

During 2012/13 the Walker Medical Group has continued to establish and grow its Patient Participation Group (PPG). This has been done through the patient newsletter, the Practice website ([www.walkermedical.nhs.uk](http://www.walkermedical.nhs.uk)) through leaflets in the surgery and opportunistically to patients.

The terms of reference for the PPG are as follows:

### 1. Purpose

The purpose of the group is to establish a system of communication with patients so that their views and concerns are fed back to the Practice. It will also allow the Walker Medical Group to communicate news and information from the Practice to their patients.

### 2. Our Aims

The aims of the PPG are to:

- Provide a patient perspective to the Practice
- Provide a forum to discuss issues relevant to the practice and to enable patients to influence local health care services

### 3. Our objectives are:

- To act as a channel of communication from the Practice to its patients and wider population, and vice versa.
- To support the Practice in drafting practice materials and communications, such as the practice newsletter and website.
- Provide a means for patients to make positive and realistic suggestions about the Practice and its services.
- Provide advice and recommendations with regards to patient surveys, questionnaires, etc.
- Seek the views and interests of all patients groups, for example patients with specific illnesses or conditions, patients with disabilities, young working families, patients from ethnic minorities.
- Engaging with patients to seek their views for future service redesign including potential transfer of services from secondary care to the primary care setting.

### 4. Membership

Membership of the PPG will include:

- Members of the practice team to include – GP, nurse, management and patient representatives.
- Patient membership is open to registered patients only, however we are happy to listen to the views of carer's on-behalf of registered patients. The practice will, as far as possible, given the voluntary nature of the Group, ensure that the membership reflects the practice population.
- Members are selected by co-option or self nomination.
- A list of members is held by the Practice.

## 5. Meeting

Meetings will be held approximately 4 times a year and at least 2 weeks notice will be given in advance of each meeting. Dates of group meetings will be made available to patients by way of the Practice website and notices in the Practice waiting rooms. Minutes will be taken and made available in the waiting room and on the website.

