

Wallingbrook Health Group

Chulmleigh • Winkleigh • Okehampton • North Tawton

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Wallingbrook Health Centre - Patient Participation Group Report

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PRACTICE PROFILE IN RELATION TO PATIENT PARTICIPATION GROUP MEMBERSHIP:

	PRACTICE	PPG
Male	50.2%	38.5%
Female	49.8%	61.5%
Age <65	75.5%	46.2%
Age > 65	24.5%	53.8%
Carers	1.6% of list size	0% of group membership
Ethnicity	100%	100%

THE PATIENT PARTICIPATION GROUP

The PPG based at Wallingbrook Health Centre was first established in September 2006. The representation was selected by sending invitation letters to those patients who had contacted the practice about issues in the past or who were recommended by GP's and staff as being people who would have a balanced but equally diverse view to offer the Group. The Group took a fairly informal approach and over the years has worked well in the role of "critical friend" to the practice. The membership has changed from the initial set up but 46% of the original membership remains. The introduction of a more formalised approach to the Patient Participation Group took a while to get established at Wallingbrook with a Chair only being elected in the latter part of 2011.

The Group is made up of members who not only live in Chulmleigh but represent the outlying villages within the practice area, are hard of hearing, regular users of the surgery and its branch site for health monitoring purposes and those who work quite a distance from the surgery. One of our members also attends the South Molton & Chulmleigh Patient Voice Group. We acknowledge that our Patient Group is not fully representative of the practice population as can be seen in the table above. A considered approach has been taken in the recruitment of members in order to balance out the practice representation. The approach taken has been:

- Informal and opportunistic invitations via day to day contact with patients
- The surgery website has a section for the PPG where membership is invited to ensure all patients have the opportunity to be involved or give feedback.
- The introduction of a Virtual PPG for those who wish to be contacted from time to time about developments within the practice but do not wish to attend a more formal meeting.
- Spring Newsletter

Correspondence to: Wallingbrook Health Centre, Back Lane, Chulmleigh,
Devon, EX18 7DL. Tel 08443 87 80 78/01769 580295. Fax 01769 581045

VAT Registration Number 879082282

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- Members contacting Parish Council's within the Practice area asking for representation.

The Patient Participation Group, whilst acknowledging that they need to be representative of the population they serve, raised concerns in their January meeting that there should be a limit to the numbers attending meetings otherwise decision making would become more difficult. A limited timeframe for membership to pave the way for new recruits has been explored and is on the agenda for the next meeting, along with an agreed attendance level.

The PPG has agreed the following ground rules, aims and involvement with the Practice:

Ground Rules

- The Group is not a forum for individual complaints and issues
- All views are valid and will be listened to
- We will aim to start and finish on time and stick to the agenda
- Patient and Practice confidentiality will be adhered to at all times
- We advocate open and honest discussion

Aims:

- Provide feedback on patients needs, concerns and interests
- Challenge the practice constructively whenever necessary
- Represent Patients opinions, good or otherwise, to the Practice and help the patients to understand the Practice's viewpoint
- Undertake projects or reviews to enhance the performance and perception of the Practice in the community
- To ensure a consultation process is built into new initiatives **or change**, so that there is a reasonable time for genuine feedback from the PPG and community prior to implementation.

Involvement with the Practice:

- The Chairman will sign a confidentiality agreement and be allowed to attend Practice meetings as they affect the aims of the group
- The Group's independence is important but Practice Staff should also be involved in the meetings. An open forum for Group members only will take place at the beginning of meetings with the Practice staff joining at a specified time.
- The Practice will provide the secretarial support for the compiling and distribution of minutes, agendas and any other material necessary to the smooth running of the group

VIRTUAL PPG

A virtual Patient Participation Group has been set up on the Wallingbrook Health Group website and membership is steadily growing. The presence of this has also been advertised in our Spring Newsletter. At the moment numbers are still too small to provide a comparison to the Practice population.

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THE PATIENT SURVEY AND ACTION PLAN

Since June 2011 Wallingbrook Health Group has undergone a period of change involving the way the GP's managed their appointments, the addition of another site, North Tawton Medical Practice, a reorganisation of the administrative staff and the centralisation and change to the telephone system including the introduction of enhanced telephony and new telephone numbers.

