

Patient Participation Group

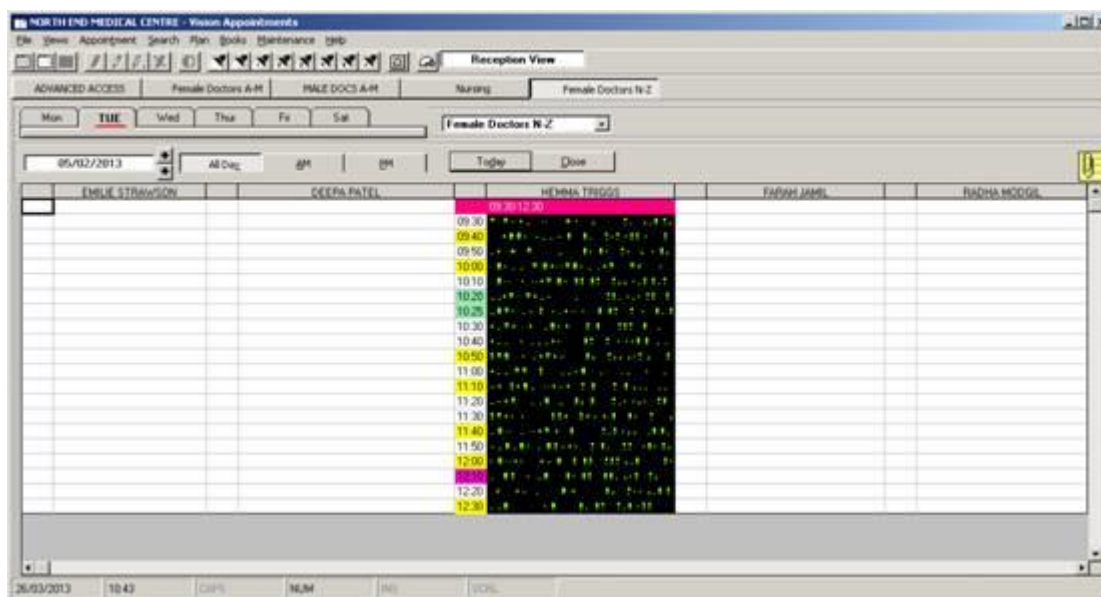
PATIENT PARTICIPATION GROUP REPORT YEAR 2

Summary of activities in year 2 (2012-2013) (these will be explained more thoroughly throughout report)

- Based on the decisions reached in the PPG meeting (minutes of the minutes are being sent separately) from the 05/02/2012 Paul Ferguson discussed with the partners in several meetings held between April and June which changes could be done straight away and which further in the year.
- Based on these partners meetings an action plan was built to send to the PPG members in which the practice explained how and when all the suggested changes would be addressed. (action plan is being sent separately)
- Action plan was sent in August 2012 and 2 weeks after all PPG members were contacted individually to ask if they were happy with the dates selected for each activity. Each action will be explained further in this report.
- Changes were implemented between September 2012 and March 2013.

Undertaken actions as a result of the answers given to our Survey questions:

- **Prescriptions to be synchronized.** This was implemented around November 2011. Prescriptions have been organised according to medications' due dates so that patients don't need to ask for each repeat item on separate dates.
- **Telephone consultations with doctors.** Although we explained in our action plan that we would start these consultations around the 30th of November 2011 these were launched on 22/01/2012. These consultations are held by Dr Triggs. Five minutes appointments are allocated within her morning surgery. These are the green slots that appear on her clinic. She does between 2 phone consultations per morning as per screen shots:

