

ST THOMAS MEDICAL GROUP

Patient Participation Group

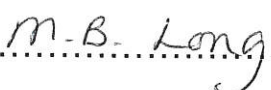
Annual Report 2016/17

Signed: Mr Chris Stoppard
Practice Manager



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Mrs Marion Long
Clinical Team Lead



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Distribution:

PPG Members

Website

Health Centre Notice Boards – St Thomas and Exwick

PPG REPORT 2016/17

April 2017

Practice Population

Age Group	Male	Female
0 – 9	1231	1135
10 - 19	2670	3483
20 – 29	6623	8029
30 - 39	1641	1710
40 - 49	1371	1356
50 - 59	1343	1439
60 - 69	1113	1204
70 - 79	880	1020
80 - 89	406	598
90+	780	191
TOTAL	17358	20170

The PRG at St Thomas and Exwick are made up as follows:

Male	47
Female	74

Age Group	
Under 20	0
20 – 29	13
30 - 39	16
40 - 49	10
50 - 59	22
60 - 69	22
70 - 79	29
80 - 89	7
90+	2
	121
Plus 90 Facebook members of various ages	

Patient Participation Report 2017

St Thomas Medical Group has an active PPG meeting which meets several times throughout the year.

This year our meetings have been reduced slightly because St Thomas Medical Group underwent a complete staffing re-structure.

PPG Core Group

Last year the Health Centre encouraged our PPG to form an independent PPG by way of a Core Group and a small group expressed an interest in forming this.

Our Core Group is now well established and meet regularly, attend and take part in local PPG meetings, representing St Thomas Medical Group and actively promote and encourage patients to take part in their own Health Centre. One Core PPG Member also attended the Health Watch Conference in May at which the work of the Success Regime in Devon was presented. This review included the request that PPGs have a voice in planning for the future.

One very active way our patients have engaged this year with our Core Group has been via social media.

Recruitment of New Members

As in previous years, we have continually tried to attract new members by way of having a display board in the upstairs Reception and inclusion of an invite to join our PPG in each new Practice Registration Pack. Our PPG is also promoted on our website. This has proved rewarding and we have welcomed a few new members to our group again this year.

To ensure that our group is representative of our practice population a search of our clinical system is carried out each year. As in previous years, this has highlighted that our group does not seem to be attractive to our younger patients!

We have tried to address this over the years by numerous different ways.

Although not all of our 90 members talking and taking part via Facebook are under 40, I can confirm that the vast majority are.

This is an active group set up and run entirely by our Core members of our PPG.

Feedback

Feedback is continually reviewed throughout the year by way of Friends and Family questionnaires, complaints, suggestions from our "Suggestion Box" along with letters, good and bad, received from patients, feedback via social media. Our Carers' Support Worker, Denise Knowles, regularly contributes and feeds back on behalf of our Carers' Group.

We have also conducted a Practice Population Survey and the results can be seen in Appendix A attached to this report.

Action Plan 2015/16:

Larger signage for the Main Reception Foyer

Due to re-structure this was put on "hold" this will be re-visited and implemented ASAP

On Going Review of Appointment System

Continuing

What went well/bad notice-board

Continuing

Health Education

On-going

Currently planned PPG/Patient Practice Population Meetings:
Gardening for Health – due to take place Thursday 6th April 2017

Redesign of Telephone Message

Due to restructure and new telephone system currently on order – this will be re-visited in April 2017

Feedback/Ideas Received 2016/17

- Telephone System
- Check In Screens for both Doctors and Nurses which need to be wheelchair friendly
- More on line appointments
- Carer ID in Registration Pack
- PPG Meetings in the afternoons
- More Appointments
- Instruction/help re On Line Services
- Reinstate Same Day Illness Clinic

