

The Haven Practice

Local Patient Participation Report 2014

Practice Profile and Patient Participation Group Members

Although we had a good representation of Patient Participation Group members across our Patient spectrum, we were very keen to invite new members to join this year and be part of shaping our Practice for the future. We noted that our Practice list had increased and we wanted to give our new Patients an opportunity to be heard.

We decided looking at our Practice population and demographics that although a number of Patients would like to be part of the Group they were unable to in person. Therefore, we highlighted that all our Patients could still participate virtually and promoted this in a number of ways to encourage member participation:

- ❖ Emailed all our Patients with an invitation to be a PPG Member
- ❖ Sent a Text directing Patients to our Website to sign up on our Homepage
- ❖ Form included in all our New Patient Packs
- ❖ Displayed a Poster in our Waiting Area
- ❖ Feature article in our Newsletter from a PPG Member

After review of our Practice Profile, we found that the majority of our Patients were aged between 25 and 64 years of age. Our two largest Practice population groups are under 16's and those aged between 35-44 years of age, very similar to previous years. Of note was that the number of 17-24 year old had increased significantly.

Our Patient Participation Group for this year consists of all patient ages ranging from 17-74 years, the largest group being represented by the age range of 35-44 year olds. This Group is represented equally by male, female and transgender patients. The ethnic origins of the group are British and then other white background. We did have a patient in the over 75 bracket but left the group recently which is an area we will need to look into next year.

Comparison of our Practice Population to our Patient Participation Group members clearly highlighted that there were three groups that were under-represented and these were:

- ❖ Under 16 years
- ❖ 17-24 Year Olds
- ❖ Over 75 Year Olds

So our priority for representation this year was to actively engage these groups. We proactively sent a personal invitation to these groups to encourage member participation with a survey personalised for the 17-24 year olds. This was successful as shown above

with both groups being represented and in our Practice Survey both completed Surveys and shared their views.

Patient Participation Group Meetings and Survey:

This year, our decision was to conduct mini Surveys in the form of:

- ❖ Survey one: tailored Survey designed for our 17-24 year olds with emphasis on how to connect with the younger generation. We sent this to each patient aged 17-24 years of age.

Based on Survey results only a small number were returned so we decided to display a poster in Reception encouraging this group to join our PPG.

- ❖ Survey two: we recognised we had to connect with our younger generation based on our Survey findings and asked if our patients would follow us via Facebook or Twitter. We published the survey on our Website and used a Wall Planner in Reception area for Patients coming into the Practice this was for four weeks.

From the two Survey results above, we are pleased to announce that we have set up a Facebook page The Haven Practice and are one of the first Practices to launch in the Sussex area.

- ❖ Survey three: based on Practice Priorities and Issues: Local Patient Survey.

Survey results from one and two were added to the Agenda for our PPG Meeting held in January 2014 along with Practice, Patient Priorities and Issues, Themes from Complaints, Care Quality Commission (CQC) related issues and the National GP Patient Survey. From these discussions steps were taken to determine and agree questions for inclusion in the Survey.

All of our Virtual Patient Participation Group members were sent copies by email of the National GP Patient Survey, Agenda and Minutes of the meeting and were encouraged to comment to gather their views for inclusion.

Patient Participation Group members who were unable to attend the meeting and who we could not contact by email were sent the information by post and asked for their views.

Steps taken to discuss findings of the Survey and Action Plan

We based our Survey questions using Patient, Practice Priorities and Issues already highlighted, at our Patient Participation Group meetings and also inclusion comments from our Patients from our suggestion boxes collated during the year. Planned practices changes, the National GP patient survey issues and Themes from complaints were also included. Compilation of these areas resulted in the basis for the Practice Survey.

We distributed the Survey by various methods with the approach of capturing a variety of our wider Practice population:

- ❖ Website as a feature on our Homepage
- ❖ Email contact directing to Website
- ❖ Text directing to Website
- ❖ Patient Participation Group members including Virtual members
- ❖ Facebook Page
- ❖ Reception – handed to all Patients
- ❖ Posted to our 17-24 year olds
- ❖ Posted to our over 75 year olds
- ❖ Posted to our Housebound Patients

Once the Survey was complete and the results analysed and assessed, we held another Patient Participation Group meeting in March 2014 to discuss the Survey findings and assess progress against pre-identified areas in Priority Issues raised.

