

# **L.L. MEDICAL CARE LTD (AGARWAL & AGRAWAL PRACTICE)**



## **PATIENT PARTICIPATION GROUP**

### **MARCH 2016 PPG PRELIMINARY MEETING**

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## **PATIENT PARTICIPATION GROUP - BACKGROUND INFORMATION**

1. What makes a good Patient Participation Group?
  - Accessibility is open and a good communication between the GP and PPG.
  - Buddying up with other practices in terms of space management with regards to PPG meeting, workshops etc.
  - A good diversity in the PPG, in terms of race, age and sex.
  - A good sense of enthusiastic between the GP and the PPG members.
  - Understanding the patients view and building good communication between the PPG members and the GP.
  - A positive aim.
  
2. What information or support would be useful? E.g. guidance notes, template documents, development/training workshops/other?
  - Updated JX boards.
  - Fundraising
  - Posters organised around the practice and on the GP website.
  - Advertisement of the GP WIFI.
  
3. How would you measure the success of your Patient Participation Group?
  - Surveys (online and in-house).
  - Survey results (graphs and backup information).
  - CCI inspections.
  
4. What do you think this project should focus on over the next 6 months?
  - Keeping our GPs.
  - CCG communication – minutes and a publicised report available for patients.
  - To equalise the funding for all GPs.
  - Language translation (documents) for patients of all languages.
  - To build a network of PPGs.

## WHAT IS THE ROLE OF THE PATIENT PARTICIPATION GROUP?

The patient participation group consists of patients who wish to be involved in the local practice whilst taking an active role in developing local health services.

The purpose of the group is to facilitate patients and the practice staff working together to share ideas to help improve the services offered at the practice in addition to sourcing out any local community services that would help enhance aspects of the patient's lives.

The group will also have the responsibility of helping patients to take more responsibility for their own health, the group also offers an avenue for patients to have a say in how services are planned, developed and evaluated to foster a good working relationship with the practice staff and GP's.

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**PATIENT PARTICIPATION GROUP**

## WHAT DOES A PATIENT PARTICIPATION GROUP DO?

- Help improve on the experience of attending the surgery
- Help the practice decide on overall service priorities
- Helps bring the attention of practice staff, the practice perspective of the level and standard of the services provided
- Acts as a channel is communicating to patients
  - How changes in the NHS will affect service provision
  - Information on the help available, support groups and networks
- Helps patients understand more about the medical conditions/problems
- Helps improve patients overall experience of the practice

## WHY SET UP A PPG?

Research tells us that effective engagement with patients;

- Improves quality of care and patient satisfaction
- Encourages patients as proactive partners rather than passive recipients of care
- Improves concordance with treatment
- Improves health outcomes
- Informs effective targeting of resources, saving time and money
- Is rewarding for professionals and improves relationships.

## **WHO ARE THE MEMBERS OF THE PATIENT PARTICIPATION GROUP?**

The group will comprise of;

- Chair Person
- Secretary
- Treasurer (if fundraising is involved)
- Carer (s)
- Group members (patients from across the surgery representing the practice population)
- GP
- Practice Manager
- Nurse

## **WHAT THE PATIENT PARTICIPATION GROUP IS NOT ABOUT**

*The group will not deal with personal medical issues of individual patient complaints as there is already an existing procedure to handle such matters.*

## **WHAT CAN ALL PATIENTS DO TO HELP THE PATIENT PARTICIPATION GROUP?**

The patient participation group's effectiveness is engineering the mutual working together of both patients and the practice staff to achieve a common goal in the provision of the best possible service.

To achieve this end will require patients communicating with the group and practice staff as a whole.

