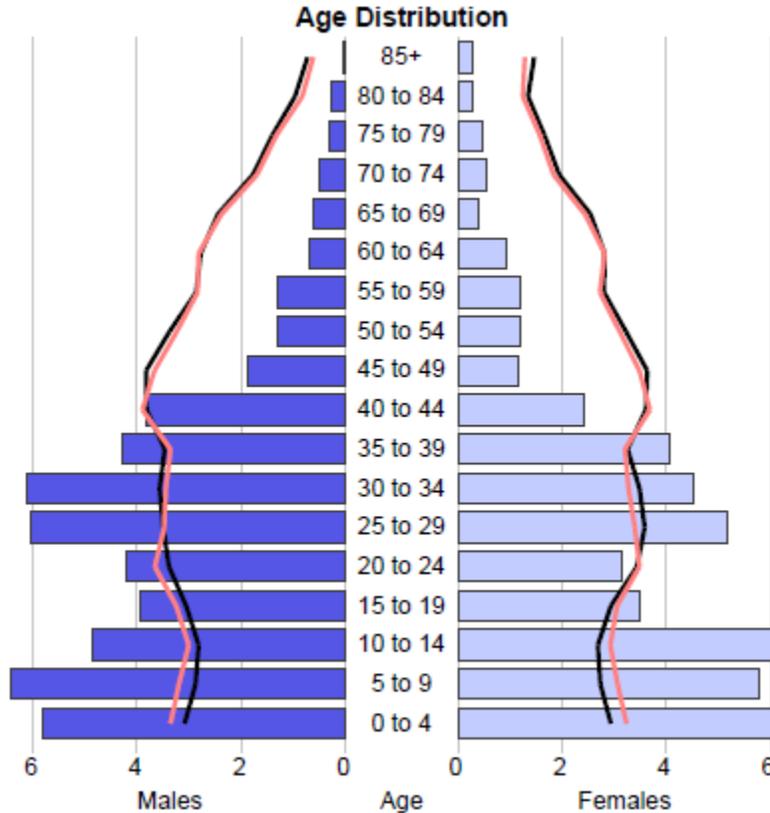


Clarkson Suite

Patient Participation Group Annual Report 2012-2013

Registered Practice Population QE Dec 2012



PPG is representative

Patient Participation Group Population

Within a month of advertising, members started signed up for Patient Participation Group (PPG). At the present moment, the group consists of 4 males and 5 females of which the ages range from 17 to 68 years old. The group consists of volunteers. Amongst them there are individuals that have long term conditions, working patients, mums looking after young children and a student. It is felt that overall the group was a fair representation of the population of the practice.

Ethnicity

The current population of the practice is 77.38% Pakistani/British Pakistani and 9.33% White British; whilst the remaining 13.29% of the population consists of people of other ethnicities such as Eastern European, Indian, Kurdish and Hungarian.

Formation of the PPG

The practice tried several methods of recruiting patients for the PPG, as listed below:

- Flyers displayed
- Word of mouth, targeting every second patient who walked into the surgery
- Posters displayed at reception area, local Pharmacies and mosque
- Bulletins on Jayex board
- SMS text messages sent to all patients

The initial interest from patient was low as majority of patients felt a huge weekly commitment was required from them, but as the staff were making patients more and more aware in the numerous ways how they could be involved and what was actually required of them, the memberships started coming in. Some members left the meeting in the preliminary meeting for their own personal reasons.

As the meetings progressed the group agreed that they are comfortable in chairing their own meetings and subsequently have appointed their own Chair and Secretary from the new financial year.

Four meetings have been held this year. A practice survey has also been undertaken which has lead to the agreement of 3 priorities.

Practice Survey

Following discussions from the initial meetings, the members suggested three areas of improvement. It was agreed that a survey needed to be conducted around the three areas suggested by the PPG members, to see whether the majority of patients favored the suggestions or didn't favor them.

The three suggested area were

- Designated notice board for clinical staff and the services they offer
- Evening emergency appointments not to be released before 12pm
- Health Trainer clinics

It was agreed that the Practice Manager will incorporate the draft version of the survey and PPG members will make adjustments to this before a finalized copy was sent out to the wider population. The PPG members also agreed to support this by helping patients complete the forms. The format of the survey was discussed and it was agreed that the survey would be a written survey and should be handed out randomly to patients in surgery.

Over 65 surveys were handed out to random patients over a 2 week period. The first surveys were conducted on the week commencing 29 October 2012 and the second survey was conducted on the week commencing 26 November 2012. To ensure the surveys were conducted as fairly as possible it was agreed that the surveys would be carried out for both morning and afternoon clinic patients.

Surveys were completed and received back by reception staff. Once the staff collated 2.5% forms back of the practice population size, these were handed to the Practice Manager to analyse the data.

Action Plan

The results of the survey were:

- 72% of the patients surveyed said that they knew of several services available at the surgery while 8% said they were not aware of any services and the remaining 20% said they only knew of a few services
- 60% felt that it would be beneficial to having health trainers available for patients with complicated health issues.
- 62% said that they do find emergency appointments accessible pretty easily whilst the remaining said the appointments were slightly harder or very difficult to gain.

The survey results were discussed with the PPG members; and the group agreed that all 3 suggestions included in the survey would be progressed for this year.

Implementation

You said	We did
We need health awareness in the area	Two Health Trainers (Male/Female) arranged to provide a clinic every Wednesday morning - 3 month pilot service.
Appointments are not always available on same day, when patients ring after 10/11am	Evening Embargo(emergency) appointment are now only bookable after 12pm everyday
Not all patients are aware of services Clinical staff offer	Dedicated PPG display board has been purchased and fitted in the waiting area; the notice board has been populated with a full list of all the clinical staff members' name/roles and what services these individuals can offer.

This report will be posted on the practice website -

<http://www.clarksonsuitepractice.co.uk>

A copy of this report will also be sent to all the PPG members.

The practice is a member of NHS North Kirklees Clinical Commissioning Group and a copy of the report will be forwarded to them.