

ACORN PRACTICE **PATIENT PARTICIPATION GROUP**

ANNUAL REPORT TO 31ST MARCH 2015

During the NHS financial year to 31st March 2012 Acorn Practice established a Patient Participation Group jointly with Walnut Tree practice and known as May Lane Surgery PPG, and carried out its first May Lane Surgery PPG Survey of patients views. The PPG group has continued to grow its membership over the past 3 years from interested patients joining the group and we have established a 'virtual' PPG as well - contacted by email.

Both practices share the same surgery premises at May Lane and would have some common issues, although it is also appreciated that patients views and priorities may differ between each practice, and so when a survey is carried out a separate patient survey is organised for each practice to ensure the survey reflected differing patients views on the service provided by each practice.

After a period where the PPG carried out an annual survey in the last 3 years it was decided not to undertake a survey in 2014/2015 year. In addition with the introduction of a monthly 'Friends and Family' survey by the NHS within each GP practice in January 2015 it was felt that patients would be 'surveyed out!'

Structure of the PPG

The aim was to develop a structure that both reflected and gained the views of its registered patients and enabled the practice to obtain feedback from a representative cross-section of the practice as far as possible. The following was taken into consideration:-

- Profile of people by age, sex and ethnicity.
- Practice attempt to make PPG as representative as possible.
- Consideration for a face-to-face group and/or a virtual group

Agreed Areas of Priority with PPG

The PPG Group has continued to grow over the past 12 months and has become an established mechanism for the practice to be more aware of patients views about health services locally. The PPG Group undertook a third annual survey March 2014 and identified the following action points:-

Last years Agreed Action points were:-

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| 1. Review/increase the length of afternoon appointments with GPs to 15 minutes in August 2014. |
| 2. Acorn GP Partners to start 1 hour earlier to sort admin issues before the start of clinical sessions. |
| 3. Review Waiting Times from appointment time to being called in for appointment. |

Progress on Previous year with PPG and Practice Interaction

Year 1 - This was the first year of creation and as a result the PPG undertook its first Patient Survey which was based on questions raised in general about practice services and prior questions asked in CFEP surveys were used as a basis for starting. Items identified as priorities for action were:-

- **A review of the practice telephone system to improve answering during peak times.**
- **Increase the awareness amongst patients of the use of telephone consultations.**

Year 2 – Items for action prioritised as:-

- **Advertise the availability of Extended Hours Service on a Monday evening for working patients**
- **Provide additional slots for telephone consultations in clinics.**
- **Installation of new telephone system to ease answering of phones during busy periods 8.30-9.00am.**

Year 3 – Items for action prioritised as:-

- **Receptionists to continue to promote telephone appointments to patients**
- **More information provided to patients about the administrative process for urine samples – May Lane Messenger article.**

We have made the following progress:-

1. **Installation and implementation of a new telephone system improving telephone access with improvements recognised in PPG Survey.**
2. **Extended Hours usage has increased.**
3. **AM appointment times have changed from 10 minutes to 15 minutes**
4. **More information to patients has reduced problems with procedures for analysis of urine samples.**
5. **More appointments have become available to patients with a new registrar who started August 2014.**
6. **More time is allowed for GPs to deal with urgent admin issues prior to start of GP surgery times so waiting times to see GPs has reduced and we see a lower level of complaints in this area.**