## **ABOUT THE PRACTICE**

The practice is family run with;

- 4 doctors (Dr Agarwal, Dr V Agrawal, Dr S Agrawal, Dr Sankey)
- 1 nurse (Virginia Husaain)
- 5 receptionists (Tina Brazier, Joy Greenhow, Fay Samuels, Humaira Sohail, Shajada Begum)

## **ATTACHED STAFF AT THE HEALTH CENTRE**

They work in conjunction with the surgery under the NHS umbrella. They are not employed by Langthorne Medical Centre;

- Midwife - The community midwife helps to run the ante-natal clinic every week and offers advice through pregnancy, during labour and the post-natal period.
- Health Visitors - They run the clinics at the health centre and assist with child health education, prevention of illness and childcare as an assessment of children's development.
- District Nurses - They provide nursing care in the home for the disabled, bedridden and sick that needs nursing care. They also hold clinics in the health centre where they deal with dressing, wounds, ear syringing etc.
- Chiroprapist- Thi service is free to over 65's, children, the disabled and diabetic patients. There is also a home visiting serive for the housebound.
- Phlebotomist - Carries out blood tests and is available Monday to Friday from 9:00AM until 12:00PM.
- Physiopherapist - There is an on-site physiotherapy service to deal with acute and chronic muscular skeletal problems. The waiting time is shorter that than the hospital physiotherapy service and is appreciated by patients.
- Dietician - This service is for everyone who is having problems with diet and weight.
- Diabetic Retinophaypy - This is a new service for diabetic patients.
- Consultant Outreach Clinics - There are several clinics in the health centre for Gynaecology, Diabetes, Orthopaedic, Paediatric, Dermatology, and MRI Scanning.
- Dentist - This is only available to the elderly, disabled and children who meet the criteria.
- Opthamalogist/Optometrlist - This is only available to children only.

## PRACTICE PERFORMANCE

Every practice in the UK has to produce a report based on patient feedback, this feedback is collected in a number of ways;

### PATIENT QUESTIONNAIRES

Once a year, each practice produces a questionnaire and this questionnaire is used to measure patient feedback. At this practice, the questionnaires at this practice, are collated and inputted into an online survey service called Survey Monkey, which is only accessible by the practice manager and website developer.

The results of the survey are then transferred into table and graph form and form part of a contractual requirement set by NHS England.

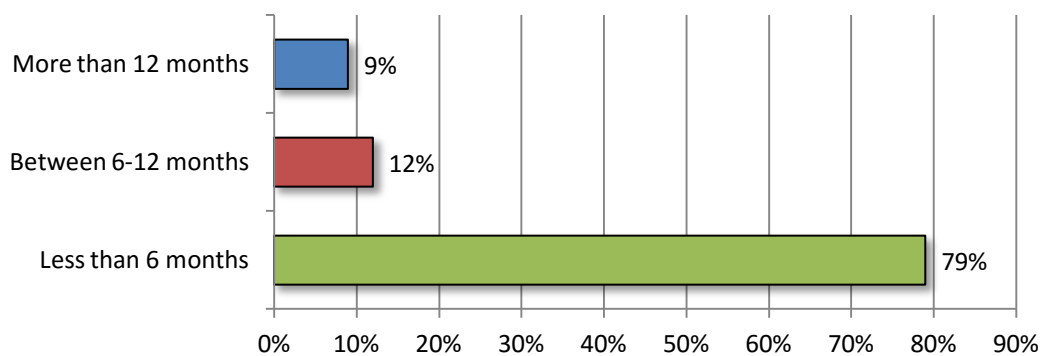
Over the course of the last 4 weeks, David came into the practice and asked 100 patients to complete the questionnaire. The results are as follows;

1. Please enter your email address.

This answer is confidential and stored on Survey Monkey and hard copy completed questionnaires. Only the practice manager and web developer have access to Survey Monkey.

2. When did you last attend your GP surgery?

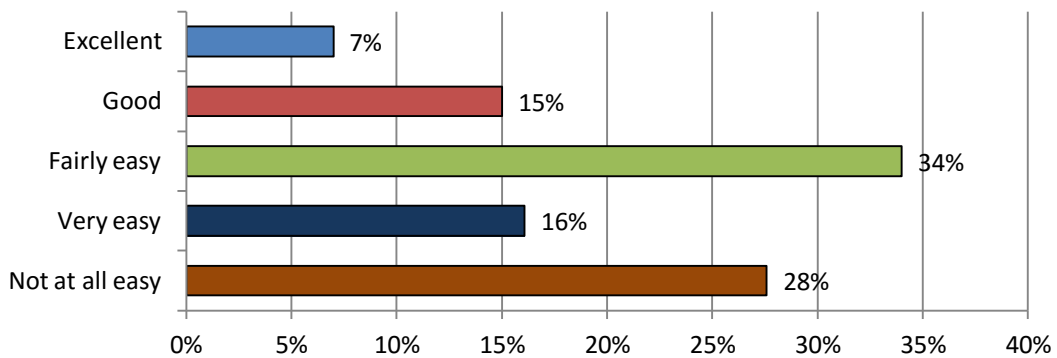
	Responses	% of responses
Less than 6 months	79	79%
Between 6-12 months	12	12%
More than 12 months	9	9%
Totals	100	100%



