

**The Junction Health Centre
2015-2016 PPG Report & Action Plan**

Maintain a Patient Participation Group (PPG)

Does the practice have a PPG? Yes																																																					
Method(s) of engagement with PPG:																																																					
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Describe steps taken to ensure that the PPG is representative of the practice population in terms of gender, age and ethnic background and other members of the practice population:

This year we have continued to advertise for members by

- Posters on PPG notice board in waiting area
- Posters throughout the surgery
- Information added to our patient information screen in waiting area
- Advertising on our website
- Invitations via email
- Invitations via interactive text
- Discussion during new patient health check appointments
- Clinical staff actively recruiting through discussion during appointments

In addition to this we set up an online “virtual forum” in the hope of engaging with patients who were unable to attend meetings in person, but still wished to get involved. The Centre continues to actively try to recruit representatives from all cultures and ethnicities that attend The Junction Health Centre. We feel this will enrich the group and give different outlooks and opinions.

**Are there any specific characteristics of your practice population which means that other groups should be included in the PPG?
E.g. a large student population, significant number of jobseekers, large numbers of nursing homes, or a LGBT community?**

No

Review of patient feedback

Outline the sources of feedback that were reviewed during the year:

- Patient surveys – patients are asked to fill out a survey when attending for an appointment (these are analysed monthly and feedback given to all team members). The comment section is particularly useful for feedback about the service. We receive on average 300 surveys each month.
- NHS Choices – (Reviewed by the Service Manager and patients who have provided their details are contacted for further discussion. This information is cascaded to the appropriate team for discussion at monthly team meetings for learning and development)
- Website feedback from www.junctionhealthcentre.nhs.uk (Reviewed by the Service Manager and patients who have provided their details are contacted for further discussion. This information is cascaded to the appropriate team for discussion at monthly team meetings for learning and development)
- Complaints and compliments (Reviewed by the Service Manager and patients who have provided their details are contacted for further discussion. This information is cascaded to the appropriate team for discussion at monthly team meetings for learning and development)
- National Patient Survey
- The PPG also provides excellent feedback regarding the services we offer and improvements/changes that can be made. The PPG feel engaged, they have been able to influence changes and see these implemented.

How frequently were these reviewed with the PPG?

Feedback discussed at every meeting with PPG – this allows the opportunity for the PPG to respond to the feedback The Junction Health Centre has received.

Action plan priority areas and implementation

Priority Area 1
<p>Description of priority area:</p> <p>Access to appointments</p>
<p>What actions <u>were</u> taken to address the priority?</p> <p>New clinics for registered patients added on a Monday evening and a Saturday afternoon – GPs recruited to offer these specific clinics and uptake of these appointments has been very good. Contraception clinic to run one Saturday per month. Funding sought for a new consultation room to be built within the waiting area.</p>
<p>Result of actions and impact on patients and carers:</p> <p>These clinics have resulted in more booked appointments being available outside regular working hours for registered patients. This has had a positive impact on access to appointments for all patients. The clinics have been well received by patients and patients have offered very positive verbal feedback about the increased access to appointments. These appointments are offered outside our core hours and have helped to reduce our DNA rate. The new consulting room will allow more services to be available to our patients – building work set to start in 2016</p>

Priority area 2

Description of priority area:

Reception team – focus on customer service

What actions were taken to address the priority?

New staff recruited to the reception team and a newly designed training and induction plan implemented for all staff. There is now a clinical input in the training program with an interactive presentation to be carried out by a GP in the first 2 weeks of employment. One position still vacant for a permanent member of staff. The new training plan, implemented by the Admin Manager has a strong focus on customer service skills.

Result of actions and impact on patients and carers:

The daily patient surveys include the following question 'How helpful did you find the receptionist?' and these surveys are now being analysed on a monthly basis. Since the recruitment of the new team the score for positive responses has been above 90%. This will have a positive impact on all patients attending the practice or speaking over the telephone with a member of the reception team. All feedback is discussed with the reception team at their monthly team meetings and when appropriate feedback is received, it is discussed on an individual basis with any team members involved.

Priority area 3

Description of priority area:

Improved online access

What actions were taken to address the priority?

Advertising of online services more prominent in the reception area and included in the new patient health check appointment. Online appointments made available for booking by patients. New online registration form used in line with local guidance.

Result of actions and impact on patients and carers:

Online services cut down the time patients have to take out of their schedule to organise their healthcare and has made it more convenient for them. We have received very positive feedback from patients regarding these services. We will be having another push on this service as the National Patient Survey indicated that this service is currently underused at our practice.

Priority area 4

Description of priority area:

Communication of services available to patients

What actions were taken to address the priority?

PPG notice area in reception updated – out of date information taken down and regular timeline set for the Deputy Service Manager to update information. All meeting dates for the PPG to be posted in advance on the board. Website updated regularly to ensure all service information is relevant and correct. Posters in the waiting area to be proactively monitored by the Admin Manager to ensure all are up to date with relevant information. Continue to write and publish newsletter to keep patients up to date with any amendments to current services or new services becoming available. This will be available in The Junction Health Centre and also available to view on the website.

Result of actions and impact on patients and carers (including how publicised):

The action plan in the PPG notice area shows the top 4 practice areas for improvement and the actions we are taking to improve these. This includes the development of a child friendly area with table and chairs. It has been noted in patient feedback to be a positive and transparent method of communication with our patients. The website and service information in the practice is monitored regularly; ensuring patients have access to the most relevant information. The practice is continually working to communicate changes effectively to patients.

Progress on previous years

Is this the first year your practice has participated in this scheme?

No

If you have participated in this scheme for more than one year, outline progress made on issues raised in the previous year(s):

One of the main issues identified by the PPG last year was around the advertising of the services offered by The Junction Health Centre. The central marketing team this year have implemented new promotional materials for the practice. The new practice leaflet has been designed and is in use and a number of patient forms have been updated. The website has also been updated to reflect these changes.

Do you have any other comments about the PPG or practice in relation to this area of work?

The PPG continues to be a valuable asset to the practice and very proactive with their innovative ideas. The changes we have implemented as a result of our action plan have had an overall positive impact on patient experience.