

City Road Medical Centre's Patient Participation Group

Annual Report 2013-14

The Patient Participation Group (PPG) has continued to hold regular meetings every three months. The details of these meetings are widely publicised on our website, in the surgery and in the community. The group continues to have its regular members attending at each meeting. The group members represent a good cross section of the practice population, in terms of ethnicity, professional, working, retired, disabled and varying in age from 19 to 70.

In March 2013 the practice signed up for the Improved Access Local Enhanced Service pilot, and chose to implement the 'Doctor First' approach. The 'Doctor First' approach suggests that appointment systems and patients benefit from being able to speak to a Doctor prior to booking an appointment. The premise of the programme is that the appointment system is freed up for patients who actually need to be seen, demand is reduced and overrunning clinics are less likely, and overall individual service for each patient is improved. In March 2013, in preparation for this pilot the practice undertook a survey based around the telephone access, waiting times and types of appointments requested. The survey was posted to a randomly selected 5% of the patient population, as well as available at reception; a link to it was also attached to text messages, and broadcast via the practices' social media feeds, namely Facebook and Twitter. The results of the survey*¹ were shared with the PPG. The progress of the 'Doctor First' implementation was monitored by the PPG throughout the year with regular feedback from both patients and staff. A follow up survey was undertaken February to March 2014*². This was again posted to a random selection of 5% of the practice population, handed out at reception, via texts and online. The surveys were designed to show if there were any problems with telephone access, time take to answer the phones, types of appointment most frequently requested and patient satisfaction with the service received. Interestingly, comparing the results of the two surveys the results are virtually the same with only slight variations. The open ended responses will be reviewed at the next PPG meeting and further training needs and areas to be considered will be discussed and taken forward.

In addition to these two surveys the PPG also created a short 12 v 24 hour clock survey, as there was strong but divided opinions as to what the preferred method of advising patients of appointment times should be. The survey was undertaken in the surgery and the results*³ were reported to the PPG. The results were in favour of the 24 hour clock.

At each meeting the PPG work plan is reviewed and updated. The current topics to be reviewed as a group are creating quarterly "Service of the Month" displays for the PPG noticeboard, quarterly newsletter content and maximising its circulation, reviewing and approving practice policies, strategies for youth and young adults and ideas for new surveys. The next mini survey will be centred on further raising and promoting patient awareness of the PPG with a view to recruiting more members.

The practice newsletter has a dedicated PPG section to promote the work it does and to encourage more members. The PPG have also discussed creating a virtual PRG and implementation of this is ongoing.

The PPG will continue to meet on a quarterly basis and to encourage more members.



Survey results can be viewed from the links below

*1 March 2013 initial survey

<https://www.surveymonkey.net/results/SM-9MZRT7L/>

*2 February/March 2014 follow up survey

<https://www.surveymonkey.net/results/SM-JYJKM7L/>

*3 12 v 24 hour

<https://www.surveymonkey.net/results/SM-87Q3N7L/>