

PATIENT PARTICIPATION GROUP ANNUAL REPORT FROM THE PRACTICE 2014

This is the third report from the Practice that we have produced and as always we would like to start by saying a huge thank you to our Patient Participation Group and Patient Participation Group Online for all of their help and support over the last four years. Our practice believes that Patient Participation Groups have a huge role to play in the development of GP surgeries and Primary Care in general and we have again found this to be the case over the last year.

This year we have once again worked with the group to produce an annual report that is circulated to all of our patients and published on our practice website. For anyone wanting to know more about what the group has been up to over the last year and the fantastic job that it has done we would urge them to read that report which is available next to this one on our practice website and in laminated format at all three of our surgeries.

In this report we have put together some of the information, facts and figures that NHS England have asked us to share as part of the national scheme.

PROFILE OF OUR PPG and GAINING PATIENT VIEWS

At the time of writing Charnwood Community Medical Group looks after 11,450 patients registered at our three surgeries and our demographic reflects the national demographic fairly accurately.

Our group continues to have an older than average age and is ethnically mixed. The establishment of our Patient Participation Group Online has allowed the practice to gain the views of a wider selection of patients without the need for them to attend face to face meetings. The Patient Participation Group Online currently has over 450 members who receive monthly emails and contact from the Practice. All patients are able to sign up to become a member of the Patient Participation Group online when they first register with the surgery or on the Practice Website.

Patients are able to feedback to the practice using comments boxes, email and the Practice Website and they are also able to contact the Group directly through the practice website. All feedback is then discussed at meetings. Minutes and agendas from meetings are published on the Practice Website and surveys completed using the Patient Participation Group Online database.

PRACTICE SURVEY AND ACTION PLAN

This year it was agreed that the Practice and Group should jointly commission a questionnaire on support for patients with Chronic Diseases at the practice as part of the on-going 'But I can't manage this project (BICMT)'. The BICMT project is a standing item at the Group's monthly meeting and a sub-group was established to agree and road test the questionnaire in the surgeries.

The survey was sent in the post with invitations for annual reviews to 350 patients with chronic conditions and looked to establish how the Practice can improve the care that we offer our patients with long-term conditions.

The practice received 114 replies to the questionnaire giving a response rate of 33% and a number of actions have been implemented as a result of this. The results showed that there was a demand for further education and it was agreed that the practice should host a series of educational events for Patients including general health promotion events in the form of Practice open days and the first of

these has been hosted with another planned for August 2014. In addition to the open days the practice will also be introducing a series of 'living with' events that will focus on education for individual conditions. The first of these events will be Living with Diabetes on 8th May 2014. It was also agreed that the practice should rebuild the practice website to increase its ability to host information on support groups and better organise information on health and this was completed in January 2014. (<http://www.charnwoodcommunitymedicalgroup.co.uk/links/>)

It was also agreed that the Practice and Group would continue to roll out the survey with a further 700 questionnaires being sent out to allow further information to be gathered and actions to be agreed. On completion of this second stage the BICMT sub-group intends to publish a full report on the practice website and circulate the results to the Patient Participation Group Online.

USEFUL INFORMATION

Below we have included some useful information on the practice opening times.*

*Correct at the time of writing, for current information on the practice opening times please see the Practice Information section of our website or our practice booklet.

The practice is open for all of our patients as below. Occasionally we may have to close our Outwoods or Forest Edge Medical Centres early. At times when the branch surgeries are closed telephone calls will automatically be diverted to Rosebery Medical Centre and patients may be asked to attend there.

Telephone System

Our telephone system is open between 8.00am and 6.30pm Monday to Friday. After 6.30pm our telephone system will ask you to call NHS 111.

Rosebery Medical Centre

| Day | Hours |
|-----------|-----------------|
| Monday | 7.30am - 6.30pm |
| Tuesday | 7.30am - 6.30pm |
| Wednesday | 7.30am - 6.30pm |
| Thursday | 7.00am - 6.30pm |
| Friday | 7.30am - 6.30pm |

Outwoods Medical Centre

| Day | Hours |
|-----------|-----------------|
| Monday | 8.00am - 5.30pm |
| Tuesday | 7.30am - 5.30pm |
| Wednesday | 8.00am - 5.30pm |
| Thursday | 8.00am - 5.30pm |
| Friday | 7.30am - 5.30pm |

Forest Edge Medical Centre

| Day | Hours |
|-----------|-----------------|
| Monday | 8.00am - 5.00pm |
| Tuesday | 8.00am - 5.00pm |
| Wednesday | 8.00am - 5.00pm |
| Thursday | 8.00am - 5.00pm |
| Friday | 8.00am - 5.00pm |

When we are Closed

For emergencies which cannot wait until the next surgery, please telephone NHS 111.

Thank you for taking the time to read the annual report from the Practice on Our Patient Participation Group.

Charnwood Community Medical Group