continue with patient education to help inform best use of the services and reduce pressure on A&E & appointments</i>	<i>Update info to WELL TV in waiting room.</i>	<i>Ongoing/Carol Bartram receptionist</i>
<i>Continue poster campaigns</i>	<i>Monitor</i>	<i>Ongoing/Carol Bartram receptionist</i>

ACCESS

OPENING HOURS

Mon, Tues, Wed, Thurs, Fri mornings 08:30 – 12:30

Mon, Wed, Fri afternoon/evening – 13:30 – 18:30

Tuesday afternoon/evening – 13:30 – 20:00

EXTENDED HOURS

Tuesday evening 18:30 – 20:00

ACCESS TO SERVICES

Jiggins Lane Medical Centre

17 Jiggins Lane, Bartley Green, Birmingham, B32 3LE – 0121 477 7272, fax 0121 478 4319

Access to services, appointments/Out of Hours telephone 0121 477 7272

On line access available – please discuss with the receptionist

PUBLICATION OF THE REPORT

For copies of this report go to – www.jigginslane.com, the report can be found on the practice home page.

Hard copies available in Surgery.

Copies sent to - england.gp-contracting@nhs.net- Tracey Wade Birmingham, Solihull & The Black Country Area Team NHS England

Jiggins Lane Dental Practice, Jiggins Lane Pharmacy, Bartley Green Pharmacy, GR Pharmacy