

## Local Patient Participation (LLP) Report March 2014

### The Patient Participation Group

Last year Bridge Street Medical Practice formed a Patient Participation Group to help the surgery keep in touch with the patient perspective and improve the patient experience.

The group meet on a regular basis to decide ways and means of making a positive contribution to the services and facilities offered by the surgery to its patients.

The group consists of:

**Core Members:** 9 patients who meet on a regular basis with 2 members of the practice team.

**Virtual Members:** 16 patients who are updated on meetings from the core group and feedback to the practice via e-mail.

The group consists of 8 male and 17 female patients ranging from 28 years of age to 86 years of age from various ethnic backgrounds. A number of the group have various long term conditions such as Asthma and Diabetes.

Any patient of the practice can become a member of the group and are encouraged to do so on an opportunistic basis as well as by the following methods:

- Information on the practice website
- Information in the practice leaflet
- Application form in reception

### Patient Survey

As part of the Direct Enhanced Service for a Patient Participation Group the surgery is required to conduct a patient survey.

The group met on the 27<sup>th</sup> November 2013 and one of the discussion items on the agenda was the survey for 2013/14 and what it should be focusing on. The PPG members have noticed since being involved in the group that expectations of a consultation may differ from the practices expectation of what a consultation should offer.

A survey working group consisting of a number of core members was created to devise a survey based on a patient expectation of a consultation. The lead of the working group finalised the questions with Dr Gangaprasad and the Practice Manager in November and a trial survey was given to a PPG member to complete and feed back to at the next meeting.

The survey was made available to our patients in reception, online and at the chemist next door between the beginning of January 2014 up until the last week in February 2014.

## Survey Results

A total of 368 questionnaires were completed during a 6 week period. The results of the survey were collated by our PPG and made available to the practice. An annual review meeting was carried out on the 26<sup>th</sup> March 2013. The group reflected on the past years achievements which will be made available to patients in reception and on the website along with the full survey results.

Overall the results were seen as very positive and an action plan has been discussed by the group. Initial discussions indicate that the following areas are likely to be priority:

<b>Area for development</b>	<b>Action required</b>
Campaigns/ Notice boards.	PPG to help design a newsletter for the surgery, to be able to update patients on information  Staff to update notice boards on a more regular basis
To look at how we can encourage patients to sign up to text message alerts.	Staff to ask when booking an appointment for an up to date telephone number  PPG to have a group discussion with doctors to see how the surgery can obtain more accurate patient details
Practice Premises.	PPG are to be involved in the re-development and refurbishment of the practice and have had consultations with the Architects.

Please click on the link below for our survey results.



2014PatientsSurvey.  
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## Access to the Surgery

Patients can access the services of the surgery by telephone, in person or via the practice website. The surgery is normally open at the following times:

RECEPTION HOURS:

Monday	08:00 - 18:30
Tuesday	08:00 - 18:30
Wednesday	08:00 - 18:30

Thursday	08:00 - 18:30
Friday	08:00 - 18:30
Saturday	Closed
Sunday	Closed

**SURGERY HOURS:**

Monday	08:30 - 18:30
Tuesday	08:30 - 19:30
Wednesday	08:30 - 18:30
Thursday	07:00 - 19:30
Friday	07:00 - 18:30
Saturday	Closed
Sunday	Closed

**EXTENDED SURGERY HOURS:**

Tuesday PM	18.30 – 20.00
Thursday AM/ PM	7.00 – 20.00
Friday AM	7.00 – 18.30

On occasion the surgery is closed for training purposes. Alternative access to medical services is provided during this time.

**Group accomplishments 2013/14**

These will be displayed on the PPG board in reception with a brief explanation of the work that has been carried out.

- Patient Survey completed
- Discussions on 'The patient's perception of the practice'
- Appointments working group
- Survey working group
- The set-up of sub groups for example education and communication
- The test result times have been extended
- Opening times and telephone lines to opened at the same time – 8am
- Successful introduction of the flu Saturday
- Posters taken off the walls in reception
- PPG Notice board created
- PPG have attended meetings regarding the renovation of the surgery
- PPG members have attended the PPG network meetings
- Members of the group have attended external meetings and presentations including the Urgent Care Centre and Choose Better Campaign