

PATIENT PARTICIPATION GROUP REPORT MARCH 2013
DRS REES & LEFROY STOKE HEALTH CENTRE

*By establishing an active Patient Participation Group for our Practice we hope to –
'promote co-operation between the Practice and Patients to the benefit of both'.*

1. Patient Participation Group (PPG) Demographic Profile

Our PPG was established in December 2011. Currently the group consists of 6 females and 3 males. Our PPG members are all white British, a trend also reflected in the recorded ethnicity via practice demographics (currently 97% white British) and respondents to our PPG Survey (98% white British). Currently the age of our PPG members range from 52 – 76 years. We have found it difficult to recruit younger people for our PPG due to work commitments, including their availability to attend PPG meetings, however, the practice is trying to address this issue by ensuring that the PPG is advertised via posters in our waiting area, on our Website and via information leaflets handed out with prescriptions. As a result of our recruitment campaign we hope to recruit new PPG members who are under 40 and/or from ethnic minority group.

As in the previous year, Practice staff are represented by our Practice Manager and our Senior Receptionist.

2. PPG Meetings/Activities – 1st April 2012 – 31st March 2013

The PPG met on 4 occasions (wherever possible we aim to have meetings on a quarterly basis). In addition to our official PPG meetings we organised two successful additional patient events.

26/7/12 - Carer's Event held at the Carers Headquarters in Fenton attended by approximately 16 patients who care for a friend or relative. This was a successful event organised in conjunction with Lisa Burrows from North Staffs Carers.

6.12.12 – Health Walking Event in a bid to encourage people to be more active, the practice and the PPG organised a meeting regarding the feasibility of starting a walk from Stoke Health Centre with the local Healthy Walks Group, approximately 10 patients attended and as a result of this the Walking Group propose to arrange a walk from Stoke Health Centre when the weather improves (May 2013).

3. Local Patient Survey

Following discussions during our PPG meeting on 25/10/12 it was highlighted by the PPG members that that the results of last year's PPG survey were excellent. These results were also reflected in the current MORI poll and the practice GPAC survey. Rather than repeat last year's survey the PPG members discussed the priority issues for this year and opted to concentrate on three very specific areas using a formal Patient Satisfaction Survey –

- a) Patient Satisfaction with our practice nursing service.
- b) The local Phlebotomy service - which had undergone major changes recently following the closure of the service at UHNS.
- c) Patient perception of the District Nursing service (again this service had undergone recent changes, relocating from Stoke Health Centre to Shelton within the last 12 months).

As with last year's survey, the PPG felt it was important to add an additional "patient comment" section to **each of the three individual areas** surveyed providing space for additional feedback or extra comments regarding the service in question.

Our survey was handed out for one month during February 2013. Questionnaires were randomly handed out to patients attending the surgery or collecting prescriptions. All questionnaires were anonymous. We were unable to offer an online version of the survey as our practice Website was still under review during this period. 59 Questionnaires were analysed by the Practice. The full results of our survey are available by clicking the link below.

<http://www.keysurvey.com/report/484278/-1/35a8d4b3?afterVoting=84ba35967ffa>

Prior to our PPG meeting (arranged for 12/3/13), the results from the survey were collated into a Power Point Presentation which was sent to our PPG members before the meeting. During the meeting the Practice Manager presented the results via Power Point display and the results were discussed during the meeting.

As with last year's Patient Satisfaction Survey a high percentage of the patients were satisfied with the service provided. 90% reported a high level of satisfaction with our practice nursing service, including involving the patient in the consultation and the patient's ability to stay healthy (10% of the patients surveyed had not seen the practice nurse). The additional patient comments were both favourable and complimentary regarding our practice nurses.

It was clear during our discussions with the PPG that the majority of patients appeared to be under the impression that booking arrangements for the Phlebotomy & District Nursing service were operated from the practice. The PPG felt that the results of the PPG survey did not reflect the level of problems and complaints that had been raised regarding the limited availability of Phlebotomy appointments following closure of the Path Lab in June 2012 or the problems reported regarding the availability of district nurse to visit housebound patients. However, additional comments had been added to the effect that the district nursing services appeared to be under staffed.

4. Action Plan

During the meeting on 12/3/13 the PPG again discussed the issue of the car park, the only outstanding issue from last year's PPG survey. Unfortunately this issue is beyond the control of the practice as the car park and building are both rented from Staffordshire Commissioning Support Service (SCSS). During October 2013 our PPG Chairman had completed a survey which illustrated that the parking spaces available on Aquinas Street car park were vastly under used. These results (together with approximate costing for providing Stoke Health Centre staff with an annual parking pass for Aquinas Street car Park) were fed back to the manager of SCSS who felt that to provide staff with an annual pass was an inappropriate expense that the Commissioning Services could not support. Despite this set back the PPG and the practice will continue in their efforts to secure protected patient parking at Stoke Health Centre by lobbying the local MP and Stoke on Trent Counsellor over the coming 12 months.

The PPG were reassured that the initial teething problems with the phlebotomy service appeared to have settled and lack of phlebotomy appointments at Stoke Health Centre would only need to be addressed should this become an issue. With regard to the perceived under staffing of the district

nursing service our CCG cluster in the South locality were already addressing this issue by collating all DN requests made in March 2013 with an assessment of outcome (was the visit request fully, partially or not completed). The practice would provide feedback to the PPG with details of any actions taken to address this issue.

Our next PPG meeting is scheduled for Thursday June 6th when we will report on progress regarding our long-standing parking issue, and provide the PPG with an up-date on the progress with District Nursing service.

5. Practice Opening Times

Day	Opening Times
Monday	8.00-1.00pm 2.00pm-6.30pm
Tuesday	8.00-1.00pm 2.00pm-6.30pm
Wednesday	8.00-1.00pm 2.00pm-6.30pm
Thursday	8.00-2.00pm
Friday	8.00am-6.30pm
<i>The Practice is closed Saturday & Sunday</i>	

Please contact our Practice Manager at Stoke Health Centre (0300 123 0986) if you require a hard copy of our Patient Participation Group Report, a summary of Minutes from any of our PPG Meetings, statistical information regarding our practice/PPG demographics or a copy of results of our recent Practice Survey.

20th March 2013