

ALTON PRIMARY CARE CENTRE

REPORT OF PATIENT PARTICIPATION GROUP 2014

INTRODUCTION

The Group was formed in January 2013 and meets on the third Thursday morning of every month. The Minutes of meetings held are posted on the Practice website (www.altonprimarycarecentre.nhs.uk) once approved at the next meeting held. Dates and times of all future meetings are also posted on the website. The group has seven members, one of which is a 'virtual member'. Dr. Brown attends part of the meeting when possible but this is always determined by how busy he is during surgery.

WEBSITE

The Practice website is continually being updated to keep patients advised of any news from the Practice, publish the clinics that are being held e.g. flu immunisation, to advise of any information regarding healthcare, together with any news that patients need to be informed of.

SPEAKERS

The Group had a variety of speakers attending their meetings – Maria Anderson, the Patient Participation Group Lead from the Staffordshire CCU, Malcolm Barber, PPG Communication Officer, Hannah Gibson. Health Care and Governance Manager. North Staffs CCG.

NEWSLETTERS

The Group has produced two Newsletters for the Practice – one published in the Autumn and the second in Spring. In every edition of the Newsletter the contact numbers for the various out of hours services are produced to direct and remind patients to contact these first rather than attending the A&E Department at UHNS in an effort to educate patients not to use the A&E Department for minor ailments. The Newsletter is given out to patients collecting their medication, is available on the Reception desk and is also published on the Practice website.

NEW FEMALE GENERAL PRACTITIONER

The appointment of a part time female GP in April 2013 has been welcomed by the patients and her appointments are always taken up when she is in the Practice.

111 SERVICE

A patient had had cause to use the new 111 service that was now operational within North Staffordshire and reported that the experience they had was exceptional. The service is being heavily advertised within the Practice in order to educate patients to use this rather than calling 999 or attending an Accident and Emergency Department. When the Practice is closed, the telephone is forwarded to the 111 service and if a GP is required, the service has details of the Out of Hours cover that has been put in place.

CARD PAYMENTS

The Practice has now installed the facility for patients to pay for any fees incurred which could be their medication or for any other private service by using their VISA cards. With being such a rural catchment area, patients sometimes find themselves without cash and did not always carry their cheque book. Whilst there is a facility within the village to obtain cash, it was felt that by providing this service, it would help the patients complete their transaction without having to return with the relevant payment. The facility is being used by some patients and the Practice is confident that once patients are aware that they can pay by card, the uptake will rise considerably.

2014 SURVEY ACTION POINTS

- More patients appear to like the idea of repeat prescriptions being done online than like the idea of booking appointments online. With these figures in mind perhaps more needs to be done to get patients to use online appointments and repeat prescriptions as quite a percentage have indicated a willingness to use the system but are not yet doing so.
- To continue promote the facility of on line ordering of repeat prescriptions and booking of appointments.
- To promote the new banking facility available to patients who wish to pay by debit card.

RESULTS OF 2013 SURVEY ACTION POINTS

Members discussed the action points raised in last year's PPG Report and the following comments were noted:-

- Dr. Brown always clarifies whether the patient is agreeable to a GP trainee sitting in on a consultation.
- Information regarding Asthma Clinics, and any other types, are displayed within the waiting room and on the Jayex announcement system.
- Information regarding NHS Health Checks for patients aged 40 to 74 was also displayed on the Jayex announcement system.
- The facility to order repeat prescriptions and book appointments was now available to patients. The uptake of booking appointments had been slow but this was now increasing.
- Requests on line for repeat prescribing was being used by quite a number of patients. Both facilities were constantly being advertised on the Jayex announcement system, Reception and Dispensary staff.

CONCLUSION

It is pleasing to note that the results of the survey do not identify any real issues that patients feel need addressing. However, the Patient Participation Group and Practice will continue to work in partnership to enable the patients of the Practice to receive the best possible care.

If a patient has any concerns, suggestions or would like to speak to someone at the Practice, please do not hesitate to get in touch with the Practice Manager – Jenny Manley.

This report has been published on the Practice website and hard copies being available from the Reception and Dispensary areas. An announcement will also be displayed on the Practice Jayex announcement system.