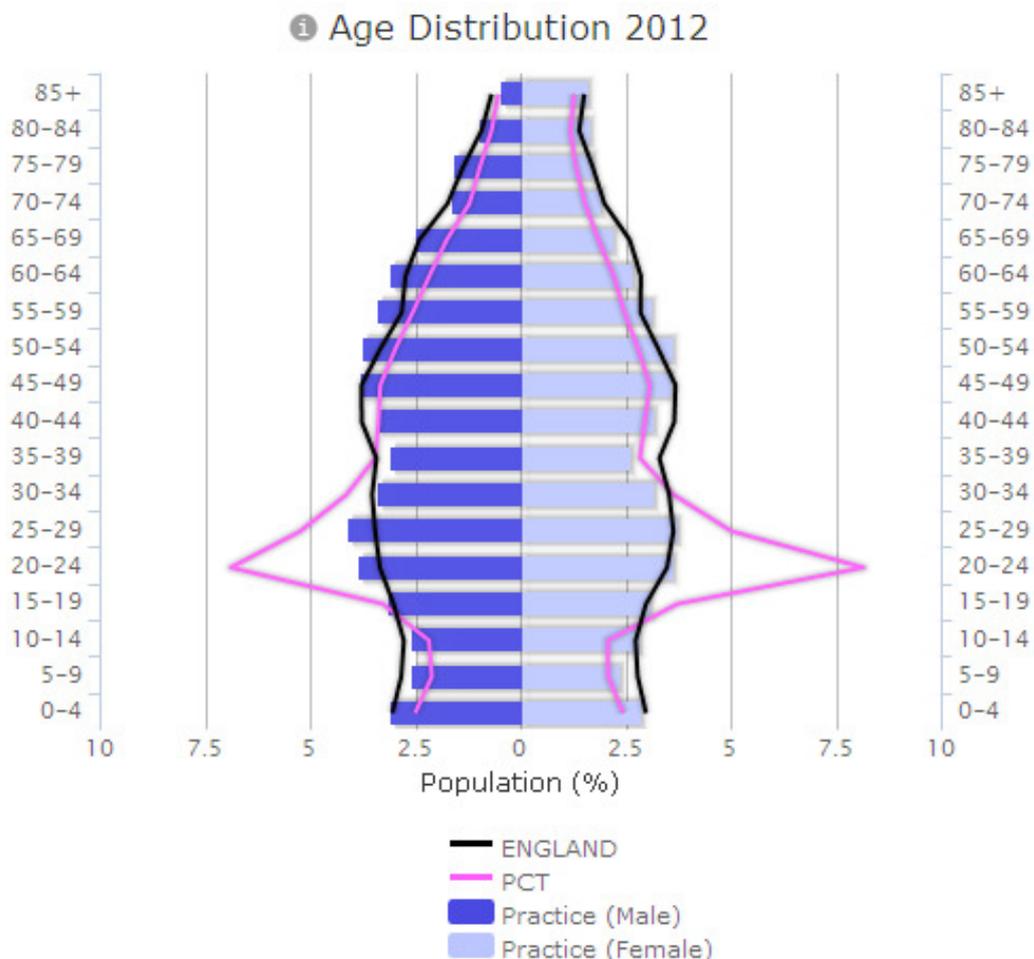
## Developments 2012/13

During 2012/13 a total of 4 PPG meetings were held. After asking the members their views it was decided to hold meetings at 17:00 on Wednesday evenings. A full set of minutes for each meeting is available through our website and a copy is sent to each of our group members. Issues discussed at the meetings included items such as increasing nurse appointments to extended hours clinics, changing the order of the options available on the telephone system, end of life care, the introduction of our new computer system and ways of communication with our patients. Two patient member of the group have represented the Practice at the Newcastle North and East Clinical Commissioning Group Patient Participation Group meetings.

Following consultation with the group on its content, we carried out a patient survey, which was available in the surgery and online on our web site.

Full results of the survey are available from the Practice or alternatively on our web site.

Our Practice age profile is as follows:



Our Practice ethnicity profile is as follows:

Ethnicity	%
British or mixed British - ethnic category 2001 census	48.2%
White British	34.6%
Not recorded	11.3%
African - ethnic category 2001 census	1.6%
Other White background - ethnic category 2001 census	0.8%
Other Asian background - ethnic category 2001 census	0.8%
Other	2.8%
Total	100.0%

The age profile for the survey results is as follows:

Age Range	%
Under 15	0.0
16 to 44	34.8
45 to 64	48.4
65 to 74	10.3
75 or over	6.5

The ethnicity profile for the survey results is as follows:

	%
White	95.1
Black or Black British	1.1
Asian or Asian British	1.1
Mixed	2.2
Chinese	0.0
Other ethnic group	0.5

Of the patients who answered the survey 68.5% were female and 31.5% were male.

## Survey Results

### 1. How helpful are our receptionists?

There had been a positive response with 99.99% finding the receptionists very helpful and fairly helpful.

### 2. How easy is it to get through to someone at our practice on the phone?

Overall we received a positive result. We have six phone lines. Difficulty occurs at peak periods.

**3. How easy is it for you to see the following urgently the same day, nurse practitioner, practice nurse, health care assistant?**

It was felt to be harder to see a GP than a Nurse Practitioner and therefore we need to convey to patients what a Nurse Practitioner can do.

**4. How easy is it for you to pre book your appointments (up to 8 weeks if needed) for the following?**

85% felt it was very easy to fairly easy to see the GP. The percentage was a little higher for Nurse Practitioners, practice nurses and health care assistants.

**5. Do you use our website and online services?**

30.43% stated they did.

**6 – 9. Questions regarding mobile phones.**

We had a positive response to the use of text messages for reminders and general messages. However only 24.46% stated they would be interested in using social media such as Twitter or Facebook.

