

		Practice Population profile	PRG profile	Differences between practice and PRG profiles
<b>Age</b> <i>List preferred age ranges and enter practice and PRG details</i>	<b>0-65</b>	<b>9281</b>	<b>531</b>	<ul style="list-style-type: none"> <li>• The PPG has a more elderly population which reflects the practice profile</li> <li>• We have slightly more females than males signed up for the PPG and for the virtual patient group, this also reflects on the practice profile.</li> <li>• The virtual patient group figures have increased dramatically over the last 12 months to over 800 members. This has been driven by the PPG at local events and flu clinics.</li> <li>• The ethnicity shows a majority of white British patients as does the small amount of date available on our clinical systems.</li> </ul>
	<b>65 +</b>	<b>2401</b>	<b>273</b>	
		<b>11682</b>		
<b>Sex</b>				
	<b>Male</b>	<b>5700</b>	<b>340</b>	
	<b>Female</b>	<b>5982</b>	<b>489</b>	
<b>Ethnicity</b> <i>List relevant ethnic groups and enter practice and PRG details</i>				<p>The surgery does not routinely record ethnicity information for our patients. Although from our records we do have, the majority of our patients are white British.</p>

# PATIENT PARTICIPATION REPORT 2012/13

## *Blidworth and Ravenshead Surgery*

### 1. Establishment of Patient Representative Group

A description of how our patient representative group has been established/developed.

- ***Our Patient Participation Group (PPG) is our physical meeting between patients and members of surgery staff.***
- ***Our Virtual reference Group (vPRG) is patients that have signed up to receive information from time to time and asked to provide feedback via email or the post.***

It has been a very busy year for the Patient Participation Group. Members have been very active in getting patients of the practice aware of the work of the PPG and getting our patients signed up for the Virtual Patient Reference Group (vPRG). We have attracted a wide range of patients in our virtual group from the young to the older patients and seen our numbers of this group increase to over 800. This work has been done by meeting patients at Flu clinics and community events across the two villages, including Christmas fayres. The PPG is keeping in touch with patients via local newsletters, the internet and when necessary, by mail. We have notice boards in both surgeries and also around the local areas. Local events are held by the PPG promoting the group; they have links with our local churches, Surestart, Library, District and Parish Councils. Overall we are extremely proud of our achievements this year.

We promote the PPG on the practice website. The Website shows the minute's of our meetings and the future meeting dates. An email address for the PPG chair is on our website as a point of contact for patients.

Our Patient Participation group are a key group within Newark and Sherwood and are sought out by the Clinical commissioning group for information, support and involvement in patient engagement and development. Our group supported an event set up by the CCG to inform patients of local healthcare development; this was held at Blidworth and was open to the residents and patients of local villages.

The CCG took some important points and ideas away from this event.

Our PPG chair is a member of the Stakeholder Reference group and a patient representative on the CCG partnership board for integrated care for people with long term conditions. This is a new and unique project called PRISM, which has patients at the centre of their own care.

Our Patient group are making a valued contribution in their way to the practice. Some have a voice in the wider community and others prefer to do local networking.

- The PPG has a more elderly population which reflects the practice profile
- We have slightly more females than males signed up for the PPG and for the virtual patient group, this also reflects on the practice profile.
- The virtual patient group figures have increased dramatically over the last 12 months to over 800 members. This has been driven by the PPG at local events and flu clinics.

- The ethnicity shows a majority of white British patients as does the small amount of data available on our clinical systems.

Below is the questionnaire that patients completed to become a member of the virtual patient group. This also asked patients if they would be interested in hearing more about the Expert Patient Groups, which is a group, ran by our PPG chair. This group is a free support programme for patients with long term conditions. The take up for these groups has been very positive. The meetings are held at Blidworth surgery.

**The form used to sign up vPPG members is shown below. (See appendix 1)**

## 2. Agreeing areas of priority with PRG

A description of the steps taken to determine and reach agreement on the issues deemed a priority for inclusion in our patient survey.

A discussion was held with the PPG members to discuss how the patient survey would be done. After having difficulty last year with the Analysis of the survey it was felt that we should use one of the surveys available that covers a general overview of the practice and the analysis would be done by a company. CFEP was the chosen one and the members agreed that this would be the starting point to carry out this survey – feed back the results to the virtual group and identify any areas from this that the group could work on, or conduct another survey to find out more information should the necessity arise.

The PPG wanted to know about access and had concerns over the amount of 'Did not attend' (DNA's) we have.

The selected priorities did match the initial priorities as the survey results were very favourable in all areas. The vPRG group did not give any feedback and the PPG members selected this area as they felt that they could do something about raising awareness of the importance of cancelling your appointment should you not be able to keep it.

## 3. Conducting the Patient Survey

A description of the steps taken to prepare for and undertake the patient survey.

Cfep UK survey company was used for our 2012 patient survey as this asked our patients what their experience entails when trying to access our services. From this survey we could ascertain whether or not patients felt that there was an issue in getting through to the surgery on the telephone or making an appointment. The survey was completed in October/November 2012.

The surveys were handed out by the doctors after a consultation in surgery, they explained that the questionnaire asked about the patients views of the practice and the quality of care they received from staff and that the information given would help the practice to improve our services.

The patients were asked to complete the CFEP survey after their consultation with the Doctor and before they left the practice. The questionnaires were sealed and put into a collection box by the patient.

The Surveys were then collated and returned to Cfep for analysis.

**A copy of the survey that our patients were asked to complete is shown as a separate document.**

The survey results were very positive, with 90% of all patient ratings about the practice were good, very good or excellent.

- ❖ Excellent 40%
- ❖ Very Good 30%
- ❖ Good 20%
- ❖ Fair 5%
- ❖ Poor 1%
- ❖ Blank 3%

A copy of the full patient survey and results are attached.



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#### 4. Survey results and agreement on key findings

A description of how the practice shared the survey results with the Patient group, what comments were made by them and they key areas that were identified by the survey.

At the PPG meeting in November 2012 it was agreed that a sub group would get together in January 2013 to review the CFEP Patient Survey results.

A small working group including members of the PPG met with surgery staff on 14/01/13 to review the results of the CFEP Patient Survey.

The PPG members were very happy with the survey results and gave very positive feedback.

The overall results were discussed in detail and we looked at the practices strengths and weaknesses. After the results and customer comments had been reviewed, It was agreed by our PPG that the overall survey results were good with the majority of results better than the national average based on practises of a similar size.

We looked at the survey scores against our benchmarks along with the customer comments and this is how the group decided on the areas to take forward to the action plan.

It was also decided that a letter and a copy of the survey results would be sent to our entire vPRG (in excess of 800 members), either by mail or email. This letter asked the virtual group for any feedback, areas of concern or areas they would like us to action. A deadline was set for a response from these patients. We had no response from the vPRG. (A copy of the letter is attached)

The Survey results were publicised on the practice website and in both surgeries.

The attached action plan shows the areas that the group agreed would be taken forward.

- ❖ See a doctor within 48 hours
- ❖ Car parking facilities
- ❖ DNA's
- ❖ Text Messaging
- ❖ On Line services

There were no changes identified that were not agreed by the PPG.

The changes identified did not have any impact on contractual arrangements.

### **Letter to vPPG (appendix 2)**

## **5. Action plan**

A description of the agreed actions that relate to the survey results and how these actions were agreed with the PRG.

### **Action Plan (appendix 3)**

The action plan was agreed at the meeting on 14/01/13 with the practice team and the PPG members. Dates for completion were discussed and documented on the action plan. There were no significant changes that needed to be implemented, just areas for action.

There were no elements raised by the survey that could not be addressed or implemented. The minutes and action plan are available on the practice website.

## **6. Publicising actions taken and achievements**

Publicise actions taken and subsequent achievement

**Patients asked for** more appointments. We looked at how many patients fail to attend for appointments. Our aim was to bring this number down by making patients more aware of the importance of cancelling if they can not attend. This would create more appointments for patients that need them. **We have** put up posters all over the villages and in surgery to highlight the amount of patients that DNA and the number of lost appointments this can cause.

**You said** that parking can be a problem. **We have** asked a company to come and re-design the car park, creating a few more usable spaces.

**You said** that you would like more information on how patients can help themselves with their long term conditions and **we have** rolled out three Expert Patient programs in the past year.

There is no disagreement with the PPG and vPRG on any of the actions in the action plan.

This report is available in hard copy at both surgeries and posted on the website.

Copies have been sent to the members of the PPG and members of our vPRG have been signposted to our website.

All staff has been emailed a copy of the report.

The practice is open

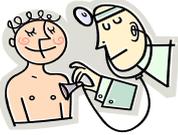
Monday 8am-6pm- GP and nurses- ring and book

Tuesday to Friday 7.30am-6pm GP and nurses – ring and book.

Saturdays on a rota basis from 8-11.30 am- GP only pre-booked appointments.

Services can also be accessed in person and via the practice website.

Our opening hours include extended access hours.



**VIRTUAL PATIENT PARTICIPATION GROUP  
CONTACT FORM (appendix 1)**

Our Patient Participation Group at Blidworth and Ravenshead Surgeries is encouraging patients to give their views about how the Practice is performing.

They would like to be able to ask the opinions of as many patients as possible and are asking if people would like to provide their e-mail addresses so that they can contact you by email every now and again to ask you a question or two.

If you are happy to be contacted periodically by e-mail or letter please complete your details below and return this form to Reception, a Patient Participation Group Representative or give this form to one of our Receptionists

<b>Name:</b>		<b>Postcode:</b>	
<b>Email / Address:</b>			

This additional information will help to make sure we try to speak to a representative sample of the patients that are registered at this practice.

	<b>Are You?</b>	<b>Male</b>		<b>Female</b>	
<b>Age Group</b>	<b>Under 16</b>		<b>17 – 24</b>		<b>25 – 34</b>
	<b>35 – 44</b>		<b>45 – 54</b>		<b>60 – 64</b>
	<b>65 – 74</b>		<b>75 – 84</b>		<b>Over 84</b>

To help us ensure our contact list is representative of our local community, please indicate which of the following ethnic background you would most closely identify with?

