

# KIRTON IN LINDSEYSURGERY PATIENT PARTICIPATION GROUP

## ANNUAL REPORT FOR YEAR 2015 to 2016

### Introduction by the Chairman

### 1 Membership and Role of the Group

#### 1.1 Membership

Name	
Mr John Watts	Chairman
Mr Daniel <b>Michael</b> Holmes	
Mrs Lynda Christie	
Mrs Jean Evans	
Mr Steven Webber	
Dr Michael Pettifor	Secretary
Mr Peter Hinks	Vice Chairman
Dr Keith Pilsworth	
Mrs Brenda <b>Ann</b> Creasey	
Mrs Edith Margaret Reast	
Mr Jonathan Harper	

#### 1.2 Role of Group

To represent the patients of the Practice and gather the opinions of the patients to provide to representatives of the Practice

To encourage development and quality of health promotion and health care services by liaising with the Practice.

To seek feedback from patients on services of the Practice, needs of the patients.

To support the practice in the continuous improvement of communication with the patients

Membership is open to any patient of the Practice.

## **2 Review of Constitution**

Copies of the constitution will be available at the meeting for discussion and an e-Version is attached to these notes

## **3 Activities throughout the year**

Activities organized and/or supported by the group are briefly summarized below with current leaders identified

### **3.1 Surgery Grounds**

**Mick**

Support to keep the surgery grounds tidy and in good order has been undertaken as required throughout the year.

### **3.2 Text Messaging System**

**Andy**

The Surgery implemented a new SMS Text messaging service in August 2015, which added new functionality to the previous system of simple appointment reminders. The new system allows for greater use of SMS Text messaging for the surgery to communicate with patients, offering an alternative to a phone call to the Surgery. As well as simple appointment reminders, the new system also now allows patients to text back to cancel appointments that they no longer require or are unable to attend. This has allowed for previously unattended appointments to be made available to other patients, helping to prevent valuable wasted appointments. Other examples of how this system can be utilised include:

- Communicating test results
- Simple patient surveys to provide feedback to the Practice (eg NHS Friends and family Test)
- Advertising Health Campaigns / Surgery events (e.g. Annual Flu jabs / PPG meetings)

The PPG has been actively promoting this new system to patients, however there are still opportunities to develop the system further and we need patients to register mobile phone numbers with the Practice and consent to receive SMS text messages.

### 3.3 Patient Questionnaire

Peter

After discussions with the group and (Surgery Manager it was decided that the group would undertake a survey on behalf of the Medical Team, with results to be fed back on completion.

The survey questions were taken from questionnaires which were on line at that date.

It was felt by me that if we were to hold a survey asking Patients to complete whilst waiting for their appointment then the number of questions should be kept to a maximum of 10 if possible, which it was not possible to do. The eventual survey was 14 questions.

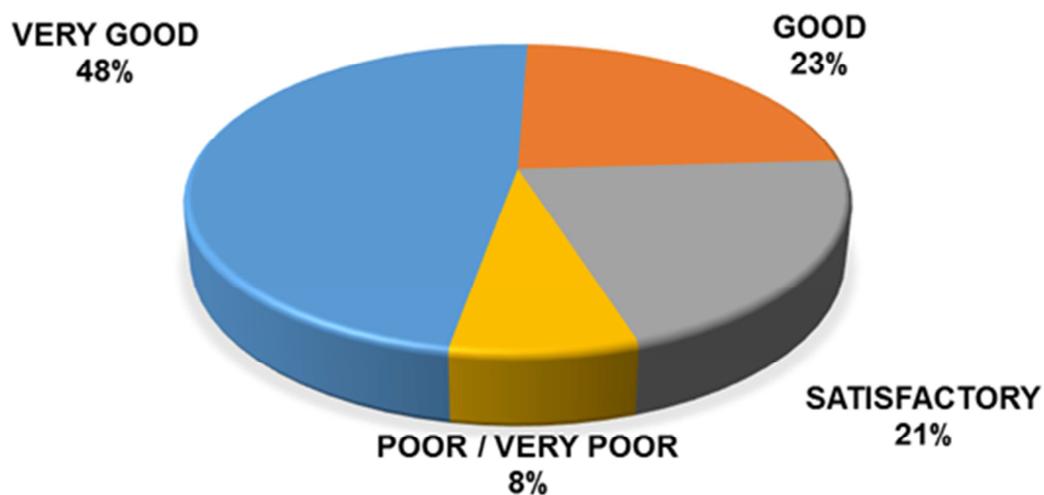
The Survey was held in the Surgery from the 15<sup>th</sup> to the 19<sup>th</sup> February 2016. It was also available on the Surgery web site and the details from there was included in our statistics.

