

PATIENT PARTICIPATION GROUP REPORT – MARCH 2013

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 7 members, age range is 50 - 77, a good mix however we strive to increase our membership and hope to recruit members in the 17 - 34 age range with increased advertising. Development of a virtual group, online forums and development of a facebook page has been considered by our PPG however concerns around abuse of the systems and some of the problems that may be encountered included potential for misunderstandings due to limits of written communications, and difficulty encouraging participation have made the group reconsider the use of these systems.

Demonstrating how a Patient Reference Group is Representative				
Practice Population Profile		PRG Profile		Difference
Age				
% Under 16	19.79	% Under 16	0%	19.79
% 17-24	12.41	% 17-24	0%	12.41
% 25-34	14.36	% 25-34	0%	14.36
% 35-44	13.12	% 35-44	0%	13.12
% 45-54	13.56	% 45-54	0.21%	13.35
% 55-64	10.67	% 55-64	0.40%	10.27
% 65-74	8.78	% 65-74	0.16%	8.62
% 75-84	5.08	% 75-84	0.28 %	4.80
% 85 and Over	2.26	% 85 and Over	0%	2.26

Ethnicity		
White	White	
% British Group 71.43%	% British Group 0.11%	71.16%
% 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 48.67%	% Male 0.08%	48.59%
% Female 51.32%	% Female 0.11%	51.21%

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 will 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.

We will encourage our working patients to engage by offering meeting times to suit their working day

PRG FREQUENCY

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

21/3/12	Review of complaints NHS reforms discussed Discussed development of newsletter
27/7/12	Follow up meeting with Carol Rawlings Associate Director for Patient experience UHB. Discussed complaints procedure. NHS reforms Feedback from NAPP conference
26/9/12	PPG DES - pt satisfaction survey discussed - group to review questionnaire and decide format Installation of new telephone system - discussed pro's/con's input re message system, call handling

PRG MEMBERSHIP

Mr Ted Biggs - Chair

Ms Eileen Daly

Mr Dennis Folkes

Dr Esther Oppenheim

Mrs Beverley Davis

Ms Carol Ricketts

Ms Jackie Shan - Practice Manager

PATIENT SURVEY

AREAS OF PRIORITY & HOW THEY WERE DECIDED

The PPG reviewed the PPG DES 26/9/12 - after a wide ranging discussion on the 7/11/12 as to the contents of the survey it was decided that an easy to complete, easy to analyse patient satisfaction survey concerning matters that the PPG could have an effect on would be drafted by the group members and reviewed by Dr Oppenheim. The GPA questionnaire would be used as a basis for the survey.

It was felt that patients views regarding appointment availability, how to make appointments, access and staff were a key component to the PPG's role and offered a valuable opportunity for changes to be discussed/made should the survey results show any areas requiring attention.

SURVEY PROCESS

We surveyed the patients views through a questionnaire handed to each patient with an appointment for the wk commencing 14/1/13 - we surveyed 160 patients.

The 1st draft that was circulated is shown below;

Draft Survey Questions

Appointments

		Very Poor	Poor	Fair	Good	Very Good
How easy was it to get an appointment which suited your requirement	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>
Awareness of Internet Booking	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>
Your experience of telephone booking	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>
Your view of surgery opening times	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>
Helpfulness of Staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>

The final version included the above and a question to establish if patients were aware of the self checking in system the practice has to allow patients to record their arrival rather than waiting at the reception desk.

We also added an area for comments

RESULTS

JIGGINS LANE MEDICAL CENTRE PATIENT PARTICIPATION GROUP

'Supporting better healthcare for local people'

Results collated independently by Ted Biggs & Dennis Folkes PPG members

Report on the 2013 Patient Survey conducted during the week commencing 14th January 2013.

The survey, which investigated Patient's experience with the Appointment System, asked 6 questions

for which the patients were asked to rate their experience as Very Poor, Poor, Fair, Good or Very Good

and were able to add a comment if they wished... 153 Questionnaires were returned.

