

# ST THOMAS MEDICAL GROUP

## Patient Participation Group

### Annual Report 2017/18

Signed: Mr Chris Stoppard  
Practice Manager .....

Mrs Marion Long  
Clinical Team Lead .....

Distribution:

PPG Members

Website

Health Centre Notice Boards – St Thomas and Exwick

# PPG REPORT 2017/18

March 2018

## Practice Population

Age Group	Male	Female
0 – 9	1172	1097
10 - 19	2691	3343
20 – 29	7284	8566
30 - 39	1697	1681
40 - 49	1329	1307
50 - 59	1307	1396
60 - 69	1087	1156
70 - 79	855	991
80 - 89	584	390
90 - 99	77	163
100+	1	4
TOTAL	17813	20288

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

Male	37
Female	64

Age Group	
Under 20	0
20 – 29	4
30 - 39	10
40 - 49	12
50 - 59	20
60 - 69	16
70 - 79	29
80 - 89	8
90+	2
	101
<b>Plus Facebook members of various ages</b>	

## Patient Participation Report 2018

St Thomas Medical Group has an active PPG Core Group along with an active PPG. Both meet several times throughout the year.

The Core Group meet to discuss things that have been highlighted via Facebook/Patients concerns etc., and then we meet with our main PPG Group. These meetings take place several times a year.

### **PPG Core Group**

Our Core Group is now well established and meet regularly with the Health Centre, to discuss any issues/ideas that have come to their attention and to plan the next PPG meeting/topic.

They also actively promote and encourage patients to take part in their own Health Centre. One very active way our patients have continued to engage with our Core Group is via social media.

Our Core Group members also actively attend and take part in local PPG meetings, representing St Thomas Medical Group. St Thomas Medical Group has also hosted two Exeter Participation Group meetings at the Surgery

This year several of our Core Group Members have represented our PPG at various meetings which included:

- Winter Warmth
- NHS England – Supporting and Recognising Quality in GP Practice
- Exeter Participation Group Meetings

### **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, running a campaign in our Main Foyer and inclusion of an invite to join our PPG in each new Practice Registration Pack. Our PPG is also promoted on our website.

We have lost a few members this year but have welcomed a few new members too!

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 members talking and taking part via Facebook are under 40, the vast majority are.

This social media group is an active group. This group was set up and is run entirely by our Core Group 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 undertook a Practice Population Survey in 2017, although the return of completed questionnaires was not as great this year, the results can be seen in Appendix A attached to this report.

## **Action Plan 2016/17**

### **Larger signage for the Main Reception Foyer**

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#### **Telephone System**

***New telephone system installed ✓***

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### **Self Check in Screens for both Doctor and Nurse Appointments**

***Now fully implemented ✓***

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### **Check in Screens need to be wheelchair friendly**

***Actioned ✓***

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### **More Appointments to be made available on line**

***Actioned ✓***

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### **Carer ID in Registration pack**

***Actioned ✓***

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### **PPG Meetings – in the morning or afternoon**

***Unfortunately due to the Health Centre's opening hours this has not been possible but we will re-visit this in the future***

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### **Health Education**

***3 x Educational Events held 2016/17***

## **Feedback/Ideas Received 2017/18**

- Hand wash by check in screen. ***Now actioned ✓***
- Chairs in Waiting areas – badly stained. ***Now recovered ✓***
- Waiting Rooms need re-decorating. ***Now actioned ✓***
- More Appointments
- Instruction/help re On Line Services
- Reinstate Same Day Illness Clinic
- Actively Promote Park Runs etc

# **ACTION PLAN for 2018/19**

## **Telephone System**

**To keep continually under review**

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## **Appointment System**

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## **Instruction/help re On Line Services**

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## **Actively Promote Park Runs etc.**

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## **Run education and information sessions**

# APPENDIX A

Patient Survey 2017/18