

Ridge Green and Freshbrook

Patient Participation Group Report

28/3/2013

The following is a report of the activities of Ridge Green Medical Centre in seeking the views of its patients in order to shape best practice across its main and branch sites. The steps taken to gain views, engage a representative sample of patients, analyse results and act on them are detailed here. The purpose of the report is for monitoring and reporting purposes but also to widely publicise the exercise so that patients and users of the service can better understand the wider implications of the current service being delivered.

In summary we advertised and requested volunteers to represent the views of patients using posters at both branch and main surgery, posted on our website and actively encouraged participation through surveys and word of mouth. We invited respondents to attend to best represent as wide a representative group as possible.

A survey was conducted using the PCAS patient survey with a form developed by the University of Cambridge Health Services Centre and Peninsula Medical School. This tool invited responses for multiple service areas including reception, doctors, nurses, appointments, opening hours and overall satisfaction. The tool is attached for reference.

The Patient Representative Group (PRG) comprised of patients who had volunteered to join after a web and poster campaign. We tried to keep the group as representative as possible but can really only draw from patients who volunteered. The comparison with the practice demographics are detailed in appendix 1

Advertising using posters and online reminders were used to get a wide a representative group as possible.

Not all groups were fully represented unfortunately due to the take up of volunteers. We therefore advertised at both Ridge Green and Freshbrook for several months to make sure all volunteers who may be able to represent were able to contact us.

There was a wide ranging survey conducted on multiple areas to get a representative feedback. Elements of this survey were prioritized by the group to look at in more detail. The entire survey is published online for information.

The PRG met to discuss the results of the Survey and focus on areas of concern raised by the group at a meeting with the practice and PRG representatives available to meet.

The findings of the initial meeting and the discussion of the Survey results are attached in the minutes of the first meeting.

The key theme was to reduce non attendance rates and therefore improve availability of appointments by reducing waste. The areas to be implemented were: 1. Text messaging reminders to patients to ensure they make booked appointments. 2. Receptionists to update mobile phone and home address details with every patient contact. 3. Train reception on best practice with use of nurse triage, 4. Consider opening 1 lunch time per week- however this was stated as optional by the PRG who felt that this may be detrimental to the receptionists, 5. Engage with pharmacists in helping with prescribing reviews.

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Substantial progress has been made against these recommendations with introduction of a system to record text messaging consent, nurse triage and reception update and initial discussions with local pharmacists.

The Survey results are attached to this summary. The Survey has reported high satisfaction rates with patients accessing services with few wanting to access services outside of standard working hours. When presented with the survey data the PRG were satisfied that additional opening hours would not be justified at present but be reviewed at future meetings with repeat surveys.

The survey did note current opening hours which were reiterated during the PRG meetings. The results of the survey did not sway the group to changing our opening hours though this would be discussed again at future meetings with a repeat survey.

Overall there was a strong message of a high quality service with excellent overall experience provided by front line reception and medical staff. Anecdotal individual experiences confirmed this overall satisfaction rate. We were pleased with the great feedback from these initial meetings and look forward to seeing through the agreed development points over the coming months.

We would like to thank the PPG development team for their time and effort in helping with the development of Ridge Green and Freshbrook Surgery for the welfare of all our patients.

Management team
Ridge Green and Freshbrook Surgery
March 2013.

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Appendix 1

Demographics of Group vs native surgery population.

Practice population profile	PRG profile	Difference
Age		
% 18 – 24 – 9	% 18 – 24 – 0	9
% 25 – 34 – 15	% 25 – 34 – 0	15
% 35 – 44 – 15	% 35 – 44 – 9	6
% 45 – 54 – 17	% 45 – 54 – 11	6
% 55 – 64 – 10	% 55 – 64 – 36	26
%65 – 74 -5	%65 – 74 – 27	22
%75 – 84 -3	%75 – 84 – 18	9
% Over 85 -1	% Over 85 - 0	1
Ethnicity		
White	White	
% British Group - 88	% British Group – 90	2
% Irish – 0.25	% Irish - 0	0
Mixed	Mixed	
% White & Black Caribbean – 0.3	% White & Black Caribbean – 0	0

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Practice population profile	PRG profile	Difference
% White & Black African – 1.5	% White & Black African – 0	1.5
% White & Asian – 0.12	% White & Asian - 0	0
Asian or Asian British	Asian or Asian British	
% Indian – 3.5	% Indian – 10%	6.5
% Pakistani – 0.7	% Pakistani -0	1
% Bangladeshi – 0.02	% Bangladeshi – 0	0
Black or Black British	Black or Black British	
% Caribbean – 0.38	% Caribbean – 0	0
% African – 0.97	% African – 0	1
Chinese or other ethnic Group	Chinese or other ethnic Group	
% Chinese – 0.63	% Chinese – 0	1
& Any Other – 3.5	& Any Other - 0	3.5
Gender		
% Male – 50	% Male – 45	5
% Female – 50	% Female – 55	5