

Patient Participation Group 2015

Detail the gender mix of practice population and PPG:

%	Male	Female
Practice	40%	60%
PPG	66%	36%

Detail of age mix of practice population and PPG:

%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
Practice			40%		20%	40%		
PPG				11%	11%	78%		

Detail the ethnic background of your practice population and PPG:

	White				Mixed/ multiple ethnic groups			
	British	Irish	Gypsy or Irish traveller	Other white	White &black Caribbean	White &black African	White &Asian	Other mixed
Practice	80%							
PPG	100%							

	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice					20%					
PPG										

Describe 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:

All patients of Salisbury House Surgery are welcomed to join the PPG when joining the Surgery. When facilitating the annual PPG survey the PPG members whom are facilitating also try to recruit more members by speaking to patients informing them of what the PPG consists of, and there aims. The PPG also have section on the website where there terms of reference are placed and they also have a PPG notice board placed within the reception area, this is also to help try to recruit a wider representative.

Are there any specific characteristics of your practice population which means that other groups should be included in the PPG?
E.g. a large student population, significant number of jobseekers, large numbers of nursing homes, or a LGBT community? *NO*

If you have answered yes, please outline measures taken to include those specific groups and whether those measures were successful:

Outline the sources of feedback that were reviewed during the year:

Annual PPG Survey, Locality appointment Survey, E-mail, Meetings.

How frequently were these reviewed with the PGG?

These are reviewed yearly by the PGG.

Priority area 1

Description of priority area:

Patients' dissatisfaction in relation to waiting times of the 'walk in clinic'. Walk in Clinic is a service for on the day acute appointments.

What actions were taken to address the priority?

The name of the acute on the day appointment system was changed from 'walk in' to 'Sit and Wait Clinic'.

Result of actions and impact on patients and carers (including how publicised):

Patients' seem more satisfied with the service as they are more aware that there will be a wait as this is stated in the name of the clinic 'Sit and wait'. Patients' where informed of the change of clinic face to face and over the telephone when the requested an acute on the day appointment.

PPG members were informed of the changeover in a meeting.

Impact on the staff with regards to the changes made to the change of clinic name has been high due to having less annoyed patients going back to the reception desk annoyed by the waiting time, and less patients' are complaining to the GP about the amount of time they have been waiting to be seen.

Very positive change.

Priority area 2

Description of priority area:

PPG dedicated e-mail, website section on the surgery's website, notice board and telephone messaging service.

Increase the membership of the PPG and retention of the existing PPG

What actions were taken to address the priority?

PPG Notice board installed in reception area, PPG members update the notice board with PPG related information.

PPG have a section on the surgery website, PPG member appointed to keep this section up to date with liaising with the surgery's IT lead.

E-mail address and dedicated telephone line has been set up and e-mail address and telephone number added to surgery's leaflet which is handed out upon registration. E-mail address and telephone number also added to the PPG section on the website and also advertised on the notice board.

All PPG members also made aware of this upon joining the surgery's PPG.

PPG members held a recruitment week within the surgery, with surgery staff support the PPG facilitators' distributed leaflets and advertised to the patients' of the PPG existence, ran PPG messages on prescription, placed messages on the in house TV, and on the surgery's website.

In relation to retention of the existing PPG members a new constitution was written and put in place.

Priority area 3

Description of priority area:

Surgery Opening at 8am instead of 8.30am daily at the request of PPG

What actions were taken to address the priority?

Staff contracts amended to put in place new opening time.

Result of actions and impact on patients and carers (including how publicised):

Patients now able to gain access to the surgery before clinics start at 8.30. Prescriptions and appointment system easily accessed earlier now. It was publicised via the surgery's website and PPG newsletter.

Salisbury House surgery PPG was formed in November 2011 and organised by the then Practice Manager. A chairman was elected in October 2012, closely followed by membership of the National Association of PPGs (NAPP). Recruitment has been an ongoing issue for the group but with leavers and newcomers membership seems static at 2/3 practice representatives and 8/9 patient representatives. One member of the PPG is also a member of the Leighton Buzzard PPG Network meaning the surgery's PPG is also a part of the wider community outlook.

Since the PPG has formed the surgery's website has been completely designed and re-launched with the help of a PPG member.

PPG members have:

- Participated in the locality OOH survey*
- Group members have attended and contributed towards the BCCG deliberative planning event*
- Monitor organised PPG event in London as a part of call for evidence on general practice services sector in England.*
- Group members have attended & contributed at Beds and MK stakeholder forum meeting*
- Contributed at a Locality urgent care meeting*

Dedicated PPG e-mail, notice board, website and telephone messaging service have been set up. Surgery access was increased with opening slightly earlier Mon – Fri