Dr Hewitt and Partners

Local Patient Participation Report (LLP Report)

2011-12
Patient Participation Groups (PPG)

It has recently been recognised that having good communication channels with your patients is a useful tool within Doctors practices. It gives the opportunity to ensure that patients are involved in decisions about the range and quality of services provided and, over time, commissioned by their practice. This includes patients being involved in decisions that lead to changes to the services their practice provides or commissions, either directly or in its capacity as gatekeeper to other services.

PPG DES (Directly Enhanced Service)

In April 2011 a DES was introduced which aimed to promote the practice engagement of patients through the use of effective Patient Groups and to seek views from practice patients through the use of a local practice survey.

Dr Hewitt & Partners PPG

In April 2011 the Delapre Medical Centre (DMC) and Whitefields Surgery (WF) merged. This was to provide the WF surgery with a solid future as a practice, as the surgery partners were on the point of retirement but with no partner successors. It also gave the DMC partners to chance to look at expansion moving into the future with new services and being able to continue to take on patients in an expanding area of the Northampton Town south.

The DMC has had an active PPG since 2005 who have been involved in a number of successful initiatives. WF had no patient group set up.

Upon the commencement of this DES the practice sought to expand its current PPG group to include WF patients and also look at a more representative sample of its patient population and to create a Patient Reference Group (PRG).

The PRG gives an opportunity for patients who would like to be involved with the practice but are unable to attend regular in house meetings. The practice communicates with the PRG via email a number of times per year to ask for their feedback on various issues and update them on the latest items that we are reviewing with the PPG.
Expansion of current PPG

The practice has looked at many ways of trying to engage its population to ensure that it had a representative sample of patients as part of the PPG. It is not always possible to have an entirely representative sample but the practice worked hard at trying to offer as many patients as possible the opportunity of becoming a member of either the PPG or PRG.

The steps the practice took are detailed below.

- Notices up in reception on current information & general information boards
- Doctors & practice nurse team made aware to advise patients where appropriate
- Leaflets available in reception area and staff asked to hand out leaflets & sign up forms
- Current PPG members coming in to help out in flu clinics, weight management clinics and coffee morning – thus enabling the members to introduce themselves and hand out leaflets on joining
- Page added on the practice website with an on line sign up form

The demographics of the PPG are set out in the attached document

The practice continues to try to improve the balance of the PRG and the PPG by offering selectively to patients as appropriate. The PPG now has 15 members who regularly attend meetings alternatively at both sites, and the PRG now has 28 members who receive the meeting minutes and other information by email.

At the next meeting the PPG will be discussing ways of attracting younger patients to the group itself as this is an area where we lack input. We will also be discussing ways in which to reach patients where English is not necessarily their first language.

Patient Survey

The survey for 2011-12 was started in November 2012 and carried on until the end of January 12. As this was the first survey for the new joint venture it
was decided to go with a recognised survey that could be attached to the DMC website. We used the GPAQv3 which both practices have previously used. It has a range of questions about the receptionists, clinical staff, opening hours, access to premises and telephone access, appointment times etc. The surveys were placed in both practice waiting areas. Members of the PPG also came in on busy mornings and handed surveys out to patients explaining the reasons behind them.

The survey results

The results of the survey were analysed and a summary was generated enabling the practice to easily review each question (patient satisfaction survey full results available on website) (summary results available in reception areas of both practices)

The Development plan

On the 13th of February once the results had been collated the PPG were invited along with any members of the PRG to a meeting to discuss the outcome of the survey, and comments from patients. The results were also looked at by Mr Mark Leonard (Practice manager partner) and Dr Emmeline Morrison (Gp partner, PPG lead)

The main areas of concern which have been discussed are

- Access - ‘I could do with someone to help me up the stairs at DMC’
  ‘Disabled access is a real issue’

We are continuing as a practice to offer patients with mobility problems the use of a downstairs room at DMC as this is offers easier access to consulting rooms. We are also offering patients the chance to attend an appointment at WF if they have mobility problems as WF is all on the ground floor.

- Access to appointments – ‘Great to be able to book on line, but there are not enough appointments’
  ‘I was unaware you could book online’

On line booking has been used at DMC for a number of years, this service is now available at WF and will be advertised in the practice. We will also be looking at adding additional slots for on line booking.

- Access – ‘Not enough advance bookings available’
- The set up of appointments on the day and in advance will be looked at in the near future.
• Access – ‘How do I book these days, I am totally confused’

Confusion over booking procedures will be addressed with a handout letting people know how and when they can book.

• Access – ‘We want lunch time opening’

DMC has been open for a number of years over lunchtime, from April 2011 Whitefields do not close at lunchtime.

• Developments for the future that will need looking at are additional customer service training for receptionists. Access through the telephone system at DMC including answering the calls, and length of time on hold. This cannot be looked at, at present as we are in a contract, but will be looked at asap. Booking in advance will be looked at across both practices in the near future as we have additional Doctor Partners starting.

Opening Hours and Access to Services

From the patient survey most patients were happy with the opening hours, we currently provide services between 8am and 6.30pm 5 days per week Monday – Friday.

During these times patients can contact the surgery by telephone or come in and speak to a member of staff face to face.

The practice also offers patients an on-line appointment booking and prescription request service which is available 24/7 (with the exception of when the clinical system is carrying out a maintenance back up).