



The Charnwood Practice – PPG Annual Report 2013/14

Introduction

The Charnwood Practice is based in the Merlyn Vaz Health & Social Care Centre, 1 Spinney Hill Road, Leicester, LE5 3GH. The Practice population has grown by nearly 4% in the past twelve months to a current level of nearly 6800 patients.

The Practice is open from 8am-6.30 Monday to Friday, except Wednesday, extended hours 8am-8pm. Access to the services is via face-face, telephone or the Internet.

The PPG Profile

The PPG currently consists of seven patients with supporting representation from two/three members of The Charnwood Practice, notably a GP Partner and the Practice Manager and the Senior Practice Nurse Manager.

The PPG profile represents a broad range of patient backgrounds covering differing health needs, gender and ethnicity. The PPG recognise the need to bring new members on-board and are actively striving to achieve this. The Practice supports the PPG by ensuring that the PPG is advertised on the Practice TV screens, in-house notice boards, and the website. In addition, Practice staff routinely offer patients the opportunity to participate if they have ideas that they wish to raise.

PPG Meetings and Action Plan Update

The PPG meet on a regular basis, usually every Quarter. The meeting now take place at the Merlyn Vaz on a Saturday morning between 11am -1pm.

Meeting minutes are available on the Practice website.

Previous meeting dates:

15th June 2013

21st September 2013

30th November 2013

01st February 2014

Next meeting due 12th April 2014



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Meeting Action Plan Update

	<u>Action</u>	<u>Owner</u>	<u>Status</u>
1	PPG meeting location. Move to the Merlyn Vaz.	All PPG members	Completed June 2013
2	PPG advert placed on the new TV screens in both waiting areas.	P Houseman	Completed July 2013
3	Charity - InterCare medical aid for Africa. The Practice has registered for this charity. Members of the public can return their unwanted medicines to us.	PPG accepted	Completed August 2013
4	A new telephony system is being introduced. It works alongside the current appointment system but means a Patient can call any time of the day/week and book/cancel/check an appointment they don't have to wait until we're open.	P Houseman	Completed August 2013
5	PPG members to test the new telephony system.	All PPG members	Completed September / October 2013
6	Piloting of a 'Diabetic – One Stop Service' aimed at reducing the number of times a patient has to visit the surgery and improving our delivery of diabetic care. PPG members welcomed the initiative and request trialling the service.	All PPG members	Completed October 2013
7	PPG members request PPG and staff pictures. PPG members approved PPG pictures.	All PPG members	Photographs taken require space/frame to promote in the waiting area. WIP due May 2014.
8	Conduct a 'secret shopper' exercise to test the appointment system and processes within the surgery.	M Maxwell	Completed November 2013
9	Review of the Practice Balanced scorecard ahead of the Leicester City Clinical Commissioning Group, Annual Quality Review due on the 11th December 2013.	All PPG members	Completed November 2013
10	Annual PPG survey, design and configuration ahead of undertaking the survey during March 2014	P Houseman	Completed January 2014
11	Discuss the draft PPG survey and sign-off as acceptable.	All PPG Members	Completed February 2014



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Special Thank You

The PPG was praised by the LCCCG during the December 2013 AQR for performing the 'secret shopper' exercise; testing the new phone system; and piloting Diabetes One Stop Service.

PPG Annual Survey

Survey Design

The survey was designed with involvement by the PPG and discussed at a PPG meeting in detail. Ideas were incorporated and design aspects modified. The focus of the survey was designed to elicit feedback on the use of technology within the Practice. The use of technology to increase patient choice and offer a wider service offering is a key tenant of the NHS England strategic vision. The PPG felt that it was important to support this strategy and baseline the Practice technology offering.

Over the past 12 months the Practice has invested in a new technology in order to allow patients the choice and freedom to book an appointment with a doctor using an automated telephony system that allows 24 hour access to book available appointments up to two weeks in advance. This technology allows a patient to book an appointment with a doctor by telephone without the need to speak to a receptionist.

