

Keele Practice

Patient Participation Group

Annual Report 2013 to 2014

Introduction

The group started in February 2013 and has been meeting on a three month basis since then. The practice has unusual patient demographics, as 4000 out of the 6000 patients are university students or staff, with the other patients living in the surrounding urban or rural areas. The members of the group are patients, and cover the whole range of ages and different demographics that the practice serves. The exception to this is a member from Keele University student support department who enhances the group, as he has insight into the personal and academic aspects of university life. This link together with the PPG has enabled the practice to engage more fully with the university, and to identify and hence provide/adapt services to suit the student patient population. The practice still welcomes new patients to the group, and is still advertising the group in the practice. The chair position in the group has now been filled by a patient member.

Patient survey results 2013 to 2014

The practice carried out the nationally recognised GP patient survey questionnaire (GPAQ) during November. The results were discussed at the March meeting. The results are posted on the practice website. A summary of these is as follows:

- Satisfaction with GP was between 88% and 100%.
- Satisfaction with reception/access/appointments showed an average of 88%
- Satisfaction with consultations/opening hours/access to GP, showed that 92% of patients waited less than 10 minutes, of this 61% waited for less than 5 minutes in the waiting room to see the GP/nurse. 83% said that they were happy with the opening hours. Of the 17% of patients who said that they were not happy with the opening hours 50% wanted the practice to open during the weekend, 41% wanted it to open either before 8am, at lunchtime or after 6.30 (the practice does have appointment times at these times) and 9% said none of these, but didn't state when. The practice has no plans at present to open during the weekend. Just over half the patients said that they did not want to see a particular GP, of those that did want to, 76% said that they almost always or a lot of the time saw a particular GP.
- Satisfaction with the Nurse Practitioner- 48% of patients did not answer this question, of the 52% that did 85% said that the services were very good/good.
- Patient experience- 88% had an excellent/very good experience at the surgery, and 95% would recommend it to someone else.

The practice was very happy with the outcome of the survey, the outcome is very similar to the results last year. The PPG felt that these high results were accurate and was a true reflection of the practice.

Review of action points and achievements from the PPG during 2012 to 2013

Keele Practice website

The website has been successful with the practice able to keep patients up to date easily. This was particularly useful over the Christmas break, with opening hours displayed only before and during this period. One of the suggestions made at the PPG was a link to the practice website via the university website. During student registration week this was shown to be particularly useful as students were able to download registration forms before coming to register.

PPG meetings

It was agreed that the group meet every three months, this has continued and was agreed that this was to be continued.

Over 75's home visits

These have continued over the year, with 75% now done. The feedback from patients about this has been positive, and patients are now more aware of services that are available to them.

Practice on-line services

The group agreed that the provision of a service for booking appointments and ordering repeat prescriptions on line was beneficial to the patients, and as this was one of the requirements that came out of the patient survey in 2012/13 this was expected to be fully utilized. Unfortunately even though it is advertised throughout the practice, and patients have signed up to it, it is very rarely used.

Wi-Fi in the health centre

After discussion with the university, Wi-Fi is now available in the health centre.

Christmas food-bank collection

A collection box for donations for the food-bank was put in the reception area during December. This was successful with many donations made by patients and staff. The collection was taken to the food bank in Newcastle.

Reduction in patients' who failed to arrive for their appointment

The practice has increased the number of available appointments due to the increase in the patient list size over the last year. Unfortunately, some patients are still not attending for appointments that they have made. Some of these appointments were for not only 10 minutes but 20 and 30 minutes. It was agreed that a text be sent to patients with longer appointments i.e. 20 mins or more, the day before requesting that they cancel if they were unable to attend. This has been successful in reducing the number of patients not attending, and also increasing available appointments.

Action points for 2014 to 2015

Car park- increase parking spaces for patients

It was agreed during the PPG meeting that parking was a problem due to limited spaces. The PPG wrote to the university, and meetings took place with various departments within the university about this. It has been agreed that the parking arrangements are inadequate.

Patient on-line services- increase in patient using this service

Last year the practice was not as successful as anticipated with patients using the on-line appointment booking and repeat prescription ordering service. This year the practice will endeavour to increase this

Over 75's home visits- to complete all visits

The nurse practitioner to continue to complete home visits and assessments

Increase awareness of the opening hours

This may improve the results in the survey, as some patients said that they wanted additional opening hours at times that the practice was already open

Agree the most appropriate patient survey for 2014 to 2015

Agree with PPG which survey to use to ensure the questions are easily understood and identify any weaknesses that the practice may have