

# **Leven & Beeford Medical Practice**

## **Patient Participation Group Report**

**July 2015 – June 2016**

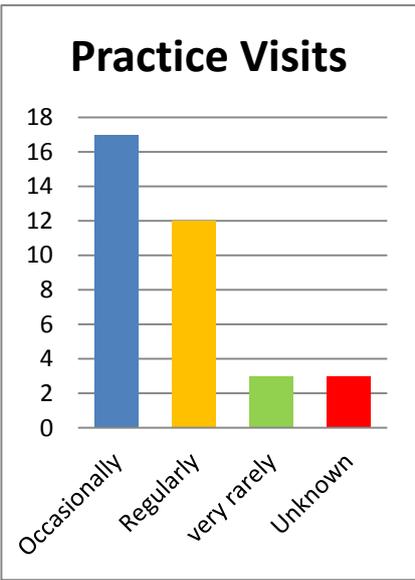
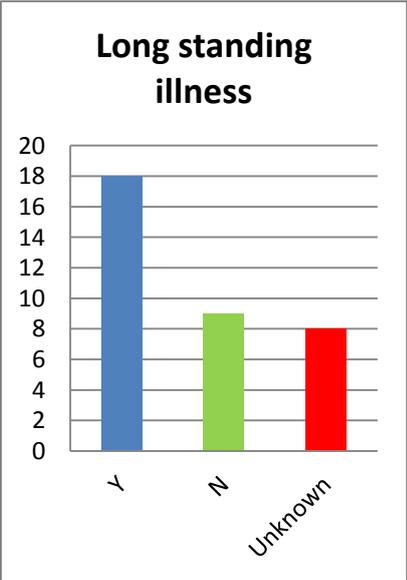
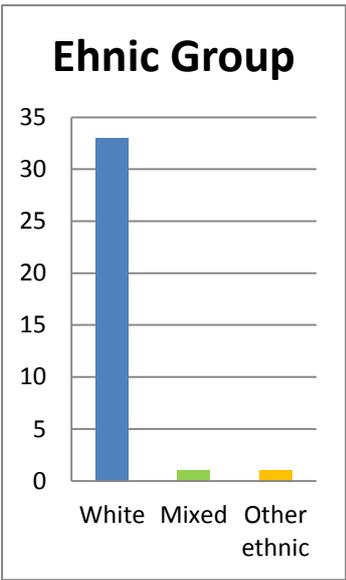
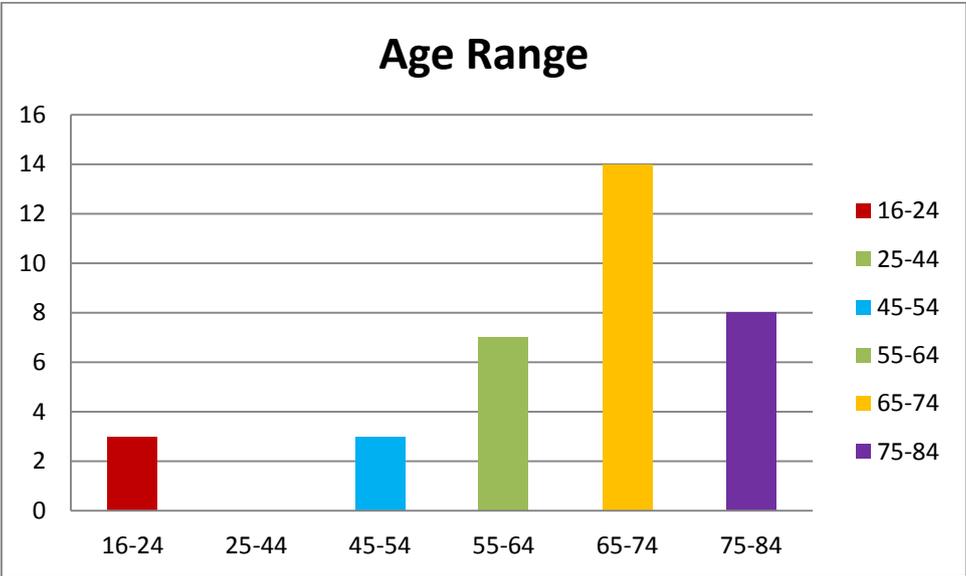
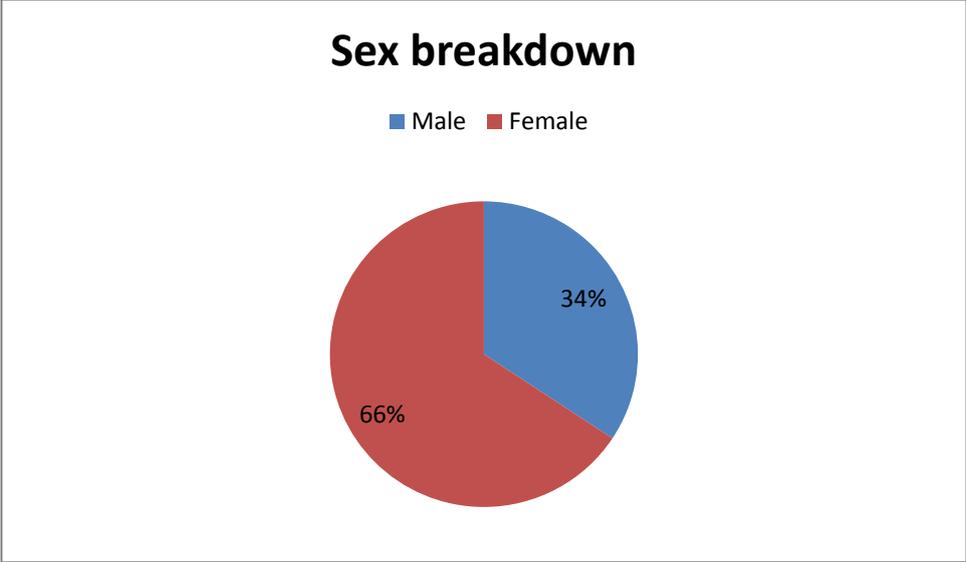
### **Background**

