



## Bentley Medical Practice

### Patient Participation Group 2014-15 Annual Report

A big thank you to all those that have joined our Patient Participation Group and have been instrumental in making suggestions and helping us in moving forward with our plans.

#### Introduction

Our patient participation group (PPG) has now been running for approximately 4 years. As a group we communicate mainly over email, however for those members who don't have access to email we communicate via the postal system or telephone.

Historically we have had difficulty recruiting patients to the group and unfortunately this has not changed this past year.

#### Surgery Staff

Bentley Medical Practice has a compliment of staff including:

Practice Manager	1
GP's	3
Nurse Practitioners	2
Advanced Clinical Pharmacist	1
Practice Nurses	2
Health Care Assistants	2
Finance Manager	1
Administration Manager	1
Receptionists	10

We also welcome into our practice on a weekly basis the following healthcare professionals:

- Cardiology Specialist Nurse
- Midwife
- Medicines Management Pharmacist
- Health Visitor
- Counsellor

#### Opening Times

Our opening times are detailed on our website, on the practice leaflet and on the front of our building. We are open during the following times:

<b>Monday</b>	8:00am – 6:00pm
<b>Tuesday</b>	8:00am – 6:00pm
<b>Wednesday</b>	8:00am – 6:00pm
<b>Thursday</b>	8:00am – 8:00pm
<b>Friday</b>	8:00am – 6:00pm

**Saturday**          Closed

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On Tuesdays the practice is closed between 1 – 2 pm for staff training

### **Patients and Services**

The Practice has a list size of around 5413 patients and offers a full range of acute of chronic disease management clinics / services.

Our clinics / services are accessed via our appointment system and are detailed on our website (<http://www.bentleymedicalpractice.co.uk/our-services/>) and practice leaflet.

<b>Bentley Medical Practice Capitation Report</b>				
<b>Age Range</b>	<b>Male</b>	<b>Female</b>	<b>Total</b>	
0 – 15	514	489	1003	-
				-
16 – 24	246	271	517	-
				-
25 – 34	364	355	719	-
35 – 44	336	295	631	
45 – 54	463	340	803	
55 – 74	678	575	1253	
75+	217	270	487	
Total	2818	2595	5413	

### **Our Patient Participation Group**

Our Patient Participation Group was established in 2011. Our group is open to any of our patients and we actively encourage patients to join.

In the past due to poor response and support to attend meetings we decided to use a virtual forum and this has attracted more participants. We continue to use the virtual forum to communicate with

our members. However in 2014 we had requests to hold a meeting within the practice and in response to these request we had our first meeting on the 6<sup>th</sup> February 2015.

We currently have 32 members in the patient participation group. In addition to our 3 nursing homes signed up in 2013-14 we now have a further 8 institutions signed up which include patients with mental illness and learning disability.

	14-19y	20-40y	41-60y	61+y
Male	0	1	4	8
Female	1	5	4	8
Total	1	6	8	16

We believe our group is representative of the practice population in terms of ethnicity, which is predominantly White / British with varying health needs. However we acknowledge that it is not representative of the age ranges. We need to expand the PPG to include males and females in our younger age groups.

We need to also continue to encourage current members to participate in surveys and giving their views.

We advertise the PPG via practice posters, plasma screens in the waiting area and our practice website, prescription messages and reception staff asking patients if they are interested and handing out application forms to those that were interested. Clinicians also encourage our patients to leave their details with reception so we can contact them

The practice is keen to involve patients in decisions about business development and service expansion and would be keen to encourage new members to join us.

This year members of the PPG were asked to provide feedback on the key priority areas identified last year. These areas were central to the discussion in the patient group meeting in February 2015.

Action plan areas and priorities identified 2013 – 14:

1. Raise awareness of the services available in the practice through various means e.g. leaflets, messages on reception monitor, website etc.
2. Raise awareness of the website and the services available through it i.e. prescriptions, appointments.
3. Address issues with the appointment system
4. Encourage patients to feedback when they encounter issues with our services e.g. feedback forms in the reception area / suggestion box
5. Encourage patients to consider joining the patient group through advertisement etc.

### **Patient Survey**

Due to comments from our patients regarding the new appointment system we conducted a patient survey with specific questions regarding appointments in December 2014.

The patient survey was discussed in the meeting on the 6<sup>th</sup> February 2015. Minutes of the meeting are available from the practice on request. The summary of the practice survey is detailed on the website.

We still have a poor response to any surveys and emails we send to the group but we hope to continue growing and encourage our patients to participate in the discussions.

### **Achievements in 2014 – 15**

1. Appointment System – The appointment system in practice has been amended to allow more choice for our patients. We recognised through feedback and survey that we needed to fine tune the appointment system to allow better access to practice services.
2. Research and Development – The practice is now linked with the local NHS Research and Development Centre. Participation in research and development is allowing the practice and our patients to be involved in innovative work to improve quality.
3. Reception Supervisor – The practice has employed a reception supervisor to oversee reception activities and improve work flow.
4. Website – Online booking of appointments is now available and we are preparing to go-live to allow our patients online access to their Summary Care Record.
5. Childhood Ailments Scheme – The practice was lucky enough to secure funding to provide monthly education sessions to our parents and carers of young children. These education sessions cover a variety of childhood illnesses and are support by practice clinicians and our attached health visitor.
6. Practice Services – The practice is happy to report it has met its local target set by NHS Public Health for providing NHS Health Checks. We are also screening more of our smokers for respiratory diseases.
7. Introduction of the NHS Friends and Family Test

### **Action Plan** – Agreed in patient group meeting Feb 2015

1. Appointments – To produce information for patients detailing the appointment system changes and to monitor.
2. Advertise practice services more effectively to ensure our patients know what we offer. This was highlighted in regard to our screening services including NHS Health Checks, Lung Health Checks
3. Patient Charter – The Patient Charter would outline our responsibilities and this in turn would allow us to address patient expectations and provide information regarding our services.
4. Day in the life of GP – This would help our patients understand the work day of a GP, including what goes on ‘the behind the scenes’.

A copy of this report and action plan will be circulated to the PPG and a copy will be held in reception for patients to review

A copy of the report will be supplied to the NHS England Area Team to comply with the NHS England Patient Participation Directed Enhanced Service SLA 2014-15