Action Plan 2016/17

Larger signage for the Main Reception Foyer

Telephone System

Self Check in Screens for both Doctor and Nurse appointments

Now fully implemented ✓

Check in Screens need to be wheelchair friendly

Installed ✓

More Appointments to be made available on line

Actioned ✓

Carer ID in Registration pack

PPG Meetings – in the morning or afternoon

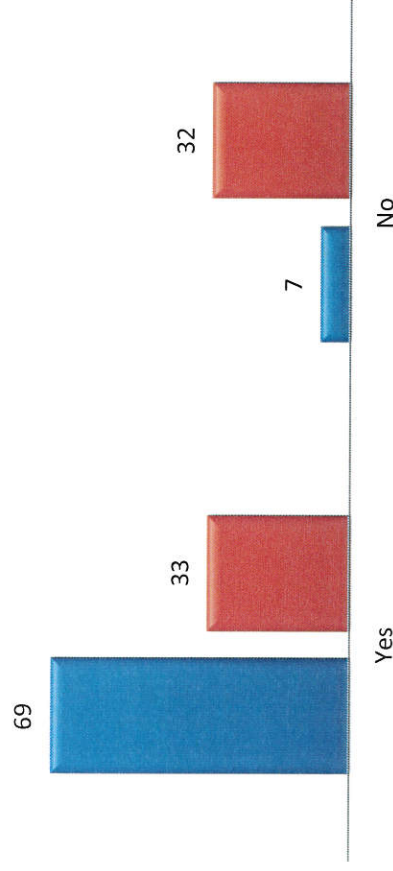
APPENDIX A

Patient Survey 2016/17

Booking Appointments

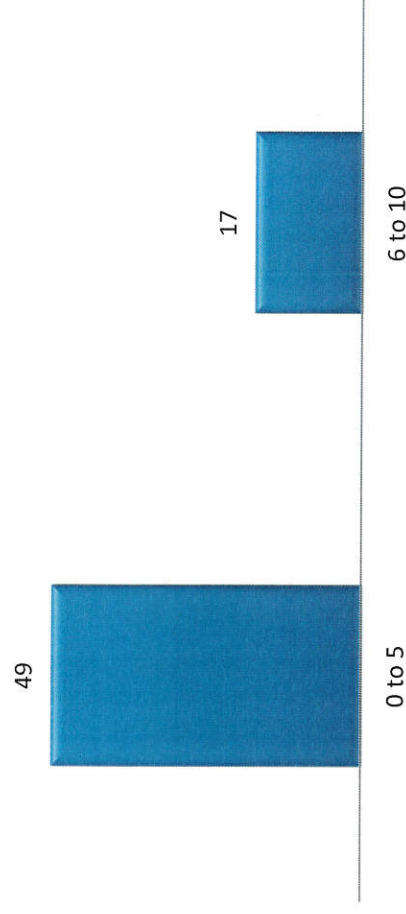
- 1. Have you needed to telephone the surgery in the last 3 months for an appointment?

- 2. If Yes, Did you get an appointment when you needed it?



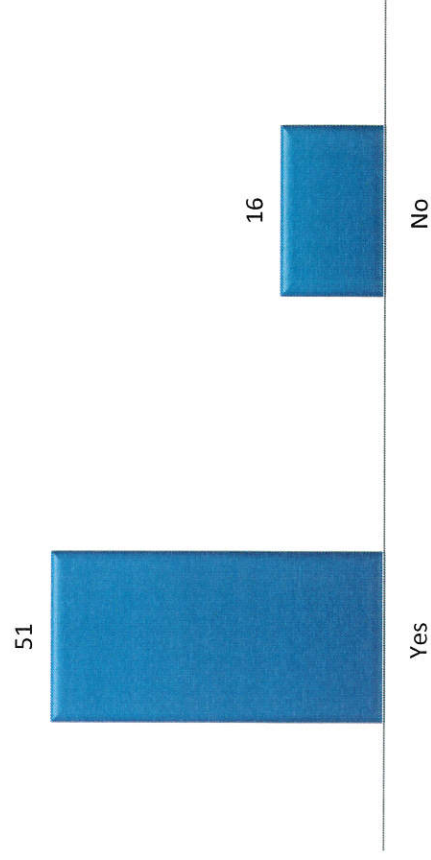
Booking Appointments

- 4. How satisfied on a 1-10 basis were you when getting through to the Health Centre and getting an appointment? (1 being the lowest)