The PPG also took a while to embed itself as a formal group, with the introduction of a Chair and agreeing aims as well as being very much involved with improving the communication streams between the practice and patients. They were therefore quite reluctant to conduct a survey at this current time as it was felt that the results would be unfavourable until the changes introduced are more embedded. The priority was to communicate the changes to the patient population with the introduction of a newsletter (see attached). The survey produced aimed to gather information on the impact of the changes to date, in particular whether a 'usual GP' system is beneficial to patients, the ease of use of the telephone system, how easy is it to book appointments in advance, whether patients wished to have the facility to book appointments online and what is the best way to communicate changes to the practice population. (see attached). The PPG are keen to produce a more detailed survey later in the year which will run more in line with the CFEP questionnaires.

The survey was completed by 103 patients based at Chulmleigh and Winkleigh throughout March. This only represented 1.6% of the population.

The results were collated at the end of March and briefly discussed at the Group meeting held in the same month.

The result relating to the Usual GP system informed the group that only 58% would prefer to have a GP allocated to look after their ongoing care. This therefore needs to feature in our action plan.

When questioned about booking appointments in advance 65% reported that they were able to see their usual GP within 4 days, whilst 17.3% felt they did not need to be seen quickly. Although this was a better response than we were expecting the result indicates that there is room for improvement and is therefore featured in our plan.

The question relating to how easy the new telephone system was to use produced the following results:

- 44.6% found the system very or fairly easy to use
- 47.4% found it not very easy or not easy at all.

This bore no relation to any particular age group. This will continue to be monitored and slight adjustments made according to feedback received by the PPG so has been put on the action plan.

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When asked if patients wanted to be able to book appointments on line 42.4% said yes but 48.9% said no. The PPG didn't feel this was truly representative of the views of patients and would like this reviewed again when the more detailed survey takes place.

ACTION PLAN

Improvement	Changes to be made	By when
Usual GP system	further discussions with the GP's as to whether to continue this system or resort to patient choice on booking appointments. To discuss further with PPG	1 st May 2012
Improve advance appointment booking	This could relate to the usual GP system. Need look at the balance between acute and routine. GP's to discuss on 13 th April	1 st May 2012
Telephone system	Continue to monitor and question patients in 3 months time through PPG and virtual group	June 2012
Online booking of appointments	Survey the virtual group when more members are established and question patients again with the full survey in September	September 2012
Practice Information	Continue to produce quarterly newsletters in collaboration with the PPG and build up a contact list for articles in village magazines throughout the practice area	June 2012

OPENING HOURS

Wallingbrook Health Centre is open Mondays to Fridays 8.30am - 6.00pm, with the branch surgery at Winkleigh open Monday to Friday 8.30am - 12.00pm and Monday afternoon 2.30pm - 5.30pm.

The Surgery operates extended hours on Tuesdays and Thursdays 6.30pm - 7.30pm with two GP's available for pre-booked appointments. This enables patients to access services outside normal working hours.

The surgery operates a system whereby patients are allocated to a usual GP for their routine care and will be given appointments with that GP or a locum covering for them. There is a Duty system for patients with acute situations which is manned by a Duty Doctor and Nurse Practitioner. Where it is deemed appropriate patients will be offered a telephone consultation as an alternative to travelling to the surgery. The reception staff will ask patients for some general information about their health issue or concern in order to assist the Doctors in preparation for the appointment.

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We also offer a Month of Birth recall system where all patients on regular repeat medication are invited for an annual check up and review of their medication during the month of their birth.

The GP's are supported by a dedicated team of Nurses and Healthcare Assistants along with a team of specialised administrative staff.

Wallingbrook Health Centre is a dispensing practice.

The telephone lines: 08443 87 80 78/01769 580295 are open from 8.30am - 6.00pm Monday to Friday.

The results of the Patient Survey were discussed at the Patient Participation Group meeting on 27th March and are published on the Wallingbrook Health Group Website. This report will be presented at the next Partners meeting on 11th April 2012 and approved at the next PPG meeting on 1st May 2012. After which it will be displayed in the waiting areas and summarised in the Summer Newsletter due out in June 2012.

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