

# Eden Medical Group

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## Patient Participation Group Report

**2018-19**

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### **1. Introduction**

The Eden Medical Group Patient Participation Group (PPG) provides a process to involve patients in decisions about the range and quality of services provided by the practice as well as considering the involvement of the practice in the local health and wellbeing economy.

The practice seeks the views of patients through the PPG and through surveys which are then used to agree action plans for the practice.

### **2. Who are members of the Patient Participation Group?**

The current PPG was launched in 2014 and exists as a virtual PPG. There are 20 members who have indicated a preference to receive communications at least on a quarterly basis and also at ad hoc times when their involvement on practice matters is required.

The group was developed through volunteers, personal invites and random selection of patients and this method has continued. All staff in the practice are aware of the PPG and are proactive in “selling” membership wherever possible.

The practice uses the following methods to recruit members for the PPG

- Advertisements in the practice website.
- Practice notices.
- Personal GP invites.
- Interested volunteers.
- Consent for contact via letter.

The group number is currently capped at 20. This allows for manageable group discussion and involvement. A ‘reserve list’ is maintained and those current members who either withdraw their membership or move out the area will be replaced initially from this reserve list.

### **3. Current Areas of priority for the PPG**

During 2018-19 the PPG were actively involved with the practice application to close its list to new patients. Feedback was requested from all members regarding this which ultimately formed part of the practice application to NHS England.

#### 4. Patient Feedback

Throughout the year patient feedback was collated in a number of ways; via Friends and Family Test, practice website, NHS Choices and comments boxes within the practice. Key themes were identified from this feedback and addressed in a constructive way in the practice as 'you said, we did' measures. The main ones for this year are as follows:

YOU SAID	WE DID
<i>'Most of the time the check-in machine is broken'</i>	We have updated the check-in software that helps reduce problems associated with patient being able to check-in. The new software also allows the practice to gather information on patient smoking habits.
<i>'Sometimes I get frustrated on having to wait too long to be called in by the doctor'</i>	Patients are now advised by reception staff if the clinician is running behind schedule. This is either communicated at the point of arrival or within the patient waiting area.
<i>'I can't book my appointment in advance'</i>	New online access services has enabled the practice to provide many more patient appointments in advance – up to 4 weeks. The number of appointments made available to book in advance are balanced with clinical resources to ensure there remains appointments to book on the day for patients with acute problems.
<i>'There are limited physio appointments'</i>	We now provide a balance between routine physio appointments on a Mon/Tue/Wed and a First Contact Physio (FCP) service on Thu/Fri that can be self-referred into by the patient.
<i>'There are a lack of appointments and I can't see the doctor I want to'</i>	Over the last year 3 GP Partners have left the practice. This has resulted in a reduced GP service and difficulties with seeing the 'usual GP'. However we now utilise many more locum GPs to provide appointments for our patients ahead recruitment of longer-term GPs. We also now have five Advanced Nurse Practitioners with a high level of clinical training.

## 5. PPG Members Feedback

The practice would like to extend thanks to those members as well as other patients who have offered contribution by way of feedback through the various methods stated previously. Our Friends and Family Test (FFT) results over the past year have become more positive and the feedback we receive has helped us make necessary improvements.

Please see the table below that highlights some of our FFT data towards the later end of 2018 / beginning of 2019.

DATE	% Overall Satisfied	% Overall Dissatisfied	% Overall neither Satisfied or Dissatisfied
Sep 2018	83	10	4
Oct 2018	86	10	4
Nov 2018	84	10	6
Dec 2018	85	5	7
Jan 2019	88	5	7

It is our aim to engage with the PPG and patients to identify further areas of improvement and increase overall patient satisfaction.

## 6. Eden Medical Group Opening Times

Monday: 8.00am – 8.00pm (extended hours)

Tuesday to Friday: 8.00am – 6.30 pm

Patients can ring the practice to make an appointment (8am – 6.30pm Monday to Friday) or book online through Patient access. Further details can be obtained on practice website [www.edenmedicalgroup.co.uk](http://www.edenmedicalgroup.co.uk).