

ELLENBROOK MEDICAL CENTRE – PATIENT PARTICIPATION GROUP

The following information outlines the priorities identified by the group throughout the year. We have also included 2013-2014 action plan and outcomes and the action plan for 2015-2016.

Action plan priority areas and implementation 2014-2015

Priority area 1

Description of priority area:

Survey of patients understanding of their health

What actions were taken to address the priority?

Survey was distributed during the summer months in the surgery waiting room.

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

Unfortunately the results did not have the desired effect and we only received a return of 27. The group discussed the results through a virtual meeting as a significant number of people were unable to attend. We discussed the results and in particular the need for clinicians to be aware of the medical terms they use in consultation, to aid understanding of conditions through diagrams and sign posting patients to support sources. Overall, with the implementation of the Friends and Family test the group felt it wasn't suitable to continue with the health questionnaire at this point.

All patients who submitted the questionnaire were sent a letter of thanks and details of where support was available.

Priority area 2

Description of priority area:

Continue to brief patients on how their information is used

What actions were taken to address the priority?

This was identified as a priority by the practice due to high levels of publicity received in the media and the need to ensure that patients are aware of how their information is used.

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

We agreed to signpost patients to the available website on our surgery website and NHS Choices. The HSCIC leaflet was passed to as many patients as possible in surgery. Posters were put up around the waiting room. The hot topic board included information of the HSCIC details. The information has now been made part of the practice leaflet.

Priority area 3

Description of priority area:

Friends and Family Test

What actions were taken to address the priority?

This became a priority towards the end of 2014.

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

A discussion took place to decide how best to implement this test. Currently we have cards in the waiting room and an electronic version on the practice website. It's advertised through the hot topic board.

In a recent meeting we discussed the finding and the relatively small number of responses. The group felt it was highly important to explain to patients the need/reasons behind the test. This is being developed to provide something eye catching in the waiting room.

We also discussed increasing numbers and agreed that it could be inappropriate for clinicians to hand out in surgeries. However there was a possibility of asking the local pharmacy to stock cards – this is being looked into for confidentiality reasons.

Progress on previous year 2013-2014

Action	Outcome
Telephone system. To conduct an audit of telephone calls to determine what the majority of calls relate.	Audit completed. New telephone system introduced to deal with volume of calls. New telephone system installed 2014 giving patients directions on when to call for specific things such as results etc.
Waiting room. Radio to be placed at opposite end of reception area.	The waiting room has recently been rearranged to ensure the highest standard of confidentiality. We are considering the use of a television at that end of the waiting room.
DNAs (patients who do not attend).	The group would like to take this forward on a larger scale, maybe at a cluster level. The Clinical Commissioning Group has been advised of this.
Details. To start a campaign to ensure all patient details are fully up to date.	Ongoing

Action Plan for 2015-2016

- Monitor the increasing list size of the practice and its impact on the service provided by the practice
- Review the GP national survey results at regular intervals
- Continue to review Friends and Family test results and compare with similar size practices
- Encourage new members to join up via email or face to face