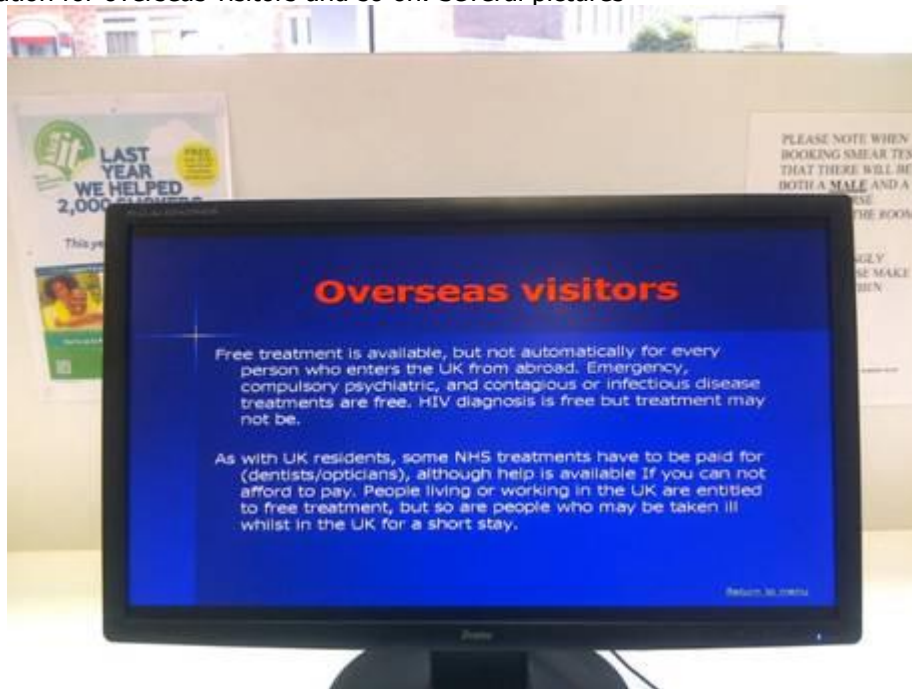


The screenshot shows a software interface for a medical center. At the top, it says 'NORTH END MEDICAL CENTRE - Vision Appointment'. Below that are navigation buttons like 'Home', 'Appointment', 'Search', 'Plan', 'Book', 'Performance', 'Help'. There are tabs for 'ADVANCED ACCESS', 'Female Doctors A-M', 'MALE DOCS A-M', 'Nursing', and 'Female Doctors N-Z'. A dropdown menu shows 'Tue' selected. Below that, there's a date selector '05/02/2013' and a 'Today' button. The main area is a grid with columns for doctors: 'EMILE STRAINSON', 'DEEPA PATEL', 'NEHINA TRIGGS', 'FADWA JAMIL', and 'RADHA MOOGAL'. The 'NEHINA TRIGGS' column has a pink header and a list of time slots from 09:30 to 12:30. A vertical column of green slots is highlighted in the 'NEHINA TRIGGS' column, representing telephone consultations. The status bar at the bottom shows '26/03/2013 10:43' and some system icons.

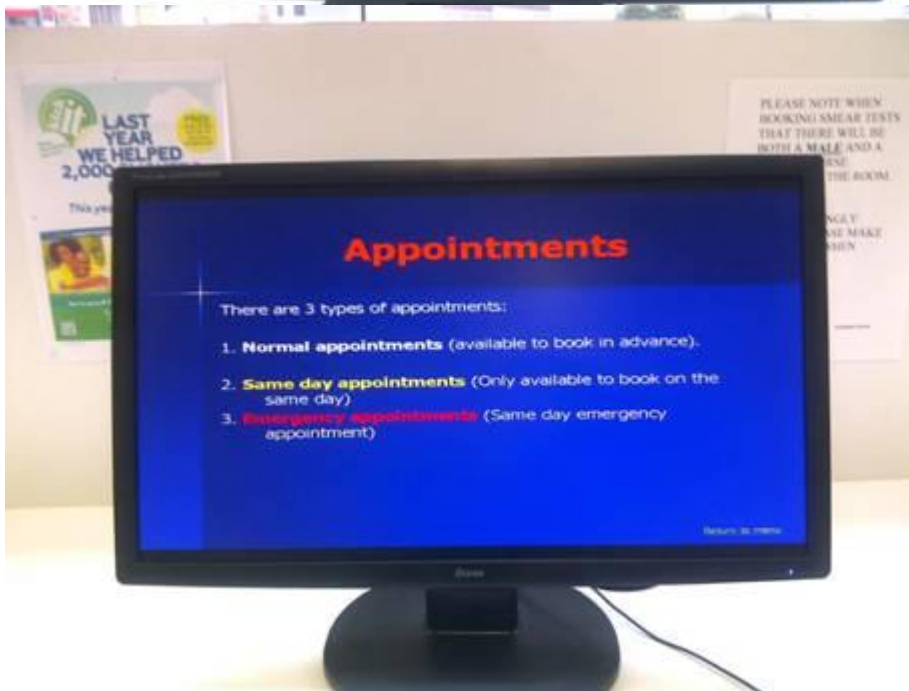
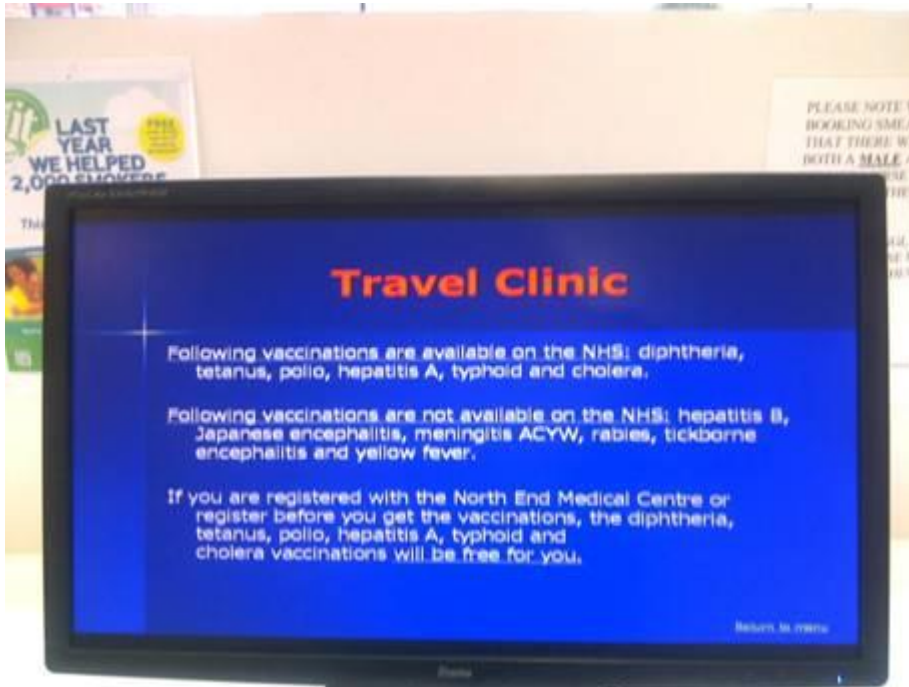
- **Silent screen in reception.** The survey question asked whether patients would like a silent screen with subtitles showing the news in reception. Although only 55.16 % of patients welcomed this initiative during the last PPG meeting it was proposed by the participants that we could set up a screen through which we could inform patients about how our appointment system works, how our test results are delivered, how to contact the Out of Hours and about other practice procedures. We

