Lepton & Kirkheaton Surgeries

Patient participation group report 2013-14

Firstly we would like to start by thanking those patients who have attended our patient participation group (PPG) meetings and for all their support and help over the past year. We feel that PPG groups play an important role in the future development of practices and the comments views and suggestions are very much appreciated. There are challenging times ahead for GP practices and the ever changing NHS and we will need the support of our patients.

The group has been up and running since February 2012. To try and ensure that the PPG was representative of our registered patients we advertised the group as widely as possible. Initially a PPG information poster was placed on notice boards at both sites and sign up forms were left in the waiting areas and also in clinical rooms for clinicians to pass to patients during consultations.

We now heavily promote the PPG on our practice website, on TV screens in the waiting rooms and in newsletters we provide for local parish magazines. The dates of next meetings are published across all these forums. Information posters and sign up forms continue to be available for all our patients on our website and also in the waiting rooms.

Members of our group also attend the PRG Network meetings which are chaired by Greater Huddersfield Clinical Commissioning Group which is our local CCG. These are held quarterly and practices attend from all over the Huddersfield area. Items discussed are then fed back at our PPG meetings and minutes are distributed by the Chair.

We feel the makeup of our PPG is as close to representative as we could achieve however we are still under represented by our younger population despite our campaigns to recruit. We will continue to discuss how to recruit younger age groups until we have some success. **If you are a registered patient particularly in the under 30 age group and would like the chance to come and help shape the services we offer and promote engagement of our patients, then please use the sign up form here** [**http://www.lepton-kirkheatonsurgeries.nhs.uk/ppg.aspx**](http://www.lepton-kirkheatonsurgeries.nhs.uk/ppg.aspx)

Our PPG group meets on a quarterly basis and at the meeting in December 2013 is was decided to set up a subcommittee to compile our local practice survey which was to be issued in January 2014. All PPG members were encouraged to email the Chair any ideas for questions based on priority issues and useful topics for the practice such as looking at DNA’s (Did not attends)

The PPG members coordinated the issuing of our practice survey and collating of results over a period of a couple of weeks in January 2014. They spent time with patients in our waiting rooms helping them complete the form, promoting the group and other services available to them such as registering for online services. In total they managed to collect 1030 completed surveys which is about 14% of our practice population and is a magnificent effort by all. We also published the survey online and there was an increase in uptake this year which is encouraging.

May we take this opportunity to thank every patient who completed the questionnaire; your help is very much appreciated.

The results of the survey were emailed by the PPG Chair to the practice and then published on our website and notice boards in the waiting rooms. Prior to the subsequent PPG meeting on 6th March 2014, an agenda was circulated with a number of questions from the PPG arising from the survey. The Senior Partner attended the meeting to discuss the findings of the survey and the action plan below was agreed based on the feedback from the patient survey.

**Action Plan**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **You asked** | **Who** | **Timescale** | **We did** | **Progress** |
| **2013-14** |  |  |  |  |
| To increase the volume of the patient call beep in the waiting room, show the appointment details for longer on screen and show patient’s appointment time | Practice Manager | March 2014 | Increased the volume of the beep and the length of time the details show on screen from 10 to 15 secs. System does not allow the patient’s appt time to be shown | Complete |
| To put more information on the website and update regularly to improve communication | Practice Manager | Ongoing | GP annual leave added to latest news section |  |
| The Practice to be more proactive in signing people up for on line access | Practice Staff | April – May 2014 |  |  |
| GP’s to promote the health walk in Kirkheaton  | GP’s  | Ongoing | Poster displayed in waiting room and details left in consulting rooms |  |
| Renaming the Practice to Lepton & Kirkheaton Surgeries | Practice Manager | Ongoing | Changed practice letters to include new letterhead. Changed website name. Informed NHS England |  |
| Update Practice booklet for new patients | Practice Manager | Dec 2014 |  |  |
| **2012-13** |  |  |  |  |
| Enable Online booking through SystmOne | Practice Manager | By Dec 2013 | Trained staff and enabled online booking | Complete |
| Enable access to requesting online repeat Prescriptions | Practice Manager | By Dec 2013 | Trained staff and enabled online prescription requests | Complete |
| To look into theTelephone system i.e. Queuing |  Surgery | To report back at PPG meeting in February | Discussion with phone co. And Partners | PPG agreed too expensive in current climate > £10k to implement and still tied in to current provider for 18 months |
| To provide more Information to patients through local magazines | Practice Manager and Chair | Submit early January 2013 | PM liaises with Chair and issues quarterly | Complete. |
| Lack of customer friendly atmosphere in the surgery. Looking to separate front and back desks to remove glass doors between receptionists and patients | Surgery | Long term plan | Met with joiner Feb 2013. Confirmed funding with NHS Kirklees. Commissioned work to be done to provide new open reception area | Complete |
| Staff to wear name badges so patients know who they are talking to. | Surgery | By next PPG meeting in February 2013 | Ordered and staff now wearing name badges.  | Complete |
| To put up a complaints notice in both surgeries which is short and easy to read | Practice Manager | By end of January 2013 | New notice currently displayed at both sites. | Complete |

We considered that the response from our patients was an accurate reflection of the service we offer which is widely regarded as good or above. However we know we can make improvements and so will continue to work towards ensuring that even more patients rate us highly. We will endeavour to put in place the measures outlined in the action plan and continue to listen to what our patients say and work closely with our PPG.

NHS England and the West Yorkshire local area team requires us to include within this report details of our opening hours which are as follows:-

Lepton 8.30am-12.00 & 1.00-6.00pm excluding Wednesdays when we close at 1pm

Kirkheaton 8.30am-1.00 & 2.00-6.00pm excluding Thursdays when we close at 1pm

We offer late evening appointments at Lepton on Tuesday evenings from 6.30-8.30pm

During our core hours you can access the surgeries in person or by telephone. The out of hours service is provided by Local Care Direct from 8-8.30am and 6-6.30pm and from 6.30pm until 8am by NHS 111. Details are provided on the surgery answer phones.

**Julie Martin**

**Practice Manager**