**10 – 11. Questions regarding how quickly a patient can be seen if they are willing to see any GP.**

93% are willing to see any GP within 5 days. It was interesting to see that 44.02% of patients wanted same day or next day appointments. 94.57% found the service excellent to fair.

**12. How long do you wait in surgery to be seen by the following, GP, Nurse Practitioner, Practice Nurse, Health Care Assistant?**

Going by the survey the GPs tended to take a little longer to see their patients. It was explained by Dr Nabi that some patient problems take a little longer than others and you don't know this until the consultation.

**13. Do you have a better understanding of how to manage your health needs after seeing the following, GPs, Nurse Practitioner, Practice Nurse, Health Care Assistant?**

92.93% felt they did understand their health needs more after seeing the GP. However, the nurses did not fair so well but it was felt that the question was less applicable to the nurses and health care assistants.

**14. Do you feel you were listened to during your consultation?**

Only 2.72% felt they were not listened to by their GP.

**15. How satisfied are you with our opening times?**

90.76% were extremely satisfied or very satisfied, 8.15% were neither satisfied or dissatisfied and only 1.09% were very dissatisfied.

## **16. If you are dissatisfied which additional opening hours would you like?**

8 people commented and 176 skipped the question. One person had commented they would like at least 2 late night surgeries up to 20.00 a week. We do have two surgeries on a Monday night that are on until 20.00. The response to question 15 and 16 did show that the majority of patients were happy with the opening times.

## **17. Overall, how satisfied are you with the surgery?**

The response to this question was very good. No one stated they were dissatisfied with the surgery.

## **18 – 22. These questions were about the respondents – male or female, age, health condition and ethnicity.**

This showed that more females completed the questionnaire, more in the age group of 45 to 64 years, just over half had a long standing health condition, just over 95% were white and 51.10% were employed.

## **Action Plan and Actions Taken from last year**

1. Speak to bus companies regarding bus routes to Church Walk Centre.
  - Stagecoach has been approached to ask for the reinstatement of a bus service into Church Walk. Unfortunately this has not happened to date. The Practice is in discussion with the Local Medical Council to see if a 'taxi scheme' can be set up with the WRVS along similar ones used in secondary care. This too is ongoing.
2. To look at the feasibility of having more different types of appointments available on-line.
  - Nurse Practitioners appointments are to be trialled online. This will not be for chronic disease management clinics. This is happening and has proved popular.
3. Walk-in flu clinics were a great success last year therefore agreed to continue this winter.
  - Walk-in clinics were arranged for the flu season in the autumn which were generally well supported.
4. Telephone message to be improved.
  - Telephone message has been changed to take into account the comments from the group regarding the order in which the options are presented to the patient.

## **Action Plan for 2013/14**

Following a meeting with representatives of the group at which the results of the survey were discussed the following action plan has been proposed for the next year.

1. To publicise the role of the Nurse Practitioner with in the Practice so that patients have a fuller understanding of their skills and areas of competency. This will be done by posters in the waiting room, newsletter items and by the use of the Walker Medical Group web page.
2. To use texting to remind patients of their appointments. This will be done taking into account individual preference and information governance guidance.

3. To use texting to give out general health information. Again this will be used taking into account individual preference and information governance guidance. It is proposed that this will be used to inform if there are general health warnings (e.g. a measles outbreak in the area) and also to inform them of the annual flu campaign. Due to the responses of the survey it is not envisaged that the Walker Medical Group will use social media at this time.
4. Walker Medical Group will take steps to ensure that when clinicians are behind with their surgeries that the patients will be kept informed of the situation.
5. Walker Medical Group will continue to monitor the mix of appointments available to their patients so that the service offered to the patient continues to meet their demands. This will include a review of appointment types offered and the times that they are available.

The group and patients will be kept informed of the progress of this action plan at future meetings and through updates on the Walker Medical Group web site.