



The King's Family Practice

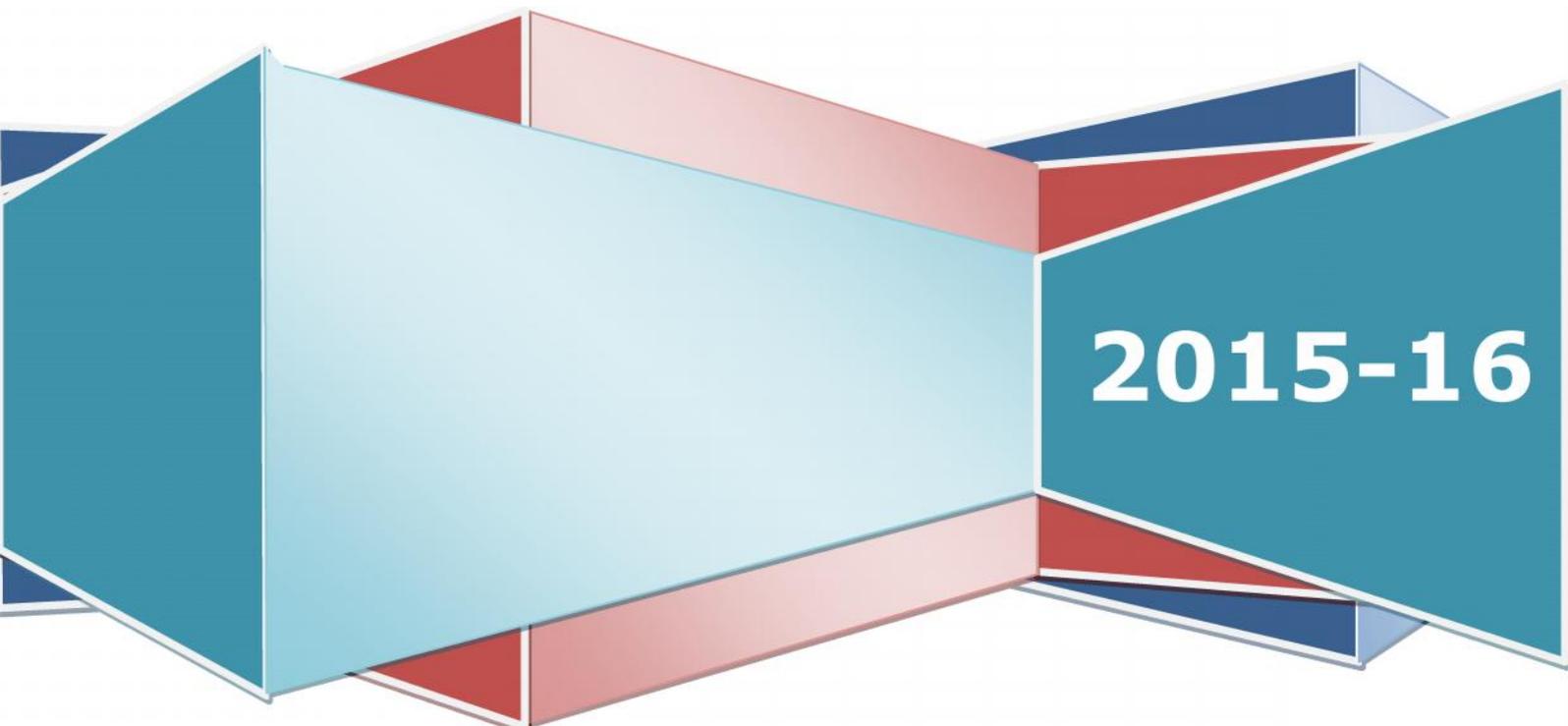
Patient Participation Report 2015-16

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Glossary of Terms:

PPG:	Patient Participation Group
KFP:	The King's Family Practice
MHR:	Magpie Hall Road
CQC:	Care Quality Commission
MCCG / CCG:	Medway Commissioning Group
NHSE:	NHS England
KMAT / LAT:	Kent & Medway Area Team / Local Area Team
NAPP:	National Association of Patient Participation
GP:	General Practitioner (<i>doctor</i>)
NP:	Nurse Practitioner (<i>able to issue prescriptions</i>)
PN:	Practice Nurse
HCA:	Health Care Assistant
PM:	Practice Manager
OM:	Office Manager
SR:	Senior Receptionist
KLMC:	Kent Local Medical Council

Introduction

The Patient Participation Group (PPG) met together 4 times during the 12 month period beginning April 2015.