3. In the past 6 months how easy have you found the following?

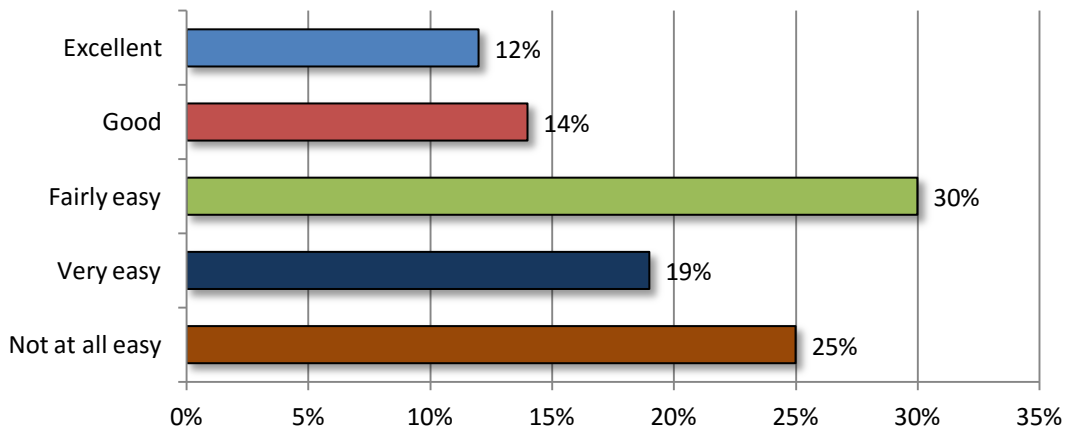
a. Getting through to the surgery via telephone?

	Responses	% of responses
Not at all easy	28	28%
Very easy	16	16%
Fairly easy	34	34%
Good	15	15%
Excellent	7	7%
Totals	100	100%



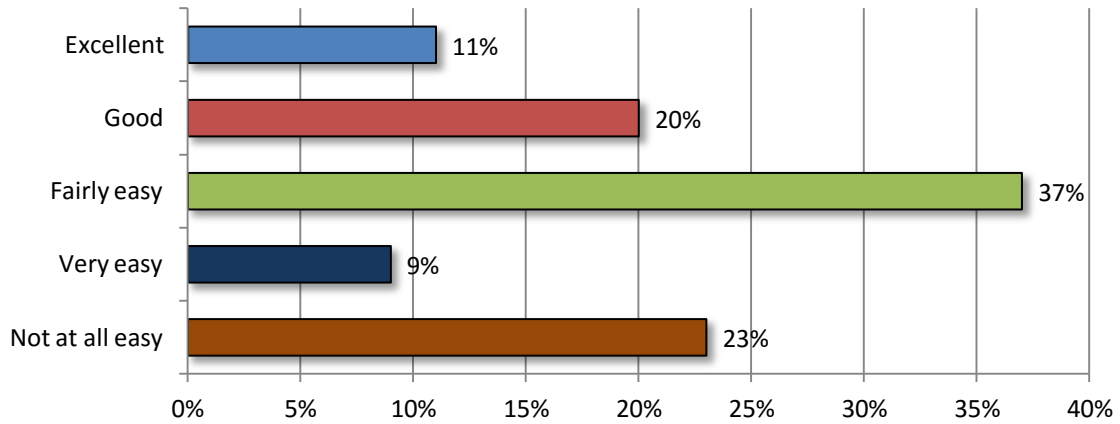
b. Getting an appointment with your preferred GP?

