

JOHN TASKER HOUSE
AND
FELSTED SURGERY

**Patient Participation Report
and
Survey results 2015**

Introduction

John Tasker House Surgery and Felsted Surgery have had an established Patient Participation Group (PPG) since 2003 – where they have been and are involved with feedback on services both practices provide.

These include the following:

- Maintaining good relations between the practice and patients.
- Help formulate questions and topics to be used in patient's surveys.
- Feedback and help identify areas from the patient surveys to help improve services.

We currently have 10 members of the group where we meet face to face quarterly during the year. (*See minutes of meetings on website - www.jth.org.uk*)

In August 2011 the practice set up the “Virtual Representation Group” - to help develop a Patient Participation Group in the most appropriate way to most effectively reach the broadest cross section of its community as the PPG is not sufficiently representative of the practice population. The “Virtual group” allow our patients to provide us with feedback without the need to attend meetings or commit much time. Feedback can be given in a variety of ways by receiving and sending information/newsletters, flyers and surveys by e-mail. Since setting up this group we now have **219** members.

We collect information from patients joining the group so we are aware of their demographics (*see Annex C template*).

Each year the Practice with the help of the PPG, perform a patient survey.

The PPG and Virtual group agree with the surgery priorities and questions to be covered in the survey. When the survey is complete the results are collated and discussed with the groups and an action plan is compiled for the year.

Patient Survey 2014/2015

Planning the Survey:

The PPG and Practice held a meeting on 12th September 2014. (*See minutes on website*) This was to ask the group what questions they would like to include in the survey and to ensure they were pertinent and topical. These could either be submitted by email or in writing. This invite was e-mailed to the virtual group asking for their input as well. The results of questions would be discussed at the next meeting to be held in January 2015.

The PPG and practice met on the 23rd January 2015 (*see minutes on website*). At this meeting all the questions which had been submitted by the PPG and Virtual Group were discussed and the following topics/priorities were agreed:

- **Which surgery you usually attend**
- **Appointments - on line appointments.**
- **Triage system – comments – introduced September 2013**
- **Dispensing waiting /opening times**

The above topics were included in the practice survey which took place between Monday 2nd February and 27th February 2015

The patient questionnaire was made available:

- Paper copy in the waiting room to all patients attending the surgery to complete and hand in to reception.
- On the practice website.
- Notification of the practice survey was attached to all prescriptions leaving the practice.
- Posters in waiting room and reception desk.

Results of John Tasker House and Felsted Surgeries

Patient Survey 2014/2015

Please see (Annex C) reporting template below

[The Patient Survey Results can be viewed on the website](#)

The Partners and practice staff would like to thank the PPG and Virtual Group members for their continuing support over the last year and to all the patients taking the time to take part in the survey.

Annex C: Standard Reporting Template

Essex Area Team 2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: **John Tasker House Surgery**

Practice Code: **F81118**

Practice website address: **www.jth.org.uk**

Signed on behalf of practice:

(Dr T. Robson)

Date: **20th March 2015**

Signed on behalf of PPG:

(Mr B Sleafer)

Date: **20th March 2015**

1. Prerequisite of Enhanced Service – Develop/Maintain a Patient Participation Group (PPG)

Does the Practice have a PPG? Yes, we have a PPG and a “Virtual” group
Method of engagement with PPG: Face to face, Email, Other (please specify) Face to Face meetings and E-mail (“Virtual” group just e-mail)
Number of members of PPG: 10 Virtual Group: 219

Detail the gender mix of practice population and PPG:

%	Male	Female
Practice	6702	7093
PRG	108	121

Detail of age mix of practice population and PPG:

%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
Practice	3189	1122	1409	1886	2233	1588	1281	1087
PRG	5	18	31	47	43	45	32	8

Detail the ethnic background of your practice population and PRG:

	White				Mixed/ multiple ethnic groups			
	British	Irish	Gypsy or Irish traveller	Other white	White & black Caribbean	White & black African	White & Asian	Other mixed
Practice	1956	0	0	615	38	28	43	41
PRG	207	0	0	0	1	1	2	0

	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice	8	0	0	25	46	35	26	11	0	10923
PRG	0	0	0	0	0	2	0	0	0	16

Describe steps taken to ensure that the PPG is representative of the practice population in terms of gender, age and ethnic background and other members of the practice population:

All new patient registration forms had details of the “Virtual” group and an invitation to join. This information is also available on the front page of the practice website.

