

ACORN PRACTICE PATIENT PARTICIPATION GROUP

ANNUAL REPORT TO 31ST MARCH 2014

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 year 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 a separate patient survey was again undertaken for each practice to ensure the survey reflected differing patients views on the service provided by each practice.

Structure of the PPG

The aim was to develop a proper 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

Agree 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 has recently carried out a third annual survey using a number of the same questions from prior years – to identify if our action plans last year have had any effect on the service levels.

Last years Agreed Action points were:-

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| 1. Q2 - Practice to undertake a review of the telephone system to identify if a new system with technological changes can improve answering the phones during the first busy hour of the day, and to give patients an idea of where their call is in the queue.. |
| 2. Q7 – Acorn practice partners to consider increasing appt times from 10 minute appts to 15 minute appts to allow more time with each patient and to reduce waiting times. GP Partners practice policy is to allow sufficient time with each patient that their clinical condition requires irrespective of the allocated appointment time. |
| 3. Q3 – Practice to discuss means of improving access for GP appointments within 48 hours by reviewing consulting sessions. |

Achievements of the PPG and Practice Interaction

1. **A new telephone system was installed on 16/2/13** – We are delighted to see that the latest PPG survey 2014 has shown a very positive improvement in patients ability to access the practice with satisfaction increasing from 65% in 2013 to 78% in 2014. Additionally we have had a number of very positive comments about the new system.
2. **GP Partners have increased appt times from 10 minutes to 15 minutes in morning sessions** in an effort to reduce patient waiting times. Regretfully this has not impacted on responses to Question 7 in the survey – and satisfaction has reduced from 58% in 2013 to 45% in 2014.

GP Partners consider that the Registrar leaving at the beginning of February 2014 after completion of his training period may have had an adverse effect on these results due to the natural loss of 8 consulting sessions. This is a regular problem that practices are affected by when a registrar is allocated for training with a practice, as appointments are artificially increased on joining which eases the ability of patients to get an appointment - and then reduced again when training has been completed, by which time patients have got used to more appointments being available. The practice ethos remains that GPs will give as much time as they think appropriate to each patients' medical condition which surveys show is greatly appreciated by many patients – although not by all as this survey also shows.

3. **GP Partners did review appointment levels** and increased the number of appointments in some clinics although the satisfaction level has reduced from 65% in 2013 to 61% in 2014 – although this change is not statistically significant due to the size of the survey.
4. **Flu Clinics** – In addition to the Action Points last year the practice also had feedback that the flu clinics, although extremely efficient, were very busy. So we reviewed our clinics and in Autumn we split our invitations and ran the first clinics across 2 days a week apart. This does seem to have been well received and it is easier and more comfortable for patients to attend without so much pressure on parking!

Results of the 2014 PPG Survey

A summary of the results to each question can be seen from the table below:-

PPG Survey - Summary Results 2014

		Acorn Practice		
Margin of Error%		8%		
Number of Responses		214.		
Question	% Satisfied(2014)	% Satisfied(2013)	Change	
1. Your level of satisfaction with the practice's opening hours	79%	80%	-1%	
2. Your ability to access the practice by telephone	78%	65%	13%	
3. Ability to get an appointment with a GP within 48 hours	61%	65%	-4%	
4. Ability to get an appointment with a nurse	75%	59%	16%	
5. Convenience of Date and Time of you appointment	71%	78%	-7%	
6. Ability to see the GP of your choice	56%	73%	-17%	
7. Length of time waiting to see a GP in the Waiting Room	45%	58%	-13%	
8. Opportunity of speaking to a GP or Nurse on the telephone when necessary	51%	36%	15%	
9. The information provided by the practice staff	85%	45%	40%	
10. The helpfulness of the practice staff	90%	78%	12%	
11. My overall satisfaction with this practice	83%	81%	2%	
12. How would you rate the medical advice given at your last consultation?	GOOD/VERY GOOD	New Question		

These results were discussed at a May Lane Surgery PPG meeting on Thursday 13th March 2014 together with other issues and the meeting agreed the following action points for the practice to focus on in 2014:-

ACTION POINTS 2014

1. The practice is due to get another full time Registrar in August 2014 and so at that time GP Partners plan to change their appointment times from 10 minutes to 15 minutes in the afternoon sessions to help reduce waiting times to see a GP.
2. The surgery is to provide additional information in our next May Lane Messenger newsletter about accepting urine samples only in the appropriate urine pots which are obtainable from the front reception desk.
3. Where possible GP Partners intend to arrive 1 hour earlier in the morning before surgery starts to process some of their administrative work before the start of clinics – as often urgent administrative issues can delay the start of morning sessions.

