Dr Barnwell and Partners

Patient Participation Group Report

2012-13

Firstly can I thank the members of the patient participation group (PPG) for their contributions over the last year and encourage any other patients who wish to join the group to complete a form and hand in at reception so we can include them.

The group was formed in February 2012 with the aim being to ensure that the group was large and diverse enough to properly reflect and gain views of a wide representation of patients

The PPG currently consists of 38 members and is a combination of a PPG who physically meet and a virtual PPG who we contact by email.

This year we have developed the way our patients are involved in decisions about the quality of service we provide by continuing to promote and support our Patient Participation Group (PPG)

We have:-

* Created a section on our notice boards specifically for the PPG to inform of their existence and continued to leave sign up forms in the waiting rooms inviting our practice population to complete.
* Asked patients during consultations
* Advertised on our website, jayex board and used existing PPG members to communicate verbally with patients whenever they are in the waiting rooms.
* Produced a brief newsletter for local community based publications in Lepton & Kirkheaton.

Dr Barnwell & Partners work over two sites based at Lepton and Kirkheaton villages in Huddersfield. The Practice has a diverse patient demographic catchment area and the majority are represented on our PRG. The Practice is represented by Four Partners and the Practice Manager.

We have continued to find it difficult to attract patients in the younger age groups to join our PRG even directly approached them during consultations but we will continue to try other methods of reaching them. **If you are reading this report and would like to join the group to give your views and represent your peers then please contact either surgery or email the PPG directly** **lepkirk1@gmail.com**

The PPG has met on 6 occasions since its formation and attendance at all the meetings has been very good. Our next meeting is planned for Thursday 16th May, 7pm at Lepton surgery. Please come along and join us.

**Local Practice Survey**

In our July 2012 meeting, we discussed the nature and content of what was going to be included in our practice survey. The PPG members came up with a number of current ‘issues’ that ought to be included. This consisted of:

* Telephone system
* Appointment system
* Ordering of prescriptions

The PPG very kindly agreed to put together a draft survey and bring to the September meeting for agreement / amendment. This was approved and during October 2012 again with the help of PPG members was distributed to patients in the waiting room and also publicised on the practice website. We had a fantastic response gaining 983 replies (over 10% of practice population). We felt this would be a wide representation of our patients and would help us to gain a better understanding of our patients needs and enable us to identify Patients’ key priorities for the surgery.

The results of the survey are published on our website [**www.lepton-kirkheatonsurgeries.nhs.uk**](http://www.lepton-kirkheatonsurgeries.nhs.uk) using the survey report tab

**Action Plan**

In our December 2012 meeting, we discuss the results of the survey with the PPG and developed an action plan together, detailing the priorities. This has now been updated below to show progress and can also be viewed in the survey report section on the website.

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| --- | --- | --- | --- | --- |
| **Issue** | **Who** | **Action** | **Timescale** | **Update-March** |
| Online booking | Practice Manager | Appointments  | By Dec 2013 | Training in May 2013 |
| Online Prescriptions | Practice Manager | Prescriptions | By Dec 2013 | Training in May 2013 |
| To look into theTelephone system i.e. Queuing |  Surgery | Discussion with phone co. And Partners | To report back at PPG meeting in February | PPG agreed too expensive in current climate > £10k to implement and still tied in to current provider for 18 months |
| Information to patients through local magazines | Practice Manager and Chair | Chair to liaise with Practice Manager in time for each publication | Next issue is Feb 2013. Submit early January | Newsletters sent to Lepton Life & Yetton news for publication. |
| Lack of customer friendly atmosphere in the surgery | Surgery | Looking to separate front and back desks to remove glass doors between receptionists and patients | Long term plan | Met with joiner Feb 2013. Waiting for confirmation of funding from NHS Kirklees. |
|  Name badges for staff and staff photos | Surgery | Staff to wear name badges so patients know who they are talking to. | By next PPG meeting in February | Ordered and staff now wearing name badges. Photos deferred as not yet agreed. |
| Complaints notice | Practice Manager | To put up in both surgeries a short and easy to read notice. | By end of January | New notice currently displayed on PPG board at both sites. |

Dr Barnwell and Partners are committed to continual improvements across the practice and communication has always been a high priority for the Partners and the Practice Manager. The PPG has been an extremely useful communication tool. Within the patient group page on our website, there is a contact us tab to keep the communication channels open at all times.

Thank you to all for your input and time. The surgery is passionate about providing a high standard of medical and patient care. With your help we will continue to strive to meet all our patients’ needs and endeavour to extend the communication pathways.

**Julie Martin**

**Practice Manager**