

ALTON PRIMARY CARE CENTRE

REPORT OF PATIENT PARTICIPATION GROUP 2015

INTRODUCTION

The Group continues to meet on a monthly basis. The day of the week has changed so that they are held on a Tuesday and a Thursday alternate months. This was agreed as a new member to the Group could not attend on a Thursday but was able to do so on a Tuesday. The Minutes of meetings held are posted on the Practice website (www.altonprimarycarecentre.nhs.uk) once approved at the next meeting held. Dates and times of all future meetings are also posted on the website. The group has seven members, one of which is a 'virtual member'. Dr. Brown attends part of the meeting when possible but this is always determined by how busy he is during surgery.

WEBSITE

The Practice website is continually being updated to keep patients advised of any news from the Practice, publish the clinics that are being held e.g. flu immunisation, to advise of any information regarding healthcare and the business of the Practice, together with any news that patients need to be informed of. The website also gives patients information regarding non attendance at A&E advising them to contact the Practice if open in the first instance, if not dial 111 and only attend A&E if it is a real emergency.

OPEN DAY

An Open/Information Day was held by the PPG on 8th September 2014. The Day was heavily promoted both within the Practice and by the PPG. It was hoped that some new members could be recruited to the Group and two new members were welcomed onto the Group following the event.

Various organisations attended including the Fire Service, Careline, U3A, and North Staffordshire Carers. . Although the Open Day was held during Surgery hours, several people had attended purely for the event and a great many people had been helped by the Organisations who attended.

The PPG felt that the event was a great success. It has been agreed by the PPG that this event should be held annually with the next one scheduled for 18th May 2015

NEWSLETTERS

The Group produces two Newsletters per year – one in Autumn and one in Spring. In every edition of the Newsletter the contact numbers for the various out of hours services are produced to direct and remind patients to contact these first rather than attending the A&E Department at UHNS in an effort to educate patients not to use the A&E Department for minor ailments. The Newsletter is given out to patients collecting their medication, is available on the Reception desk and is also published on the Practice website.

CARD PAYMENTS

The VISA card system is very popular with patients and there is a noticeable difference between how little cash is being used to pay for prescriptions or for any other private service by using their VISA cards.

NHS CHOICES WEBSITE

Patients are able to look at the Practice details on this website and, if they so wish, leave a comment. The comments that have recently been posted have been very positive about the Practice. Every comment that is posted onto the website is responded to by the Practice Manager.

PATIENT ON LINE ACCESS

Patient Online is an NHS England programme designed to support GP Practices to offer and promote on line services to patients including the option to make and cancel appointments, order repeat prescriptions and view their electronic medical record, using their computer, tablet or smartphone rather than having to phone or visit their practice. Online services will complement and not replace the existing way patients access appointments, prescriptions and their records i.e. by telephone, visiting the Practice

The Practice already offers patients Online Access to make and cancel appointments, order repeat prescriptions but from 1st April 2015 patients, if registered to do so, will be able to view their medical record online. Not all records will be available – Patients will be able to see their medication, appointments, allergies, adverse reactions, results of blood tests, immunisations and vaccinations and your medical problems. If a patients feels that any of the information is incorrect, they should contact the Practice in order that any errors can be rectified.

The medical information online will include everything in a patient's computerised records but occasionally there can be information in the historical paper records that has not been transferred over i.e. child vaccinations in 8 year olds.

Patients can also find out about Online Access from the Practice website, using the links to download and view a poster, Patient Information Leaflet, Frequently Asked Questions and an application form. Patients can also call in at the Practice to collect the information.

If a patient already uses Online Access to make appointments or order repeat prescriptions, they will still need to come into the Practice to sign an application form so that the medical records option can be activated on the clinical system. They do not have to re register for making appointments or ordering repeat prescriptions - simply collect an application form from Reception or download it from the website.

Any new patients will be unable to have the medical records facility until they have been registered at the Practice for three months, as it takes time for records to be received and checked for accuracy before they are uploaded onto the computer system.

The PPG has also asked the Practice to explore the possibility of having online appointments with the Practice Nurse as well as the GP's.

CLINICAL SUPPORT ASSISTANT

Mrs. Vicky Skinner has been appointed to the Practice as a Clinical Support Assistant. This role is to support the vulnerable patients of the Practice by seeing these patients, either in their home or at the Practice and produce or review their Care Plans on a regular basis. This role also helps with keeping any vulnerable patient being admitted to hospital in an emergency.

FRIENDS AND FAMILY TEST

From January 2015, the Practice are required to make submissions of data collected for the Friends and Family Test on a monthly basis.

A patient will be asked to fill in a form asking questions:

The current questions are:-

1. **How likely are you to recommend our GP Practice to Friends and Family if the needed similar care or treatment?**

Responses are - Extremely Likely, Likely, Neither Likely or Unlikely, Unlikely, Extremely Unlikely or Don't Know.

2. **What improvements have you seen at the Practice over the last 12 months?**

Patients are able to write free text for this question.

3. **Where would you like to view your medical records in the future?**

Home Surgery

The first question is mandatory as this forms the data that needs to be submitted but the remaining two can be changed by the Practice to gain patient feedback in order to review and improve the services they receive.

Below are a few of the comments that have been submitted by patients regarding the care they receive when completing the Friends and Family Test pro forma:-

- We've only been here just over 12 months. Can't fault it. Wish more were like this one.
- Always been good. Improved by sending texts to remind about appointments.
- Easier access to book appointments, more availability.
- Has always been good
- I have always been very pleased with the treatment I receive
- Yes I feel it has since another Doctor has joined i.e. Dr Johnson + Dr Shevlin
- I really think that Dr. Johnson is a fantastic regular female G.P Once she has started I have found her to be a great help whilst I've been so poorly. She is an asset to the surgery.
- Excellent as always.
- The employment of a lady doctor
- Appointments are very easy to make.

The PPG have been very supportive of the Practice in helping to collect the data by attending surgeries which also has the benefit of communicating with patients in an effort to establish what they would like addressing by the PPG.

ACTION

1. The Patient Participation Group and Practice will continue to work in partnership with the Practice to enable the patients to receive the best possible care.
2. To explore the possibility of having online appointments with the Practice Nurse.
3. The PPG will continue to support the Practice with the data collection for the Friends and Family Test which will also give the opportunity of having patient feedback to the Group.

CONCLUSION

If a patient has any concerns, suggestions or would like to speak to someone at the Practice, then they should contact the Practice Manager – Jenny Manley either in person or by telephone on 01538 704200.

This report has been published on the Practice website with hard copies being available from the Reception and Dispensary areas. The Practice Jayex announcement system will be programmed to advise patients that the report has been published on the website or is available from Reception or Dispensary.