JESMOND HOUSE PRACTICE PATIENT PARTICIPATION GROUP

PRACTICE PATIENT SURVEY REPORT

Some time ago, by way of a Practice poster, we asked for patients to put their names forward to join a group whose aims are to improve communication between patients and the practice, promote health matters and facilitate the development of services. A number of patients came forward and by word of mouth we managed to encourage a few more people to volunteer their time. Subsequently the Jesmond House Practice Patient Participation Group (PPG) was launched on Tuesday, 12th July, 2011. We currently have 12 members of the Group who fall into the following age/sex categories :

Patient Participation Group

Age Group	Number	%age	Age Group	Number	%age
Under 16 years of age	0	0%	17-24 years of age	0	0%
25-34 years of age	0	0%	35-44 years of age	2	16.67%
45-54 years of age	0	0%	55-64 years of age	3	25%
65-74 years of age	4	33.33%	75-84 years of age	2	16.67%
Over 85 years of age	1	8.33%			

Male	%age	Female	%age
3	25%	9	75%

Practice Population

Age Group	Number	%age	Age Group	Number	%age
Under 16 years of age	961	19.45%	17-24 years of age	446	9.03%
25-34 years of age	619	12.53%	35-44 years of age	720	14.57%
45-54 years of age	761	15.40%	55-64 years of age	647	13.09%
65-74 years of age	449	9.09%	75-84 years of age	218	4.41%
Over 85 years of age	120	2.43%			

Male	%age	Female	%age
2452	49.63%	2489	50.37%

We are keen to promote a voice for all ages within the Group and welcome new members particularly in the under forties.

Although the PPG meets every two months to discuss key priorities with regard to services offered by the Practice, members of the Group agreed to hold a separate meeting specifically to develop the contents of our Annual Practice Survey. It was important to ensure that the work involved in producing, collecting and collating information from the Survey would reward us with useful data to improve our services and keep up to date with patient needs and views.

We used the following methods in constructing our Survey :

- Close-ended questions with a rating scale of "Poor", "Fair", "Good", "Excellent" and "N/A or Not Answered"
- Open-ended questions with "Yes"/"No" responses
- A section allowing ranking of importance
- An opportunity to make comments in free text.

Consequently the final Survey was a mixture of

- standard information to ensure that we were surveying a fair cross section of the population such as age, sex and ethnicity.
- questions which you will have seen before on previous Surveys, and which are considered by the NHS to offer good feedback such as satisfaction with opening hours and repeat prescribing, satisfaction with your consultation, how you rate other members of the Practice Team (Nurses and Receptionists).
- we were also keen to know about our Triage Service which has been running for several years. Feedback helps to inform us how well it is working and whether we need to look at your responses in more depth i.e. do we need to give you more information about the Triage?
- members of the PPG were interested to get an idea of how we care for patients with long term conditions and whether they felt that enough information was supplied.
- inevitably there are always some "hot topics", that is a patient wish list, and although we may not be able to provide some things at the moment, it may be with a new health centre on the horizon, that we will be able to consider some of your requests. It is therefore helpful to us to know what "your" priorities are.
- always important – your comments! And this time we asked you to mention things that were specific to your age group.

Forms were anonymous and patients were under no obligation to fill in all areas.

As always, with Practice Surveys, it has proved an interesting exercise and provided us with excellent feedback. Comments help us to highlight areas where we may not have given you enough information about a service and you are therefore not aware that help or advice is available. It also informs us of areas where we are giving you a good service which is important too.

So, what did we find out?

- We found out that our Triage Service could be better publicised.
- We found out that of the 198 patients who receive information from the Practice about their condition, 12.63% felt that they did not receive enough.
- We found out that same day appointments are number one on your list and this was by far the most popular.
- We found out that 63.49% of patients thought the availability of routine appointments were either good or excellent but 36.51% thought availability was poor or fair.
- We found out that patients of all ages are taking a proactive interest in their future health, enquiring about the availability of health checks and wanting information to support a healthy lifestyle.

How can we address these issues?

- firstly we can share the results of our Survey and discuss an Action Plan with our Patient Participation Group – which we have done. We will also be focussing on specific areas highlighted by patients in this Survey to expand our understanding of your views in our next Survey later in the year.
- secondly we can share the results of our Survey with our patients – which we have done. They are available here on our website.
- thirdly we can use our Action Plan to improve those areas which you feel would offer a better service.

ACTION PLAN

Finding	Action
Our Triage Service could be better publicised.	**The Practice will produce a Leaflet giving details about how the Triage Service runs within the Practice and how it can be accessed. The Leaflet will be made available at the Reception Desk and on the Practice Website.**

Finding	Action
Information	The Practice will review the information available to patients via leaflets etc. in the Waiting Room and at Reception. We will also review information provided at diagnosis of a chronic condition and at annual/six monthly checks.

Finding	Action
Appointments	We will carry out an Audit of Appointments and report back to the Patient Participation Group with our findings with a view to improving the service.

Finding	Action
Health Checks	We will provide a leaflet explaining our current Health Checks. If patients are not included in a recall system for a chronic disease we will provide information about how to arrange a Health Check in line with your requirements.