

Ridge Green and Freshbrook

Patient Participation Group Report

24/3/2014

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.

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 and this remains a problem this year despite publicising the position.

A survey was conducted using focused questions agreed at a patient participation meeting in August 2013, minutes of this meeting are attached.

The PRG met to discuss the results of the Survey in March 2014 and agree on next steps for the coming year for developing the practice. 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. New telephone equipment would be used to
 - a. ease access to nurse triage and telephone appointments.
 - b. Aid in reception training and feedback
2. Text message reminders to be routinely used 24 hrs before all appointments (where consent was in place)
3. Advertise and highlight educational messages for the need to cancel appointments if unwanted – and the waste it causes for not doing so.
4. Bring in automatic removal of patients missing 3 appointments without explanation in a row (with facility for patient to appeal).
5. Scope the possibility of extending opening times to include evening and Saturday morning opening to increase access for appointments for patients who find it hard to get to weekday daytime slots.

The Survey results are attached to this summary. The Survey has reported high satisfaction rates with patients accessing services with few (12%) wanting to access services outside of

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standard working hours. When presented with the survey data the PRG requested that the practice should look at offering additional appointment times outside of core hours.

Overall there was a strong message of a high quality service with excellent overall experience provided by front line reception and medical staff. There were areas that could further enhance the satisfaction and experience of patients accessing the services and the progress against the above action points will be reported on in next year's focus group meeting.

We would like to thank the PPG volunteers 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 2014.

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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
% 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

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Practice population profile	PRG profile	Difference
% 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