In this time the group:

- Were introduced to new members of the PPG
- Developed a core group of PPG members after the stepping down of two members
- Developed the engagement of the practice and PPG with other patients
- Discussed & gave feedback covering a wide range of topics affecting patient care from agencies outside of the practice as well as within.
- Learned of how the practice had reorganised and how the changes will affect GP practices in the local area and how it is likely to affect KFP in the coming 12 months & beyond.
- Discussed and gave feedback concerning problems regarding the Cleave Road building as well as the future of the building.

The group ensures that members receive copies of minutes from meetings to enable them to keep in touch with all that is discussed and make to comments to be included at the following group meetings. This is usually done via the practice website and for those who do not have access, they're usually sent out one.

The practice used to have 'virtual' participants covering a range of age groups and nationalities of both genders, however, due to the lack of interest from 'virtual' members the virtual forum has been in decline. However, work is on-going to re-invigorate the virtual group members.

PPG Meetings

The first meeting of the year was held on April 22nd, 2015 where the PPG were introduced, by the PM, to the two new members of the PPG and they in turn introduced themselves to the group.

The group received news that the NHSE had approved the 2014/15 report. Due to the hard work of the PPG the practice would receive 100% of the agreed funding although the 2 year requirements of the DES would still need to be met i.e.: a new survey with results and annual report to be uploaded to the practice website by the end of March 2016.

Everyone was happy with the newsletter produced and there was positive feedback from the group. The group agreed that the publication should continue throughout the year. The PM suggested that the publication should be published every six months due to resources. The PPG were asked to give thoughts about producing items for the next practice newsletter.

Practice Manager had already been in touch with the NHSE regarding the possible closure of CR building as certain standards would need to be met to enable the property to continue to be used, as it was no longer fit for purpose in its current state. The property is not owned by the practice and would require a great deal of work. As a consequence the branch surgery closure date was set to 15th May 2015 as agreed with NHSE.

The group suggested that possibly the MCCG be invited to the next set of meetings to give advice to group and practice how we should encourage service users to attend appointments and where possible offer advice and guidance on patient demands.

The PPG raised concerns about the repeat prescriptions. PM assured the PPG that discussion surrounding the prescriptions was one that had been looked into and changes were to be made in the near future.

The PPG suggested that they should have a social media presence to encourage greater participation from patients. The PPG chair agreed to look into the matter further.

The group also stated that there was an under representation from the 18-30 cohort in the PPG and that we needed to target the younger generation to join the PPG.

The PM feedback to the PPG the outcome of the CQC visits and overall everyone was happy with the feedback. The chair had asked if the PPG could contribute to the outcome for the next visit.

The next practice survey was discussed and members could not decide as to the content of those surveys. Discussion was on-going.

As with previous years there's an on-going issues with the appointments and this was highlighted again. There seemed to be a severe lack of appointments and was getting more and more difficult getting an appointment. Practice Manager spoke about various methods that the practice was looking to increase capacity. One of the options mention was to have three surgeries across the day or possibly have a triage system to counter demand.

The overall services offered by KFP were discussed. It was felt that generally the practice offers superior healthcare services and that this sentiment should be passed back to the practice staff and that they were aware of the level of abuse and stress that they're under.

One of the patients brought up the need to highlight patient education regrading self-care and self-help should be looked into. PM suggested that Medway Council did run these sorts of programs and that perhaps they should be consulted about setting up sessions for the public.

The PM opened the next meeting, July 22nd 2015, and discussed the retirement of the long standing Nurse Practitioner, Mrs L Jury. The PPG was saddened by the news and expressed gratitude and thanks for the long service along with the practice.

The group discussed the need for access for the patients to have access to medical help and information for self-care. The PM pointed out that there were a number of applications developed by the NHS that the general public had access to but may not be aware of. Things like the "Health Help Now" available on most platforms.

The PM started the next issue on the agenda DNA's (*Did Not Attend*). It was highlighted that the DNA rate was high for the practice and that it needed to be addressed. The PM had been talks with the KLMC, (Kent Local Medical Council), to see how the practice could address this issue. The PPG chair suggested that a breakdown of the DNA's would good to see as we could determine whether the missed appointments GP, HCA or PN.