	Responses	% of responses
Not at all easy	25	25%
Very easy	19	19%
Fairly easy	30	30%
Good	14	14%
Excellent	12	12%
Totals	100	100%



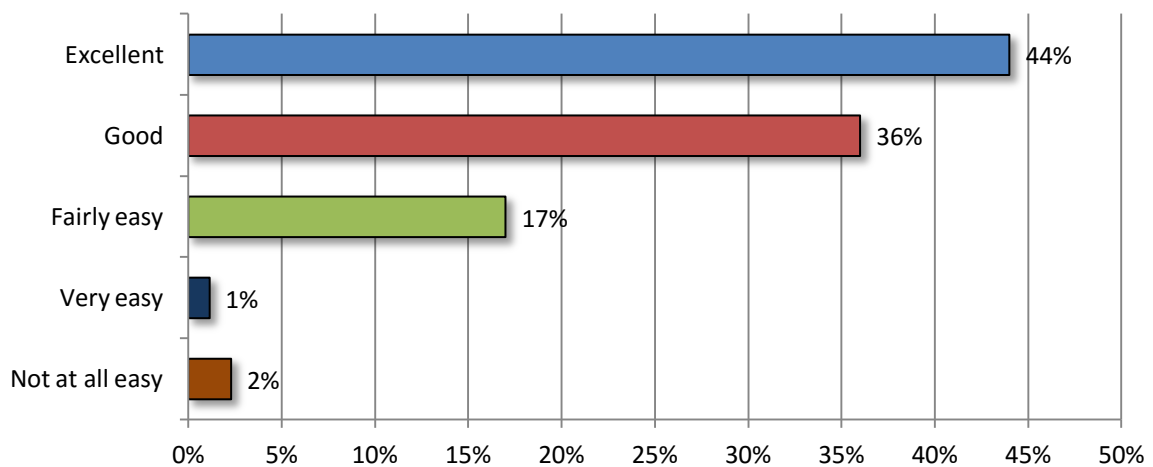
c. Speaking to a doctor on the telephone?

	Responses	% of responses
Not at all easy	23	23%
Very easy	9	9%
Fairly easy	37	37%
Good	20	20%
Excellent	11	11%
Totals	100	100%



4. How helpful do you find the receptionists

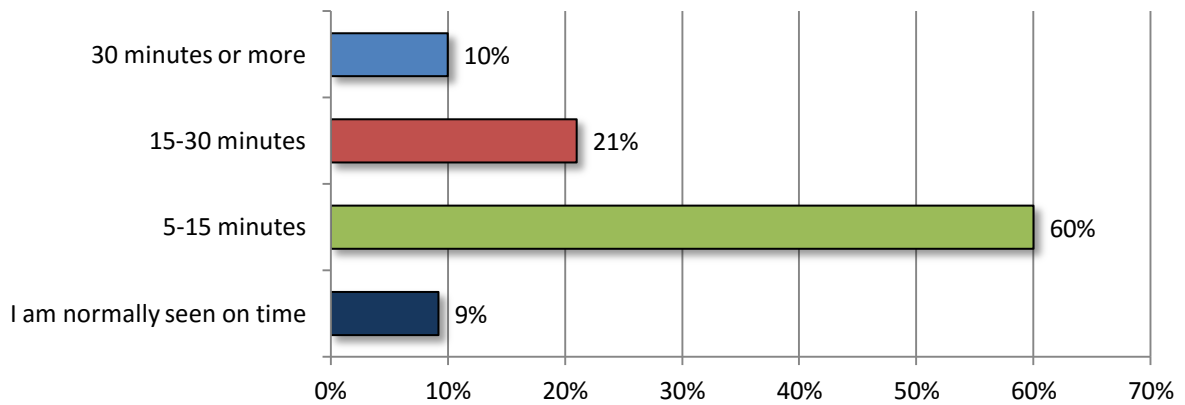
	Responses	% of responses
Not at all easy	2	2%
Very easy	1	1%
Fairly easy	17	17%
Good	36	36%
Excellent	44	44%
Totals	100	100%





