

## PEEL PARK SURGERY

### PPG AND HEALTH/ENGAGEMENT CHAMPION REPORT 2014 – 2015

#### National Patient Survey 2014 Findings

##### **Process and communication used by practice to interact with patients:**

Peel park surgery formed the PPG in 2009 via advertising the PPG on the practice website, on the patient call screen, in the waiting area and in the consultation rooms. The information to join the PPG was handed out and the flyers were displayed on the reception window. Also one of the GP was retiring and Dr P Jha took over as GP/Principal.

Initially a small group of members joined and the PPG meetings were held. The PPG group contained male and female .We are continuing to invite patients to join in the PPG group.

The practice currently has ten patient group members containing patients from different age groups and different ethnicities. We have two health champions and three patient engagement leads. The engagement leads work towards the patient engagement feedback and finds new ways to improve the services that the practice offers, and to help to meet the health needs of patients and the wider community.

Regular drop in sessions are held at the practice and one to one consultations are held providing information on such as health promotion, patient feedback, Friends and Family Test, Healthy lifestyle, chronic diseases management. The practice engagement champions work towards promoting the patients engagement and improve the health and wellbeing of patients in their local community. Invitation to join the PRG and the Practice Champions is on display in the waiting area and is on the practice website, we are encouraging more patients to join our group.

The engagement/health champions work towards:

- Improving engagement and relationship between patients and the Practice.
- Listen to what patients are saying and feedback to the practice.
- Discuss and then promote activities / healthy lifestyle to the patient list. Promoting/ displaying health messages via information boards, drop-in sessions in the practice.
- Speaking to patients in face to face consultations in the practice about different health issues/ lifestyle changes.
- Publicise the offer and invite patients to come to the sessions. Organise posters / flyers / web pages.
- They communicate via text messages to patients, distribution of leaflets at relevant/ face to face clinics.

Peel park surgery is currently launching a pilot scheme called Flagging patient access needs which is an excellent way of engaging with our patients, It allows patients with the following:

Visual impairment

Learning Disability

Mental Health

Language issues

Hearing impairment

Physical Disability

Caring responsibilities

It will provide a better way of engaging the practice and It allows the practice to monitor their needs and provide a better service.

#### **Information flow**

- Information about local activities is posted on the practice website.
- The information is also printed off regularly by the engagement champions and made available to the patients who do not have access to internet.
- Information is passed within the new patient registration packs for any new patients to the surgery.

#### **The Annual Practice Survey: What is the feedback on the National Patient Survey. How Patients views are:**

These are the results for this practice that are the highest compared to the CCG average.

437 Surveys sent out, 105 Surveys sent back 24% Completion rate  
Our **2013- 2014** survey findings highlighted the following:

84.6% of patients thought of ease of getting through to someone at practice by phone.

91.2% found receptionists helpful at surgery.

88.8% are able to get an appointment to see or speak to someone.

61.3% have a preferred GP.

95.9% Convenience of appointment

82.2% Overall experience of making an appointment

85.2% rating of GP involving in your care

86.0% rating of GP treating you with care and concern.

83.9% rating of GP listening to you.

81.6% recommending GP surgery to someone who has moved into your area.

88.8% of patients have confidence in managing their own health.

### **Action Plan**

National patient survey reveals 20.1% for waiting time at the surgery.

Practice has inserted 40 mins of GP catch up time blocks so that patients are not waiting longer.

National surveys reveal 16.0% for calling an OOH GP.

Practice is educating the patients in regards to the appropriate use of OOH services.

Survey also revealed 1.9% have a written plan against the 3.2% at CCG.

We are currently creating more care plans for the patients so they can manage their own health.