

# Dr Marshall & Partners (P88011)

## Heaton Norris Health Centre

### PATIENT PARTICIPATION GROUP REPORT – 2018

#### Introduction

The PPG allows our patients to be involved in decisions about the range and quality of the services provided and, over time, commissioned by the practice. The following report details the ongoing development of our Patient Participation Group (PPG) and the results of our most recent patient survey, together with agreed new practice developments for 2018.

#### 1. Practice Information

##### Practice Opening Time

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
<b>Core Hours</b>	08.00-18:30	8:00-18:30	8:00-18:30	8:00-18:30	8:00-18:30	
<b>Extended Hours Late Evening</b>	18:30-20.00					2 <sup>nd</sup> & 3 <sup>Rrd</sup> Saturday of each month 8:00- 13:00

##### Contacting the Practice

Method	When	Comments
In Person	During Core Hours	
Telephone	08:00 – 18:00	0161 475 1600 (8:00 – 18:00 Mon-Fri)
Website	24 hours	Make a doctor's appointment, order prescriptions, cancel appointments and update personal details <a href="http://www.drmarshallandpartners.co.uk">http://www.drmarshallandpartners.co.uk</a>

If during the above times when the surgery is CLOSED you require immediate medical attention that cannot wait until we are open please dial the practice number on 0161 475 1600 message giving information will be provided on how to contact the out of hours service.

Alternatively you can dial 111 direct, this is a free service but your will require 1p credit if calling from a mobile phone (the 1p will not be taken)

#### 2. Recruitment of PPG Members

The practice continues to recruit members and has strived to comply with the Equality and Diversity legislation. We continue to try to include individuals who are under-represented and continue to use valuable resources in recruiting 'hard-to-reach' group's i.e. new mothers via their regular contacts with the Health Visitors and Midwives.

##### **Recruitment methods used included the following:**

- Dedicated Promotional Notice Board
- Sign up forms left on the practice reception desk and in practice waiting rooms
- New Patient Registration Packs which include Sign up forms and information

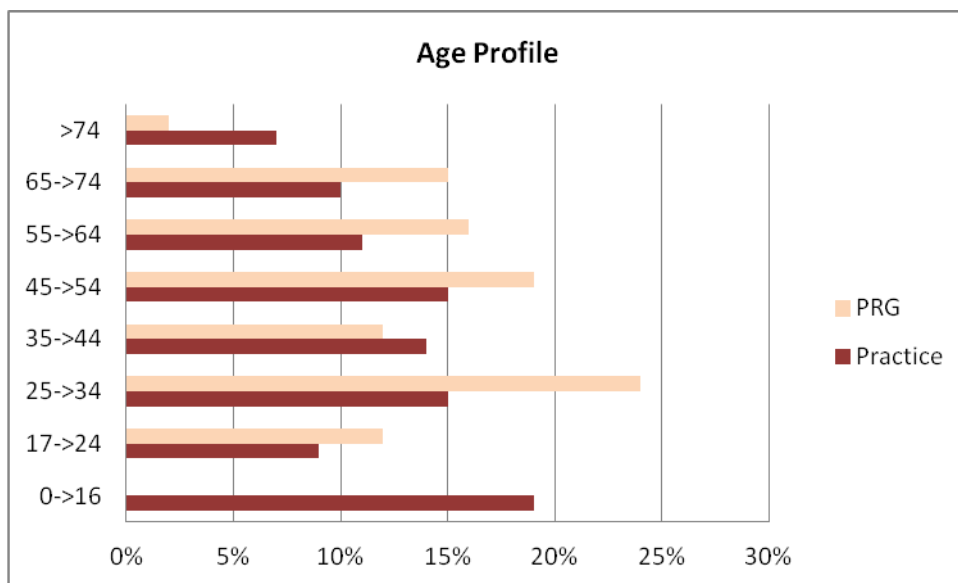
- Practice Website
- Direct recruitment by talking to patients in the waiting room
- Health Promotion Events –e.g. Flu clinics
- Using external resources who attend the surgery: e.g. Sign Post – Stockport for Carers

The practice has made the decision to use a Virtual PPG however paper copies of surveys etc. are sent to the members who do or do not give an email address.

