

HAWTHORNS SURGERY – PPG INFORMATION 2014 - 2015

We are pleased to outline the results from surveys that were completed between April 2014 and March 2015. We would also like to thank all of those who took part in the surveys.

The Practice actively encourage our patients to join our PPG and members are recruited using flyers and posters in our waiting room, on our website, by “word of mouth” and via our New Patient Registration Forms. We also have a separate section on our Registration forms for identifying carers and have posters in our waiting room for Carers to seek advice. The recruitment process is ongoing.

The PPG were actively involved in feeding into our priority areas via email and their feedback incorporated into our improvement action plan.

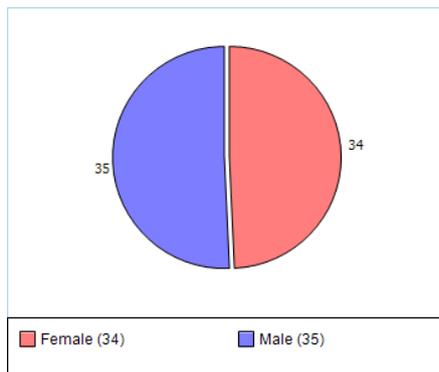
Our patient participation group has increased in numbers by 61% since March 2014 from 48 to 69. The distribution changes are as follows:

Females have increased from 25 to 34
Males have increased from 23 to 35

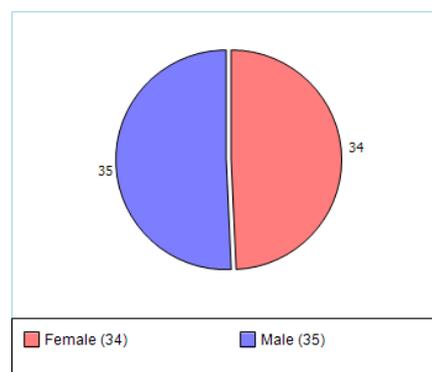
A significant addition is the growth of the age group of 55 to 64 which has increased by 7 members. We are also pleased that there has been an increase in the under 16 age group.

We also feel that the ethnicity of our PPG is entirely representative of our practice population.

