

**Spring hall Medical practice**  
**Patient Participation Group Report**

**2013-2014**

Practice Name	Spring Hall
---------------	-------------

The current practice population is 8902

The table below shows the percentages of patients registered with the practice and also the percentage of patients who have taken part in the patient participation group.

Practice population profile No.	PRG profile No.
<b>Age</b>	
Under 16 22.8%	Under 16 0.0%
17 - 24 10.3%	17 - 24 0.0%
25 - 34 15.7%	25 - 34 0.14%
35 - 44 13.9%	35 - 44 0.63%
45 - 54 12.5%	45 - 54 0.17%
55 - 64 10.1%	55 - 64 1.20%
65 - 74 7.1%	65 - 74 2.01%
75 - 84 5.0%	75 - 84 0.0%
Over 84 2.5%	Over 84 0.0%
<b>Total</b> <b>99.9%</b>	<b>Total</b> <b>4.15%</b>
<b>Ethnicity</b>	
<b>White</b>	
British Group 53.7%	British Group 0.51%
Irish 0.5%	Irish 0.0%
<b>Total</b> <b>54.2%</b>	<b>Total</b> <b>0.51%</b>
<b>Mixed</b>	
White & Black Caribbean 0.0%	White & Black Caribbean 0.0%
White & Black African	White & Black African

0.0%	0.0%
White & Asian 0.2%	White & Asian 0.0%
<b>Total</b> <b>0.2%</b>	<b>Total</b> <b>0.0%</b>
<b>Asian or Asian British</b>	<b>Asian or Asian British</b>
Indian 1.6%	Indian 0.7%
Pakistani 24.7%	Pakistani 0.27%
Bangladeshi 0.2%	Bangladeshi 0.0%
<b>Total</b> <b>26.5%</b>	<b>Total</b> <b>0.97%</b>
<b>Black or Black British</b>	<b>Black or Black British</b>
Caribbean 0.1%	Caribbean 0.0%
African 0.2%	African 0.0%
<b>Total</b> <b>0.3%</b>	<b>Total</b> <b>0.0%</b>
<b>Chinese or other ethnic group</b>	<b>Chinese or other ethnic group</b>
Chinese 0.2%	Chinese 0.0%
Any other 0.3%	Any other 0.0%
<b>Total</b> <b>0.5%</b>	<b>Total</b> <b>0.0%</b>
<b>Gender</b>	
Male 52.1%	Male 0.27%
Female 47.9%	Female 0.49%
<b>Total</b> <b>100%</b>	<b>Total</b> <b>0.76%</b>

The practice made the decision to set up a face to face patient participation group in 2011. Over the last 2 years the practice has tried to ensure that the group would be representative of the practice population by advertising the group meetings in the surgery and at the branch surgery. The practice sent several SMS text message to all patients with a mobile number on their records. The practice also sent an email to all patients with an email address on their records. This did prove to be an effective way to recruit participants for the group and we were able to get a few more male patients and patients from ethnic backgrounds taking part. We also have one patient who has been unable to attend the meetings but has taken part previously via email. All clinical, reception and administration staff were encouraging patients of all of the groups, in person and over the phone, to take part in the group. I have included a copy of all posters and application forms which were used. It was also advertised on the NHS Choices website and the surgery's own web site ([www.springhallsurgery.co.uk](http://www.springhallsurgery.co.uk)).

Terms of reference for the patient participation group were again discussed and agreed

1. Contribute to the practice decision making and will consult on service development and provision.
2. Provide feedback on patients needs, concerns and interests and challenge the practice constructively whenever necessary.
3. Serve as a “safety valve” for dealing with grumbles and complaints about the practice representing patients but also helping them to understand the practices viewpoint.
4. Communicate information about the community which may affect healthcare
5. give patients a voice in the organisation on their care
6. Promote good health and higher levels of literacy by encouraging and supporting activities within the practice and promoting preventative medicines.
7. Influencing the provision of secondary healthcare and social care locally.
8. Fundraise for medical equipment or other facilities to improve the practice and or fund the activities of the PPG
9. Liaise with other PPG in the area

The surgery held 1 meeting in total in 2013 in the evening as we had previously found that the evening meetings have better attendance. At this meeting we introduced a lady called Jeanette from the institute of innovation and improvement who was going to explain about a new project which the practice are doing called Productive General Practice. Jeanette explained the Productive General Practice was a programme which had been purchased by the local CCG for 23 practices. She then showed the group a video overview which explained the programme as a whole. A Link to the video shown has been added below as one of the patients attending thought it would be a good idea for anyone unable to attend the meeting but who may still be interested in what Productive General Practice is all about.

Jeanette discussed the results of the patient survey which had been taken as part of the Productive general practice data collection week. The survey had already been handed to 150 of our patients and unlike the usual survey the practice would normally complete, this one concentrated more on the how the patient felt throughout. From calling the surgery to book an appointment right up to the point of leaving the surgery after the appointment.

The results of this survey have been published on the web site. It was noted that in most cases the patients felt happy with the service provided. It was agreed that for this year the surgery would not do the usual survey as they all agreed this one had given a very good insight into how the patients actually feel about the whole process and that as the practice move forward with Productive general practice they will be able to address all issues which are raised.

We explained that the surgery had already identified an issue with repeat prescriptions appearing to be lost and staff spending time looking for them only to discover they had already been collected by the patient or pharmacy. As a result the surgery have started to record on the clinical system exactly who has collected the prescription this is saving a lot of time.

One patient suggested it would be nice to have a representative from the pharmacy at the next patient meeting, we felt this is a very useful suggestion and will endeavour to invite both living care and boots to the next meeting

One patient asked what outcomes we were hoping to achieve from this meeting as we only have a limited audience at the meeting. He suggested that a link be added to the website so that anyone who didn't attend would still be able to see what it was all about. The link to the video is at the beginning of this document. Tracy explained we would like to know of anyone who may be interested in volunteering to help with either the data collection coming up or with giving their opinions on some of the data collection sheets.

One patient asked if a text could be sent to advise that a medication review is due. Tracy explained that we deliberately set your annual medication review date as your birthday so that patients can remember that they need to be seen in that month for review.

One patient offered a few suggestions to help the flu day run smoother next year as he has helped at both of the flu days for the last 2 years

Dr Nagpaul said she had been in the back of reception one day and had watch one of our admin team answer 3 telephone calls for blood results which were normal this had interrupted her work on summarising. She explained that she has since noticed a tick box on the computer which if ticked when filing the blood result, will send a text to the patient. She thought this would be very useful for results which come back normal and would hopefully cut down on the amount of time that staff are disturbed for a result which is normal.

<b>You Said</b>	<b>To do – done</b>	<b>The result is</b>
Representative from pharmacy at next meeting	We will invite both Boots and living care along to the next meeting	
Link to productive general practice to be added to website	Link requested to be added	Link added to website in the minutes of the 6 <sup>th</sup> meeting which offers an explanation of the programme
Text sent for reminder of medication reviews	Patient medication reviews are set for around their birthday so not necessary	
Right hand side of surgery devoted to flu measuring for flu days		The surgery will use these suggestions next year
Normal blood results to be sent a text advising the patient	All GP's requested to start and use the text option on filing normal results	Patients will now receive a text for a normal blood result