



# College Road Surgery Patient Participation Group (PPG) Report 2014 / 2015



Date Published: March 2015

## The College Road Patient Participation Group (PPG)

The College Road Surgery Patient Participation Group (PPG) was originally set up in January 2012 and is still going strong in 2014/2015. The group meets every two months, has a fully operational constitution, a code of confidentiality and a set of ground rules by which it operates. The group has done some great work around reinforcing patient/practice relationships, continuing to act/represent the practices' patient population and identifying and implementing change that effectively benefits the patients and also the practice in numerous different ways. The PPG remains an open membership group encouraging involvement, attendance and engagement from all areas of the practice community. The practice recognises the PPG as being an important forum to understanding patients' views on a wide range of services offered by the practice ranging from quality, local health needs to more complex issues such as the effect of NHS changes on the practice. The practice working with the PPG group has done a lot of work again this year around making the PPG, in terms of demographics and ethnicity, more representative of the population which it serves. The PPG group has also worked effectively with the practice to actively identify and address issues raised in various patient feedbacks/surveys around patient including continued work around 'Did Not Attends' (DNAs), patient information/education and patient confidentiality. Following continued positive feedback the PPG has also continued with its compliments/suggestions mechanism allowing patients to leave feedback for the practice and also maintain a presence at the practice.

The practice would like to take this opportunity to thank each and every member of the PPG for their time, important and most valuable contribution to the College Road Surgery PPG which is greatly appreciated. Thank you also to all our patients who took the time to complete our various surveys/feedback including Friends and Family Test (FFT), the results of which have now been tallied, reviewed and analysed to help form the foundation of one of the mechanisms for the PPG directed actions. Survey results and actions where appropriate and relevant are included in this report. A hard copy of this report and action plans are displayed to view in the practice waiting areas and on request a copy can be printed and be given to take away. There is also a link to this report on the College Road PPG section of the practice website ([www.collegeroadsurgery.co.uk](http://www.collegeroadsurgery.co.uk)) under our PPG section. Copies of the practice PPG meeting minutes, agendas and previous practice reports are also available to patients and the wider public on the practice website.

## A description of the profile of the members of the PPG:

The College Road PPG consists of 17 members, ten (10) female and seven (7) male. 15 members are of a White British Ethnic Grouping, one (1) white/black Caribbean and one (1) Asian other. Ages of the group members range from 33 – 74 with a majority of the group (6) fitting into the 65 – 74 ages demographic. Unfortunately, after detailed audit and analysis where the practice population profile was compared against the PPG profile, please see table below, it was evident that College Road Surgery PPG was better but not currently fully representational of the practice profile despite the practice taking many step/actions to address this (covered in more details further on in this report). Below is a full and comprehensive breakdown of the practice profile in terms of demographics, ethnicity and gender for the purpose of analysis. The highlighted 'green' (deviation less than 0.5) are areas the practice is representative of its population, 'red' boxes where the practice is currently not representational and 'amber' where the PPG over representational. Currently the practice PPG was found to be representational in terms of 45 – 84 year old demographic, ethnic grouping 'White British', 'Asian other' and 'White and Black Caribbean'. The group was also found to be representational in terms of gender with 57.1% of the group being male. The practice realising the importance of having a representational group and representational feedback has endeavoured to gain engagement from a cross population of the patient population including underrepresented groups.

## PPG & Practice Profile

### Gender

%	Male	Female
Practice	(48.04%) 4647	(52.96%) 5026
PRG	(41.18%) 7	(58.82%) 10

### Demographics

%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
Practice	22.9	9.5	13.0	12.4	12.8	8.9	6.8	13.7
PRG	0	0	5.88	11.76	11.76	29.41	17.65	23.53

### Ethnicity

	White				Mixed/ multiple ethnic groups			
	British	Irish	Gypsy or Irish traveller	Other white	White &black Caribbean	White &black African	White &Asian	Other mixed
Practice	78.5% (7592)	0.8% (79)	0% 0	2.5% (244)	3.3% (316)	1.1% (108)	1.1% (103)	0.6% (54)
PRG	88.24% (15)	0% 0	0% 0	0% 0	0% 0	5.88% 1	0% 0	0% 0

%	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice	2 196	2 191	1 95	0.3 27	1.2 112	1.1 108	3.3 316	1.3 123	0% 4	0.1% 5
PRG	0	0	0	0	5.88 1	0	0	0	0	0

Currently the practice is representational in terms of demographic groups 35 – 54 years old, in ethnic groups 'White/Black African.

