

Penny Lane Surgery – Patient Participation Group(PPG) Action Plan 2012-13

Background

The Practice has an established Patient Participation Group (PPG) which has over the past few months conducted a patient survey as a means of identifying possible opportunities for improvement to the service which it provides for its patients.

Practice Profile

The Practice population as at March 2012 is 6035. 55% of patients are 44years old or younger. There is a slightly higher ratio of female patients to males

The age and gender breakdown of the Practice population is as follows;

Age Range	Male(%)	Female (%)	Total(%)
0-4	2.2	2.0	4.2
5-16	7.0	6.0	13.0
17-24	5.0	5.0	10.0
25-34	7.0	7.2	14.2
35-44	7.0	7.0	14.0
45-54	8.0	7.0	15.0
55-64	6.1	7.0	13.1
65-74	4.0	5.0	9.0
75-84	2.4	3.0	5.4
85-89	0.4	1.0	1.4
90+	0.2	0.5	0.7
Total	49.3	50.7	

The Profile Of The PPG

Membership of our PPG is open to all patients of the Practice aged 16 and over. The intention is for the composition of the group to mirror the Practice's demographic. However, as membership is voluntary the mix and size of the group is determined by those who volunteer.

The group will continue to review its make-up and intends actively seeking increased representation from working families and 16-18 year olds

The intention is to increasingly use the Practice's website to attract potential volunteers - this would supplement the present approach of waiting room posters.

There are embryonic plans to contact local school sixth forms to encourage and identify potential volunteers.

The group has had as many as 20 members in the past, but presently due to a high number of these recently re-prioritising their personal commitments it is comprised of two members who meet with the Practice's recently appointed Practice Manager

Patient Survey

The survey was developed by the PPG itself and conducted in November/December 2011

86 out of the 100 issued questionnaires were completed and returned – giving a response rate of 86%

The overriding theme of this feedback was positive with the following areas actioned planned as providing potential improvement opportunities.

Action Plan

The results were reviewed at a meeting of the PPG and Surgery's Practice Manager and a representative of the PCT's Community Engagement team on Friday 16th March 2012

The outcome from which was the following action plan

Area Identified For Improvement/Change	Lead Responsible For Implementation	Timescale for implementation	Implementation Completed
Patient Communication The Practice will look to improve and re-energise its website. Using this then as a means of both educating and communicating with Patients	Practice Manager	September 2012	
Getting an Appointment The Practice will, in partnership with its PPG, evaluate the benefits of changing how it manages its open access sessions	Practice Manager	December 2012	
Repeat Prescribing The Practice will evaluate the possibility of providing, as part of its website, an online facility enabling patients to order repeat prescriptions online	Practice Manager	November 2012	
Receptionist Customer Care Skills The Practice will look to actively include the Receptionist team in the feedback loop with the PPG.	Practice Manager	28 th March 2012	

<p>Using this as a means for identifying training needs and improvement opportunities and then delivering the requisite training to meet those needs.</p>			
<p>Repeat Prescribing The Practice will look for opportunities to streamline further the Practice `repeat prescribing system</p> <p>The Practice will work with the PCT's Medicines Management team to review how we work and to look to improve this even further by benchmarking itself against perceived "flagship practices"</p>	<p>Practice Manager</p>	<p>28th March 2012</p>	
<p>Waiting area - Patient experience. The Practice will look to see how it can improve the experience for patients waiting for appointments</p> <p>Can it improve information that is available on wait times during open access sessions. It will also explore the possibility of self check in for booked sessions and piped music in the waiting room.</p>	<p>Practice Manager</p>	<p>October 2012</p>	
<p>Patient engagement</p> <p>The Practice will endeavour to raise even further the profile of the PPG and seek to encourage involvement from a greater cross representation of patients.</p> <p>It will explore the possibility of</p>	<p>Practice Manager</p>	<p>September 2012</p>	

<p>hosting an AGM as well as possible themed support event on topics such as "carers"</p> <p>Effort will be made to support and re-energise the PPG's seasonal newsletter</p> <p>The Practice will explore exploiting possible social media outlets, such as Facebook and the possible launch of a "virtual" dimension for the PPG</p>			
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Confirmation Of Our Opening Times

Patients can call the surgery from 8am -6pm Monday to Friday on 0151 733 2800

The Surgery Reception is open from 8.30- 6.30pm Monday – Friday(phone lines open at 8 o'clock)

Surgery Times

Monday	8.30am – 6.30pm
Tuesday	8.30am – 6.30pm
Wednesday	8.30am – 6.30pm
Thursday	8.30am – 6.30pm
Friday	8.30 am- 6.30pm

The Surgery provides a weekly extended hours service on a Tuesday or Wednesday (on a rota basis) from 6.30-8.30 primarily for employed patients and is not an emergency service

There surgery closes daily Monday – Friday from 12.30-1

From time-to-time the Practice Staff clinical and non-clinical have to undergo training and this will necessitate the closing of the surgery. On these occasions, if you require the services of your GP, and you cannot wait until the following day you will be asked to contact the Practices Out Of Hours service provider UC24. **They also provide medical cover whenever the surgery is closed and they can be contacted on 0151 220 3685**