

LEYBURN MEDICAL PRACTICE
PATIENT PARTICIPATION GROUP
ANNUAL REPORT
MARCH 2014

This is the third Annual Report of Leyburn Medical Practice's Patient Participation Group (PPG). The Report is a requirement of the nationally agreed Patient Participation Directed Enhanced Service and is structured to meet the Service's specifications. It is also a requirement of the Enhanced Service that the Report is published on the Patient Participation Group's webpage (<http://www.leyburnmedicalpractice.co.uk/patient-group.htm>).

Group Profile

Appendix 1 shows an analysis of the PPG's profile as at February 2014 in comparison to that of the Practice as a whole. There continues to be a clear bias in the PPG's membership towards those in the 31 and older age groups with no representation of the 30 and under age group. There also continues to be a shortfall in representation of patients living in the communities outside of Leyburn itself together with an underrepresentation of male patients. An over representation of patients with long term conditions is present amongst PPG members which may well be related to the Group's age profile as well as forming a motivating factor for those wishing to be involved in the Group. At its 2013 AGM the PPG agreed that efforts to improve its representativeness of the Practice's demographics should continue, particularly with regards to increasing numbers of those aged under 30. The PPG's Committee has once again included this in its Work Plan for the coming year.

Patient Survey

Appendix 2 shows a summary of the local patient survey undertaken during September 2013. The Practice and the PPG considered that it was important to use a nationally recognised survey and consequently version 4 of the General Practice Assessment Questionnaire (GPAQ) was used. This questionnaire covers questions regarding ease of access to the Practice's services, as well patients' overall experience in dealing with the Practice. Version 4 includes access questions based on those previously covered by the quarterly national patient survey. Reporting and analysis of the survey's results was carried out by CMI Publishing which has been commissioned jointly by the University of Cambridge and the University of Manchester who currently run GPAQ.

The results of the Patient Survey were presented to the PPG's AGM (7 November 2013) with a view to identifying items for the Group's Work Plan for the coming year. As in the previous two years, the general view expressed by the PPG was that the Survey continued to show very high satisfaction rates and that there was no obvious area of shortfall that should be addressed under a Work Plan. The Survey this year had the benefit of the availability of national benchmark figures which showed that the Practice is performing considerably better than the national benchmarks in all areas measured. It was however acknowledged that with an increased workload, it is now a little more difficult to get a same day appointment or an appointment with a preferred GP quite as soon as previously. The Practice is continually trying to make access easier for patients and is keen to hear of any instances where access is a problem for patients. The PPG Committee has undertaken to act as a channel for patient's views and concerns in this and other matters.

2012/13 Work Plan Review

1 Group Recruitment, Demographic Representation and Raising Awareness – The PPG Committee has devoted much of its time to this issue. During the year they publicised the PPG and its role among patients. In particular information was on display in the Practice Waiting Area and Committee members were available for patients to talk to during National Patient Participation Awareness Week in June. Patients were given the opportunity to suggest 'One Thing We Could Change Or Do Better' and the results of this were shared at the AGM.

Articles were also printed in local community magazines (Leyburn Life and The Bridge), and posters were displayed on parish council notice-boards.

The Patient Transport Survey carried out in 2011/12 continued to be a live issue during the year and further instances of poor service from the Yorkshire Ambulance Service were passed on to the Clinical Commissioning Group (CCG) by the PPG Committee to help inform commissioning decisions.

2 Sharing Best Practice – The Committee continued to provide representation at the Locality Health Engagement Network and Patients' Congress and maintains contact with other PPGs in order to share best practice and ideas. The Committee Chairman is also in regular contact with the CCG. The PPG is a member of the National Association for Patient Participation and uses resources from that organisation as well as Patient Voices to inform its work.

3 Monitoring Practice Performance – The Practice's QOF and Patient Survey results have been posted on the PPG webpage and were shared and discussed with members at the PPG AGM. It was agreed at the AGM that these should form the basis of ongoing monitoring of Practice performance which should continue to be a standing item in the PPG's Annual Work Plans. Additionally the Practice's Managing Partner attends all of the PPG's Committee Meetings as well as the AGM and is held to account by the Committee for the Practice's performance and any matters raised by patients.