The practice working with the PPG group has done a lot of work again this year around making the PPG, in terms of demographics and ethnicity, more representative of the population which it serves. Please see the next page for the numerous steps the Practice has taken to ensure that the PPG is representative of its registered patients.

### Steps the Practice has taken to ensure that the PPG is representative of its registered patients.

From the analysis above variations in representation exist to varying degrees in terms of demographics, ethnicity and gender. The practice/PPG this year has continued to actively work to address this inequality in terms of PPG representation when compared to practice patient profile. The desire for a representational PPG was driven by a belief that a PPG was to represent the entire practice population in an equitable and fair way which was important. This included seeking engagement from underrepresented groups. The PPG group and the practice continue to recognised the importance of having a representational PPG and detailed below are just some of the many actions taken to address this issue;

- ✚ The PPG/practice continues to encourage administrative and clinical staff (nurses) to highlight and promote the PPG to patients. The practice put up PPG posters, handed out PPG promotional material including leaflets, proposed agendas and fill in expression of interest forms to follow any up patient interest. The practice/PPG where appropriately also continued to target individual patients who fitted into groups under represented inviting them to engage with the PPG by a number of different means

including opportunistic and focused.

- ✚ The practice continued to encourage GPs to seek engagement from patients to the PPG. This again was on a general basis and when appropriate and relevant to do so but was seeking to address the practice's desire to have a PPG that was representational to the practice population.
- ✚ The PPG group continued to be advertised on a variety of media by the practice. This included advertising the PPG on the practice's patient information screens. This advert continues to promote what the PPG does, what an important role it plays in terms of representing patients at the practice, the fact the group was open and seeking representation and how to join in and engage if patients wished to do so.
- ✚ The practice last year created on its internet site ([www.collegeroadsurgery.co.uk](http://www.collegeroadsurgery.co.uk)) a PPG section which is used to promote the PPG, seek engagement and offer patients the opportunity to send questions/queries as well as expressing a PPG interest. This year the PPG/practice have continued to maintain, update and promote this site. As part of this website the PPG/practice have also continued to promote its on-line forum, an 'e-forum', for those patients who wanted to engage electronically. This also continues to present a method for the practice to capture/canvass views from patients electronically. Friends & family test (FFT) was also hosted on the practice website to allow patients the opportunity to give feedback amongst other feedback processes the practice offered to patients. The practice also continues to use the surgery website (PPG section) to publish its PPG meeting papers (i.e. agendas for upcoming meetings, minutes and also PPG reports) to keep all our patients informed about the PPG and promote engagement.
- ✚ The Practice continues to use marketing literature including posters, PPG leaflet and an expression of interest form as examples of a number of different types of promotional material and recruiting processes adopted for patients to actively promote engagement. Leaflets and posters were also displayed on a PPG notice board, reception area and were also placed on the on-site chemist to promote the PPG forum.
- ✚ PPG Member events – For example promotional activity periods members of the PPG themselves came into the practice and spoke to patients. This opportunity was not only about topical issues but also about the PPG where existing members explained to other patients the PPG's role/purpose canvassing for interest and engagement.