The surveying was undertaken by some volunteer members and non-members of the committee on the mornings that week.

Almost every patient who attended the Surgery during that period was asked if they would help by completing it, and with only a few exceptions nearly all did and some left comments which were passed on to the Doctors.

The total number of surveys was 179, of which only 33 were from the web site the remainder 146 were completed by the volunteers, (whom I thank very much for a job well done).

The overall Patient satisfaction from the Survey is shown in this pie chart



### **3.4 Over 75,s Health check**

**Andy**

During February and April this year the Surgery delivered an innovative programme of health checks to our elderly patients, specifically aimed at promoting health and wellbeing in our over 75 year olds, providing bespoke programmes of physical activity to help reduce the risks of falling. This programme was delivered by a team of physiotherapists at various local community locations and has been an initiative unique to our Surgery.

PPG members have been actively involved in delivering this programme which would not have been possible without PPG membership support. Examples of PPG support include:

- Organising and booking local community venues
- Assisting frail patients to attend
- Meeting and greeting patients
- Provision of refreshments and companionship

The programme was well received by all those who participated and is something that we are hopeful of continuing with in the future.

### **3.5 PRACTICE CHARTER**

**Andy**

As part of the PPGs role to help the Practice communicate with patients, an initial Practice Charter has been co-developed between the PPG and the Practice. The aim of this is to provide information to patients regarding the philosophy of the Practice and advise how to access services. Details of the Practice Charter are available on the PPG notice board in the entranceway to the Surgery and via the Practice website.

### **3.6 FRIENDS AND FAMILY TEST**

**Andy**

The NHS Friends and Family Test has been implemented at the Surgery in line with national guidance. It is an opportunity for patients to provide feedback to the Practice regarding “How likely they would be to recommend the Practice to Friends and Family”, and inform of how services could be improved. The PPG has been helping the Practice to promote this and has been able to discuss the feedback received with the Practice. Comments to the FFT are available on the PPG notice board in the Surgery entranceway.

### **3.7 FACE BOOK AND PRIMARY CARE CHAPLAINCY**

**John**

#### **PPG Facebook Page**

In an effort to boost awareness of the patient participation group and its work, we set up a Facebook page. The page is used to share PPG news and announcements, such as the

dates of meetings, and also to share wider health related news items which might be of interest to patients.

There are around 80 "likes" of the page, but due to sharing and other social media factors some posts are regularly reaching upwards of 150 people.

### **Primary Care Chaplaincy**

Lincolnshire Chaplaincy services are currently developing a primary care chaplaincy programme, which is so far unique in the country. There are two primary care chaplains in Lincolnshire at the moment, and a further two people are in training, including one from our own PPG group.

The role of the primary care chaplain will be to provide spiritual non-denominational support and guidance to any patient or surgery staff member who feels in need of it. It's anticipated the training will conclude in early summer and more information will be available at that time about how the chaplaincy scheme will work at our surgery.

### **3.8 Notice Board**

**Mike**

At our January meeting we agreed progress the PPG notice board to aid communications. The board consists of a map of the serviced area of the practice and, with labels, to stick on the board, as relevant to the surgery and the group

Items to be covered on the board are listed below.

Role of the PPG -----MIKE  
Who's in the group? -----MIKE  
Joining the Group -----MIKE  
About the practice -----ANDY  
Practice charter -----ANDY  
Patient Questionnaire -----PETER and LYN  
N H S health check -----ANDY  
Appointment system -----ANDY  
Friends and Family Review ---ANDY  
SMS Texting -----ANDY  
Did You Know?, Facts about the practice---ALL  
Find us on Facebook -----JOHN and LYN  
Annual Meeting -----MIKE

The PPG notice board in the Surgery entranceway.

It is also intended to use the local magazines and texting to make Surgery Practice members aware of news items.

### **3.9 CARE QUALITY COMMISSION (CQC) INSPECTION**

**Andy**

The CQC are the independent regulators of the providers of Health and social Care services in England. They are required to inspect and rate GP services, specifically in the following areas:

- Are Services Safe
- Are Services Effective
- Are Services Caring
- Are services Responsive to people's needs
- Are Services Well-Led

In March this year the CQC carried out a scheduled inspection of the services provided by the Practice. As Part of this inspection, members of the PPG were interviewed by the CQC inspectors regarding their opinions of the Practice and the Services provided. Although the CQC report and grading has not been received yet, no major concerns were raised by the inspectors at the conclusion of the visit. The PPG will help to scrutinise the report when published and work with the Practice to help with any improvements that are identified.