

Practice Participation Group – Beechfield Medical Centre

Annual Report 2013/14

1 Introduction

This is the first full year the Group has been formed and although we have a small membership the activity and progress has been very good. The intention is to meet at least every two months and more often if appropriate.

2 Constitution

A Constitution and Terms of Reference are required for the Group and documents have been prepared and agreed. The documents will be presented at the AGM.

3 Membership

Existing members - We started the year with 9 members but unfortunately 2 have resigned due to ill-health. We continue to promote the Group via a dedicated notice board in the waiting area, our practice website, etc. We recognise the Group is not representative of the practice population and to encourage minority groups to participate we have placed posters in the surgery in a range of languages (Polish, Russian, Lithuanian and Latvian) to encourage membership. We will continue to promote the Group and we have been offered help by the South Lincolnshire Engagement Manager. The Group is also planning to hold an event later in the year (on a Saturday) to enable patients to call in to discuss what we do and how their input as part of the Group can help. Staff from the Practice will also be in attendance to talk to patients.

Chair, Treasurer and Secretary - Nominations for these positions have been sought and elections (where necessary) will be held at the Annual General Meeting.

4 Annual General Meeting

The meeting has been fixed for April 11 and will be held at the practice. The meeting has been publicised via the website, notices in the practice, etc.

5 Group Activity

Although the Group is small there has been a great deal of activity which has resulted in a number of changes within the surgery. Many of the changes have been as a direct result of discussions at the Group meetings, others were planned but were welcomed by the Group:

- The practice website address now appears on practice headed paper;

- Signage within the practice had been changed to help patients find their way around the building. All clinical rooms have been given a simple number 1-12 which avoids any confusion. External signs have also been added to confirm that Beechfield Medical Centre is a no smoking site.
- Improved patient access:
 - The Practice is changing its telephone provider and once action is completed we will have available a great deal of information regarding usage, number of calls, busy times of the day, etc., etc. This should enable us to focus resources at busy times to improve telephone access for patients;
 - The Practice is to enable patients to book and cancel appointments online. This is a new service and complements the on-line service for ordering repeat prescriptions. It has operated since December 2013.
- A dedicated Group Notice Board is available for use by the Group;
- Arrangements are being made to visit other groups to see how they operate. We may be able to learn some lessons:

6 Other activity considered at the Group Meetings

- Healthwatch Visit - Healthwatch undertook an 'Enter and View' in September and the report was presented to the Group by the Practice Manager. The report did not find any problems with the Practice and only made one recommendation i.e. the Practice to look at what can be done to improve confidentiality at Reception.
- Patient survey results – The Practice Manager presented the results of a patient survey carried out by NHS England. The results indicated we were 'middle of the road' in many aspects which gave room for improvement. The group discussed 2 or 3 aspects of the survey in particular the difficulties experienced by patients trying to get through by telephone. This prompted the Practice to review its telecoms provider – see above.
- Updated Clinical System – The Practice Manager informed the Group that the existing clinical system was very dated and would be replaced. It is hoped there will be more functionality to ensure the level of service we provide patients continues to improve.

7 Conclusion

It is anticipated that Group Membership will grow this year and additional activities can be considered and further improvements made to patient care.