Patient representatives agreed on changes identified through the Surveys and on issues for improvement and an Action Plan was proposed and agreed to move forward. See outline below.

[Summary of Statistical Evidence from Our Practice Survey is available on our Website as a link on our Homepage. If you would like the statistics gathered from Survey one or two then please contact Reception.](#)

[Hard copies are available in Reception for your perusal.](#)

ACTION PLAN

Issues & Priorities	Action Year 2 2013	Progress Made	Action Year 3 2014	Date for Action
Waiting Time:	We will continue to keep extra blank slots in the clinics so the Doctor can catch up as this is improving our waiting times and monitor times regularly.	Feedback from PPG Meeting showed that waiting times had improved and Survey demonstrated that 76% of our Patients are happy with the waiting time.	Continue to monitor our clinics and waiting time and to put a system in place to advise Patients when we are running late.	April 2014 Onwards
Telephone Consultations:	These have been really successful so we have added an afternoon clinic as well. We have decided to add an end of day clinic. We will also add a consultation to the Nurses clinics each day.	Consultation slots added to Nurses Clinics. Good feedback from Patients received.	Continue to use Consultation slots for Patients.	April 2014 Onwards
Opening Times:	We will continue to distribute leaflets displaying our opening times to all Patients who come into the Practice. A copy of our poster is below.	All Patients contacted by email or text with poster. Featured on our Homepage of Website	We will continue to remain open during the lunch time period.	April 2014
Appointments Online:	We will design and print new posters for Reception and include in our future Newsletter and continue to add option for all new Patients when they register and to include in New Patient Packs. Also undertake new Enhanced Service: Patient Access.	Feature article included in our Newsletter. Posters displayed in Reception and Website also included in New Patient packs. Patient Access service undertaken and successful. We currently have 63% of patients aware of this service and 295 of our patients have joined patient access	Promote On-Line booking service for Appointments and Prescriptions through Website and Social Media tools Facebook and Twitter. Target groups of Patients to whom it will benefit.	June 2014
Accurate Profile of Practice:	We will continue to collate and note this information and ensure included in New Patient Pack.	Information has been collected throughout the year.	Form designed for Information Gathering on our Patients to ensure details are up to date including email addresses and mobile numbers.	January 2014 Onwards
Confidentiality:	Design and print A3 poster advising Patients of our policy and display in Reception. We will also feature on our Website and add to our Newsletter.	Posters displayed in Reception.	Include in our Newsletter. Ensure all our staff are more aware and have appropriate training.	June 2014

Reception Area:	We will plan to purchase new toys which can be washed regularly. We will purchase a plant for the waiting area. We will also have a Newspaper available for Patients each day.	Toys and plant purchased. Newspaper delivered each day.		Completed March 13
Cloakroom/Toilet Area:		Year 3 Only	Cloakroom and Toilet area to be updated to ensure Patient comfort	Completed March 14
Premises:	Open/Closed sign. The sign will be fixed so that it can be turned over easily and correct information displayed to Patients.	Still to be completed.	New proposed Preston Park Triangle Parking Scheme discussed. Pending outcome we will contact Brighton and Hove Council for possible additional Disabled Parking Bays and Cycle Stand.	Pending Outcome
Practice Changes:	New Partner Dr Guy Bidwell will be joining the Practice from April 2014.	Year 3 Only	Ensure all our Patients are advised by means of a poster and inclusion in Newsletter. Priority Patient care and smooth transition period.	April 2014 onwards
Care Quality Commission		Year 3 Only	Publish results from CQC when Inspection has taken place	
Information Technology:		Year 3 Only	We have set up a Facebook Page with great success and will continue to update this to reach our younger generation. Twitter Account. We will set up as this was popular in our Survey with 22% of Patients liking us to move ahead with these Social Media Tools.	January 2014 June 2014
Reception Staff:		Year 3 Only	Strive to improve being helpful to our Patients. Overall results show 95 %.	
Repeat Prescriptions:		Year 3 Only	Advise Patients that Prescriptions cannot be ordered over telephone but other methods that can be used. 81% of our Patients are aware of our On-Line service for Prescriptions.	April 2014