

**The Junction Health Centre
2017-2018 PPG Report & Action Plan**

Maintain a Patient Participation Group (PPG)

Does the practice have a PPG? Yes																																																							
Method(s) of engagement with PPG:																																																							
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Number of members of PPG:																																																							
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Describe steps taken to ensure that the PPG is representative of the practice population in terms of gender, age and ethnic background and other members of the practice population:

This year we have continued to advertise for members by

- Posters on PPG notice board in waiting area
- Posters throughout the surgery
- Information added to our patient information screen in waiting area
- Advertising on our website
- Invitations via email
- Invitations via interactive text
- Discussion during new patient health check appointments
- Clinical staff actively recruiting through discussion during appointments

The Centre continues to actively try to recruit representatives from all cultures and ethnicities that attend The Junction Health Centre. We feel this will enrich the group and give different outlooks and opinions.

**Are there any specific characteristics of your practice population which means that other groups should be included in the PPG?
E.g. a large student population, significant number of jobseekers, large numbers of nursing homes, or a LGBT community?**

No

Review of patient feedback

Outline the sources of feedback that were reviewed during the year:

- Patient surveys – patients are asked to fill out a survey when attending for an appointment (these are analysed monthly and feedback given to all team members). The comment section is particularly useful for feedback about the service. We receive on average 300 surveys each month.
- NHS Choices – (Reviewed by the Deputy Service Manager and patients who have provided their details are contacted for further discussion. This information is cascaded to the appropriate team for discussion at monthly team meetings for learning and development)
- Website feedback from www.junctionhealthcentre.nhs.uk (Reviewed by the Service Manager and patients who have provided their details are contacted for further discussion. This information is cascaded to the appropriate team for discussion at monthly team meetings for learning and development)
- Complaints and compliments (Reviewed by the Service Manager and patients who have provided their details are contacted for further discussion. This information is cascaded to the appropriate team for discussion at monthly team meetings for learning and development)
- National Patient Survey
- PPG patient surveys for patients in the waiting room – we have been asking targeted questions to patients waiting for appointments. This has provided us with an additional source of feedback.
- The PPG also provides excellent feedback regarding the services we offer and improvements/changes that can be made. The PPG feel engaged, they have been able to influence changes and see these implemented.

How frequently were these reviewed with the PPG?

Feedback passed on at every virtual PPG contact – this allows the opportunity for the PPG to respond to the feedback The Junction Health Centre has received.

Action plan priority areas and implementation

Priority Area 1
<p>Description of priority area:</p> <p>Identifying clinicians working at The Junction Health Centre</p>
<p>What actions <u>were</u> taken to address the priority?</p> <p>Patients reported it difficult to remember names of the staff working across both service at The Junction Health Centre. Our service is open from 8am to 8pm, seven days a week and three hundred and sixty five days a year; this means we have a number of staff working different shifts. We have ensured that all staff have name badges and wear them for their shifts. We have also newly introduced the practice of putting staff names and job roles on doors; this allows the patient to see the name of their clinician before and after their appointment.</p>
<p>Result of actions and impact on patients and carers:</p> <p>Patients have found it easier to recall staff names – this is reflected in the patient surveys we collect every day. It has also prompted the clinicians to introduce themselves again at every contact as patients are aware who they are seeing. It has also provided further clarity on the differentiation between GPs and Advanced Nurse Practitioners.</p> <p>2017-2018 Development</p> <p>Patient reports of better and more consistent introductions, names on doors working well and now a more stable clinical team working at The Junction Health Centre.</p>

Priority area 2
<p>Description of priority area:</p> <p>Telephone access – patients struggling to get through on the telephone</p>
<p>What actions <u>were</u> taken to address the priority?</p> <p>Telephone lines found to be difficult to access at peak times. Reception rota amended to have more staff available on the telephones at peak times.</p>
<p>Result of actions and impact on patients and carers:</p> <p>Telephone response time quicker during peak periods. Patient feedback received to say it has been easier getting through to the surgery since the changes have been made. This allows patients to have easier access to healthcare and receive a better service from The Junction Health Centre.</p> <p>2017-2018 Development</p> <p>Monitoring of calls found that a large number of the calls received were questions about the walk-in service. As a results of this new telephone lines to be installed and new telephone system involving options for patients to select when getting through to The Junction. Website developed with live waiting time tracker.</p>

Priority area 3

Description of priority area:

Improved online access

What actions were taken to address the priority?

Advertising of online services more prominent in the reception area and included in the new patient health check appointment. Online appointments made available for booking by patients. New online registration form used in line with local guidance. Opportunistic sign-up offered to patients attending the practice for appointments and routine enquiries.

Result of actions and impact on patients and carers:

Online services cut down the time patients have to take out of their schedule to organise their healthcare and has made it more convenient for them. We have received very positive feedback from patients regarding these services. We will be having another push on this service as the National Patient Survey indicated that this service is currently underused at our practice.

2017-2018 Development

Increase in the number of face to face GP appointments available for booking online. Trial of practice nurse and healthcare assistant appointments for smears, pill checks and blood pressure checks available online. Trial of GP telephone appointments being offered on the day. New leaflet for online services at The Junction Health Centre designed. Doctors proactively advising patients they can look up their blood results online and manage their medications.

Priority area 4
<p>Description of priority area:</p> <p>Child friendly waiting area</p>
<p>What actions <u>were</u> taken to address the priority?</p> <p>Wall stickers added to reception area – these include:</p> <ul style="list-style-type: none"> - Alphabet with associated animals in word and picture format - Numbers 1-10 - Height chart hoping to develop interactive healthcare for children
<p>Result of actions and impact on patients and carers (including how publicised):</p> <p>Children now have a distraction while waiting for appointments, parents have commented how nice it is to see and how it can help towards a child’s education. Children are also regularly using the height measure which in turn develops an awareness of numbers and measures. Our practice nurse has also received feedback from parents that children want to be measured when they see the doctor or nurse for their appointment. This interaction is positive and can help build an understanding of personal health from a young age.</p> <p>2017-2018 Development</p> <p>Stickers on the wall have made a huge improvement in the waiting area for children. This year we have developed this further with an on the wall toy for children of multiple ages. Studies have shown the toys to help improve cognitive development in the younger age groups while it is challenging for the older children too. The toy is infection control friendly and we will be installing a second similar toy as well.</p>

Progress on previous years

Is this the first year your practice has participated in this scheme?

No

If you have participated in this scheme for more than one year, outline progress made on issues raised in the previous year(s):

This year we decided to have a continued focus on the issues raised last year. Each section above in the report details the development shown in 2017-18.

Do you have any other comments about the PPG or practice in relation to this area of work?

While we struggle with a face to face group, the PPG continues to be a valuable asset to the practice with their ideas. The changes we have implemented and developed as a result of our action plan have had an overall positive impact on patient experience.