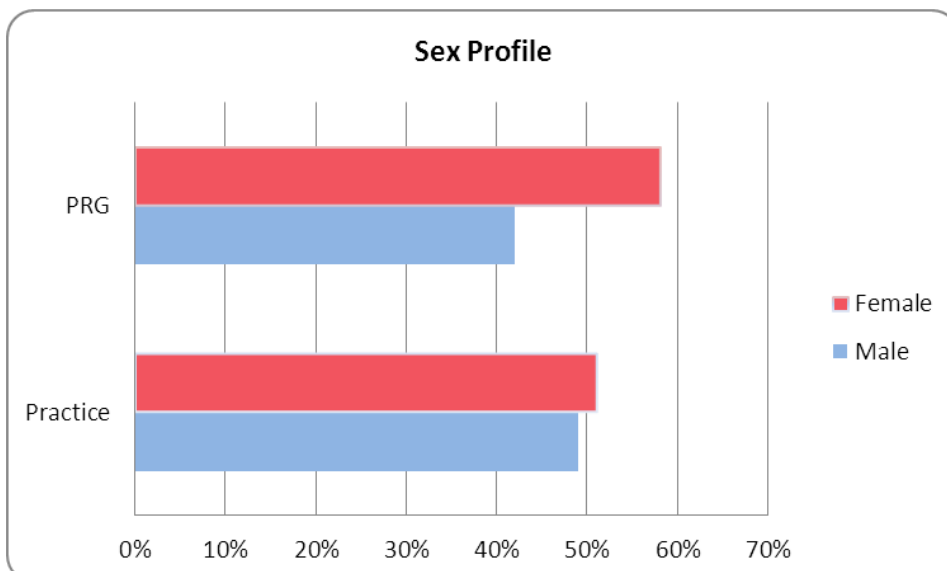
The Practice website <http://www.drmarshallandpartners.co.uk> has a designated area where patients can register their interest in the patient group and also email direct any comments they may wish to register.

### 3. Profile of PPG

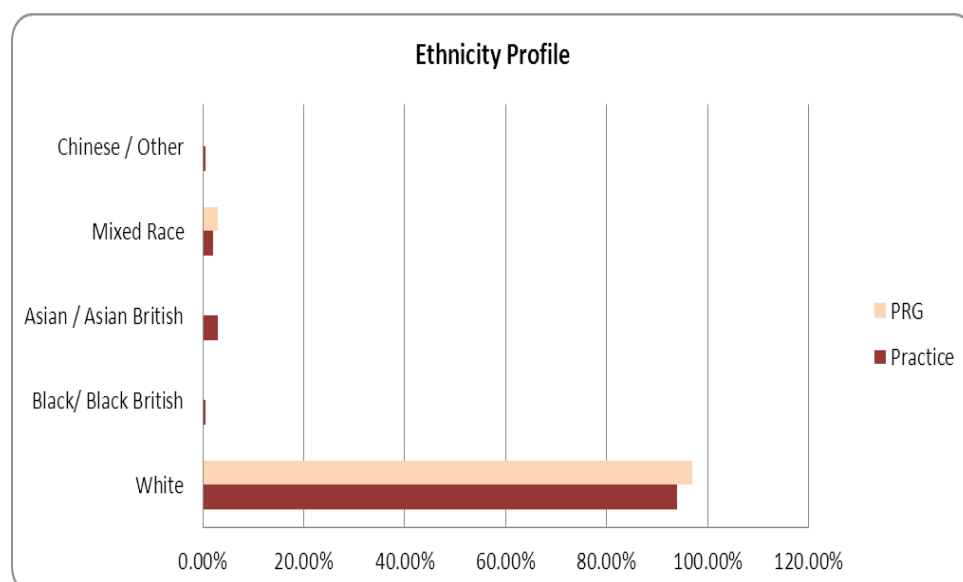
In March 2018 the practice population is 7360 and the PPG population 286 there has been an increase in the PPG population since 2017.



