

**The Junction Health Centre
2018-2019 PPG Report & Action Plan**

Maintain a Patient Participation Group (PPG)

Does the practice have a PPG? Yes																																																					
Method(s) of engagement with PPG:																																																					
This year we have continued with a virtual forum, due to poor attendances at face to face meetings in previous years.																																																					
Number of members of PPG:																																																					
15																																																					
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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 Junction Health Centre continues to actively try to recruit representatives from all cultures and ethnicities that attend. 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>Telephone access – patients struggling to get through on the telephone</p>
<p>What actions <u>were</u> taken to address the priority?</p> <p>All inbound calls directed to fully trained team in Dudley with access to clinical system. 95% of all calls answered within 30 seconds.</p>
<p>Result of actions and impact on patients and carers:</p> <p>Telephone response time quicker during all 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>

Priority area 2

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. Increase in the number of online appointments made available for booking by patients which now includes GP face to face, GP telephone, practice nurse for smears and contraceptive pill check and HCA for blood pressure appointments. Opportunistic sign-up offered to patients attending the practice for appointments and routine enquiries. New patient portal in use – Storm, which has a range of self-help applications and guides for patients to access.

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.

Priority area 3

Description of priority area:

Child friendly waiting area and building

What actions were taken to address the priority?

Previously we have had wall stickers with the alphabet and numbers on the wall. We have since taken these down and now have fixed activity centres on the wall. These are perfect for children, getting them to match colours, numbers and shapes while playing.

Wall murals added to all of the consultation rooms.

Result of actions and impact on patients and carers:

Children now have a new distraction while waiting for appointments, parents have commented how nice it is to see and how it can help towards a child's education. The wall murals in the consultation rooms can also help distract children when they are being assessed by the doctor or nurse. The staff and parents have commented that they have found this incredibly useful.

Priority area 4

Description of priority area:

Transfer of practice from Care UK to Practice Plus.

What actions were taken to address the priority?

- Redecoration of building
- New telephone number and routing of inbound calls
- New online portal for patients to use

Result of actions and impact on patients and carers (including how publicised):

The Junction Health Centre is now part of the Practice Plus network; a comprehensive NHS GP service, improved to give patients a better experience whenever they need medical advice or care. We're committed to giving you the best possible healthcare in a way that suits today's busy lifestyles. Our new service offers NHS patients speedier and more convenient appointments, improved access to their GP or nurse and eliminates the 8am telephone queue. Practice Plus is designed to serve patients in the local community, welcoming all ages and medical conditions. Patients will receive a telephone or face-to-face GP appointment within 48 hours, often the very same day. To speed up diagnosis, we also offer a wide range of NHS tests which can be done in before you see your doctor. Patients can now organise routine appointments and order repeat prescriptions online, 24 hours a day through their online Personal Health Hub. This also allows them to check any symptoms if they feel unwell and access wellbeing advice tailored to their needs.

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 in the previous year as they were closely linked to our rebranding as a Practice Plus service.

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

No