

## **Lawn Medical Centre – Patient Participation Group Report 2014/15**

This report provides a summary of the activity undertaken by the practice and the Patient Reference Group (PRG) during 2014/2015. It addresses one of the requirements of the Enhanced Service Agreement that the practice has with NHS England

### Formation of the PRG:

- The group has been running for four years and consists of 101 “virtual” members which includes fifteen “face to face” members.
- There have been some changes within the groups, one person has resigned from the face to face group due to other commitments, but remains part of the “virtual” group. She has been replaced by three new members. The virtual group remains stable.

### Constitution of the PRG:

- The virtual group includes members aged from 25 to 87, though we need to try to attract more 18-30 year olds by perhaps suggesting the possibility on an ad hoc basis. Other suggestions include using Facebook and social media interaction, engaging with support groups, carers, a PPG representative to engage with people in the waiting room, and for the younger group perhaps engaging with their parents.
- The group still includes twelve patients of other nationalities other than White British, a manager of a care home on behalf of those with learning disabilities, a resident of a care home, two wheelchair users, a blind lady and a young man who is profoundly deaf.
- The face to face group includes three people of other nationalities other than white British, one wheelchair user and the blind lady.
- Those without e-mail are included and contacted by letter or telephone.

Following the action plan from previous surveys the following actions have been taken:

- Newsletters are being produced quarterly and distributed as widely as possible. Copies were made available on the website, in the waiting rooms and sent via e-mail to those who have agreed to receive them in this way, including 101 members of the “virtual” PPG group.
- All notice boards are regularly reviewed and updated with fresh information, current topics and local news highlighted, and relevant information included on the website.
- Patient Access is now installed and patient registration for the service is slowly growing. E requesting of repeat prescriptions continues to be popular. Patients emailing for prescriptions are invited to register for patient access and order prescriptions in that way. Notices have been put on the notice board, in the newsletter, on the website to advise patients.
- E-mail is being used more and more by patients as a means of getting answers and advice from their GP.
- Four hundred and fifty patients have given permission for us to contact them with news and changes by e-mail. Invitations to register their email address and to join the PPG are included in new patient packs.

We have also:

Initiated better access for appointments – booking up to four weeks ahead.

Provided new seating in the upstairs waiting room.

Created a privacy zone in reception in an attempt to improve confidentiality

The practice now opens on a Wednesday afternoon as a direct result of feedback from patients

Researched and agreed to install electronic check in

Continued to improve communication with patients, through newsletters, notice boards and the website

The second phase of electronic prescribing is now activated, and we continue to encourage patients to use the service

Continued to collect and record mobile phone numbers and email addresses

Responded to each patient query raised on previous questionnaires

#### Other changes for 2014/15

The patient group is now more self-led, with support from the practice. Several face to face meetings have taken place, and a new simple and clearly defined constitution drafted by a small working group. Sources for the draft coming from Healthwatch, NHS England, NAPP website and members experience.

The PPG decided that each year they are to focus on three key priority areas as the group had generated a rich and diverse set of ideas. For this year:

1. A new constitution
2. Understand the wants and capabilities of each group member
3. Identify and agree three priority areas for 2015/16

Future PPG meetings will be held quarterly with a steering and management report function for the agreed outcomes. Sub groups to work to take actions forward between committee meetings, linking in to the practice before taking any action.