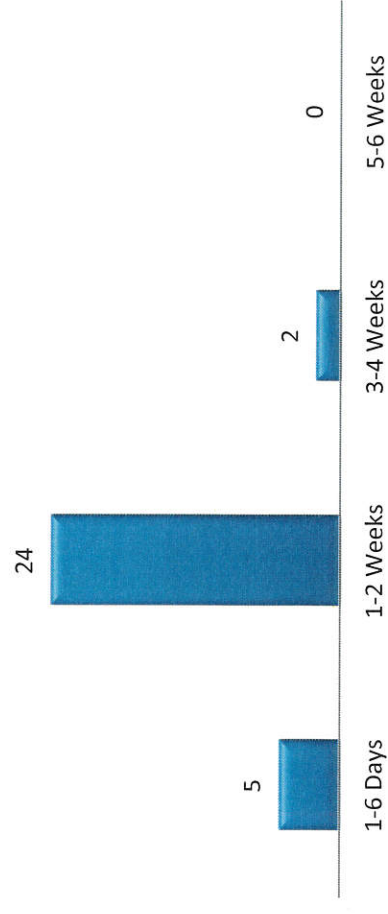
Booking Appointments

- 5. Are you happy with the appointment times?



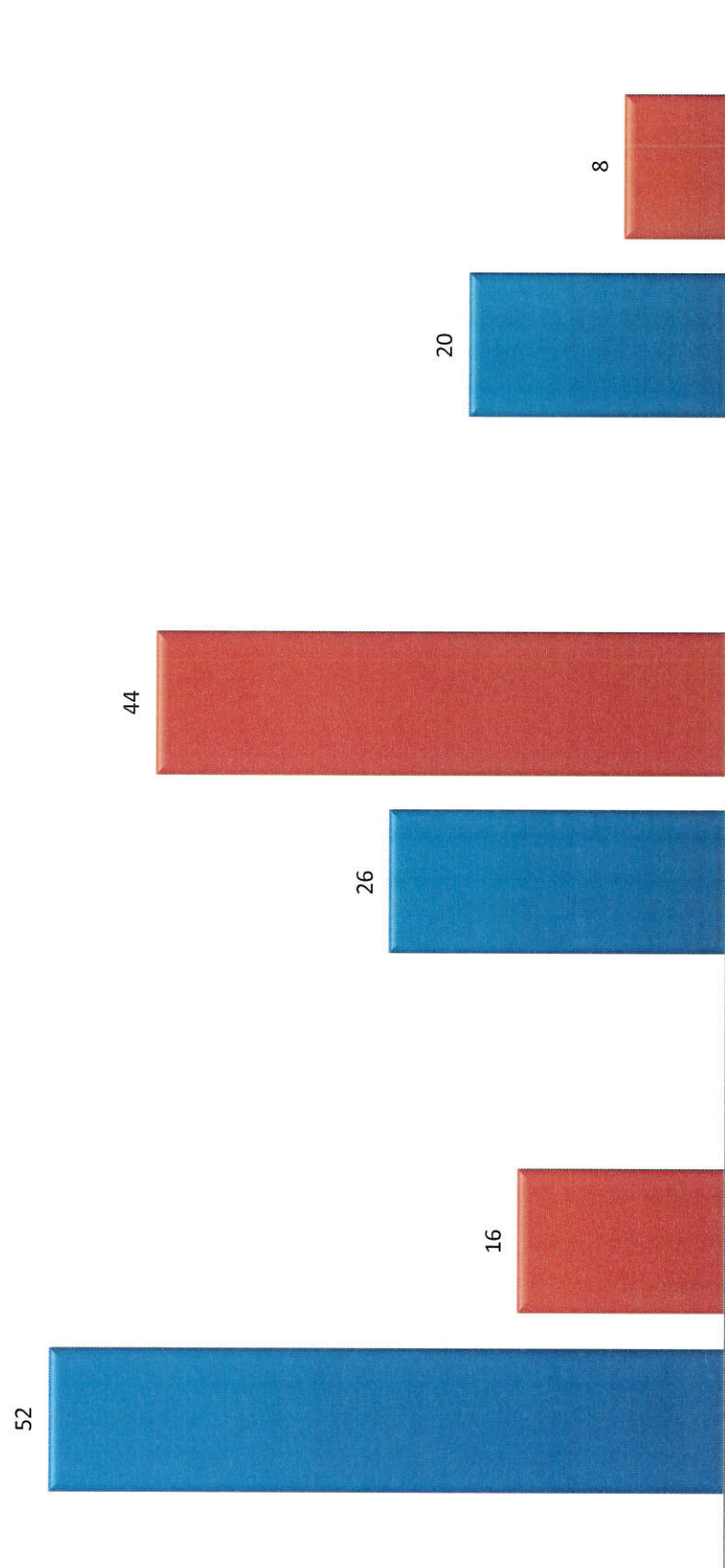
Booking Appointments

- 3. If No, How long did you have to wait for your appointment and the reason i.e. needed a specific day/GP or no appointment available?