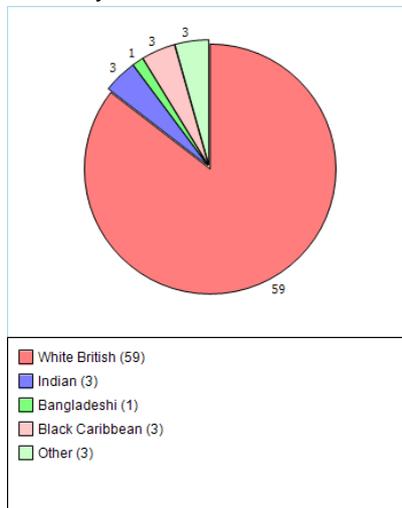
AGE Distribution



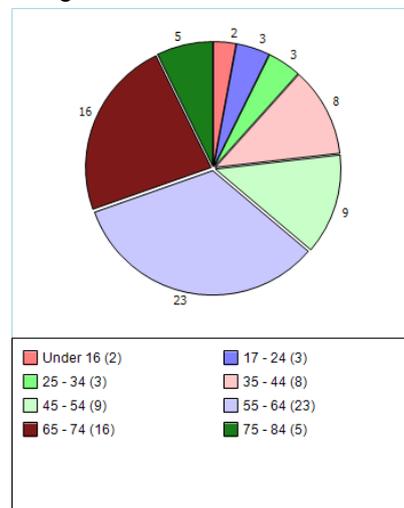
Gender Distribution



Ethnicity Distribution



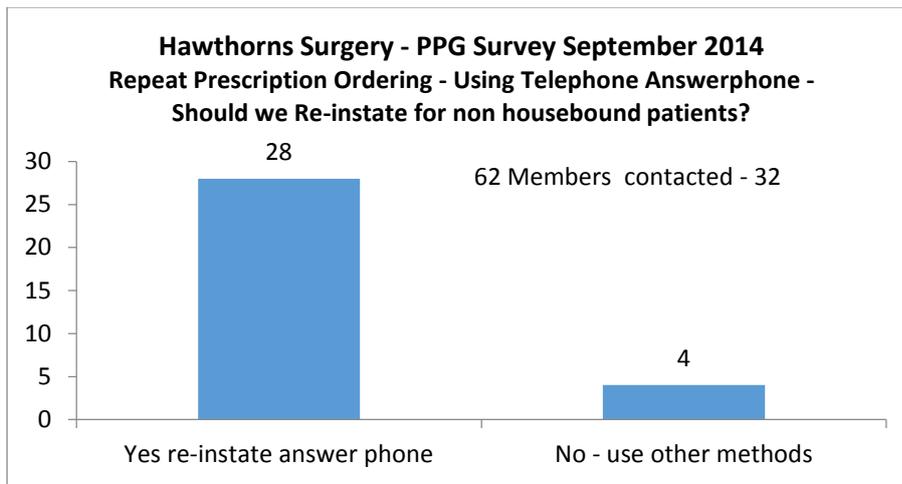
Age Distribution



Improvement Plan

With the introduction of Patient Online Services in 2014 we gathered the views of our PPG as to whether prescriptions should continue to be ordered via the telephone. This had been ceased allowing only housebound patients to utilise the service. Following the survey it was agreed to re-instate the opportunity for vulnerable patients to utilise the telephone service. 62 PPG members were emailed and the overwhelming majority was in favour of re-instating.

Survey Details



The Practice also introduced a Family & Friends questionnaire for patients to complete. The questionnaire was focussed on whether our patients had a good experience whilst at the Practice and whether they would recommend the Practice to their friends and family.

The overwhelming response was that our patients would indeed recommend our Practice to their friends and family. However, the key area of concern for our patients was appointment availability. We are fully aware that at present all sectors of the NHS are under huge pressures to deal with growing demand and we here at the Hawthorns are in the same position. We decided to contact our Patient Participation Group and Newsletter Subscriber Group to seek feedback in relation to two initiatives the Practice were considering.

Firstly we undertook an analysis focussing on appointments that had not been cancelled by patients and were subsequently unavailable to be released for another patient. This resulted in finding approximately 200 clinical appointments that should have been made available but were not due to patients not attending. Secondly, we sought feedback with regards to increasing the number of online appointments available for those patients who prefer to use online services.

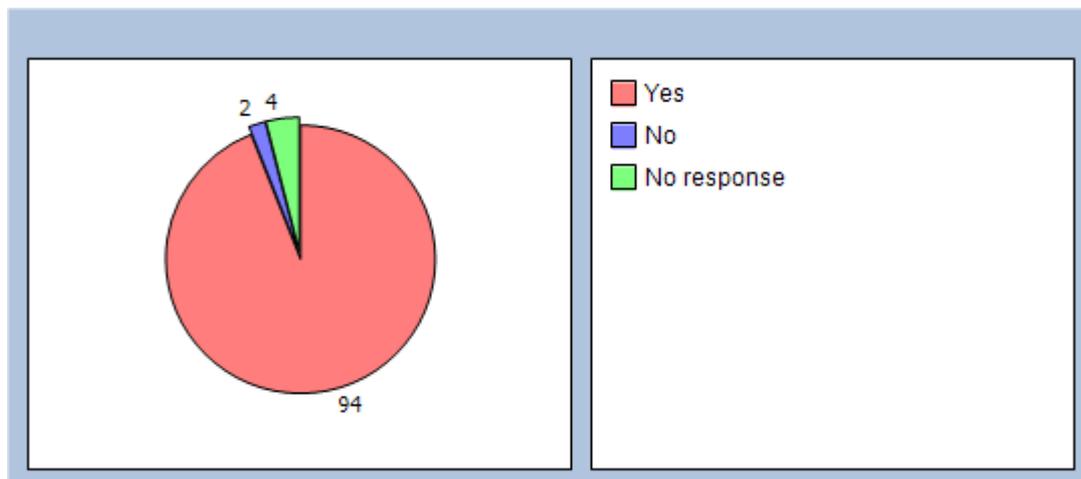
The survey was emailed to 69 members of our PPG and 499 members of our Newsletter Subscriber Group. The survey ran for 2 weeks and we received 221 responses. The overwhelming feedback was that we launch a "DNA" policy to manage the number of appointments lost through non-attendance and that we increase the number of appointments available via online services. These initiatives will be put into practice with immediate effect. Online appointments will be increased by 15%.

