



Harford Health Centre Patient Participation Group Report 2011-2012

Background

The surgery has recently moved from the old premises located at 79 Ben Jonson Road to 115 Harford Street. The last patient forum meeting took place in the old premises and unfortunately due to the transition period moving to the new building we were unable to hold a patient forum meeting for a while. The practice would like to thank all our patients who have continued to engage and support the practice during the move process.

Patient Participation Group

We currently have 12 members on the patient forum group who represent a good spectrum of our patient demographics. We have recruited these members through advertisement in the waiting area on our digital signage solutions and also on our patient notice boards. 6 Members of the PPG were already members from our old premises, this year we have recruited a further 6 members from our advertising process. The key aims and objectives of the forum group are as follows;

- To work with management and clinicians to better understand the needs and expectations of our patients
- To act as a voice for our patients to raise concerns/issues affecting our service users
- To help the surgery deliver and communicate important information in the community
- To provide feedback on the services at the practice

Patient Forum Meeting

Our first meeting in the new building took place in April 2012, in this meeting the staff and PPG members discussed various issues ranging from lack of 48hr appointments, frequent attendees, missed appointments, online services and future forum meetings. The members also discussed various findings from surveys and gave suggestions on how to improve in those areas. The PPG members also decided the group would prefer an informal structure without the need of a board structure until the group has grown to a much bigger size to fully reflect the 9,550 patients currently registered with the practice.

A copy of the minutes is uploaded with this report.

The practice also designed a questionnaire based on common queries from patients and decided to launch an online survey via [surveymonkey.com](https://www.surveymonkey.com). Practice staff advertised this survey on our digital signage systems and on the public notice board. The survey was capped at 100 surveys and was completed from a mixture of e-mail respondents and telephone surveys. The findings of the survey are as follows:

Appointments

67% of patients are aware of how the appointment system works i.e. diabetes, asthma, travel etc.

73% of patients said they were able to see a doctor or nurse two weeks in advance

76% of patients are aware of pharmacy first

New Premises

96% of patients have no difficulty accessing the new building

79.8% of patients know their way around the surgery i.e. toilets, fire exits, clinical rooms etc.

Telephones

40.8% of patients are sometimes able to get through to the surgery on the telephone

92.9% of patients agree there is adequate information on the surgeries recorded messages i.e. opening times, out of hours, nhs direct etc.

Quality of Care

73.7% of patients agree the surgeries aims are being met in terms of providing the best quality of care to its patients

75.8% of patients said their doctors inform them of their treatment options

In summary the questionnaire raised positive comments from patients and agreed the practice has come a long way and appreciate close doctor-patient relationship the surgery has with its patients.

However there were concerns raised with the lack of 48hr appointments and members of the PPG would like to see more doctors and more work done on the missed appointments currently on average 72% rate of attendance. The results did highlight the problems with the telecoms and the limited call handling of the current system.

ACTION PLAN

The practice has acknowledged the issue with 48hr appointments and has explained to PPG members this is due to the lack of room space to recruit more doctors. Members of the PPG have stated they would like to help the practice acquire additional space upstairs on the 1st floor of the building to bring in more services such as opticians and more space for the surgery to grow and become a teaching practice. The surgery will be looking into how we can acquire further space by opening a dialogue with the local health authority.

The practice will also work with some members of the PPG who have volunteered to give up some of their time to help reduce missed appointments and also look in to changing patient behaviour to save the number of appointments.

The practice has listened to our patients and has changed the telephone system from maintel to a new company called Atech. Early signs are positive and the surgery is still in the process of acquiring additional telephone lines to handle more call volume. The partners will also employ an additional member of staff to answer telephone calls during peak times to help answer telephone calls within 2-3mins.

Members of the PPG have stated meetings should take place on a monthly basis. The practice has agreed this should take once a month, last Monday of each month. All practice forum meetings will be organised by the ICT Manager and at the request of the PPG members this will be advertised two weeks in advance of each meeting. PPG members have also asked these meetings to be advertised in local shops. The practice will speak to local shops to display posters of all future meetings.

The practice is no longer sending appointment reminders as the funding for this service is no longer available. Members of the PPG have asked for e-mail reminders. At present this is not supported on our clinical system, however the ICT Manager will investigate this further and explore additional patient communication messaging systems.

The practice has future plans to invest in patient friendly IT services and is currently looking into creating a new website and starting the online repeat prescription ordering system.

The practice will continue to hold monthly meetings and advertise the forum and recruit additional members for both PPG and the vPPG and undertake regular surveys to monitor change in service delivery.

The practice would like to express our gratitude to all our PPG members who have taken time to be involved in the practice to shape the way we deliver health services in the local community. We would like to invite all our patients to take part and register for the PPG or vPPG to make this forum successful.

For more information please speak to one of our receptionists.