

Steps taken 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:

Ethnicity within the Patient Participation Group is heavily weighted towards White British, with other ethnic groups having a small representation within the group.

The Patient Participation Group currently has a good mix of new mothers, full time carers, retirees, locally employed city commuters, care home residents and drug and alcohol dependents from the local rehabilitation charity.

Recruitment to the group is voluntary. The practice has continued a blanket approach to recruitment, inviting any registered patients at the practice to join the group. PPG leaflets, incorporating a registration form, are given to **all** patients in their registration packs when joining the practice.

We seek to make the PPG accurately reflect the practice population, and informed by current PRG composition. The GP's at the practice continue to use their local knowledge of their personal lists to further identify patients in underrepresented groups. GP's have recruitment leaflets for the PPG in their consultation rooms and invite any patients they feel will support this aim.

Any patient who has completed Friends and Family Test feedback card, have been contacted by the practice and invited to join the group also.

Sources of feedback that were reviewed during the year:

The practice maintains a log of all patient feedback, significant events and comments from The Friends and Family Test throughout the year.

The practice contacts the PPG by email, highlighting suggested topics based on of the above sources of feedback. The group is asked to comment on the suggested topic and put forward any further topics for discussion on an annual basis.

Priority area 1

The length of time spent with the doctor at each consultation

The doctors' clinics regularly overrun, and often appointments are taking longer than the allocated ten minutes.

The PPG were asked if they knew how long was allocated to each patient for each consultation, and for their feedback regarding the length of appointments. Following initial feedback that showed the vast majority had a good idea of how long doctors should be spending in each consultation, the PPG were asked if they felt it would be beneficial for the allocated time slots to be advertised within the practice, with the aim of encouraging patients to monitor how long they are spending with the doctor and to make multiple appointments if necessary.

Response from the PPG

- 89% of the PPG correctly estimated the allocated time for each appointment as ten minutes.
- 50% of the PPG felt that patients would benefit from advertising consultation times.
- 50% of the PPG did not think this would be of any benefit.

Some additional comments from the PPG:

- Agree with your proposal
- I understand that you can ask for longer appointment, if required, when booking with the receptionist.
- My doctor always seems to be running late, so perhaps 10 minutes isn't long enough.
- Time about right in most visits
- I would say that most times it takes more than 10 minutes.

What action will be taken:

- The practice will advertise the time allocated for each consultation using posters in the waiting rooms, for the percentage of the practice that are currently unaware, and to serve as a reminder for those that are.

Priority area 2**The use of the online appointment service**

Currently, the use of the online appointment service for the practice is lower than expected, and in an effort to understand why this might be the case, the PPG were asked if they currently use the service and for their feedback regarding this service. The feedback highlighted that a vast portion of the PPG (72%) were not registered for this service, or never used it. The practice proposed to spend the next 12 months advertising the online appointment booking service, and to encourage feedback from existing users that choose not to use it.

Response from the PPG

- Only 22% of the PPG regularly book appointments via the online service
- 50% of the PPG felt that the proposed actions would be useful.
- 50% of the PPG did not think this would be of any benefit.

Some additional comments from the PPG:

- Agree - I have never booked an on-line appointment myself so this is a good alternative - I'll give it a try as I think I do have registration - if not I'll request it!
- Still prefer to telephone for appointment
- It never occurs to me. I always ring maybe I'll think about it now
- Have not felt the need as always able to get appointment via telephone

- I find it very convenient and you can book out of hours.
- Easier than hanging on the phone for routine appts. Urgent appt is the only time I would phone but the one thing that is very frustrating is that if the morning appts are full you have to ring back at 12noon so that afternoon slots are then opened. Surely some slots could be opened across the day for genuine urgent appts.
- Convenience. You can book an appointment in the evening when the surgery is closed

What action will be taken:

- The practice will have a drive over the next 12 months to advertise the online appointment service to encourage existing users to use it more frequently, and when the opportunity arises, to encourage new users to sign up to use the service. We will do this by taking opportunities whilst patients are at the reception desk to ask about their online use. We will also encourage existing users to provide feedback if they have decided not to use the service, or prefer to book by telephone. As the usage of the online appointment service improves, we can look at increasing the number of appointments that are available to book via the online service, with a view to offer some more 'urgent' availability.

