

Long Melford Practice
Patient Participation Report
2014/15

Introduction

The Long Melford Practice established a Patient Participation Group (PPG) to encourage patients to become more involved in decisions relating to both the quality and range of services provided by the Long Melford Practice.

It was envisaged that while still in its infancy, the PRG would grow in membership and become a representative voice of the local patient population and have an increasing influence on how the practice develops/ commissions its services.

However there was an exceptionally low response to the Patient Participation survey in 2013 to 2014 and as a consequence the Practice reviewed how it could work to improve patient engagement throughout the coming year 2014 to 2015. As a result of continued efforts throughout the year the membership to the PPG at the Long Melford Practice has doubled.

The increased membership has resulted in better engagement at meetings and has helped to provide the Practice with a greater insight into the things patients would like our help with.

Practice Demographics

The population demographic for West Suffolk is 95.2% white and 4.8% other multiple and mixed ethnic groups. (Source Suffolk County Council Diversity profile 2012)

The Long Melford Practice demographic is in keeping with this trend and has a predominantly white population. In terms of ethnicity, of the 78% of our patients that we have ethnicity details for, 85% are white British and the remaining 15% are other Mixed British and mixed ethnic groups.

48 % of our Practice population are male and 52% are female. The PPG membership differs slightly with 40% of the members being male and 60% are female.

The Age mix of the practice population and the PPG

Age in years	<16	17-24	25-34	35-44	45-54	55-64	65-74	>75
Practice %	15	6	7	10.5	13.5	15.5	18	13.5
PPG %	0	0	5	5	10	35	20	10

The Practice has taken steps to ensure that the PPG is representative of the practice population in terms of gender, age and ethnic background and other members of the practice population as is possible.

It has done this by providing all patients who are registering at the Practice with information regarding the Patient Participation Group (PPG) and extending an open invitation to join the PPG to all patients at all times.

Individuals who contact the Practice with ideas compliments or complaints are invited to join the PPG.

The Practice actively encourages patients registered at the Practice to join the PPG these include:

- Promoting the PPG at the time of recall to our Chronic Disease Clinics so that those individuals with Chronic Diseases e.g. Diabetes and COPD are reminded of the PPG
- Promoting the PPG in the local village/Parish newsletters
- Promoting the PPG in the Practice and on the Practice Website
- Encouraging Staff and GPs to actively promote the PPG to patients they have contact with
- Word of mouth via current membership

The Practice is also seeking to develop new ways of encouraging Patients to participate in the PPG these include:

- Promoting the PPG at the Mother and baby clinic run by the Health Visitors to encourage to women of child bearing age with young children or babies.
- Promoting awareness of the PPG at annual reviews for patients with Learning disabilities as part of ensuring individuals are aware of the ways in which their voice can be raised.
- Discussing how to increase membership and participation at the PPG meetings or online forums

The membership of the patient participation group has increased from a membership of 9 to a membership of 20 over the course of the last year and it is hoped that it will increase still further over the coming year.

Patient have provided feedback to the practice via a number of means throughout the year, including :

Verbal and written feedback

Email feedback

Face to face feedback at meetings

More recently we have received very positive feedback via the friends and family test.

Feedback is reviewed at PPG meetings which currently run up to 4 times a year. In the months of:

March

May

August

October

The PPG has identified three area of priority that it would like to continue to work with during the coming year 2015 to 2016

Area ONE

Increase Membership of the Patient Participation Group (PPG)

This will be achieved by adding PPG Membership forms to new patient registration packs. Increasing Staff awareness of PPG raised and asking staff to promote joining the PPG as appropriate.

Advertising the dates of PPG meetings on the Practice Website and in the local parish newsletters'

Other suggestions and future possibilities include adding PPG membership forms to Prescription Bags and/or repeat prescription.

Having more prominent notices in the waiting areas

Results to date have seen the Membership of the PPG has increase and improved attendance at the PPG meetings.

Overall membership of the PPG has increased over 100% during the course of the last year from 9 members to 20 members.

Area TWO

Increase awareness of Patient on line services and the role out of additional patient on line services to patients as from the 31st March 2015.

This was achieved by:

Promoting and explaining Patient on line access to patients PPG meeting in March 2015.

Patients were provided with a slide show presentation of how Patient on line access works.

Patients were shown on line video of how successful Patient on line access has been in other Practices.

Patients were shown the forms that would need to be completed to access the patient on line services and asked to comment. The Practice adapted the form following recommendations form the PPG.

Patients wanted reassurance that there will always be other means of access as not all patients are IT literate.

Patients also wanted reassurance about the security of their DATA - all explained as per HSCIC and NHS

Area THREE

Increasing attendance at PPG meetings to discuss important healthcare matters and the future of Primary Health Care in the local area

IT is hoped that this will be achieved by advertising the PPG meetings on the web site an in the local Parish magazines and in the waiting areas.

Current active members of the PPG to attend with a friend at the next meeting –if each person brought along one person this should increase attendance at the next meeting by 100%.

By advertising the theme of the meeting clearly so those who were interested will attend.

While membership is still relatively low a personal telephone and /or email invitation by the Practice manager was recommended.

As a result of the above steps it appears that:

Clear identification of a theme and personal invitation by the Practice manager did appear to help improve attendance during the course of the year 2014 to 2015.

It is hoped that advertising the theme of each meeting in advance for 2015 to 2016 attendance will further increase.

Progress on previous years

Last year we agreed to refurbish the Car Park area – this was completed in October 2014 and we are now having the front doors of the Long Melford Surgery Automated.

The PPG asked for the Practice to help patients understand and manage their health problems more effectively – we have tried to address this issue. We have ensured that the Suffolk Family Carers can attend the Practice on a regular basis to help individual with their health care needs. We have regularly referred individuals to the Macmillan cancer support nurses. We hope that in the coming year with improved attendance at the PPG meetings we will have outside speakers to attend the meetings and continue to make progress in engaging with our local patient population and working together to address their health concerns.

We would like to take this opportunity to thank all those who have attended our PPG throughout the year and who have contributed to the discussions and actions that have taken place to improve the services The Long Melford Practice delivers.

We have made a considerable effort this year to try and increase the attendance at the PPG meeting and engagement with the PPG in general. We feel we are now beginning to make some significant progress increasing membership by over 100% and improved engagement.