Are there any specific characteristics of your practice population which means that other groups should be included in the PPG? e.g. a large student population, significant number of jobseekers, large numbers of nursing homes, or a LGBT community?

NO

If you have answered yes, please outline measures taken to include those specific groups and whether those measures were successful:

2. Review of patient feedback

Outline the sources of feedback that were reviewed during the year:

Suggestion box in the Surgery.

Patient Survey.

How frequently were these reviewed with the PRG?

Suggestion box reviewed quarterly and Patient Survey annually. (March 2015)

3. Action plan priority areas and implementation

Priority area 1
<p>Description of priority area:</p> <p>Online Appointments</p>
<p>What actions were taken to address the priority?</p> <p>From the Survey we wanted to know how many patients used online appointments. We identified that only 11% used online booking and from the patient comments we noted that patients said that they were not aware of the access to this facility.</p>
<p>Result of actions and impact on patients and carers (including how publicised):</p> <ul style="list-style-type: none">• Information on how to register for access to online appointments was added to Registration packs for new patients.• Information was added to the Spring Newsletter and a Practice Flyer also detailed online appointment access. These are available in the waiting room and on the website.• Practice Flyers were attached to Prescriptions in Dispensary.• Information is now widely available and patients are encouraged to utilise this facility.

Priority area 2

Description of priority area:

Alert/Reminder for Online Prescriptions.

What actions were taken to address the priority?

From the Patient Participation Group meeting it was suggested that it would be beneficial to have a reminder or alert when it was time to re-order routine prescriptions when using the online re-ordering of medication facility. This would assist patients to adhere to the 48 hour request time and help to prevent last minute ordering.

Result of actions and impact on patients and carers (including how publicised):

This has been referred to the IT manager to see if this can be implemented and if possible added to the re-ordering facility on the website to allow patients to be reminded when to order their regular medication.

This would ensure that the dispensary have adequate time to prepare repeat medication in accordance with the 48 hour request time.

Priority area 3

Description of priority area:

Patients to have one longer appointment for disease management.

What actions were taken to address the priority?

From the patient survey it was suggested that it would be better use of time for both the patient and the clinician to have one longer appointment instead of multiple single appointments on different days to cover all aspects of disease management, where possible.

Result of actions and impact on patients and carers (including how publicised):

- **It was decided that in the future, we would look at combining all aspects of disease management into one longer appointment, therefore minimising the need to call patients in to single appointments on different days.**
- **We would aim to organise routine screening such as blood tests and blood pressure monitoring on the same day to facilitate good patient care and to minimise repeat invites to screen for this purpose.**
- **It was suggested that this could apply to multiple disease groups but that ones that required a lot of input may still need additional appointments.**

Progress on previous years

If you have participated in this scheme for more than one year, outline progress made on issues raised in the previous year(s):

- **2013/2014 - Promote online appointments with newsletter/posters. We have identified that we need to continue to promote this and do more to ensure that this facility is widely available.**
- **2013/2014 - Dispensing Hours – we have now increased the dispensing hours to 6.30pm every day. This has improved our response from patients with regards to accessibility.**
- **2013 2014 - Triage – from monitoring the triage from this year’s patient survey, our response has increased from 28% to 44% with patients rating the triage system as good.**
- **2013/2014 – Waiting Times – There have been signs put up in the reception area and this has worked well.**

4. PPG Sign Off

Report signed off by PPG: **YES**

Date of sign off: **20th March 2015**

How has the practice engaged with the PPG:

How has the practice made efforts to engage with seldom heard groups in the practice population?

No

Has the practice received patient and carer feedback from a variety of sources?

Yes

Was the PPG involved in the agreement of priority areas and the resulting action plan?

Yes

How has the service offered to patients and carers improved as a result of the implementation of the action plan?

Yes

Do you have any other comments about the PPG or practice in relation to this area of work?

We would like to thank the PPG for their support and hard work during 2014-15.