Priority area 3

The option of a walk-in flu vaccination service

During the 2016/17 flu season, we noticed a decreased level of uptake of the seasonal flu vaccination via pre-booked appointments, and the PPG were asked if they felt that a walk-in service would be beneficial to our patients.

Response from the PPG

- 83% of the PPG said that it may benefit our patients to offer a walk-in service
- A large majority of the PPG felt that the current system works well, and were wary about the current service changing.

Some additional comments from the PPG:

- I think the way the surgery allocates Saturday morning appointments is very efficient and again works well for me and my wife.
- A walk-in service would be appreciated but the pre-booked service does work well
- I'm happy with the appointment service but this extra service might benefit some if the staff could provide it
- But may be more convenient to go to a pharmacist.
- There is a risk that a walk-in service will generate unnecessary delays; and patients will then ask for an appointment system. "Back to square one".

What action will be taken:

- The practice will look to offer a walk-in flu appointment service to run alongside the existing pre-booked service, during this year's flu season. We will be having a change in the way our nurse appointments are offered in the coming year, and the change in the flu service will be incorporated into this. The existing system remains popular, and the practice will continue to run the pre-booked appointment service.

Priority area 4

The Travel Clinic vaccination service

The surgery offers a travel clinic service for our patients, where our practice nurses can arrange any required vaccinations for foreign travel. Currently, there is approximately a four-week wait for an appointment with our travel clinic nurses due to the level of demand for these appointments and due to the nurses needing to be available for regular appointments. We asked the PPG if they felt it is reasonable to require this much notice for an appointment to receive travel advice and vaccinations.

Response from the PPG

- Approximately 50% of the PPG said that it was reasonable to give a month's notice, providing the delay was well advertised
- A number of examples were given by the PPG where the need for last-minute travel vaccination appointments might be higher.

Some additional comments from the PPG:

- That's not practical if you've booked a last minute holiday where you need vaccinations.
- Four weeks seems too long
- 4 weeks notice should be ok in most cases if patients are aware of the situation.
- Some trips abroad may be unplanned for example business travel and therefore may require early appointment
- Maybe reserve appointments for people with complex health needs/who are pregnant/children etc. who won't have a straightforward time getting travel advice elsewhere and make sure waiting times are well publicised so that those who can't wait can go elsewhere. Longer term see if you can increase capacity, given the demand.
- It is reasonable to ask patients to wait for such services, but please ensure to advise patients of the need to expect a delay.

- Absolutely. Overseas trips taking planning and you need to allow time to get appropriate vaccinations
- Most people know more than 4 weeks in advance if they are going on holiday, Vaccinations for foreign travel are rarely urgent so it just needs factoring in to the holiday arrangement times.

What action will be taken:

- The practice would like to offer more availability for travel clinic appointments, for those patients that need to book last-minute appointments. The practice will be offering a fortnightly travel clinic service at our Barrow Surgery on a Saturday morning, to enable us to offer appointments sooner than the current timescale of four weeks.

Last year's Actions

Updates

- Patients to email directly to doctor with blood pressure readings
The practice does now offer the option of emailing blood pressure results via email.
- Receiving information directly from the Community Engagement Group
The practice has been unable to organise this for 2015/2016, but will aim to organise this in the coming year.
- The Friends and Family Test
The practice now have selected days when Friends and Family feedback cards are handed to a selection of patients chosen at random.

Do you have any other comments about the PPG or practice in relation to this area of work?

The PPG has been invaluable to the practice as a lens through which all the feedback received throughout the year might be evaluated. It also allows the practice to explore issues raised by patients and carers in a structured and detailed manner and a mechanism by which genuine consultation may take place.

The practice will always strive to work with the PPG and its patients at large, to create a service and facility for patients and carers which meet their needs and expectations.