Local Patient Participation (LPP) Report November 2011

The Patient Participation Group (PPG)

The Friends of Highgate Surgery is the name of the Patient Participation Group (PPG) of the practice. The Group was formed 20 years ago. It is currently made up of 6 active members: 4 female, 2 male.

The practice and the PPG recognise the need to increase awareness of the Group in an effort to listen to the views of our patients and improve services where needed. To this end, posters have been placed around the surgery premises and the practice website has been updated as well.

All staff have been encouraged to ask patients/carers about joining the PPG on an opportunistic basis and the practice leaflet advertises the Group.

The Direct Enhanced Service for the PPG

On 16th August 2011, the PPG met with the practice to discuss the Direct Enhanced Service relating to Patient Participation and what questions should be included in the patient experience survey. A draft questionnaire was prepared by the practice and distributed to the PPG before this meeting to give all concerned a starting point.

The PPG felt that the questionnaire did cover all relevant areas. It was noted that there were no premises issues as the practice was modern purpose built and clean. Parking was also not an issue as when the car park was full, patients could park safely on Highgate Road. Areas for development included highlighting the role of the nurse practitioners (minor illness/prescribing etc) and the different ways of booking appointments, trying to encourage on-line booking. Making patients aware of what the
nurses can do was identified as very important to ensure that all clinical staff within the practice were booked effectively.

Discussion took place about how we inform patients about the services we offer and of any changes. We decided to add this as question as well to see what patients wanted.

**The Process**

It was agreed that the Patient Experience Survey Questionnaire would be done as follows:

- 50 questionnaires to be given to all patients/carers attending the practice during the week commencing 22\textsuperscript{nd} August 2011.
- This would include patients seeing a GP, nurse practitioner, midwife, mental health facilitator, patients with learning disability attending for review, childhood immunisation clinic, phlebotomist. This would therefore capture various groups of patients.
- A randomly selected group of housebound patients would be sent the questionnaire along with stamp addressed envelopes to encourage responses.
- The questionnaire would be posted on the practice website

**The Results**

The response rate was:

- 50 out of 50 for questionnaires handed out within the practice
- 5 out of 6 for questionnaires sent to randomly selected housebound patients
- 1 questionnaire was completed online

The results of the survey were analysed and written up by the practice and distributed to members of the PPG. On 28\textsuperscript{th} September 2011, the PPG and the practice met again to discuss the results and prepare an action plan.

The PPG and the practice were delighted with the results of the survey. There was an excellent response rate and it was good that housebound patients had been sent questionnaires as well.
The PPG felt this was good reflection on the excellent care provided by the whole team, but the reception staff needed a special mention.

There were no major issues identified for improvement: results were very positive.

It was decided that this report would be put on the practice website and copies made available in the practice in the waiting room.

**The Action Plan**

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<th>Area for development</th>
<th>Action required</th>
<th>When by</th>
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| Majority of appointments booked by telephone. Although a new telephone system has been installed by the practice with an additional line, it was agreed that patients should be encouraged to book online | Practice to advertise the online facility within the practice eg posters, verbally, opportunistically.  
Advertise the practice website as above and amend letterheads and practice stationary to include the website address. | End February 2012           |
| It was noted that when patients could not get an appointment to suit their needs at the practice, of these 14% visited the walk in centre. It was believed that most of these patients could have been seen at the practice. | Advertise practice opening times, including the extended hours availability, by posters and an appointment system flyer.  
Give copies of the flyer to clinicians to hand out to patients as needed | End December 2011           |
<p>| It was noted that 92% of patients were satisfied with the practice opening times     |                                                                                                                          |                              |</p>
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<tr>
<th>Almost a quarter of patients in the survey were not aware that they could speak to a GP/Nurse every day. This was identified as an important area as many things can be sorted by telephone, thereby alleviating appointments and avoiding unnecessary trips for patients to the surgery.</th>
<th>In the appointments flyer (as above), include details of the telephone consultation service. More advertising. Also, encourage ALL staff to advise about the service eg, when receptionists are making appts over the telephone, explain that they can speak to the GP/Nurse about this (as appropriate). GP/Nurses: conduct telephone reviews/follow ups for appropriate patients (if new medications suiting)</th>
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<td>Advertise practice website (as in number 1 action) Ensure sufficient supply of leaflets are available around the practice Practice newsletter – although a good idea, may be difficult to manage currently</td>
<td>End February 2012 And February 2012 Needs further discussion</td>
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<td>It was noted that there was a mixture of preferences as to how patients would like to find out about our services: Practice leaflet Practice website Practice newsletter in waiting room</td>
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