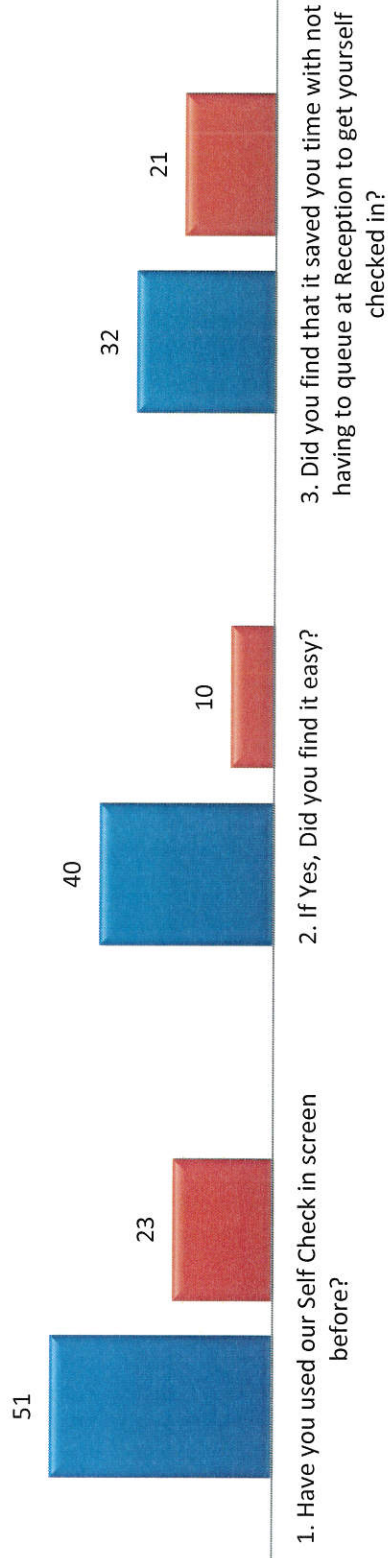
Online Services

■ Yes ■ No



Patient Check in Screen

■ Yes ■ No



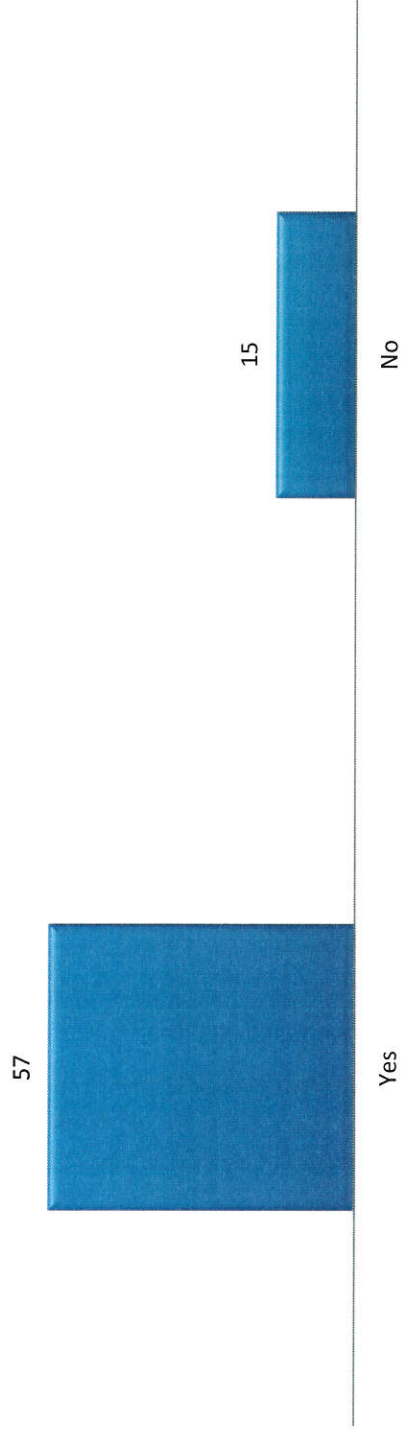
Patient Check in Screen

■ Are you happy with the service we provide?



