

PPG Report (Patient Participation Group)
2014 - 2015

Purpose

The purpose of PPG is to ensure that the patients and carers are involved in the decision of the range, shape and quality of the services provided by the practice. By having regular PPG meetings, GP patient survey, reviewing complaints and suggestions on an individual basis or on NHS choices, we aim to give patients the best opportunity for their opinion to be heard.

PPG

We currently have 12 PPG members, of which none have a major disability. As a practice we do not have many patients with disabilities, and therefore have not been able to attract them to participate in the group.

To attract more PPG members we have put posters in the reception waiting area, and have patient survey forms and practice leaflets on how patients can participate. Information is also available online at www.torridonroadsurgery.co.uk or at NHS choices.

Below is the statistics showing the percentage of males and females currently registered at the practice, as well as the PPG members. This data show we have more female patients in our practice population, as well as our PPG at 75%.

%	Male	Female
Practice	48%	52%
PRG	25%	75%

The ratio currently is 3:1; this is predicted to be increased, as we are attempting to increase PPG members.

Below is the statistics showing the age group of the practice population, as well as the PPG. The data show there are more older participates. The group has no member younger than 34 years old. I asked the PPG for suggestions on how feedback can be received from a younger patient population.

%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
Practice	23%	8%	14%	15%	16%	11%	7%	6%
PRG	0%	0%	0%	8%	17%	8%	17%	50%

Below is the statistics showing the ethnicity of the practice population, as well as the PPG.

Ethnicity	Practice	PPG
White British	25%	25%
Irish	1%	2%
British Mixed	1%	19%
Other White	8%	6%
African	9%	19%
Caribbean	3%	19%
Black or Black British	4%	0%
Asian or Asian British	4%	0%
Other Asian	4%	0%

The practice currently has over 10,400 registered patients.

The practice has a 10% turnover of patients, where the majority of new patients are young immigrants and families.

There is more feedback from elderly patients, as they attend the surgery more regularly and are familiar with us.

Monitoring

We are constantly monitoring the feedback received from our PPG members, GP Patient Surveys, Feedback received from individuals and on NHS choices. We respond to online feedback frequently. The PPG are updated on a regular basis at meetings. The practice population is updated through our website, where we publish detailed PPG Reports and Action Plans on a yearly basis.

Feedback

Feedback from the PPG and surveys indicated there were three main issues, which needed to be addressed. There was a trend emerging from PPG members, patient surveys, feedback from individual patients and on NHS choices.

Feedback Topic	Comments Regarding
Telephone system	Queuing System, Long Delays
Appointments	Availability of Walk-in Appointment, Evening Appointments

PPG Action Plan

There were a number of PPG issues, which were discussed as a priority, also included in the local practice survey and feedback from NHS choices to determine if any themes were apparent, below are the priority PPG issues:

- Opening times – late evenings for working patients.
- Advance appointments – two-week bookings.
- Telephone system – long waiting times to speak to a receptionist.

These priority issues were discussed with the GP Partners and the staff at the Torridon Road Medical Practice, and the actions taken against each, were as follows;

1. Evening opening times, was discussed and the change was accepted. The surgery will open 8:00am – 8:00pm Monday to Friday from the 1st April 2015.
2. Advance bookings, was discussed and the change was accepted. There was a 40% increase in advanced bookings and 20% for walk-in services.
3. Telephone systems, was discussed and the change was accepted. The current call answering system has been changed, and two new receptionists have been hired so there will be a minimum of two staff answering the calls continuously. An additional line has also been added for the secretary.

Please find the action plan below, which has been agreed by the PPG:

Action Required	Costs	Time Scales	People Involved	Priority
To have late evening appointments for patients who are working	More staff hours	01.04.15	All Staff	High
To have advance appointments up-to two weeks ahead.	N/A	Completed	All Staff	High
To change existing call answering system.	Software Service Staff	3 – 6 months	All Staff	High

Update on previous year's action plan 2013/2014

In the last year we have implemented the following changes;

- Reviewed and published PPG practice data
- Review and comment of the data from the PPG
- Kept up-to date with current information relating to changes within the NHS and GP Practice
- Each PPG meeting included an agenda item of the latest information.

Ongoing action from previous year:

- Implement changes to both sides of the waiting room reception desk to improve patient privacy and reduce noise level by building a sound proof wall.

This year will have participated in the new LES Urgent Care, Extended Hours and Improving Patients Online Access Projects. We have also participated in the local N3 Commissioning Projects.

Any changes to the practice procedures have been updated on:

- Practice Leaflet
- Practice Website
- NHS Choices

The Annual PPG Report and Action Plan was published and uploaded to the practice website;
www.torridonroadsurgery.co.uk on March 2015