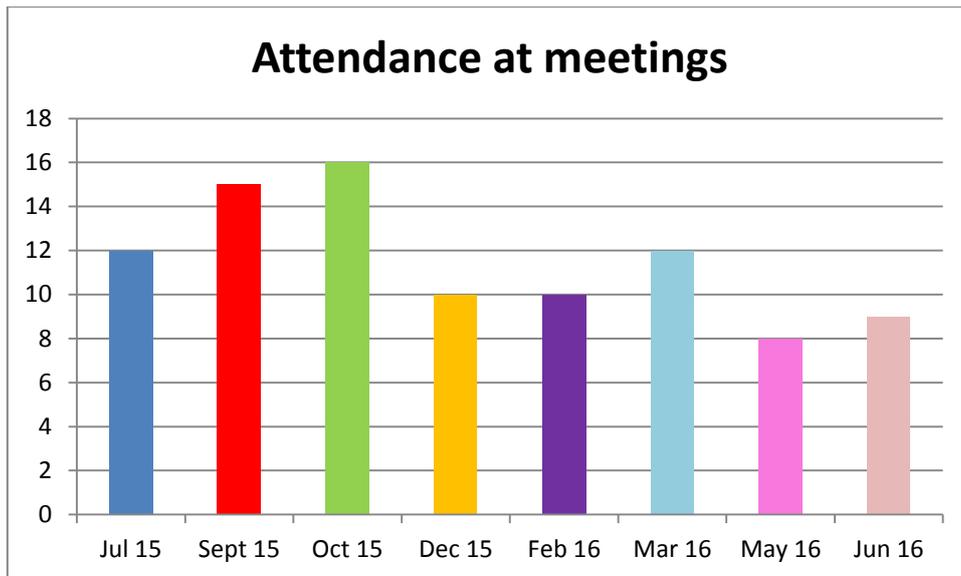
In May 2015, we had a new Business manager join the practice. One of her first missions was to resurrect the Patient Group, which had been dissolved some time previous. This involved advertising for new members using leaflets, posters across both sites and in the pharmacy.

The first meeting for the group was on 23<sup>rd</sup> July 2015. We have had 8 meetings in our first year. We have discussed a number of issues during this time and have made the following changes / improvements as a result:

- Updated our website extensively to include information tailored to new mums and young people
- Created a Patient Information Binder across both sites to be kept in the waiting room
- Created a 'Signposting Champion' role within the practice who can answer patient's queries and 'sign post' them to the relevant service / information
- Receptionists now give out their name when answering the phone
- Display notices informing of the number of patients that didn't attend their appointments and how much NHS funds this wastes
- Patient Group Members have acted as 'mystery shoppers' for the practice and given feedback regarding reception staff to aid with customer service training
- Updated various notices on the patient notice-boards

At the end of June 2016 we had 35 patients who were registered as members of the group, which has now been named 'Friends of Leven and Beeford Medical Practice'. 28 of these registrations were face to face, 4 were online, 3 of these were 'virtual' members (those who just receive information via email). The breakdown of patients is as follows:





We have endeavoured to gain a mix of different age groups and ethnicities. Unfortunately we have not been able to find anyone in the 25-44 age range to join, despite asking patients, advertising on the website, putting notices up across both sites and also advertising in some local magazines. The majority of the people living in the practice boundary and who are registered at the practice have an ethnicity of 'white, British'.

To gain feedback from our patients we undertake the Friends and Family Test on an ongoing basis. We also undertook our own 'in-house' Patient Survey in July 2015 which 152 patients completed. The findings were:

**You Said** - Patients told us there were waiting time issues

**We Did** - We put up a white board in both waiting rooms and keep it updated with how late the doctor is running

**You Said** – There were issues when trying to book appointments on the day

**We Did** - We made more of these type of appointments available

**You Said** – There is nothing to read whilst waiting for our appointments

**We Did** - We put up a magazine rack and supply magazines

This survey will be undertaken again in July 2016.

We also undertook some research to see whether the practice needed a separate 'Test Results' phone line. For 3 weeks in November 2015 we measured how many patients requested a test result between the hours of 8-11.30, 11.30-3.00 and 3.00-6.00, at both Leven and Beeford. Overall, due to the small numbers that were recorded as requesting test results over the phone, it seemed unnecessary to install a totally separate phone line for patients to use. However, as the highest proportion of calls were taken in our busiest times, it would be beneficial to start educating patients to call at a different time. It would

also be beneficial for the practice to decide on an appropriate time range throughout the day as to when we could accept calls.

### **The future**

We continue to advertise for new members to the group, although we have little take-up. We continue to get a good turnout to our meetings and find them a valuable source of feedback.

We have already started discussing areas for us to focus on, which include looking at setting up a 'friendship group' for vulnerable patients and 'fund raising' to support a transport service for areas where there is limited availability to public transport.