

Evaluation of the Mawbey Group Practice Patient Participation Activities for the year 2015/16

“Providing opportunities to engage and ensure patients are involved in the development and planning for services is a pivotal part of our practice philosophy “

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Introduction

Mawbey Group Practice serves a deprived, mobile, multi-ethnic community with a high proportion of young adults and small children. There is evidence to support the economic and cultural barriers our patients face and also barriers to accessing appropriate care and finding a way to voice their views. The practice has struggled to establish a traditional model of a Patient Participation group, despite utilising all of the guidance in the Gold Standard tool kit. However, additional energies and focus on marketing the service and engaging patients has resulted in little improvement. The practice has decided that instead of seeing this as an obstacle it offers an opportunity to design a system that allows all of our patients to participate.

CASE FOR CHANGE

- ✓ Despite advertising meetings (texts, posters, messages on Jayex board, messages on prescriptions) there is little uptake
- ✓ Meetings are not always the answer
- ✓ We have a small virtual group but this has not grown
- ✓ Groups that are hard to reach are still excluded using these models
- ✓ Translating invitations to meetings does not result in better attendance
- ✓ This is an opportunity to tap into the wealth of other ways to establish patient views and gain feedback and engagement.

These include

- Friends and Family Feedback
- Practice based surveys and questionnaires
- Patient feedback both informal and formal (comments and complaints)
- Kings Fund GP survey
<https://gp-patient.co.uk/practices/G85130/questions>

ASPIRATIONS AND AIMS

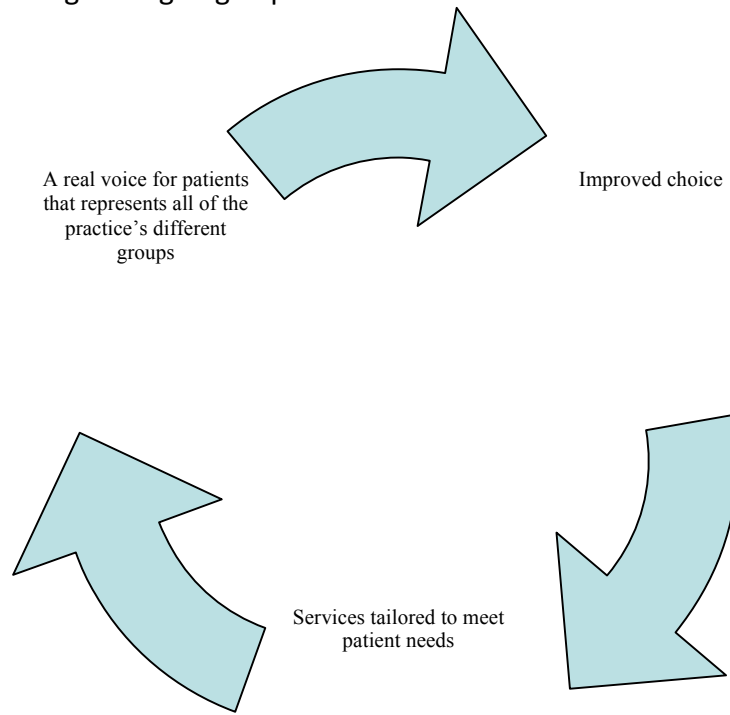
Philosophy

This approach is based on a commitment to develop a Patient Participation process that offers improved access for all patients enabling them to become involved in developing and redesigning services that best meet the needs of the patients at Mawbey Group Practice. We hope that this will achieve

- ✓ Improved care and patient experience

- ✓ More appropriate services
- ✓ Improved access

Resulting in on going improvements



UPDATE ON PRIORITY AREAS 2014/15

As a result of the work done in 2014/15 we identified 2 main priority areas. These were a combination of very specific themes and then a more generalised view expressing the wish for a more holistic approach.

Demand for Access to specific appointments Health and Wellbeing and Lifestyle support

There were also requests to review other areas such as the “out of hours” service.

Service Delivery and Service Design

Access

In response to demand for specific appointments and the need to offer appointments outside the working day we reviewed the timetable and made changes in October 2015. We now offer early morning appointments at 7.30 am on 3 days a week. Since starting this services complaints about not being able to book an appointment have reduced by

40%. Whilst this has been very successful we will need to revisit this in 2016/17 to ensure we also meet demand for late evening appointments as well. We have also joined with other local practices as part of the Prime Minister's Fund giving our patients access to additional appointments at a locality hub. This services is well regarded by all sectors of patients and the feedback is excellent The reception staff have been training in customer care and are skilled in understanding that there are various options to offer patients (face to face consultations, telephone consultations, email contact, online booking and online prescription requests) this has had a marked impact on satisfaction and the Practice's ability to meet demand.

Health and Wellbeing

We have extended our contacts and engagements with cross sector projects. This underpins our ability to offer additional services which enhance wellbeing. These include;

A pilot with the CAB offering benefits advice

Working with the local foodbank co-operative and lunch clubs.

The gardening project that offers an opportunity for patients who maybe isolated to engage in a joint activity.

We continue to offer as part of our holistic approach health support services such as diet and exercise advice , stop smoking advice,

Securing feedback

All senior clinicians (Doctors and Nurses) have been involved in reviewing patient feedback and have actively engaged in the service redesign and seeking feedback from patients on their views. Additional specialist staff have been involved ranging from hospital consultants offering virtual specialist clinics to counselors, to substance misuse specialists.

Formal Feedback has been very positive with patients reporting that

93% find it easy to get through to this surgery by phone

95% find the receptionists at this surgery helpful

88% were able to get an appointment to see or speak to someone the last time they tried

91% say the last appointment they got was convenient

97% had confidence and trust in the last GP they saw or spoke to

84% are satisfied with the surgery's opening hours

83% would recommend this surgery to someone new to the area

PRIORITIES FOR 2016/17

Whilst the practice has gained very positive feedback
Reflection has also taught us

- ✓ That establishing a new services requires clear parameters along with a focused objective and systematic data collection in order to demonstrate the impact of the service to the patients constituents
- ✓ That no matter how enthusiastically the PPG and the importance of securing patient input is promoted, not everyone will engage.
- ✓ That there are a variety of reasons why people do not engage and it is important to understand these reasons and adapt any ways of working to address these reasons.

Promotion of Patient Participation at Mawbey Group Practice

We plan to

- Continue to use all of the methods advised to engage patients and seek their views and have established a Newsletter in both English and Portuguese.
- To focus on underrepresented groups
- A key agenda item for 2016/17 will be how to engage the 16-25 year olds as they represent 14 % of the practice populations
- Undertake a practice wide questionnaire and feedback process (this will be completed by mid April)

To hold a practice open forum

Once the results of the data collection are analysed we plan to hold an open forum open to all patients to share these and seek feedback. The forum will be widely advertised and promoted. We plan to hold this at the weekend to facilitate attendance and will be using the model of a social interaction forum.

Promotion of an holistic approach

We will continue to secure resources for supporting service offering patients choice and opportunity to seek a wide spectrum of advice. We have recently participated in the review of the pilot of practice based benefits services and the patient feedback has allowed us to secure not only ongoing funding but also an increased capacity.

We will engage and seek patient participation input from the very elderly and housebound (although this is a very small group representing less than 2.3% of the practice population) as part of their annual Holistic Health Care Reviews.

This report is part of an ongoing review and reflection process March 2016