

Patient Participation DES - Year 2

Roslea Surgery

2012/3

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www.rosleasurgery.co.uk

Introduction

We started our PPG journey in January 2012. We have now had 5 PPG meetings with a healthy number of attendees - between 9 and 15 each meeting. We have discussed many different topics in the meetings which have been held - please see the attached minutes for more details.

Aims & Objectives

- 1) To encourage a dialogue between the surgery staff members and the patients.
- 2) To gain an insight as to what is expected from our patients and to try to accommodate change to meet these expectations.

PPG DES - Stage 1 - Year 1

A PPG was set up using the following:

Letters sent to patients following an audit as outlined above - please find attached a copy of the letter we sent to these selected patients (item 1)

A email address specifically for PPG business and correspondence was set up - rosleappg@nhs.net

Posters were placed in reception and at the nurses waiting area. - please find attached a copy of the poster (item 2)

Leaflets were handed out by reception staff to patients and smaller leaflets were attached to prescriptions - please find attached a copy of the leaflets (item 3)

Information of the PPG was printed on the white side of each prescription

Stage 2 - Year 1

Our first PPG meeting was held on 9/2/2012 and 9 patients attended. We discussed issues that the patients had with services we provide and also asked for ideas on which services they would like us to provide which we currently do not. Please find attached the minutes of this meeting (item 4)

Stage 2 - Year 2

In year 2 the PPG members discussed health watch evenings. A number of members were keen to organise and implement health awareness evenings for fundraising and information - unfortunately due to sickness this has had to be postponed. We shall endeavour to continue with this in 2013/14.

The PPG Members

The PPG members are a good representation of our practice population. We have a wide range of ages - from mid 30's to 70+, and we have an equal share of male and female members. Some members utilise the surgery on a regular basis while others very infrequently. Some of the PPG members are working full time, some part time and others are retired. We have a married couple who are members; this couple have small children, so their needs differ greatly from those members which are retired for example. This leads to a greater diversity of opinions and ideas regarding Roslea Surgery.

Stage 3 - Year 1

Based on the information we received from the PPG members, a questionnaire was designed and given to patients by reception staff over a 2 week period. Please find enclosed a copy of the questionnaire (item 5)

The results of the questionnaire were displayed in reception, the nurses waiting area and put on the Roslea website. Please find enclosed a copy of the patient questionnaire results (item 5a)

Stage 3 - Year 2

In year two of the PPG it became apparent from the patient questionnaire that the appointment system currently being used was a hot topic for most of our patients. This became more apparent in the time spent discussing the appointment system at our PPG meetings.

This was discussed at length and it was felt that changes needed to be made. We gained a helpful insight from the PPG members as to what our patients wanted when they rang the surgery for an appointment or for advice - this enabled us to have a clear idea what changes needed to be made for the best interests of our patients.

Stage 4 - Year 1

The following PPG meeting was held on 29.3.2012 and the patient questionnaire was discussed. Please see attached the minutes of this meeting (item 6)

Stage 4 - Year 2

In year 2 our priority was to action some of the concerns from patients regarding our appointment system. 2012/2013 has seen Roslea Surgery go through some major changes.

After the feedback from the patient questionnaire the partners and staff at Roslea discussed a new appointment system to be introduced. This was a blend of invaluable feedback from the PPG members, the response from the patient questionnaire and input from the GP's and staff. The new appointment system went live in July 2012 and has been discussed at the PPG meetings on several occasions - again the feedback from the PPG members has been invaluable.

Stage 5 - Year 1

An action plan was set out to make the following changes and to implement the following services:

- 1) To set up an online prescription ordering service
- 2) To contact the council regarding disabled parking
- 3) To discuss possible changes to the appointment system outlined by the PPG members with the partners at Roslea.

Stage 5 - Year 2

The PPG members did express interest in more online services and updated ways to contact the surgery. Roslea Surgery did in fact upgrade the computer system to EMIS WEB which is a web based computer system that enables us to bring our practice in to the 21 st century. With this new system we will soon be able to introduce online appointment making and prescription ordering.

We also made enquiries regarding having a disabled car parking space. Unfortunately after a visit from a council official this request was declined.

The appointment system was changed and this is still a relatively new change which patients and staff are still becoming acquainted with.

Please see the minutes of the meetings for more information - attached.

Stage 6 - Year 2

You can find all the relevant PPG information, including all the minutes of each meeting we have had, on the Roslea website - www.rosleasurgery.co.uk