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**MARINE MEDICAL GROUP**

**PATIENT PARTICIPATION**  
**REPORT**  
**2014-15**

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## Introduction

As part of the Patient Participation direct enhanced service (DES) introduced in April 2011, the practice was required to repeat the process from the previous year, demonstrating how issues raised in the previous year had been addressed.

As a result of last year's questionnaire, the following changes were to be made within the practice:

- It was agreed to look at the way in which the telephones are currently configured to ensure the maximum amount of phones are available to take calls at specific times of the day and altered accordingly when the demand drops
- As prescriptions can already be ordered online and this appears to be going well, the next step will be to offer patients to book and cancel appointments online. This will give patients a much wider choice of appointments as they can see for themselves what appointments are available and allow them to book their own appointments. The implications and how to implement this will be looked at within the practice and once this is clarified the system will be made available to patients. It was agreed that urgent appointments would not be made available online as this is something that needs careful observation within the practice. It was also decided that it would not be possible to make the nurse appointments available online as the length of appointments is too complex to allow patients to book their own.
- It was agreed that a mail shot would be too costly for the practice, but that advertising within the surgery would work well. Currently the waiting room is littered with posters and it is difficult to view specific posters. It was decided that this would be addressed and tidied up to make posters more visible
- A foot note will be added to letters that are sent out to patients informing them of the online facility and advising them to speak to the reception staff to be enrolled onto the online system.
- The new telephone system is due to have an upgrade shortly and a new facility will become available to add messages for patients whilst they hold for a receptionist. This may be something that the practice will look at once the upgrade has taken place.

As in year 1, key objectives of the DES were to ensure that patients are involved in decisions about the range and quality of services the Practice provides. The Practice was set key steps which had to be completed. These were:

- Step 1: Develop a structure that gathers the views of patients and enables the practice to obtain feedback from the practice population, e.g. a PRG
- Step 2: Agree areas of priority with the PRG
- Step 3: Collate patient views through the use of a survey
- Step 4: Provide the PRG with the opportunity to discuss the survey findings and reach agreement with the PRG on changes to services
- Step 5: Agree an action plan with the PRG and seek PRG agreement to implementing any changes
- Step 6: Publicise the actions taken and subsequent achievement

## **Method**

### **Step 1 –patient participation group**

As the current method of contact for the members of the PPG had worked so well during previous years, it was agreed that continuing with a virtual group would be more beneficial as due to people's busy lifestyles. The current PPG members were contacted via e-mail to confirm that they were still interested in being part of the practice's PPG (appendix 1). It took a little while to re-engage the members and unfortunately not all previous members wanted to participate again this year.

The practice decided to try and recruit new members. Posters were put up in the waiting room in the hope that younger members of the practice would be interested in joining. Unfortunately we were not successful in recruiting any younger members; however two new members were recruited who met the required characteristics of The Equality Act 2010. The protected characteristics are:

- age (over 18's only)
- disability
- sex
- gender reassignment
- pregnancy and maternity
- race
- religion or belief
- sexual orientation

The group now consists of eight participants, covering a wide cross section of the Practice's registered patients. The member's are aged between 39 and 78 years old and consist of 4 males and 4 females. The group has a diverse representation in the above areas.

### **Step 2 – agree areas of priority**

As per the set guidance, the members were contacted to obtain feedback regarding areas the practice thought were priorities to be addressed. Most people agreed with the areas the practice had suggested.

Once feedback was returned regarding this, relevant questions were set and the questionnaire was circulated to the PPG for comment (appendix 3).

A selection of housebound patients, all nursing and residential homes, were sent a questionnaire in the post. The majority of questionnaires, however, were filled in by patients attending the practice for appointments or collecting prescriptions. A collection box was situated in the reception area for completed questionnaires.

### **Step 3 – collate patient views through the use of a survey**

The practice decided to use data collected by gp-patient.co.uk, in which there were 271 surveys sent out and 106 surveys sent back. Previous years practice surveys that were done would also be looked at again to raise areas of discussion with the patient participation group.

### **Step 4 – discuss findings with the PPG**

The results of the survey were e-mailed to the PPG members asking for their opinions about the results and what actions they thought should be taken as a result of the responses. Only 3 members responded to the results sent to them but did provide the practice with some good ideas regarding possible changes to implement such as:

- Access to booking appointments and ordering prescriptions for typical 9-5 workers via opening the surgery line during lunchtime.
- Having a private area for patients to speak with reception for when they wish not to be overheard in the waiting room.
- GP care – listening to patients and giving them enough time.
- Opening hours, and access to appointments

The responses from the members were discussed within the practice along with the feasibility of what changes could be made.

#### **Step 5 – agree an action plan with the PPG**

The practice had a discussion about the best way to implement changes that would benefit patients with regards to access to appointments.

- The practice will look at the feasibility of opening over lunchtime to allow patients to book appointments and collect prescriptions.

#### **Appendices**

1. Email sent to existing PPG members

## APPENDIX 1

Hello PPG members!

It's a new financial year, which means another round of the PPG. Again this year we need to pick 3 areas to look at. We've found a survey online in which some patients have given feedback (the link is below). I think we should use this as a foundation to build up ideas on what areas the practice should look at.

<http://gp-patient.co.uk/practices/A84014?term=Marine+Medical+Group+%28NE24+1DX%29>

If the link doesn't work, please let me know. But if you could e-mail me back some areas you think would be worthwhile bringing up to the practice staff, in order for us to think of ways to improve that would be great. And even better would be if you could give us ideas too!!

Thanks again for your continued support of the Patient Participation Group.

### Kind Regards

#### Ross Kemp

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Hello PPG members,

I just wanted to give you an update since the last time I e-mailed. Thanks again for the feedback and suggestions from the link I provided, we have taken this on board, and I presented this to the practice.

It was agreed that we would consider and look into opening the practice over lunchtime; this would include phone calls for appointments and general enquiries too. We have been trialling this since the 1<sup>st</sup> August, firstly to ensure we have enough staff to cope with the workload, and secondly to ensure we can manage working alternative lunch breaks for staff too. This has gone fairly smoothly, and the reception staff are beginning to get to grips with it all.

We will be looking to advertise this service to patients to increase awareness.

Thanks again for your continued support of the PPG, and I would hope you agree this is a big step and a positive one the practice has made.

### Kind Regards

#### Ross Kemp

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