

**The Junction Health Centre
2016-2017 PPG Report & Action Plan**

Maintain a Patient Participation Group (PPG)

Does the practice have a PPG? Yes																																																					
Method(s) of engagement with PPG: This year we have moved to a virtual forum, due to poor attendances at face to face meetings.																																																					
Number of members of PPG: 17																																																					
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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

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 Deputy 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
- PPG patient surveys for patients in the waiting room – we have been asking targeted questions to patients waiting for appointments. This has provided us with an additional source of feedback.
- 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 passed on at every virtual PPG contact – 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>Identifying clinicians working at The Junction Health Centre</p>
<p>What actions <u>were</u> taken to address the priority?</p> <p>Patients reported it difficult to remember names of the staff working across both service at The Junction Health Centre. Our service is open from 8am to 8pm, seven days a week and three hundred and sixty five days a year; this means we have a number of staff working different shifts. We have ensured that all staff have name badges and wear them for their shifts. We have also newly introduced the practice of putting staff names and job roles on doors; this allows the patient to see the name of their clinician before and after their appointment.</p>
<p>Result of actions and impact on patients and carers:</p> <p>Patients have found it easier to recall staff names – this is reflected in the patient surveys we collect every day. It has also prompted the clinicians to introduce themselves again at every contact as patients are aware who they are seeing. It has also provided further clarity on the differentiation between GPs and Advanced Nurse Practitioners.</p>

Priority area 2

Description of priority area:

Telephone access – patients struggling to get through on the telephone

What actions were taken to address the priority?

Telephone lines found to be difficult to access at peak times.
Reception rota amended to have more staff available on the telephones at peak times.

Result of actions and impact on patients and carers:

Telephone response time quicker during peak periods. Patient feedback received to say it has been easier getting through to the surgery since the changes have been made. This allows patients to have easier access to healthcare and receive a better service from The Junction Health Centre.

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. Opportunistic sign-up offered to patients attending the practice for appointments and routine enquiries.

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
<p>Description of priority area:</p> <p>Child friendly waiting area</p>
<p>What actions <u>were</u> taken to address the priority?</p> <p>Wall stickers added to reception area – these include:</p> <ul style="list-style-type: none"> - Alphabet with associated animals in word and picture format - Numbers 1-10 - Height chart hoping to develop interactive healthcare for children
<p>Result of actions and impact on patients and carers (including how publicised):</p> <p>Children now have a distraction while waiting for appointments, parents have commented how nice it is to see and how it can help towards a child’s education. Children are also regularly using the height measure which in turn develops an awareness of numbers and measures. Our practice nurse has also received feedback from parents that children want to be measured when they see the doctor or nurse for their appointment. This interaction is positive and can help build an understanding of personal health from a young age.</p>

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 customer service patients receive when interacting with reception. New members of the reception team were recruited and a new induction and training plan implemented. This focusses on a two week period spent with existing members of the team receiving one to one training. The reception team also receives training from one of our GPs specifically around what to do with unwell patients. They are trained to notice urgent problems and are able to facilitate the correct care for those patients.

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.