Survey Details

Appointment Availability

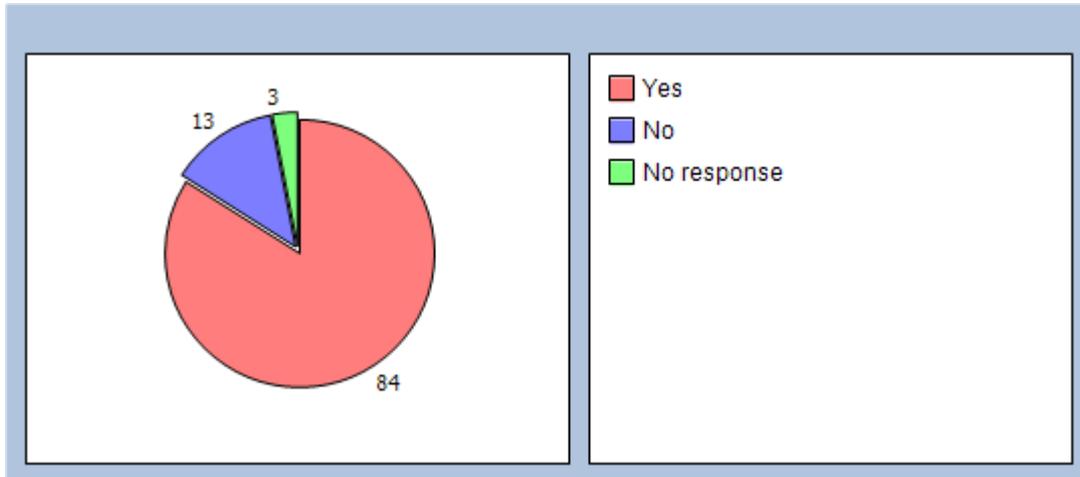
We currently have approximately 200 appointments a month with our clinical staff where a patient does not attend and does not cancel to allow that appointment to be released for a different patient. To increase appointment availability we want to introduce a policy whereby missed appointments are monitored and patients who consistently miss appointments are contacted by the practice. Do you feel this as a good idea and would increase appointment availability.

Yes 94%
No 2%
No response 4%



From feedback from our PPG last year we introduced on-line appointments do you feel we should increase the number of on-line appointments to our patients.

Yes 84%
 No 13%
 No response 3%



The Practice Team reviewed the survey responses and agreed to action the following 3 points

1. Re-instating Prescription Ordering Via Telephone for Vulnerable Patients
2. Introducing a DNA policy
3. Making more Online Appointments Available

After consideration an Action Plan has been devised to cover these points.

Action Plan

Action	Time Frame
Re-instate Prescription Ordering Via Telephone	Immediate
Introduce a DNA Policy	Immediate
Increase number of Online Appointments	Immediate

Review of Last Year's Improvement Plan

The Practice committed to incorporating 3 improvements areas identified and all 3 were incorporated into Practice Processes.

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|-----------------------------------|----------------------------------|
| Urgent Appointment Service | Now available and being utilised |
| Pharmacy Collecting Prescriptions | Now available and being utilised |
| Online Booking Appointments | Now available and being utilised |