estimated this could be up and running by 31/10/2012 but because this involved an extra expense this was authorised by the partners to start from January 2013.

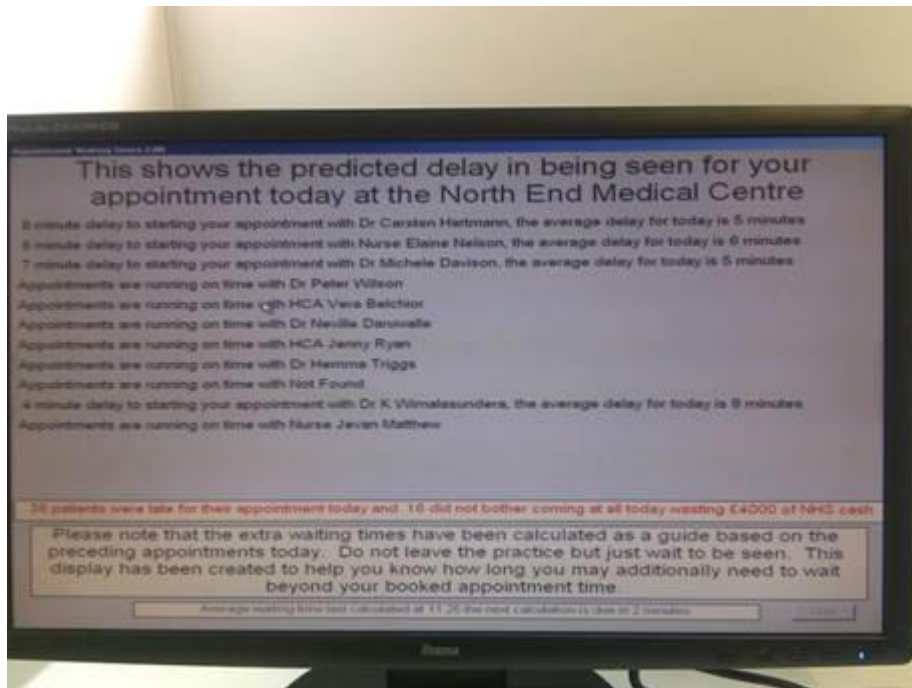
This screen was set up in the reception waiting area during the first week of January 2013. Patients are able to view information about: practice's opening hours, how our appointment system works, travel vaccination clinics, how to register with our practice, how our prescription system works, information for overseas visitors and so on. Several pictures



follow:



- **Screen displaying how late a doctor is running.** Our practice already had a screen displaying this information. This was in our front desk area but was moved to a wall where this information is easier to be seen by our patients. We estimated to have this screen in the waiting area by the 30/9/2012, this deadline was achieved. Picture inserted into report:



- **Text messages to be sent to patients reminding them about their appointments**

A fixed date was not set up for this activity. Since the first week of March 2013 all patients are receiving a text message which says the following: "This is your reminder that you have an appointment booked at North End Medical Centre on xxxx at xxx time"

These messages are sent through the iplato program. A member of the admin team sets this up on a daily bases.

This has been welcomed by our patients. We are thinking of adding an extra sentence asking patients to contact us if they wish to cancel their appointment reminding them that this helps save xxx amount of time and money to the NHS. (this has not been approved yet)

North End Medical Centre managed to achieve all actions approved by our patients in the patient participation survey questions.

Undertaken actions as a result of the comments written by our patients in the extra "welcomed suggestions" space given in the patient participation survey:

- **Decoration on waiting area walls.** We agreed to buy a number of pictures and we expected to have these in place by 30/9/2012. This deadline was achieved, 16 pictures were bought to decorate our waiting areas. Pictures inserted as follows:



- **Suggestion/Complaint Box in Reception.** Scheduled deadline for this action was 31/8/2012. This was achieved according to the deadline. A complaint form was designed and is available in reception for patients to use. A member of our admin team checks the box on a daily bases and reports to Paul Ferguson about the suggestions or complaints. Paul actions these accordingly. The template is attached as a word document.
- **Community notice board in reception.** This board was placed on the wall entering the practice around October 2011. A picture of this board:

