

## Patient Participation Group Annual Report for 2014-15

### MEETINGS

The group had met in in February 2014 and again in February and March 2015.

### PPG GROUP PROFILE

The situation regarding the inequality in demographics within the group and the clear under-representation of both younger patients and those in ethnic minorities remains unchanged although new members have been invited to replace those who have, for reasons of relocation, left the membership. Group members have been asked to identify minority groups so that the surgery can actively encourage involvement with PPG activities. That aside, the existing group remains cohesive and committed and remains supportive of the practice as a whole, with a good understanding of the needs of the whole practice population

Breakdown of group membership by age/gender is as follows:

<b>Count</b>	<b>56</b>
Female	30
Male	26

Ethnicity is only recorded for 5 of the 56 members of the PPG (8.9%) against 14% of the practice population so that further analysis of the group profile would not be meaningful

### DEVELOPMENT OF THE ACTION PLAN

Earlier objectives set by the group have been realistic and achievable and as a result of their suggestions a number of positive initiatives have been pursued within the practice to achieve the action plan set for 2013/14. Based on the responses to the 2014 survey, the group retained its proposals for activities in 2014/15

- Improvements to telephony
- Enhancing staff/patient engagement
- Addressing environmental aspects affecting patient confidentiality
- Increasing accessibility by fully engaging IT solutions
- Increasing PPG representation
- Reviewing the Patient Charter to address behavioural concerns
- Addressing parking problems

## REVIEW OF ACTION PLAN

Key activities have been undertaken by the practice during the last year and a number of valuable initiatives have been taken to improve patient experience:

- June 2014 – the practice moved to off-site storage of patient records in a secure archive. This enabled the remodelling of a small consulting room proposed by the PPG during 2013-14 and this provides additional space which can be utilised where necessary to provide a confidential area for patient/staff discussions where necessary.
- August 2014 – in a bid to improve speed issues affecting the clinical system, the practice implements a “hosted” system whereby records are stored remotely. This goes some way to improving speeds and resolves concerns about security in the event of a major incident affecting surgery premises.
- August 2014 – as a result of suggestions from the PPG, the practice installs a cloud based telephone system to include call queuing and improved system features. Patient response to date has largely been favourable although it is recognised that system efficiency has resulted in a heavier workload for practice staff due to increased system capacity.
- September 2014 – the practice joined the Watford Care Alliance with the aim of providing additional appointments outside of normal surgery hours. Patients benefit from additional pre-bookable appointments on some evenings and weekends, albeit this is not always at the practice’s own premises.
- October 2014 – change of partnership. There was recognition of the difficulties experienced by many practices in recruiting new GPs and the practice is fortunate in recruiting and retaining a dedicated and committed staff team which the PPG is anxious to support fully.
- January 2015 – introduction of Electronic prescribing (see agenda item). The PPG has expressed its concerns on the impact on some patients and has offered to engage locally to support improvements to the process.
- February 2015 – the PPG approves a further update of the Patient Charter intended to support staff and to acknowledge the significance of patient behaviour on staff morale. The charter will be incorporated in registration packs for new patients.
- March 2015 – the Practice engages with local residents to consider ways of improving parking and reducing traffic congestion associated with increased surgery usage and limited parking facilities.
- March 2015 – the PPG approves a Staff Satisfaction Survey to look further into the factors affecting staff morale, including patient behaviour.

## FUTURE PLANS

The meeting held on 25th March identified key priorities for the coming year:

1. Staff Engagement & Morale – depending on the results of the staff satisfaction survey to be carried out in Spring 2015, to consider further ways of supporting practice staff and engaging them directly with the PPG
2. Environmental/Communications – to review and improve patient communications through good presentation of literature and other reading materials in the waiting areas
3. Engage minority groups (eg carers) with the work of the PPG to ensure broader representation and understanding of the needs of smaller groups.
4. Online services/Patient Access. Resolve issues relating to on-line patient services and work to embed systems to benefit the patient population.