March 2016

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**Southlands Medical Group**

**Practice Report on**

**Patient Participation Scheme 2015/16**

The Patient Reference Group (PRG – virtual group) was set up to compliment our Patient Participation Group (PPG - face to face group) that has been running since March 2006. The group continues to grow with 957 patients reported in our 2014/15 report we now have 1139 patients registering for on-line activity including some patient group feedback and contribution.

All of our patients are encouraged to give feedback via this group and are considered active members of the PRG. The registration process to join either group has further been simplified and has become part of the registration with the practice process and through our online services via the surgery website at [www.southlands](http://www.southlands)medicalgroup.nhs.uk or by approaching a member of the admin team in reception; this continues to ensure patient members are encouraged to participate in any survey we run. Alternatively all patients can take part in the surveys at any time as you will see them published on our website as well as in the waiting room. The PPG meets bi-monthly at the practice whilst we aim to provide the PRG (virtual group) with on-line survey access and minutes from meetings and general feedback via email. The results of any surveys are shared with all of our patients using a variety of media including our practice website, newsletters and email updates.

These updated figures were as of March 31st 2016:

* The total number of patients currently registered with the practice – 5395
* Total male - 2611
* Total female – 2784
* Age groups: 0-19 yrs – 1245 (23% of practice population)

20 - 39 yrs – 1374 (25% of practice population)

40-69 yrs – 2101 (39% of practice population)

70-89 yrs – 662 (12% of practice population)

90+ yrs – 40 (1% of practice population)

The Patient Reference Group **(PRG)** is a virtual group. The PRG responds to practice surveys and actively help us with two-way communication on ideas about how to improve our services and understand patient priorities and issues on-line. Of the 1139 patients registered for on-line services all ages are represented with a 56%/44% split women to men respectively, an improvement on previous years when women accounted for almost one third of the PRG. Patients include young mothers, retired patients, those actively working and some that are currently unemployed or that are unable to work due illness. The patient group include some that have chronic conditions, are carers and patients from ethnic minorities.

The Patient Participation Group **(PPG)** is a committee of patients who meet at the practice regularly to support the practice with patient communication, service development and to collate and interpret PRG feedback and play an active part in survey design and results. We have had a number of patient members but currently have 6, 4 of which are women with 2 male representatives in the 40+ age group. All PRG members are welcome to contact the practice manager to attend PPG meetings.

**Practice priorities discussion – Patient Participation Group Meetings throughout 2015/16**

The patient forum members continue to support the practice in its development and improvement and the practice shares all survey results, annual significant event and complaints audits and demographic details of the surgery so that discussions could focus on agreeing areas that needed to be prioritised for action throughout the year. The group discuss practice details including staff numbers at each meeting; we have maintained staff numbers from admin/reception team and increased to the nursing team and GPs despite a continued lack of increase in funding; we now have to provide other services to boost funding to pay for the extra staff. Another current pressure is the PMS contract review as we know we will be losing a considerable amount of funding over the next 5+ years. This figure is calculated at £56,000.

The patient list size has increased year on year and is made up of the following age groups:

0 – 19 years olds make up 23% of the practice population, we focus on providing good provision for child health and contraception.

20 – 69 years olds make up 64% of the practice population; as in previous years this highlights the need for even more disease prevention. We need to stop patients from getting ill instead of just treating them when they are ill. We actively screen patients for cardiovascular disease (CVD) risk and giving advice on how to prevent it. This will again be a priority for the year ahead and the practice is working with our Public Health Partners to further enhance our services including a robust training schedule for our Healthcare Assistants.

70 - 89 years olds make up 12% of our patient population; this group is mainly made up with patients that already have a chronic disease whom we actively manage. It has always been the practice’s intention that patients will be seen in a “One Stop Shop” and that the nursing team have been and will continue to be trained in all areas to ensure they can deal with patients with multi-comorbidities including Heart Disease, Diabetes, Airways disease etc. We will continue to review and manage these patients and via staff training will further improve accessibility to such clinics.

Last year we informed all patients aged 75 and over of their named accountable GPs, this year this has been extended to all patients of all ages. A named accountable GP is the one mainly responsible for managing and coordinating their own list of patients and their care needs. Patients can express a preference of GP and can see any GP in the surgery.

90+ years olds make up 1% of our patient population. Whilst we are pleased that we are successful in prolonging life we need to ensure quality of life is key. The practice led in the Sunderland wide dementia audit taken over by Sunderland Clinical Commissioning Group (SCCG) resulting in major investment in dementia friendly facilities in all GP surgeries and health centres across Sunderland. All staff have also been trained in dementia awareness. The practice continues to improve its services for patients with Learning Disabilities by improving communication and health checks. The practice is registered as a “Safe Place” where patients with Learning Disabilities can approach for help.