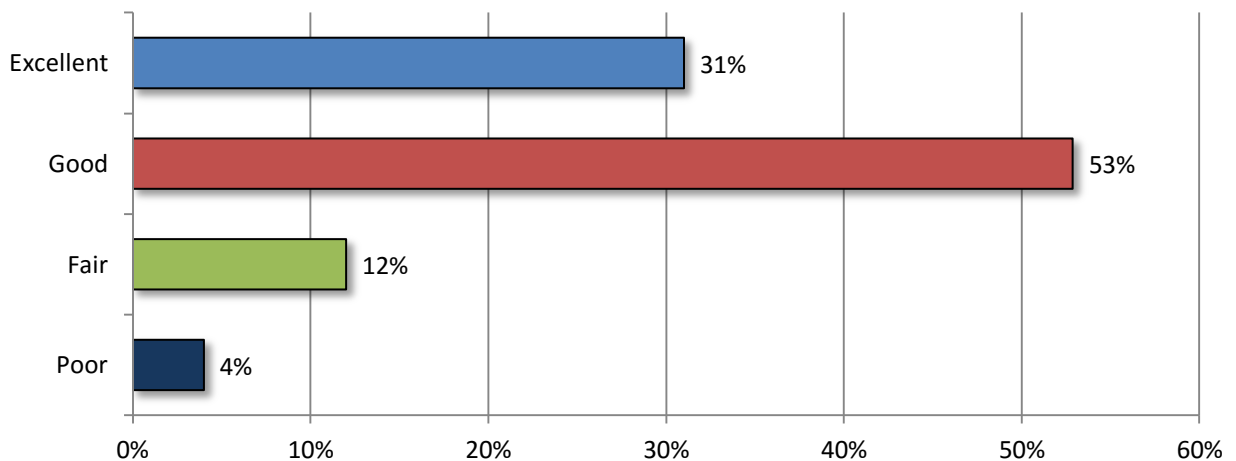
5. How long after your appointment time do you normally wait to be seen?

	Responses	% of responses
I am normally seen on time	9	9%
5-15 minutes	60	60%
15-30 minutes	21	21%
30 minutes or more	10	10%
Totals	100	100%



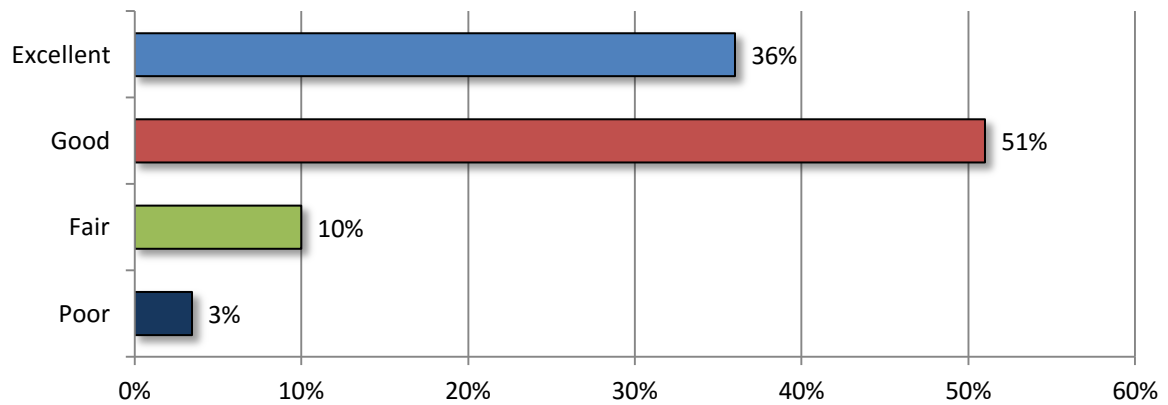
6. How do you rate the level of care that you received from the nurse's?