In the meeting held in early October 2015, information was disseminated by the OM, (Office Manager), to the PPG regarding the new Patient Online initiative set out in the amended GP Contract 2016/17.

The PPG chair discussed social media presence again but GP in attendance concluded that this would not be a viable option for the practice due to confidentiality issues and if the chair stepped down then someone else would have to take on that responsibility.

The practice survey was once again topic of agenda and still no decision had been reached regarding the format and questions to be asked. The PPG chair stated that he would be reviewing that matter again and would be in contact in the coming months.

In the final meeting of the year, which concluded on the January 19th 2016, the PPG were informed of what was the outcome of the DNA situation and what the practice had decided to move forward with.

The draft of the patient survey had been approved and was to be deployed for February 2015. The chair also rallied to get other patients to take part in the survey.

The chair suggested that he'd like a PPG newsletter that would be more frequent, monthly. The PM looked at the format and suggested changes.

The focus then moved to the aging GP population within Medway and questions were being asked as to what was being done about this issue. Were the surgeries looking to go down the federation route?

The PM stated that on a smaller scale there were LCT's, (*Local Care Team's*), which looked at which services to invest in and areas need better pathways. Perhaps that's the way forward.

Appendix A

KFP PPG Core Group:

- Mr Paul Stephens (*chair*)
- Mrs Susan Stephens
- Mr Fredrick Smith

Currently recruiting additional members. Due to some leaving due to other commitments.

Appendix B

KFP Profile

The King's Family Practice (KFP) is situated at Magpie Hall Road, Chatham, which was built in 1994. The practice covers registered patients from the locality of Chatham central in Medway who are drawn from all social and ethnic backgrounds.

The practice has three GP Partners a Practice Nurses and HCA, and a number of administration staff i.e. receptionists, secretaries and administrators.

Magpie Hall Road, Chatham is open 8am-6.00pm Monday to Friday, with extended hours on a Monday evening until 8.00pm, and Saturday from 8am until 11am.

The practice aims to provide care for the whole person, whatever the health problem. A wide range of services are available to all patients; these include disease management, child health checks and immunisations, smoking cessation, foreign health travel, osteopathy and much more.

Appendix C

KFP PPG Constitution

Group Title:

The name of the group shall be called the 'King's Family Practice Patient Participation Group'; (KFP PPG)

Aims:

- To promote co-operation and discussion between the practice staff and patients to the mutual interest and benefit of both parties.
- To help improve communication between the health professionals, the group and the wider patient population to enable patients to make positive suggestions and comments about the practice.

Objectives:

- The objective for which the KFP PPG has been established is to promote health by fostering the highest possible standard of primary care through the medium of patient participation.

Appendix D

KFP PPG Charter

- The Patient Participation Group is neither a complaint gatherer nor resolver – although may have a role in the outcome of a complaint where such outcome could impact on the wider patient population. Any and all complaints brought to or addressed to the PPG are to be referred to the Practice Manager.
- The PPG will adhere to the same standards of patient confidentiality as that which binds the practice.
- Everyone attending PPG meetings has as equally valid a view as another.
- Discrimination in any and every form will not be tolerated.
- All views expressed and actions taken by the PPG can only be those that are representative of the PPG.
- The PPG cannot speak on behalf of the practice nor represent the practice in any way.
- The PPG will set its own frequency of meetings from time to time but will meet a minimum of four times a year.
- Notices of meetings, reports on meetings and information about the PPG's activities will be displayed on PPG notice boards, in surgery waiting rooms and on the Group's web page by the practice. Members of the PPG or virtual group will be notified by email alerts or through the post when necessary by the PPG Chair.
- The practice will assist wherever possible to facilitate meetings.
- Membership of the PPG confers no privileges not already afforded to all practice patients and therefore neither increases nor diminishes individual's access to practice staff and services, including clinician appointments.
- Membership shall be open and free to all patients and staff of the practice.
- Some administrative assistance will be provided by the practice.

Appendix E

1. What gender are you?	
<i>Male</i>	14
<i>Female</i>	30
<i>Transgender</i>	0

2. What is your age range?	
< 18	1
18-30	6
31-50	21
51-65	10
65+	6

3. What is your ethnicity?	
<i>White</i>	33
<i>Black</i>	5
<i>Asian</i>	2
<i>Mixed Black</i>	1
<i>Mixed Other</i>	3

4. How often you come to the practice?	
<i>Regularly</i>	14
<i>Occasionally</i>	17
<i>Very rarely</i>	12

Continued...