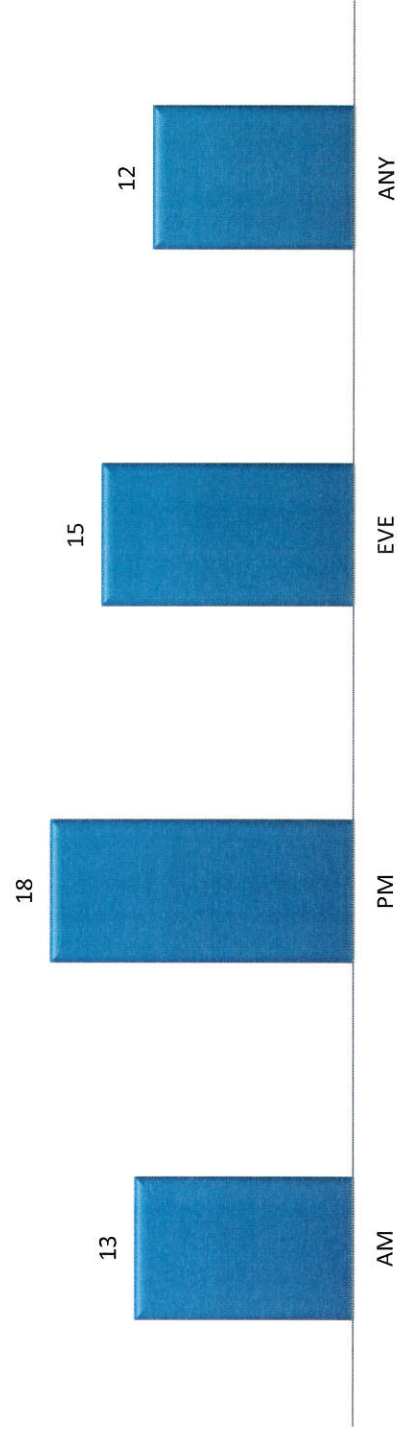
Telephone Consultations

- 1. Are there occasions when you would be prepared to have a telephone consultation with your GP or Nurse, Rather than a face to face consultation?



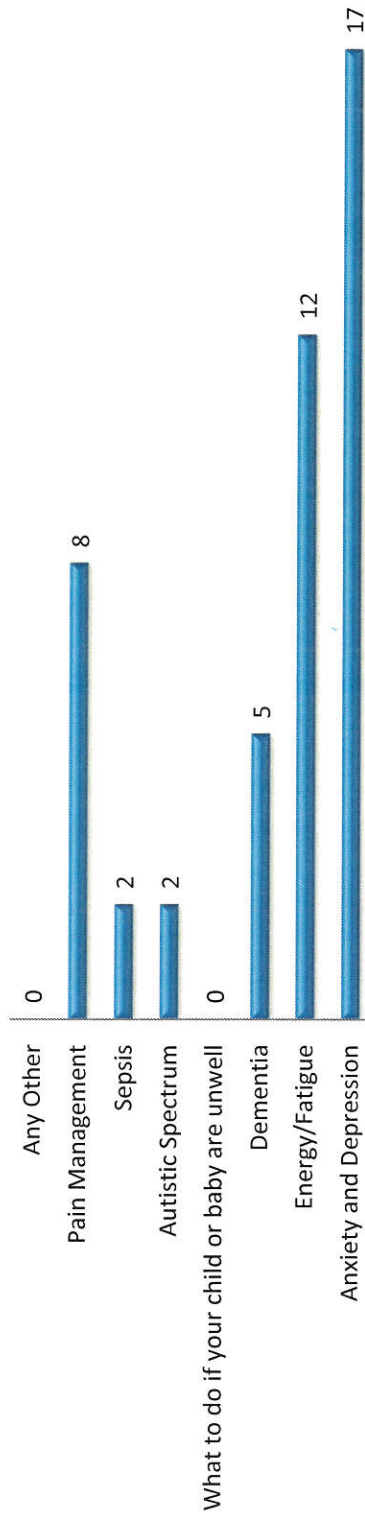
Telephone Consultations

- If Yes, When would be the best



Organised Talks

Would you be interested in attending organised talks on supporting people with:



Activities

Walking Group Gardening