	Responses	% of responses
Poor	4	4%
Fair	12	12%
Good	53	53%
Excellent	31	31%
Totals	100	100%



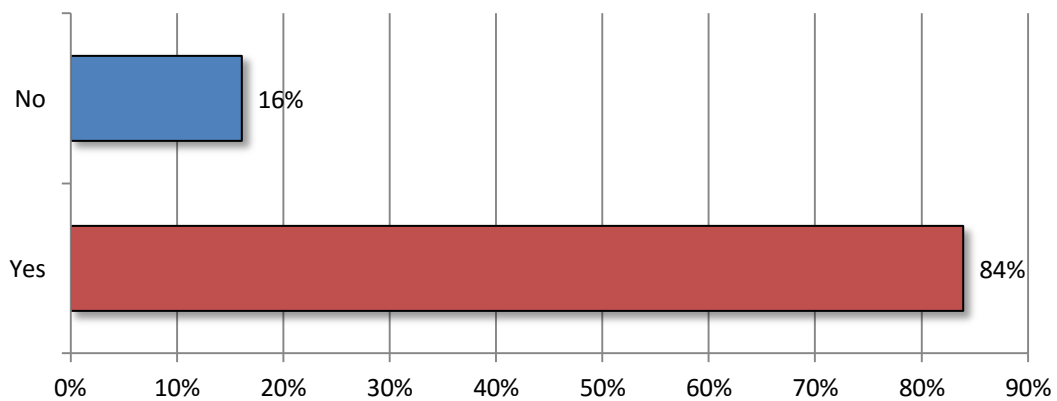
7. How do you rate the level of care that you received from the GP's?

	Responses	% of responses
Poor	3	3%
Fair	10	10%
Good	51	51%
Excellent	36	36%
Totals	100	100%



8. Would you recommend your GP surgery to someone who has just moved to you area?

	Responses	% of responses
Yes	84	84%
No	16	16%
Totals	100	100%



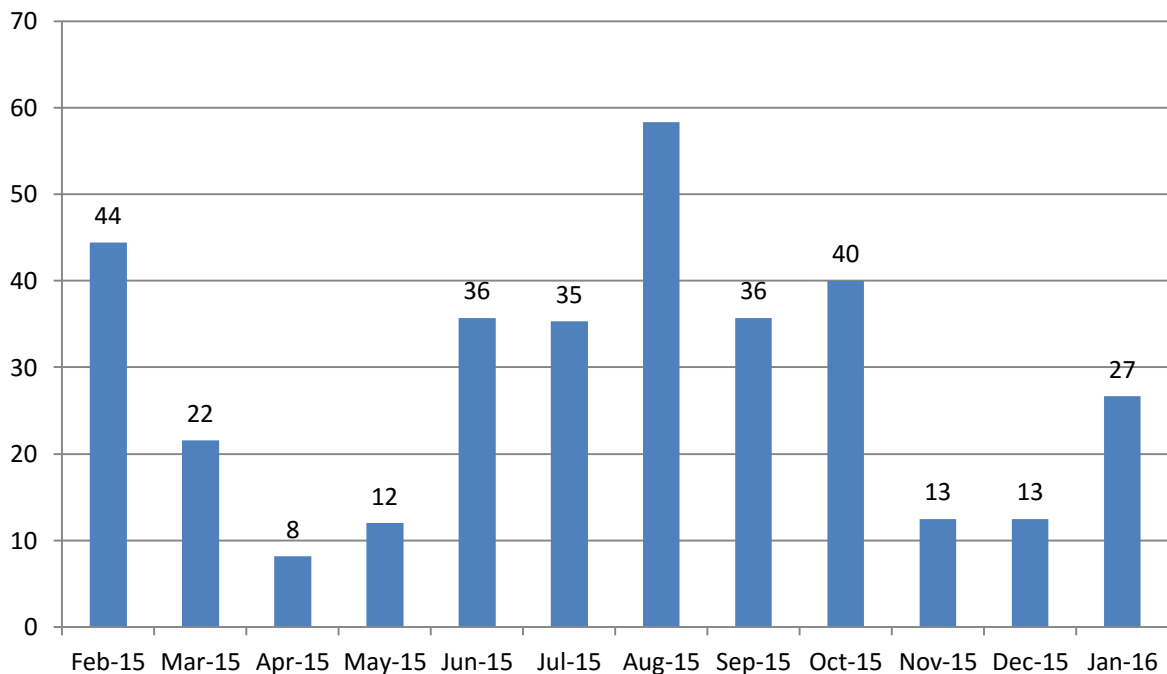
**FFT (FRIENDS AND FAMILY TEST)**

Every month, patients are asked to complete an FFT, the FFT is used to ask the patients 1 simple question, *“Would you recommend your practice to someone who lives in your area?”*. The monthly results of the FFT are submitted in the second week of every month and the rating is out of 100.

