

## **SOUTHAM SURGERY**

### **Patient Participation Directed Enhanced Service - Local Patient Participation Report 2015**

#### **Introduction**

Southam Surgery is a semi rural practice, based in the centre of Southam, Warwickshire, with a present list size of approximately 8,200. The doctors and staff are committed to providing a high standard of care, offering patients a wide variety of services and level of access. The surgery is committed to engaging with patients regularly to discuss local and national primary care issues.

The surgery has an established Patient Participation Group (PPG), since 2003. The PPG is currently made up of 27 members, all of which are patients at the surgery. There are 5 males and 22 females; all members are White British. Their age ranges from 39 to 95 years of age. The Group's own health issues allow them to be representative of a wide variety of long term health conditions and understand issues pertaining to self and clinical management of chronic diseases including diabetes, COPD, asthma, CHD, CKD, hypertension and cancer.

#### **Opening Times:**

Monday	8.30am – 6.30pm
Tuesday	8.30am – 6.30pm*
Wednesday	8.30 am – 6.30pm
Thursday	8.30am – 6.30pm*
Friday	8.30am – 6.30pm

\*Extended Hours Clinics currently run within the practice following feedback from patients and liaison with the PPG. These are available on Tuesday and Thursdays, mornings 7am – 8am, and evenings 6.30pm to 7.30pm. These appointments are designed for patients who find it difficult to make routine appointments during the core hours.

Details of opening hours are available on NHS Choices.

The PPG is continuing to work together with the Practice Manager, Doctors and staff to encourage a more inclusive membership. The practice has identified that representation of the below groups needs to be engaged wherever possible.

- Young mothers
- Mixed ethnicity
- Females and/or males aged between 25 and 40
- Female and/or males aged between 16 to 24

The practice continues to actively attempt to engage with the wider patient population, to engage them in its activities. This has included:

- PPG discussions regarding engaging others
- Provision of handouts available in the waiting area explaining the aims of the PPG, inviting patients to become involved and have a say in issues relating to the practice.
- Dedicated Notice Board to PPG info.
- Opportunistic promotion of PPG by practice staff and PPG members.
- Website has information about the PPG on the home page.

### **Collate patient views through the use of survey**

The patient survey was offered to all patients who attended the surgery during the week of 16 February 2015, for completion by registered patients.

A total of 200 questionnaires were handed out and 172 (86%) of these were returned completed.

### **Provide the PPG with the opportunity to discuss the survey findings and reach agreement with the PPG on changes to services**

The PPG had a meeting on 4 March 2015 to discuss the results of the patient satisfaction survey. It was noted that the practice continued to have a high level of patient satisfaction with services at Southam Surgery.

### **Agree Areas of Priority and Action Plan with PPG**

From comments made in the annual patients survey

- Raise awareness of online facilities within the practice
- Promote use of online facilities
- Promote the PPG to encourage new members, particularly from groups of patients that are not represented eg (those less than the age of 39)

<b>Agree Highlighted</b>	<b>Agreed Action</b>	<b>By whom</b>	<b>By when</b>
<b>Raise awareness of online facilities within the practice.</b>	<ol style="list-style-type: none"> <li>1. <b>Compile new patient information pack</b> to include information on how to contact the surgery on line</li> <li>2. Advertise web site extensively in surgery</li> <li>3. Re vamp surgery website to make it easier to use with clearer on line instructions.</li> </ol>	PPG members Practice Manager	Ongoing New patient information pack by June 2015
<b>Promote Use of Online facilities</b>	<ol style="list-style-type: none"> <li>1. In addition to the above, the PPG will <b>develop a 'business card'</b> which will be available on the front desk for all patients. The business card will include useful telephone numbers, useful websites, information regarding on line facilities and how to join the PPG</li> </ol>	PPG members Practice Manager	Next PPG meeting is 18 June 2015. Hoped to be finalised at that meeting.

<p><b>Promote the PPG to encourage new members</b></p>	<ol style="list-style-type: none"> <li>1. In addition to the above, the group wish to <b>develop a virtual group</b> running alongside the face to face group.</li> <li>2. Continue advertising in house</li> <li>3. How to join PPG 'Your PPG Needs you' leaflet to be developed to be included in new patient pack.</li> </ol>	<p>PPG members Practice Manager</p>	<p>Summer 2015</p>