

Meadowhead



Group Practice

THE MEADOWHEAD GROUP PRACTICE PATIENT PARTICIPATION GROUP REPORT MARCH 2012

A description of the profile of the members of the PPG

The original group was formed approximately in 2004 and were known as 'The Friends of the Old School Medical Centre'. Upon the merger with Lowedges Surgery in 2011, the group became known as 'The Friends of The Meadowhead Group Practice' and changed their constitution accordingly:

The PPG meets bi-monthly, holding an Annual General Meeting every March. As part of the bi-monthly meeting the Practice presents a Practice Report giving an update on practice activities, any changes to staffing and generally keeping the group informed about their Practice. The Practice Report is also available to the Virtual Patient Group and all patients to see on our website. These meetings follow a set agenda and are minuted. The minutes of which are put on display on the designated Patient Group Notice Board in the waiting areas and are also available on the website www.oldschoolmedical.co.uk It has consistently had a core group of around 15 members. However they are not representative of the patient list as they are all over the age of 65 and are white British.

The PPG has fully supported the Practice over the past seven years, raising funds to buy equipment such as 24 hour BP monitor, Spirometer, Anticoagulation Machine and Automated Arrival Screen. Their help is invaluable during flu campaigns, surveys and any time that the Practice asks for their help. The PPG works tirelessly with enthusiasm to support the Practice and its needs.

Representation in Group

The PPG is not representative of our Practice Population. Despite this the PPG actively considers all 8,000 registered patients in all its deliberations. The Practice has found that the current membership reflects the type of patient who has free time to attend meetings and has taken steps to try and redress the balance. The steps the practice has taken are:

- Posters were displayed at both sites to promote the group and recruit members to a newly formed Virtual Patient Group.
- Members of the Group attended the all day flu clinics at both sites and actively promoted and canvassed all patients to try and recruit new members.
- Leaflets were put out in both Reception areas asking patients to join the Virtual Group and patients supplied their email address. Please see attached [Appendix I](#).
- A form is also available on the website to download to join the PPG.

This increased the group membership from the 15 members that had always met on a bi-monthly basis to 44 members. A breakdown of the virtual members is as follows:-

- Of the 29 new members recruited to the Virtual Group 12 were male and 17 were female.
- 5 aged between 35-44
- 4 aged between 45-54
- 6 aged between 55-64
- 12 aged between 65-74
- 2 aged between 75-84
- All white British

The practice is aware that this is still not representative of its list and we are still actively recruiting to the Group.

Current Practice Breakdown

< 16 - 18.5%
17-34 - 20%
35-54 - 27%
55-74 - 23.5%
> 75 - 11%

A description of how the and the PPG reached an agreement on the issues which had priority within the Local Practice survey:

The practice was very keen in engaging patients to help deliver and design services around the needs of its patients. The Practice was keen to ensure that before it sought the views of its patients on the priority areas, that the group understood its roles and responsibilities and why as a group they are central to everything the Practice does.

We met with the PPG looking at issues with regards to their patient experience. This included appointments, communicating with the Practice, telephone triage system, the Practice website and the Surgery environment. These issues were discussed and the members agreed that it would like to survey patients on these priority issues.

A description of how the Practice sought to obtain the views of its registered patients

The practice designed a questionnaire which the PPG approved. ([see Appendix 2](#))

The PPG agreed that it would assist and support the Practice during the period of the survey. Each PPG member was required to complete a confidentiality agreement and guidance given on how the survey should be conducted.

Patients were asked upon arrival to the surgery if they would be happy to participate in the local survey. The Practice looked at targeting various groups of patients and different times of the day (baby clinic, chronic disease clinics, and general routine appointments with GP/Nurses).

The Practice also emailed the survey to its Virtual Group and was available for completion on the Practice website, which enabled patients not visiting the surgery during this period the opportunity to participate.

The survey was conducted January 2012. The PRG were actively involved in ensuring that patients participated in the survey by handing out questionnaires to patients before and after their appointment at the Practice. Questionnaires were completed by patients and returned to the

Joanne Johnson/Elaine Rissbrook
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Practice via PPG members. A total of 425 (approximately 5% of the list size) questionnaires were completed.

How the Practice sought to discuss the outcomes of the local survey and the Practice's action plan together

The practice analysed the results of the patient survey which pinpointed the areas where the Practice had scored well and also those areas where improvements might be needed.

The results were analysed and presented in a PowerPoint presentation at the PPG's Annual General Meeting held on 20th March 2012 to enable the PPG to compile an action plan based on the findings/results. The members of the PPG were delighted with the response to the survey and were able to agree an action plan with the Practice. This was approved by the group at its AGM.

A description of the findings or proposals that arose from the local Practice survey

Please see results of the Survey [Appendix 3](#)

Patients were asked a total of 14 questions with regards to the practice. As a result of this the Practice has developed an Action Plan to highlight those areas for improvement. Please see [Appendix 4](#).

The Practice received many comments, below are some of the responses both positive and least positive.

Responses found to be positive

Very pleased with the female GP's at the Practice.

Very good service.

Very satisfied with the Practice.

Great Practice

A Lowedges patient found the merger to be very beneficial

Service is good and receptionist really friendly.

Useful to be part of the virtual group and receive emails to be kept informed of changes.

Like triage system

Very happy with the care given.

Would like a TV at the Lowedges site

Responses found to be least positive

Very hard to get a routine appointment

Doctors often run late

Receptionists could be more helpful

Doctors could listen more

Cannot book a nurse appointment on line

Publicise the website more

Less use of Locums

Don't like the TV

More telephone lines

Staff should wear name badges

Automated arrival system never worked

Reception staff to wear name badges

Practice is becoming too big.

Why should we have to pay to speak to a Doctor?

Practice Opening Hours

Patients can access services during the hours below by either telephoning the Practice or walking into the building.

Appointments can be made by phone, in person at the desk or by the Internet

Repeat prescription requests can be made in person, by post, by fax, or by the Internet.

Signed prescriptions can be collected, or posted out if a SAE is enclosed, or patients can arrange for a local Pharmacy to collect them on their behalf

Old School Medical Centre Site Opening Times:-

MONDAY	8:15 to 6:30
TUESDAY	8:15 to 7:30
WEDNESDAY	8:15 to 6:30
THURSDAY	8:15 to 1:00
FRIDAY	8:15 to 6:30

Lowedges Site Opening Times:-

MONDAY	8:15 to 6:30
TUESDAY	8:15 to 6:30
WEDNESDAY	8:15 to 5:00
THURSDAY	8:15 to 1:00
FRIDAY	8:15 to 5:00
SATURDAY	8:00 to 10:00

Extended Hours

The Practice participates in this scheme and currently offers pre-booked appointments at the following days and times.

Old School Site

Tuesday evening 6:30pm-7:30pm

Lowedges Site

Saturday morning 8:00am-10:00am