



## Local Patient Participation - Annual Report

February 2015

Report on the activity and achievements of our objective to involve our patients in decisions when developing, commissioning or changing our services.

This Report builds on last year's annual report and outlines the progress the practice has made in addressing issues raised by consulting with and agreeing action plans with our patients' representatives.

### Our PRG members

In our first year 52 patients joined our Patient Reference Group and we currently have 48 members.

The 'Patient Participation' banner has remained in the waiting room, together with application forms being available in the surgery and on line. We also promote via our television screen in the waiting room. We would still like to attract some younger patients to our group.

### Action Plan 2014

The actions agreed as part of last year's meeting and report were:

#### *Actions agreed at the Local Practice Participation Group meeting on 12.2.2014*

- *TV screen in waiting room.*
- *Blood pressure machine still not in suitable position.*
- *Start online booking.*
- *Have specific telephone consultation slots at a given and booked time.*



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From the action plan in 2014:

- We have installed a TV in the waiting room which includes information regarding minor illness, when to go to A&E, our opening times, seasonal information e.g. flu vaccinations etc.
- The blood pressure machine has been put in a more suitable place and also has privacy boards surrounding it as suggested by the Patient Group.
- Online booking has been discussed and added to the action plan for 2015.
- We have 8 specific pre-bookable telephone consultation slots a week.

### Practice Patient Survey 2015

The practice again used Survey Monkey as an online survey tool.

The survey was emailed out in December 2014 and hard copies were made available for patients in the surgery. The survey ran for one month and received 133 responses.

The results can be seen in the attached document or on our website:



survey 2014.pdf

### **Patient Reference Group Meeting**

A meeting was held with the doctors on the 20<sup>th</sup> February 2015.

The aim of the meeting was to review the results of the survey and agree an action plan to take forward any action points.

#### **Summary of Action Points:**

- Continue to improve telephone access between 8-10 in the morning by always having maximum staff where possible.
- Begin using online appointments for pre bookable doctor and nurse appointments.
- Add an extra slide show in our waiting room at Fitzalan to promote late extended hours appointments which are available until 8pm on a Monday and Wednesday.
- Implement “Year of Care” for our diabetic patients which means they will be all offered their blood test results before the annual review with a Nurse.
- Providing more information about electronic prescribing and nominating a local pharmacy.
- Continue to keep our website updated.

### **Conclusion**

We will be arranging a meeting with our Patient Group in the near future.

The Patient Participation Group was originally set up as part of an initiative from the Directed Enhanced Services for Patient Participation. This was a two year project, which has now come to an end.

However, the Practice has found engaging with the Patient Reference Group and their input invaluable in shaping and improving services. We believe it has created a forum for better understanding and communication and are fully committed to continue the process. In fact with current changes happening in the NHS, we feel it is essential to keep our patients fully informed and involved in the process of change.

We would like to thank all the members of the Patient Reference Group for their help and support and would invite any registered patient over the age of 15 to join the group and have their say too. Application forms can be found on our website or collected at Reception.