The Practice website offers online appointment bookings and repeat prescription ordering. However no baseline has been established as to the general patient awareness of this service. Accessibility is dependent upon patients utilising the Internet and being aware of the website service offering.

A recent Leicester City Clinical Commission Group survey highlighted that The Charnwood Practice has one of the highest registered number of online registered patients and online booking percentage ratios. However there is always room for improvement and progress.

The survey was divided into five sections:

1. Waiting Room Information

Rational – it is important to ensure that there is a balance between electronic communication and paper communication. In addition the PPG wanted to assess the usefulness of the electronic media content.

2. Practice Website

Rational – it is important to begin to baseline and understand if, how and when they access the website, and their views of the website content.



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3. Automated Telephone Booking System

Rational – this is a new technology within the Practice, and the drive is to improve utilisation from an average of 3-4 per day.

4. About You

Rational – in order that the PPG and the Practice can understand if there are trends across gender, age, ethnicity or language.

5. PPG

Rational – to raise awareness of the PPG and give respondents the opportunity to gain further information or become involved with the PPG.

Survey Results

Over a two week period there were 192 respondents.

1. Waiting Room Information – which is most useful to you? (Score range 1 – 5, 1 being not useful, 5 very useful)

TV Screen display	3.5
Posters displayed	3.2
Health Information leaflets	3.1

2. Practice Website (www.thecharnwoodpractice.co.uk)

a) How often do you access The Charnwood Practice Website?

I don't have /use Internet	31%
About once a day	10%
About once week	6%
About once a month	31%
About once a year	22%

b) How do you normally access the Surgery website?

Home PC / laptop	54%
Mobile phone / tablet	46%



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c) If you have used the website how useful did you find it?

(Score range 1 – 5, 1 being not useful, 5 very useful)

For general information	3.3
To book appointments online	3.8
To request repeat prescriptions	3.3
To notify us of a change of address	3.2

d) How can we improve the website? Is there any other information or feature you would like added? (Comments received below)

- Add medical history
- Have your own app for smart phones
- More guidance leaflet style
- Let people know that there is a website, advertise it
- Make it colourful and bright

3. Automated Booking System

a) Are you aware that you can book an appointment with a Doctor by telephone without the need to speak to a receptionist?

I was not aware	38%
I was aware	62%

b) Are you aware that appointments are available up to 2 weeks in advance for patients to book an appointment with a Doctor using the Automated Telephone Booking System?

I was not aware	64%
I was aware	36%

c) Are you aware that patients can access the Automated Telephone Booking System at any time of the day or night?

I was not aware	56%
I was aware	46%



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4. About you – information related to those who wished to respond to this section of the survey:

Gender

Male	53%
Female	47%

Age

Under 16 years	0%
17-24 years	15%
25-34 years	25%
35-44 years	17%
45-54 years	19%
55-64 years	9%
65-74 years	6%
75-84 years	3%
85 years and over	3%
(declined to answer)	3%

Ethnicity

White British	22%
White Other	4%
Mixed Race	6%
Black or Black British	9%
Asian or Asian British	47%
Other	9%
(declined to answer)	3%

Language

Is English your first language?

Yes	81%
No	16%
(declined to answer)	3%



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5. The Patient Participation Group (PPG) provides a way for patients to represent their views and work with the Charnwood surgery to improve services. The PPG meets at the Merlyn Vaz every 2 months. Would you like to come involved in the PPG?

No	98%
Yes	2%

Survey Action Plan

Further discussion of the Survey Action Plan, ownership and timescales will be held during the next PPG meeting on the 12th April 2014.

1. Improve the display of leaflets and posters.
2. Query how the content of the TV screen media is updated? What new media is becoming available?
3. Review the design and layout of the website, including more leaflet style advice and guidance. Then promote the services available through the Charnwood Practice website.
4. Test and then promote the smart phone app for SystemOne online access.
5. Update Practice letter heading to promote the automated booking system.
6. Contact patients who have expressed an interest in becoming involved with the PPG.