The patients are also asked to add a comment based on their experience.

Over the course of the last 4 weeks, David came into the practice and produced an Excel spreadsheet to record the monthly FFT scores. The results are as follows;

	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16
Extremely Likely	22	17	15	16	8	8	8	6	6	6	6	6
Likely	21	28	23	24	3	7	3	7	2	6	6	7
Neither/Nor	2	1	2	2	3	1	1	1	2	4	4	1
Unlikely	0	1	3	3	0	0	0	0	0	0	0	1
Extremely Unlikely	0	4	6	5	0	1	0	0	0	0	0	0
<b>Total</b>	<b>45</b>	<b>51</b>	<b>49</b>	<b>50</b>	<b>14</b>	<b>17</b>	<b>12</b>	<b>14</b>	<b>10</b>	<b>16</b>	<b>16</b>	<b>15</b>
<b>FFT SCORE</b>	<b>44</b>	<b>22</b>	<b>8</b>	<b>12</b>	<b>36</b>	<b>35</b>	<b>58</b>	<b>36</b>	<b>40</b>	<b>13</b>	<b>13</b>	<b>27</b>



The majority of the patient feedback circulated around booking and getting an appointment with the practice, the practice has now in place, an online appointment booking system, whereby the patient collects a letter from the practice that allows them to register and book appointments online.

There were comments;

- That praised the doctors and the receptionists on the professional service that was given
- The organisation and the care that was provided to children by the doctors and nurses
- Praised the actual doctor whom the patient had seen
- The organisation of the reception staff and the quickness to book an appointment

## NHS CHOICES

Each practice has their own unique online website profile. The online profile informs the patients about the practice, from opening hours, emergency hours, staff, online documents that the patient can view and download, but more importantly, patient comments.

Patients are free to leave comments to the practice manager, (which are visible to all who view the profile page) and the practice manager has the ability to read and respond to the comments.

Over the course of the last 4 weeks, David came into the practice and viewed some of the comments.

The results are as follows, please bear in mind that some of the views has been responded to by the NHS who have introduced the online appointment booking system, which is now accessible to the patients, who just simply have to collect a form from the reception desk and access it from their own PC/Laptop, or smart phone device.

The screenshot displays the NHS Choices website for L.L. Medical Care Ltd (Agrwal & Agrawal Practice). The page is titled "Overview - L.L. Medical" and shows the following content:

- Additional languages spoken:** Hindi, Urdu.
- Log in to online services:** A link to log in to online services, with a note that clicking the link will take you to an external website. Data source: HSCIC.
- Services:** A section for services, featuring the "Electronic Prescription Service" logo.
- Latest news:** A section for latest news, with a link to "my healthlondon" and a note that the page was last updated on 28 June 2012.
- Patient Online Services:** A section for patient online services, with a link to "systemonline" and a note that clicking the link will take you to an external website.
- Reviews:** A section for patient reviews, with three reviews visible:
  - Good service:** 5 stars, "Very good service all the times", 21 January 2016.
  - Not good at all:** 1 star, "I have been with this doctors for over 5 years and the only reason I'm still with them is because they are near my house. They take forev...", 29 December 2015.
  - The best Dr I have had:** 5 stars, "My doctor is the best Dr I have ever had & I've had a few. They listen always. They encourage me. I suffer BPD, PTSD & PARANOIA. They hav...", 8 December 2015.
- Patient Participation Group:** A section for patient participation group, with a link to "Read all 36 reviews".

## **IMPORTANT LINKS**

- Our practice website - <http://www.lmedicareagarwal.co.uk/>
- Our NHS Choices profile page  
<http://www.nhs.uk/Services/GP/Overview/DefaultView.aspx?id=36201>

## **ATTACHED DOCUMENTS WITH THIS MEETING AGENDA**

- Practice Leaflet 2015-2016 Edition (download from documents library)
- Booking Online Appointments Poster (available on our notice boards in the practice)
- Updated Immunisations Table (download from documents library)
- Updated Prescriptions poster (available on our notice boards in the practice)
- PPG Questionnaire (download from documents library)
- FFT Form (download from documents library)