The practice holds registers for patients with chronic diseases including those with heart disease, diabetes, lung disease, cancer, mental health etc. We do have high prevalence in most areas. Ryhope is an ex-mining village in a partially deprived area. We compared the national priorities against the key local priorities set out by Sunderland Clinical Commissioning Group in their plan on a page document, the priorities being:

* Reduce CHD and cancer deaths
* Give our patients a better start in life by improving childs health and maternity services
* Improve quality of care for long-term conditions by identification and management of conditions and by providing better rehabilitation. COPD rehabilitation is an area that offers lots of rewards but is rarely taken up by patients. Previously the group fed-back that as the service was held at Grindon it was too inaccessible for our patients as they would have had to catch two buses if they did not have their own transport. The practice has met with the lead respiratory nurse since and has been informed that COPD rehabilitation clinics will also be held at Riverview Health centre, which is much more accessible.
* Reform urgent care closer to patients’ homes meaning providing more care outside of the hospital setting. The PPG were active in having an INR outreach clinic held in the Health centre.
* Improve prescribing. The practice has massively increased its repeat dispensing and will be going live with Electronic Prescribing (EPS) on 30th April. Further work is highlighted for the year ahead to tackle wastage.
* Reform mental health care. There has been a previous lack of funding in this area for a considerable length of time but it has gone through major system reform. A new hospital facility has been opened at the old Cherry Knowles site alongside the new hospice. Further investment has been recognised as a priority not only by Sunderland Clinical Commissioning Group (SCCG) of which Dr Pattison is Chair but also by the Government and reform and investment is promised.
* A better death. The Practice has been accredited in this work and continues to host monthly meetings where we can engage with our community colleagues to ensure patients have greater choice and involvement in their deaths. The practice follows guidance from the North East Cancer Network.

On the whole the results from our in-house survey run this year and gained from patient feedback has been positive, however it continues to be noted that patients still feel they cannot always speak or see the GP of their choice. The practice has discussed the issues with the PPG regarding staff recruitment and retention. The practice intends to continue with this work.

Key points taken from feedback, surveys and comments throughout the year have been discussed in PPG meetings and the following actions have been agreed.

The following plan was agreed and has now been implemented in the year 2015/16:

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|  |  | **Implemented**  | **Review** |
| 1. | Improve continuity of care by a GP of choice; this has continued to be a practice priority. We have again successfully recruited a Nurse Practitioner to fill the post vacated by Rachel in July 2015. Joanne started work in September 2015 and runs clinics alongside the GPs to provide same day access for acute conditions thus freeing the GPs to see/manage patients rather than dealing with acutes. Joanne will train on an independent prescribing course later this year affording her more autonomy in her role.The GP Partners have stabilised the practice and we successful in the participation of the Career Start Programme starting in August 2015. Career Start GPs are based in a practice for one year and then rotated around other practices, we are hopeful to be successful again in gaining another Career Start GP in August. |  | Ongoing |
| 2. | Addressing concerns regarding confidentiality:This was first identified by PPG members and reported to the practice and has been an ongoing issue since the premises were refurbished in 2008. We have introduced various measures to combat the identified issues including piped music and have now changed the reception desk and admin areas in the office by installing privacy screens; we are having new blinds installed to be able to close one window if necessary, thus leaving the back office out of sight and hearing. We are hopeful these further measures will be successful. | March | Ongoing |
| 3. | Improving access to “One Stop Shops” for patients with multiple co-morbidities. All nursing staff are engaged in further training to be able to manage patients in one clinic rather than bring them back for separate clinics/diseases. Rebecca Pulford has applied to enrol on the independent Nurse Prescribing course; Alison Crozier has successfully completed her Asthma and COPD diplomas; Joanne Hilton will enrol on the independent Nurse Prescribing course later in the year but in the meantime has registered for a sexual health and contraception course. Wendy Telfer and Debra Richardson are both enrolled for the NHS health check course in April. | January | Ongoing |
| 5. | Promote the practice’s online services to recruit more patients. This was a priority as a result of the GP Patient Survey run in August 2015 and has resulted in 300 increase of patients registered for online services. | August | Ongoing |
| 6. | Promoting more telephone consultations, again this was as a result of the August survey. We have seen a 23% increase of patients being successfully consulted over the telephone | September | Ongoing |
| 7.  | The GPs continue to ensure their clinics run on time after problems were highlighted around waiting times in the August survey. We will re-run the survey in August to see if patients feel there has been some improvement. | September | Ongoing |
| 4. | Report will be Publicised on Practice Website |  | April 2016 |

We welcome as many patients as possible who wish to join either of our groups.

To express an interest in our patient participation group and meet periodically at the practice, please contact the practice manager. To join the patient reference group please complete a form which can be found in main reception or on our website at [www.southlandsmedicalgroup.nhs.uk](http://www.southlandsmedicalgroup.nhs.uk)