

# Higham Ferrers Surgery

## Patient Participation Report 2012/13

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### **What is a Patient Participation Group (PPG) and who are its members?**

Patient Participation Groups are made up of volunteer patients and the Practice Manager. They meet on a regular basis to discuss how improvements can be made to the services for the benefit of patients.

Higham Ferrers Surgery Patient Participation Group's main objective is to gain patient feedback. Action plans can then be implemented to improve services and communication. The Group also raises awareness of issues and services within the community.

The Group comprises of 10 members – 5 who regularly attend meetings and 5 virtual (website) members.

Meetings are held at the Practice once a month, at 7pm on a Thursday evening. Minutes are produced following each meeting.

### **What steps has the Practice taken to ensure that the PPG is representative of registered patients?**

#### **Where a category is not represented, how does the Practice engage with those patients?**

The Practice has actively tried to recruit new members by advertising on the waiting room notice board, electronic display board and handing out flyers. A member of the Group has spoken with patients in the Surgery, with the aid a display board (showing the objectives of the PPG and services available in the community).

The category of patients not represented is young parents. We have tried targeting specific clinics (such as childhood immunisation) by handing out flyers, displays and a member of the Group engaging with patients in the waiting room area, but this has proved unsuccessful so far due to family commitments of such patients.

### **How did the Practice & PPG decide which questions to ask in the Practice Survey?**

The Practice Manager compiled a list of possible questions to be included in the Practice Survey using NAPP resources (National Association for Patient Participation). The details were disseminated amongst members of the group for a period of one month. Their views were then discussed at the next meeting.

The general consensus was to obtain feedback on patient experience as a whole, obtaining patient views on all areas of the Practice - including cleanliness, helpfulness of staff and appointments (i.e. quality and ease of access).

### **How did the Practice obtain the views of registered patients?**

The Practice used NAPP (National Association for Patient Participation) resources to assist in compiling a good quality survey of questions.

The Practice obtained the views of registered patients by making the questionnaire available on the website, in the waiting room and members of the Group attended local events to offer the questionnaire in the community.

### **How did the Practice discuss the results of the survey?**

The survey was published, results collated by the Practice Manager and discussed with the Patient Participation Group. Our action plans for the forthcoming year were then formulated.

### **What were the findings of the Practice Survey? What are the action plans and how can these be implemented?**

The results of the survey were encouraging in the areas of access to the Surgery, cleanliness and helpfulness of the receptionists. However, there were some areas of concern regarding the set up of our reception area and appointments:

- 23% of patients felt that other patients can overhear their conversations with receptionists and were not happy about it. The Group discussed this and suggested a queuing system/barrier for patients to wait behind so that they would not stand directly behind the patient talking to the receptionist. Due to the layout of the reception area, this is the only feasible option, as it would not be possible to carry out any building works. Receptionists will continue to offer patients the opportunity to discuss sensitive matters in the private office adjoining reception.
- 32% of patients felt they have to wait a bit too long from the time they book in to the time they are seen. This was discussed and although the Group felt this was rather a long time to wait, it was agreed that clinicians are often delayed due to emergencies or a patient wishing to discuss multiple problems. Therefore, the quality of care would be compromised if patients were not given adequate consulting time. The reception staff will continue to monitor and advise patients of any delays.
- 28% of patients found it difficult to get an appointment with the GP they wanted to see. 48% advised they did not know which days of the week their GP was available. The Group felt these problems were linked. The Practice will publicise and provide information as to which days of the week and hours of the week the GPs hold clinics (on notice board, electronic display board, by leaving Practice Leaflets in waiting areas).

### **What action does the Practice intend to take as a result of the survey?**

- A queuing system/barrier for patients to wait behind at reception.
- The Practice will continue to try to attract new members by adding a note on prescriptions, posters in local venues advertising the Group and third parties attending the meetings for talks on health related topics (e.g. Carers Association, Commissioning Representative, GPs).
- The Practice Manager will attend the Higham Ferrers Steering Group Meetings with the Mayor and Town Council. Our plan is that this relationship between the Town Council and Surgery will result in improved communication and awareness within the community.

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