The age profile of the PPG has increased in the last year in the 25-34 and 35–44 age range. These age groups have been under-represented in previous years.



There has been an increase of male members to the group with a slight decline in female members based on previous years.



There has been no change to ethnicity of the group.

#### 4. Agreement of Priority Areas

The practice developed a mini survey based on 7 areas and asked the PPG to identify priority areas for the practice to review. The survey was available on line and a link was emailed to all PPG members with a recognised email address and a printed version was sent to those members without an email address (stamped self-addressed envelope enclosed).

Questionnaires were available in the surgery for patients who were none PPG members. By doing this we hoped to gain a higher response and wider population.

**The priority areas identified were:**

- Patient Experience
- Online Services
- Developing the Patient Participation Group

#### 5. The PPG Questionnaire 2017-18

From the PPG Priorities the PPG Questionnaire 2017-18 was developed. This was available on line and a link was emailed to all PPG members with a recognised email.

A printed version was also available within the practice for patients who were none PPG members to read by doing this we hoped to gain a higher response wider population.

#### 6. Results of the PPG Questionnaire 2017-18

Full details of the questionnaire and results can be found on our practice website or by clicking the following link:

[Survey Results 2018 .pdf](#)

#### 7. Practice Action Plan

The results were analysed and discussed at a practice meeting and an action plan was formulated. The action plan was available on line and a link emailed to all PPG members with a recognised email address, a printed version was sent to those members without an email address.

Members were asked to submit their comments/suggestions and send their responses by Friday 23 March 2018. The practice received no objections to the proposed plan from the members and no actions required NHS Stockport CCG approval.

### **Patient Experience**

- Continue /review customer care training for all staff.
- Ensure that staff knowledge is continually updated regarding the changes to services internally and externally.
- Monitor patient feedback via the Friends and Family and other practice surveys to implement changes as required.
- Advertise on the patient call system screen that patients if they wish to speak confidentiality to the receptionist this can be arranged.

### **Online Services**

- Continue to promote Online Services
- Continue to promote the use of Electronic Prescriptions – the patient informs the receptionist of the chemist they prefer to collect their prescriptions from. This is then documented on the patient's notes, when the prescription request is completed by the GP it will then be sent electronically to the named chemist this does not apply to in the day urgent prescription requests.

### **Developing the Patient Participation Group**

- Dedicated Promotional Notice Board
- Liaising with members from the PPG to arrange a face to face meeting
- Discuss with GP's and members of the PPG how we could use social media to communicate and promote health lifestyles.

A copy of the full Action Plan for 2018

[PPG Action Plan 2018 .pdf](#)

### **8. Update of PPG Action Plan March 2017**

As a result of last year's plan the following actions have been implemented:

- The Practice installed a new telephone system in January 2018 which meant the telephone number had to change to 0161 475 1600. There are some technical difficulties with functionalities of the system which the suppliers BT are addressing. It is hoped that these technical difficulties will be rectified within the next few months. It is hoped that these changes will improve the ability for patients to contact the practice. We would like to take this opportunity to thank you for your patience during this time.
- The practice continues to implement its Did Not Attend (DNA) Policy
- Continue to send text message reminders to patients for their appointments.
- Easier process for the patients to cancel appointment via text message or online.
- Continue to inform patients of the 'bookable telephone' consultations.

- The practice offers patients the facility to book doctor's appointments online via the practice website
- Enhanced the on-line service. Continually promote the on line ordering of repeat prescriptions via the practice website/newsletter, with in practice.
- On the day appointments for unwell children.
- Review of the on the day bookable urgent appointment system.
- Continue educational / training sessions for all groups of staff. The practice will close at XX to XX the 4<sup>th</sup> Wednesday of every month to accommodate the training. In addition NHS Stockport CCG each quarter holds afternoon educational sessions for all staff groups, which may result in the practice being closed. Patients will be notified of such closures via the practice web site [www.drmarshallandpartners.co.uk](http://www.drmarshallandpartners.co.uk) and signs will be displayed in the practice.

## **PPG Annual Report Publication**

This annual report has been distributed to all PPG members, published via practice website and paper copies are available within the practice.