4 Choice – The Committee has included the promotion of patient choice of hospital in its work to raise awareness of the PPG. Choice booklets were made available as part of the display organised for Patient Participation Week and now form part of the Group's permanent display in the Practice Waiting Area.

2013/14 Work Plan

At its meeting (26 November 2013) following the PPG AGM, the PPG Committee confirmed that in its view there were no matters arising from the local patient survey that could reasonably form part of the Group's Annual Work Plan. However, as with the previous years there were other matters that the Committee considered to be of significant concern to the Practice's patients and that these should form its Work Plan for 2013/14. Consequently the Work Plan now consists of:

1 Raising Awareness – The Practice has made a large notice board in the Waiting Area available for use by the PPG and the Committee will populate it with appropriate eye catching posters and displays to raise patients' awareness of the Group and its activities. Additionally the Committee will prepare a periodic (3 monthly) newsletter for patients and will host open evenings twice a year at the Practice with a focus on specific topics. The Committee will also invite Practice staff members and doctors to its meetings for them to describe their role in the Practice and to provide the Committee with a stronger idea of how the Practice works at a practical level.

2 Sharing Best Practice – The Committee will continue to meet with other patient groups in the area covered by the CCG and to share patients' concerns with the CCG itself. Membership of the National Association for Patient Participation will also be continued as will representation at the Health Engagement Network and consultation events organised by the CCG and other healthcare commissioning bodies.

3 Monitoring Practice Performance – This continues to be a standing item in the PPG's annual work plan and will take the form of the sharing and publishing of the Practice's annual QOF and Patient Survey results. Additionally following the Keogh Review and Francis Report (both 2013), the Committee is keen to obtain regular patient feedback regarding their experience of coming into contact with the Practice. Consequently a simple questionnaire will be made available on a permanent basis asking two key questions:

What did you like about your visit today?
What did you dislike about your visit today?

The Committee will collate and analyse the responses to these questions and publish the analysis in the 3 monthly newsletter referred to above. The analysis will also be fed back to

the Practice together with any suggestions or recommendations that the Committee may have.

4 Patient Choice – Awareness of choice will be promoted by the PPG using the Notice Board referred to above.

5 Practice Business Plan - The PPG Committee will monitor progress on the Practice's Five Year Business Plan and the Practice will consult with the Committee when considering significant changes to the way in which services are provided and the range of services delivered by the Practice.

Practice Opening Times

As demonstrated by the Patient Survey, the Practice has seen very high satisfaction rates from its patients with regards to its opening times. Opening times are posted around the surgery building, on the Practice website, in the Practice Leaflet, and on NHS Choices. The practice is open from 8:30am to 6:30pm, Monday to Friday. Doctors' morning surgeries are from 9:00am to 11:30am and afternoon surgeries are held from 3:00pm until 5:00pm. The daily On Call doctor's afternoon surgery runs from 4:00pm until 6:00pm. Nurses' surgeries run from 9:00am until 12:30pm and from 2:00pm until 5:30pm, whilst the Practice's Nurse Practitioner sees patients from 8:30am to 11:30am and from 1:30 to 3:30 pm on Tuesdays and Thursdays and from 3:30pm to 5:30pm on Mondays and Fridays. The Practice also has daily phlebotomy sessions which run from 9:00am to 12:00pm.

The Practice operates an extended hours GP surgery on Saturday mornings for pre-booked appointments. These run from 8:00am until 11:00am.

Appointments can be booked by telephone, online via the Practice website, or in person. At the end of 2012 the Practice upgraded its telephone system which now provides patients with the option of a 24/7 automated appointment booking system, Patient Partner.

GP appointments are for 10 minutes and the Practice aims to ensure that all patients in need of a same day appointment will receive one (requests to see a specific doctor or nurse may require a few days' notice). Urgent matters including accidents and emergencies will be dealt with as they arise.