

DR FRASER & PARTNERS, G82218 – FARNINGHAM

www.braesidesurgery.nhs.uk

Patient Participation Year End Report 2013

1. Profile of PPG Members

The PPG includes a Core Group and a Virtual Group, totalling 36 members

The Core Group profile of members:

	Age Group				
	65+	41-65	25-40	17-24	
Male :	2	2	0	0	4
Female :	1	7	1	0	9

The Virtual Group profile of members:

	Age Group				
	65+	41-65	25-40	17-24	
Male :	3	5	1	0	9
Female :	10	3	1	0	14

Within both groups there are professional retired and non-retired members and part-time mums who live in Farningham, Eynsford, Horton Kirby, Crockenhill & West Kingsdown.

2. Steps to ensure BPPG is representative of its registered patients

A member of the Core group canvassed for members at the Flu clinic at the surgery in October 2012. A flyer was also available on the reception desk for most of the year and details are also available on the website. Details were also included in the Parish newsletter. The flyer has currently been under review by the group and the new edition has been approved and published.

3. Actions agreed with BPPG in year 1

From the results of the 2011/12 Survey :

Getting through on the telephone: We upgraded our telephone system which provided an additional incoming line for appointments and also provides a message if the call is in a queue. Our private line has been diverted to the admin/secretarial staff which has freed up the receptionists.

Voice Recording: We also installed a Voice Recording programme following comments picked up from a few patients regarding the Receptionists manner.

Notice-boards: comments received identified that the notice-boards were too busy. Two members of the Core Group volunteered to rationalise the area and it is now much improved.

Confidentiality: Patients were able to overhear the receptionist's conversations. The seating arrangement was changed in an effort to distract attention away from the reception desk.

4. New Actions agreed with BPPG

This year's survey was circulated in the Surgery from Monday 18th March 2013 to Wednesday 27th March 2013. The Core Group were shown the survey questionnaire at a meeting on Thursday 21st March. The analysis when completed from the survey will provide some of the action points for the coming year. This year the practice wanted to focus on the patient experience of their appointment on the presenting day with the doctor, nurse or healthcare assistant and also how they were treated by the practice staff.

A copy of the survey analysis will be emailed to the group for comment before the next BPPG meeting arranged for 23rd May 2013.

5. Summary of progress and main areas of achievement

We have held regular meetings (minutes attached) and members of our group have been willing to attend some of the CCG engagement programmes throughout the year. This month there has been a change to the group due to the resignation of the Chairman. A new Chairman is now in place and a copy of his introduction is attached.

We hope to have one of the doctors available to attend every meeting (possibly on rotation), this has happened at the last two meetings and seems to have worked well for communication and engagement for all parties. We are fortunate to have a good dynamic within the group with members happy to volunteer and give up their personal time to work with the surgery to monitor patient service.

Achievements so far:

- BPPG agreed to take responsibility on an on-going basis for promoting what the patient donation monies had been spent on. This is monies received for the sale of second hand books in the waiting room had contributed to the purchase of medical equipment for the surgery.
- Continued monitoring of the Notice-boards
- Reviewing the Practice booklet
- Tracking progress on the provision of Patient access to on-line booking
- Agreed the Groups Terms of Reference (see below)

Braeside PPG (BPPG) – Terms of reference

- To facilitate good relations between the Practice and patients by communicating patients' experience, interests and concerns and by providing feedback to the Practice on current procedures and proposed new developments of mutual interest.
- To explore ideas identified from patient surveys.
- To be a forum for ideas on health promotion and self-care.
- To evaluate and review the effectiveness of the PPG not less than once a year.

Members of the PPG make a commitment to respect Practice and patients' confidentiality at all times



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BPPG Minutes 03/2012



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BPPG Minutes 05/2012



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BPPG Minutes 09/2012 1



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BPPG Minutes 01/2013 1



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Chairman's Introduction



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2013 Patient Survey Questionnaire