Question 1. How easy was it to get an appointment which suited your requirements.

82.4% said good or very good; 9.5% fair and 2.1% very poor.

Comments: Generally patients were very pleased at the ease of getting an appointment but commented on the waiting time after their appointment before being called in to see the Doctor. One commented that having waiting for over 30 minutes and still had not been called meant that they would then be late for work.

Question 2. Awareness of on line booking to make an appointment.

29.2% said good or very good; 24.7% said poor or very poor and 32.5% had no experience.

Comments: Did not know how to get about on-line booking, did not know that you had to have a password. Of the 32.5% with no experience comments varied from not knowing about the system to having no computer.

Question 3. Your experience of booking an appointment by telephone.

82.5% of patients said good or very good; 7.7% said fair and 3.2% said poor or very poor.

Comments: 3.2% said that they did not use telephone booking.

Question 3. Your view of surgery opening hours.

82.% said good or very good; 13.5% said fair and 2.52% said poor or very poor. 0.13% made no response.

Comments: Main comments were about the half day closing.

Question 5. Helpfulness of Staff.

95.3% said good or very good and 3.3% said fair and 0.7% said poor. 0.7% made no response.

Comments: Generally the comments were very positive. Staff were said to be very helpful. They went out of their way to be helpful and supportive of patients.

Question 6. Experience of the use of the Patients self-booking in system.

73.2% said good or very good; 4.6% said fair and 3.9% said poor or very poor. 18.3% were unaware of its existence or choose not to use it.

Comments: Some patients said that they preferred the social contact with the reception staff.

General comments by the survey reviewers.

1. There appears to be a lot more to be done to make patients aware of the on-line and self booking in systems. Could the in-house TV be used. Patients seem to find the On-line booking a bit of a problem. Could an information sheet be available for anyone who enquires about it, including the need for a password. A notice near the self-booking screen to highlight it and, again, an item on the in-house TV. Some patients have stated that they prefer the social contact with reception staff rather than self-booking. So it should not be forgotten that when encouraging patients to use the system, the importance to some patients of social contact and that some have a dislike of technology.
2. Need to investigate the reason for, and how waiting time for patients can be reduced. Waiting time is a major issue with patients and mars what is, on the whole, an excellent relationship between patients and the Jiggins Lane Medical Practice.

DISCUSSION ABOUT RESULTS

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

The survey had been carried out and the responses analysed and comment as to responses made (see written report above). Jackie was appreciative of the comments and under-took to convey to her afternoon staff meeting the views/comments made.

Q1 The appointment procedure was constantly evolving however despite the best efforts not everyone's best wishes would be met.

Q2 Online booking would benefit from additional information as to how one uses it- Jackie was already dealing with matter. Jackie

Q3 Patients generally happy with their experiences of telephone booking.

Q4 Thursday 1/2 day closing was an issue for a small number of Patients.

Q5 The response on the helpfulness of the staff was exceptionally positive a view with which the PPG would not only concur but would request being communicated to those involved.

Q6 It was felt that additional instruction on the use of the self booking system would be of benefit to the reception staff as well as the Patients. Carole and Carole

Beverly has under taken to provide some personal on site instruction.
Beverley

ACTION PLAN

<u>Action</u>	<u>Task</u>	<u>Timeline</u>
Increase patient awareness of online booking of appointments	PPG member volunteer to promote use of	Feb 2013
	Add info to WELL TV into the surgery.	
Increase use of self checking in system	Update practice leaflet	
	Add to right hand side of repeat prescription	

Increase patient education to help inform best use of the services and reduce pressure on appointments	Add info to WELL TV into the surgery. Update with local health information	Mar 2013
Continuous review of appt system	Full practice meeting to review & discuss further with PPG	6/3/13

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 - Performance & Governance Team- Merleen Frank Heart of Birmingham Teaching PCT

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