

## **Patient Participation Group Report 2014-15**

### **Details of the Group**

We welcome any patient of the Practice to join the Patient Participation Group regardless of their age, gender or ethnicity. Patients are welcomed from both sites of the Practice and any participation to the group, regular or occasional is encouraged.

The membership is fluid rather than fixed and as we are continually promoting the PPG we hope to encourage new patients to the practice as well as those who have been registered for some time. Our PPG has members with Long Term Conditions, frequent and non-frequent attenders as well as an age and ethnic mix. We will continue to encourage all to participate.

The aim of the Participation group is to engage with the Practice, understand today's NHS and support the practice with the changes that are required and provide constructive feedback. We ask, primarily for this by email rather than face to face meetings during the day or evening time to ensure that all members of the group are able to participate as they are able to outside their usual commitments.

### **The sources of feedback that were reviewed during the year were:**

- The Action Plan from PPG 2013-14 – from the publication of this on the website last year and ensuring that patients can continue to respond to the information available to them whether or not they are members of the PPG.
- Practice Website – updates and further information as required.
- Friends and Family comments and comments box from web-link, waiting rooms alongside email
- Complaints analysis – responding to the difficulties experienced by patients and working on noted good practice
- Practice changes – use of Vision On-line and the understanding of limitations of our current clinical system and engagement from the PPG to support the Practice decision to alter this in the summer of 2015.
- CQC preparation – support and engagement with active members of the group

### **Summary of what we have done this year**

#### **The Online facility to book appointments through our clinical system**

This allows any patient with the Vision On Line system to book, cancel and check appointments via their own personal log in and any time and in any location with access to the internet. All of our appointment rotas were altered to allow all appointments on our system to be available to be booked with any of our GPs.

#### **Increase options for requesting regular medications to patients**

Patients have been encouraged to use the Vision On Line options for renewing regular medications which are under authorisation by the clinicians. In addition, having set up a secure nhs email address, patients are able now to email into the practice requests for regular medications in addition to the usual request slips in on both practice sites and from the local chemists.

#### **Allowing a further means of communication between clinician and patients in using email.**

With the rising costs of administration and postage the addition to some communication being facilitated by secure email has been introduced at the practice. Messages regarding medication requests or reviews for chronic conditions like asthma and blood pressure have resulted in patients not having to attend for so many face to face appointments or simply being called in for face to face review at a timelier manner for review.

### **How we did it and the problems we had**

We have promoted all these by posters topics in waiting rooms, leaflets, messages on the right hand side of prescriptions and by word of mouth at the surgery via the clinical and administrative team.

Our largest issue has been the limited capabilities of our clinical computer system which has prompted the surgery to source other options for us to use in the future. We have commissioned a new service which we believe will be a considerable improvement for both the practice team and the patient and look forward to using this later in the 2015 year.

**Progress on what we have done in the past and our plans for the future**

Kings Langley Surgery has participated in the Patient Participation DES in previous years. This year the engagement with the PPG has altered due to the illness of the Chair of the Participation Group. The Practice has therefore concentrated on a virtual group and seeking engagement in specific topics and purposes throughout the year.

Last year the PPG requested some further options to make available for the children within the waiting areas. This was discussed at length within the Partnership and Practice staff team and due to the cost and maintenance of such play equipment it has been decided that for the time being, we will maintain the small area, aimed for children in the waiting areas with some books. The hi-tech electrical equipment requested not only was costly but also noisy and possibly too much of a distraction and therefore provide difficulty for the parents to then return home. We will continue to examine the issues of facilities whilst waiting for an appointment but it is the Partners hope that the waiting time for an appointment be kept to a minimum and therefore this should not be an issue

We have attempted to ensure that the PPG understand the wider picture of today's National Health Service and how we engage with our Clinical Commissioning Group and local providers. This has been difficult to explain to our patients but we have attempted to do so through posters in waiting rooms, adverts on waiting screens as well as leaflets, website and links. In concentrating this year through our virtual group we have enabled more patients to engage rather than simply those who were willing and able to attend when the meeting was arranged. It is our intention that this will further continue as we increase this to include Twitter later this year and engage with a younger age group who are currently difficult to obtain ideas from.

**Focus areas for the next few months and year ahead**

- Increase support for patients to self-manage conditions – via links and papers on website as well as in surgery with posters and leaflets
- To continue to support Friends and Family test and respond appropriately to feedback obtained
- Engage in as many different ways as possible with patients, particularly the younger age group who we find difficult to obtain feedback from
- Support our patients to engage more with the CCG and their Patient Groups and actively promote these
- To ensure that members of the PPG support the practice in the CQC visit and engage with the support and trial of systems and processes when the clinical computer system is changed in summer 2015.

Should patients have any questions regarding the PPG, or would simply like to become more involved, please ask at reception or call and speak to the Practice Manager, Sheila Burgess or Catherine Farman (admin team). For reference the Practice telephone numbers are:

**Kings Langley :**           **01923 263381 or 261035**

**Bovingdon :**             **01442 833295**

and Out of Hours If you need urgent medical assistance outside surgery hours please telephone **Herts Urgent Care** on : **111 or 03000 333333**

**Demographic details of Participation Group**

	<b>Male</b>	<b>Female</b>		<b>&lt;25</b>	<b>25-55</b>	<b>55-75</b>	<b>&gt;75</b>
<b>Practice</b>	6877	6944		3972	5826	3050	1023
<b>PPG</b>	11	19		5	7	8	10