<b>White:</b>					
British Group			Irish		
<b>Mixed:</b>					
White & Black Caribbean			White & Black African		White & Asian
<b>Asian or Asian British:</b>					
Indian			Pakistani		Bangladeshi
<b>Black or Black British:</b>					
Caribbean			African		
<b>Chinese or other ethnic Group:</b>					
Chinese			Any Other		

How would you describe how often you come to the practice?

Regularly		Occasionally		Very rarely	
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<b>Are you aware that there is an 'Expert Patient Programme' for people with long term conditions?</b>	
Yes	
No	
<b>The programme is for anyone who is living with a long-term health condition, regardless of what it is. If you are interested in finding out more about the 'Expert Patient Programme' - please leave your contact details</b>	
Here	

## **To Blidworth and Ravenshead Surgery Virtual Patient Group (appendix 2)**

The Surgery has now received the results of the recent survey "Improving Practice Questionnaire Report", attached to this letter are the overall results. These results are also available to read on the Surgery website and on the notice board in the surgery waiting rooms. After reading the results of the Report, the Patient Participation Group (PPG) would be grateful for any feedback from you by the 29<sup>th</sup> January, prior to our next meeting on the 30<sup>th</sup> January. We will then discuss what action needs to be taken at that meeting.

Are there any areas mentioned in the survey outcomes that you feel the PPG should focus upon to try and help The Practice improve their performance and local healthcare. Are there any areas that you feel have not been covered by this survey that you think might possibly be addressed in the future? If you do have suggestions these could be considered as part of our Action Plan for this year.

If you have questions regarding The Practice and its operations please look for information on the dedicated website or ask for a Practice Information Leaflet which is available at reception in both surgeries.

During this period of transition following the implementation of the new Healthcare Bill from Primary Care Trust to the Clinical Commissioning Group is assured that as your local PPG we are trying to keep patients informed of changes that affects local healthcare. Any specific information that you need to know about will be posted in the local newsletters, 'The Sherwood' and 'The Ravenshead Newsletter'.

**If you have any questions** that you think the PPG may be able to answer or if you have information that you wish to share, you can contact the Chair of the PPG Gilly Hagen via e-mail [ggilyflower50@hotmail.com](mailto:ggilyflower50@hotmail.com). We are always willing to share information about how this group of patients are working with the GP's to improve and develop local healthcare (This is on notice boards at both surgeries).

Thank you for your on-going support to ensure as many patients as possible are involved in our Virtual Patient Group and be assured we will continue to keep you informed of developments locally.

Yours faithfully,

**Andrea Davis**  
**Vice Chair**  
**Blidworth & Ravenshead PPG**

**Minutes of Meeting 14/01/2013 (appendix 3)**  
**PPG/Staff working group to discuss the Patient Survey Outcomes and Action Plan**

**Attendees Surgery Staff**

**Sally Haywood (PM) Charlotte Mellors (PA)**

**Attendees PPG**

**Gilly Hagan, Andrea Davis, Sheila Stacey and Judith Bragg**

- Key Findings of the Patient Survey
  1. The overall comments of the survey are really good.
  2. The 48 hours to see a GP may be a communication issue.
  3. Parking issues
  4. Patients wanted more information about the Expert patient program
  
- Which Responses were most positive –
  1. Time for visits
  2. Being able to speak to a GP on the telephone
  3. Getting through on the phone.
  
- Which Responses were least positive
  1. See GP of choice
  2. Seen in 48 hours

**ACTIONS AGREED TO TAKE FORWARD**

<b><u>Priority for action</u></b>	<b><u>Proposed Changes</u></b>	<b><u>Who needs to be involved?</u></b>	<b><u>What is an achievable timescale?</u></b>
Publicise Appointments System (see a doctor within 48 Hours)	Website, Practice Leaflet, Educate patients via receptionists	Practice staff and members of the PPG	25/01/13
Information on Services (see a doctor within 48 hours)	Website and Practice leaflet, Educate patients via receptionists	Practice staff	25/01/13
Put the Survey results on the	Update the website	Practice staff	25/01/13

Website			
Send a letter to the virtual patient group, by email and post asking for feedback.	To engage with the virtual patient participation group and gain feedback from them on our results	Practice staff and PPG Group	25/01/13
Contact Tarmac company to have a look at the layout of the car park to see if we can increase the number of spaces.	Change lining on the car park to increase car parking capacity	Sally/Charlotte/Tarmac Company	Quotation by 31/03/13- company visited premises on 7.2.13, awaiting quotation.
Did not Attend Posters	To display DNA posters in both surgeries and in the local community	Member of the PPG Group	Ongoing- to rotate posters on a regular basis
Reminder of appointments by text and on line cancellation of appointment for patients	Surgery Staff to promote these facilities to patients. Collating and recording as many mobile phone numbers as possible.  Website has been updated to include the new facility.	Surgery staff PPG Members	Ongoing. Text messages are being sent – more numbers need collecting
Expert Patient Program	Patients who have expressed an interest have been contacted	PPG – Gilly Hagen	Three rotations of the group have already been carried out and other patients are on a waiting list