



**Allington Clinic, 26 Tichborne Close, Allington, Maidstone,
ME16 0RY. Tel:01622 679020 Fax: 01622 679198**

**Lockmeadow Clinic, 54-56 Tonbridge Road, Maidstone, Kent,
ME16 8SE, Tel:01622 752779 Fax:01622 752959**

Our Patient Participation Group Report 2013/14

In 2011 our PPG began and has continued to grow since. The Practice initially engaged with patients who had contacted them with ideas, suggestions and recommendations.

Following the initial recruitment of patients we have continued to offer patients the opportunity to join the group. This includes patients who provide feedback to the practice and the practice advertises the group in both Allington and Lockmeadow clinics. In addition the PPG group have been present in Reception for our flu clinics and other specialist clinics – introducing themselves and the updating patients on what the PPG is and does. We also advertise on our Amscreen systems.

Engagement has always been difficult as patients all have busy schedules and priorities. The Practice recruited some new members during our specialists clinics like our flu, nurse, maternity clinics. Due to small numbers the Practice Team then asked patients from all backgrounds to join our group.

We have worked hard to recruit and have a small number of patients how can dedicate some time to us, We have male and female members from different walks of life and backgrounds having different care needs – Introduction to the Group can be made on request.

We continues to ask newly registered patients if they want to join the group and the PPG is looking at ways to raise the profile and engage more patients to join.

Our Practice has a very diverse population of patients and every attempt has been made to engage with minority groups. When patients are spoken to and the opportunity is appropriate promotion of the group is made and our Clinicians also make every attempt to encourage all of our patients to use their voice to enhance their Practice.

Our group meets regularly where we talk about the practice and the servic we offer. The PPG members felt very satisfied with the services and staff we provide at the Practice. They were all confident that the practice was receptive to any feedback and if they had a suggestion for possible improvement then they could speak to a member of the team.

Patient Survey

Following on from last years survey the group felt it was important to look at the priorities of 2013/14. It was agreed that there were no specific areas that needed real development in practice other than communication. During general discussions the PPG was surprised at the number of services the practice offers that they were not aware we undertook. It was agreed that if that population of patients didn't appreciate the services we offered the larger population was unlikely to too. On that basis it was agreed that we needed to improve the communication methods we use to inform patients on practice details. In order to do this the PPG agreed a new survey to capture views from a wider audience of our patient population was needed.

See below for the details of the survey and the results were analysed and discussed with the Group in August 2013 and actions decided.

Feedback and possible actions included

1. How can we improve our communication with you? Please tick where appropriate – more than one can apply.

- Newsletter in practice – 51%
- Regular updates on our website – 36%
- Practice meetings – 11%
- Mailshot through doors – 24%
- Any other suggestions? Suggestions offered include text messaging, posters in reception and local newspaper.

2. What information is important to you? Please tick where appropriate – more than one can apply?

- Staff changes – 86%
- Change in surgery hours – 89%
- Additional services available in practice – 76%
- Information on changes in General Practice – 43%
- Information on the NHS – 26%

3. Is the ability to order prescriptions online important to you?

- Yes – 42%
- No – 58%

4. Is the ability to book appointments online important to you?

- Yes -36%
- No – 64%

5. Are late night opening hours important to you?

- Yes - 63%
- No – 37%

6. Any other comments.....

The comments we had varied – majority said that they were happy with the service we provide and that they receive a high standard of care. A couple of suggestions we did have were to

look at offering late night clinics for nurse and health care assistant. An educational evening was suggested for chronic disease management.

The practice reviewed the results in our PPG meeting and came up with an action plan following the findings of the survey.

Action Plan

1. The group agreed that text messaging and posting were expenses that could be used on more valuable items in practice. However, it was agreed that the practice will display posters of up and coming events or key information. The group also agreed to update the website regularly and look into producing a newsletter that can be put on the website and copies in practice.
2. The group agreed that clearly information about the practice, staff and services were important and it was agreed that using the above communication methods we would cascade new information.
3. Whilst prescriptions to be ordered online didn't achieve huge support it was agreed that our population is diverse and therefore it was more important to some patients rather than others and should be undertaken.
4. As per above booking online was not hugely important but should be undertaken to ensure all patients have the options and access they want.
5. The extended hours are important to our patients, on discussion it was not so important to our elderly population as they preferred to come in earlier in the light but for our working population our extended hours was invaluable. When reviewing the comments it was agreed that the practice would review the availability of nurse and health care assistant appointments in our late night.

The group also discussed the possibility of educational events. Our Chair advised that when he had spoken to other PPG members when attending the local meetings these had proved popular. When discussing possible topics it was agreed that diabetes education for patients and their families would be useful. Dr Seldon advised that she would be attending a Diabetic update and the practice would arrange an event following that training.

Following on from the action plan the practice has is improving communication and is working on a regular newsletter.

Online prescriptions and appointment booking has now been launched.

Our nurse and health care assistant now offer appointments once a month as a trial to see how things go.

Opening Hours

The Practice is open Monday to Friday 8-12 & 2.30-6.30 with emergency contact available 12-2.30. We have a late night clinic on alternate Wednesday and Thursday evening from 6.30-8pm. Appointments can be made over the phone or in Practice and can be booked on the day or pre-booked in advance.

