

## Patient Participation Report March 2015

Acorn Surgery staff team continue to be highly committed to their patients and strongly support the work of the Patient Participation Group, known as the Acorn Patient Team. Excellent collaborative work has again taken place during the past year, with both the surgery and patient group members developing and implementing plans for improvement. Although there are several areas of work being developed by the Patient and Surgery Teams working together, for the purpose of this annual report, three have been selected and detailed below.

### Priority areas – action plan and implementation

#### Priority area 1

**AIM: To reduce the number of missed appointments (DNAs). Data provided to the PPG on a monthly basis to identify trends to address the significant amount of patients not attending their booked appointments. The Group was concerned how this impacted on the number of available appointments, as a high percentage of people missing their appointment without cancelling contact the practice to rebook an appointment placing undue pressure and unnecessary demands on the appointment system.**

What actions were taken to address the priority?

**Data on numbers of missed appointments and trends were considered and discussed at the monthly PPG meeting. Action plan formulated to include:-**

- *Provision of dedicated cancellation line*
- *Improved promotion and advertising of this facility*
- *Implementation of SMS text appointment confirmations and reminders*
- *Installation of dedicated printer at reception desk to print out appointments for patients to prevent potential misunderstandings*
- *PPG guidance for reception staff when confirming appointments over the telephone*
- *Inclusion of cancellation line in Practice Leaflet*
- *Improved awareness of cancellation line via internal advertising.*
- *Patient access to online appointment booking and cancellation facility.*
- *Email communication to PRG members with reminder about importance of cancelling appointments if no longer needed.*
- *Information via social network account regarding wasted funds caused by missed appointments.*
- *Audit of number of patients using cancellation line.*
- *Consistent review and impact assessment undertaken by PPG.*

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

- *Downward trend seen in number of missed appointments*
- *Improvement in appointment availability*
- *PPG-driven communications to thank patients for attending booked appointments, taking a positive approach.*
- *Advertising number of patients who attended booked appointments over the week and number missed without cancelling.*
- *Acknowledgement of patients who had contacted the Practice to release appointments no longer needed or no longer convenient.*

#### Priority area 2

**AIM: Create Patient Dialogue. To raise awareness of the Acorn Patient Team, increasing dialogue between the PPG and registered patients and to increase membership and diversity of the Group.**

What actions were taken to address the priority?

- *Branding developed for the Acorn Patient Team with logo.*
- *Flyer created to inform patients of the Acorn Patient Team and encourage people to join the group, using text, graphics and photos.*
- *An in house survey Tell us What you Think with responses analysed by PPG.*
- *Inclusion of PPG sign-up as part of registration process for all new patients.*
- *PPG members to have increased presence in the surgery to engage with patients in the waiting area asking for opinions and suggestions*
- *Inform patients of progress made against their ideas - creation of a You Said, We Did board in the waiting area.*
- *Working with the surgery team to produce a joint quarterly newsletter with surgery and patient group news and updates.*
- *Improved access to patient area of the surgery website with inclusion of dedicated area for meeting papers, creation of new member welcome pack and PPG structure information.*
- *PPG activities promoted to increase membership and improve diversity of membership.*

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

- *Increased numbers of patients joining the PRG (virtual group)*
- *Patients reporting complaints or raising issues invited onto the Group to support service improvement.*
- *Improved communications with patients on a range of issues via short surveys and requests for ideas*
- *Improved format of PPG with formalised structure of Committee and achievement plans.*
- *Improved visibility of the Acorn Patient Team as an organisation, improving communications via dedicated information noticeboard.*
- *Proactive engagement by surgery team offering personal invitations to join the PPG.*
- *A visible patient-led organisation apparent for all patients to become involved.*
- *A recognisable brand for the Patient Group.*

**Priority area 3**

**AIM: Re-establish fundraising activities to support the practice and its patients.**

What actions were taken to address the priority?

- *Targets set for funds to be raised throughout the year.*
- *Identification of 3 activities relating to fundraising to be organised by the PPG during 2014/15*
- *Acorn patient team members to lead on projects and clear action plans produced*
- *Fundraising event held as part of National PPG Awareness Week to kick start process.*
- *Heath Awareness event planned and executed in the Autumn of 2014 by PPG members working collaboratively with surgery staff.*
- *Further fundraising events organised.*
- *Formal analysis of all events undertaken at monthly PPG meetings.*
- *Feedback by way of formal report by the PPG Treasurer to inform action plan.*

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

- *Additional equipment for benefit of patients purchased by PPG*
- *Increased awareness of the group via promotion of events and feedback.*
- *Improved engagement with patients during promotional events and fundraising projects.*
- *Improved engagement and motivation within the wider PPG group and practice staff working collaboratively on projects.*
- *Enhanced awareness and joined up working with community groups on health awareness and health promotion events.*
- *Dedicated and clear action plans in place for continued fundraising during 2014/15 and beyond to improve facilities for registered Acorn patients.*

**Progress on previous years**

*The management of missed appointments has been an ongoing project with the PPG and the Practice and will continue to endeavour to make improvements to engage with patients on this issue.*

*The establishment of a more purposeful, structured and well-led PPG has been achieved during this year and the Group is not only functioning in a very positive way but is much more visible as an viable and valuable entity as part of the Practice as a whole. The strong leadership skills of the current Chair has been fundamental in producing a fully functional PPG who is making positive achievements month on month and going from strength to strength. A review of the year offered by both the PPG Chair and the Practice at their AGM in December 2014 was a clear indication of the huge amount achieved this year and sets the pathway for further achievements going forward. One of the priority areas of the forthcoming year is to consider and implement ways to increase diversity across population and ethnic and cultural groups in the PPG itself, though it is clearly accepted that there is diversity demonstrated with the virtual Patient Reference Group.*

**3. PPG Sign Off**

Report signed off by PPG: YES  
Date of sign off: Tuesday 24 March 2015

**How has the practice engaged with the PPG:**  
Monthly meetings with Practice Manager to discuss progress, actions and planning ahead of monthly PPG meeting. There is always a surgery representative who attends the meeting, Practice Manager, reception staff member attend every month and one of practice Doctors attends 3 times a year. Chair also attends the surgery staff meetings quarterly to update on PPG activity.

**How has the practice made efforts to engage with seldom heard groups in the practice population?**  
As noted in report above.

**Was the PPG involved in the agreement of priority areas and the resulting action plan?**  
The PPG work with the practice to decide on priorities through interaction at the PPG meeting and following surgery updates from the Practice Manager. The action plan is circulated to all PPG members, surgery staff and published on

surgery website PPG pages. Action plan is reviewed quarterly to assess progress.

**How has the service offered to patients and carers improved as a result of the implementation of the action plan?**

Refer to comments above

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

Acorn surgery have a stable and committed PPG membership who have built on the success of last year's activities and continued to develop a robust programme for 2015 and strengthened our partnership with the surgery.

*Carol E. Pimette*

Chair Acorn Surgery

End of Report

Trish Hawitt Palmer  
Practice Manager  
March 2015