5. Do you use the following and how frequently?	
5.1 NHS 111 – Phone Service	
<i>Regularly</i>	2
<i>Occasionally</i>	8
<i>Very rarely</i>	15
<i>Never</i>	19
5.2 NHS Walk In centre/s	
<i>Regularly</i>	3
<i>Occasionally</i>	7
<i>Very rarely</i>	18
<i>Never</i>	16
5.3 Out of Hours service	
<i>Regularly</i>	1
<i>Occasionally</i>	6
<i>Very rarely</i>	12
<i>Never</i>	25
5.4 Hospital Accident & Emergency Department	
<i>Regularly</i>	1
<i>Occasionally</i>	5
<i>Very rarely</i>	22
<i>Never</i>	16
5.5 Other services due to lack of appointments at the surgery	
<i>Regularly</i>	6
<i>Occasionally</i>	7
<i>Very rarely</i>	12
<i>Never</i>	19

Continued...

6. Please rate the services below?	
6.1 Surgery Opening Times:	
<i>Excellent</i>	8
<i>Good</i>	15
<i>OK</i>	16
<i>Poor</i>	4
6.2 Appointment System:	
<i>Excellent</i>	3
<i>Good</i>	6
<i>OK</i>	12
<i>Poor</i>	23
6.3 Information to Patients:	
<i>Excellent</i>	10
<i>Good</i>	11
<i>OK</i>	15
<i>Poor</i>	7
6.4 Repeat prescription scheme:	
<i>Excellent</i>	12
<i>Good</i>	13
<i>OK</i>	15
<i>Poor</i>	3

7. What would you do if, when calling the surgery for an appointment one morning or afternoon, they advised you that all the appointments were taken for that day? (please tick all that apply)	
<i>7.1 Try again the next day or afternoon</i>	31
<i>7.2 Speak to a local pharmacist</i>	12
<i>7.3 Go to the Medway walk in centre</i>	16
<i>7.4 Go to a Minor Injuries Unit</i>	2
<i>7.5 Access the Patients.co.uk website to get help or advice</i>	3
<i>7.6 Contact NHS 111 Service</i>	11
<i>7.7 Contact 999</i>	0
<i>7.8 Go to the Hospital A&E</i>	5
<i>7.9 Seek help on the 'Health Help Now' website or mobile app</i>	0
<i>7.10 Contact another doctor</i>	1
<i>7.11 Other, please specify</i>	1
<i>Free text answers have been omitted</i>	

Continued...

8. What surgery services do you use?	
8.1 Repeat prescriptions	34
8.2 Healthy living advice and guidance	4
8.3 Blood testing	23
8.4 Fit for work	5
8.5 Mental Health support	8
8.6 Contraception advice and guidance	3
8.7 Other, please specify.	2

9. How frequently do you use the services that the surgery provides?	
Every week	1
Every month	18
Every three months	11
Once a year	4
Other (please specify)	7
Free text answers have been omitted	

10. Have you access got access to or know how to contact the following services? (tick all that apply)	
10.1 Your local pharmacy	38
10.2 Medway Walk in Centres that provides access from 8 to 8 every day	24
10.3 NHS 111	27
10.4 Local minor injuries unit	15
10.5 The King's Family Practice website	28
10.6 'Health Help Now' website or mobile app etc.	4
10.7 Other (please specify)	1
Free text answers have been omitted	

11. Do you have access to, own or use any of the following? (tick all that apply)	
11.1 Mobile Phone	42
11.2 Computer	33
11.3 Tablet device	29
11.4 Other (please specify)	0
Free text answers have been omitted	

Continued...

12. Would you like to see the Practice provide other Health related services? Do you have any other suggestions that may help improve the services that we offer?
This could include other appointment times or services that would assist your current life style and working pattern.

Free text answers have been omitted

13. Do you know and/or understand what the surgery PPG, (Patient Participation Group), are and what they do?

Yes	14
No	27

14. Are you happy with the current appointment system?

Yes	13
No	31

If your answer is No the how would you like to see it change? (please use box below)

Free text answers have been omitted

**END OF REPORT
2015 – 2016**