

PATIENT PARTICIPATION GROUP ANNUAL REPORT FROM THE PRACTICE 2014-2015

This is the fourth 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 five years. Our practice continues to believe that Patient Participation Groups have a huge role to play in the development of GP surgeries and Primary Care in general and the fantastic work completed by our PPG this year proves this to be the case once again.

Again this year we have 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.

The purpose of this report is to 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 12,050 patients registered at our three surgeries and our demographic reflects the national demographic fairly accurately.

As last year our group continues to have an older than average age and is ethnically mixed. The establishment of our Patient Participation Group Online continues to allow us 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 500 members who receive 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 and this year we have also published all of the Patient feedback that we have received alongside our replies on the Practice Website. 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 extend our questionnaire on support for patients with Chronic Diseases at the practice in order to increase the volume of data available for analysis. This survey is part of the Group's 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 and complete the final report to the Practice.

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

Excluding the two conditions that were not progressed (explained in the full report on the Practice Website) the return percentage for the project was 31.25%

The initial question asked patients to identify their condition. The table below shows return by category of LTC.

Condition	Return	%
Peripheral Arterial Disease	20	11.18
Hypertension	26	14.53
Coronary Heart Disease	24	17.41
COPD	26	14.52
Chronic Kidney Disease	1	0.56
Diabetes	14	7.82
Epilepsy	25	13.97
Heart Failure	3	1.67
Stroke/TIA	40	22.34
Total	179	100

Our thoughts on the Project Conclusions

- Responses showed that those who had attended a course or programme of education found it to be excellent or fairly useful. However, the largest response from patients showed that they had not attended a course or programme, and further showed that 34.6% of patients would not want to attend a group course. It was felt that this may be down to the age profile of many of the patients.
- *The Practice feel that we should maintain our focus on education for Patients and plan to work with the Patient Participation Group to continue our evening educational events. The practice will continue to promote participation in structured educational courses such as the Space Programme and the DESMOND and DAFNE schemes.*
- In relation to obtaining information regarding their condition, 68.4% of patients (excluding no responses) show that patients do not want any additional information soon after their diagnosis. This level of response needs some further work to identify the reasons for this.
- *This result suggests that we should be checking with patients each year as to whether they would like more information about their condition as this may change over time. The Practice will ensure that the two GPs who complete annual reviews are aware of this finding.*
- In relation to the above points the survey did however show, that given a choice of options for obtaining information that would allow them to manage their condition better, that 68.75% of patients (excluding no responses) would prefer a one- to- one with their GP or Practice Nurse.
- *This result is very helpful in backing up our model for delivery of care for Patients with long-term conditions and we will continue with our annual integrated recall system.*
- Again probably due to the age demographics of the survey population the majority of patients would not wish to access the internet for additional information.
- *The Practice need to be aware of this when working out the best way to offer information to patients.*

- Probably due to the age profile within the survey population, a high percentage of patients (47.5%) would not wish to meet with another knowledgeable patient to obtain information regarding their condition to help them manage better.
- *This would suggest that the Practice should focus on improving the current annual review system as opposed to looking at introducing an Expert Patient Programme. This would correlate with the low attendance figures seen when the Clinical Commissioning Group introduced the programme last year.*
- Pleasingly the survey does show in question 9 that 148 patients (nearly 90%), excluding the no responses feel that they are managing their condition very well or quite well.
- *We are delighted with this result and it again suggests to us that the annual review programme should continue to be key in our management of patients with long-term conditions.*
- Another encouraging indicator from the survey shows that 115 patients (69%) excluding the no responses attend for their annual review every year. However, a further 51 (almost 31%) excluding the no responses sometimes or never attend. Further work will be needed in this area to ascertain the reasons and to prevent this group of patients moving higher through the pyramid of care and neglecting their personal care.
- *We think that we may have seen a disproportionate response from people who do not attend for their annual review to this question. The exception reporting rate for the Practice is generally around 10%.*

Taking the Project recommendations forward

- Look at reasons why patients do not want additional information regarding their condition at the time of initial diagnosis. Look at the available information leaflets and produce a list of questions that GP's may ask patients.
- *We will review the information that the GPs and Nurses have available to give out to patients and also ensure that patients are asked on an on-going basis if they would like this information and it isn't assumed that they have will have had the opportunity previously.*
- As the highest percentage of patients would prefer a one- to- one with their GP or Practice Nurse, consider ways that this can be achieved, including discussions with West Leicestershire Clinical Commissioning Group. Consider including in the annual review invite letter a statement recommending patients to ask questions when they see their GP or Nurse. Produce a list of prompt questions that GP's could ask the patient. Review the information leaflets available.
- *We will talk to West Leicestershire CCG about resourcing care for patients with long-term conditions. We will re-write the annual invitation letter with the Group to ensure that it is patient friendly and includes prompts to help patients get the most from their consultation.*
- Look at the reasons why patients do not attend their annual review (in spite of the fact that they receive 3 invites). Produce a statement for the letter stating the significance of attending.
- *This will be completed as part of the annual invitation review.*
- Looking at the responses from the questions asked it is clear that there are patients with concerns and uncertainty regarding their condition and how it affects them. Consideration should be given to the production of a leaflet summarising frequently asked questions.

- *We will review the current materials that are given out to patients and asses their suitability against the findings of the project report.*

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	7.30am - 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