## College Road Surgery – PPG Group 2014/2015

College Road Surgery PPG meets every 2 calendar months at the College Road Surgery conference room. The PPG group meets every 2 calendar months at the College Road Surgery conference room. Patient feedback from various sources including, amongst others; Friends and family test (FFT) and other patient feedback mechanisms/surveys are given to the group and reviewed as appropriate and relevant in these meetings. Areas reviewed, discussed and action formulated by the PPG continued to be covered, amongst many others, included;

- ✚ Reception Matters – Standards of service, Quality of practice information
- ✚ Patient experience
- ✚ Clinical Quality/standards
- ✚ Patients' rights – i.e. requesting a specific GP, complaints
- ✚ Patient DNA's




Sources of feedback that were reviewed by the PPG/Practice during the year included:

- ✚ Friends & Family Test (FFT)
- ✚ GP Surveys
- ✚ Compliments/Comments/Suggestions Initiative Feedback
- ✚ College Road On-line Feedback tool
- ✚ NHS Patient Choice – On-line Feedback tool
- ✚ Complaints letters – received at practice (anonymised)

During the groups bi-monthly meetings the PPG forum had review/discussion around various patient feedback received through the various mechanisms previously highlighted which included the FFT. The PPG group were very happy to discuss the feedback in a constructive and positive way ensuring the patient voice was heard and represented. The practice again this year has received some really great feedback on numerous mechanisms including the compliments & suggestions forms, NHS choices, FFT and GP surveys which has been recognised by the PPG group and which the practice is most pleased with. This positive feedback is also shared with the PPG group to showcase the number of good works the practice undertakes on a day to day/regular basis. The practice feels proud to maintain generally high levels of patient satisfaction with the practice and this has carried on in 2014/2015.

## College Road Surgery – PPG Report 2014/2015

The practice manager, lead PPG GP, GP partner and reception manager, as last year, gave a presentation to the PPG looking around the practice population, socioeconomic factors of the practice area, PPG/practice representation and covering a high level summary of results/actions again this year. This summarised that the practice continued to operate in a very deprived area which made things potentially more challenging. This presentation was useful as a basis for discussions on a variety of important issues around PPG and patient satisfaction going forward. Following this presentation the Practice Manager then went onto summarise some of the patient feedback received this year, actions formulated and agreed by the PPG leading on from the process and results of the PPG approved actions that had been prioritised and taken during the 2014/2015 period. These revolved around;

-  Improve Patient Services – reception area
-  Improve patient confidentiality – reception area
-  Improve Quality of patient information – education/promoting services to patients

On the back of these PPG agreed priorities/actions the practice manager then present the actions taken by the PPG group/Practice for 2014/2015;

### Action plan priority areas and implementation

#### Priority area 1

Description of priority area:

**Increased patient confidentiality in the practice reception area.**

What actions were taken to address the priority?

**Feedback was received from patients that this was an issue they were keen to address. When patients were conversing with the reception team they felt that they could/should be afforded more personal space so their discussions/dealings were felt to be more private. There was some limited feedback last year around this area but it was not picked up then by the PPG as being one of their priority issues to be addressed during the last period. With continued feedback this year the practice engaged with the PPG group and addressed the matter putting in an effective solution. To this end the practice purchased a security barrier, mounted a sign stating 'please wait here until called by a receptionist' and strategically placed this in the waiting area an appropriate distance from where patients at the reception desk were being dealt with. Staff were**

**instructed to help patients understand this measure also to ensure they adhered to the new process of waiting to be served at reception. This new process afforded both the patients and reception staff space to conduct their dealings/discussions without being obviously overheard/seen. This measure has received very positive and constructive feedback from both patients and also practice staff alike who believe it has been very effective in its purpose and very beneficial in aiding patient confidentiality issues. Staff have also given positive feedback to this process further to them completing their Information Governance updates and how this measure ensures they can maximise patient confidentiality.**

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

**As mentioned previously this measure has received very positive and constructive feedback from both patients and also practice staff alike who believe it has been very effective in its purpose and very beneficial in aiding patient confidentiality matters in the practice reception area. Staff have also given positive feedback to this process further to them completing their Information Governance updates and how this measure ensures they can maximise patient confidentiality. This measure and the outcome are clearly visible in the reception area where it is installed and the beneficial aspects clearly experienced by patients and also to be summarised and captured in the 2014 – 2015 PPG report and findings documented which will be available on-line, in the patient waiting area and also available in hard copy for any patient who requests a copy.**

## Priority area 2

Description of priority area:

**Patient Services – Clocks erected in patient reception/waiting areas so patients were able to read the time ensuring they able to ascertain their time of arrival, when their appointment was scheduled and how long they had/have to wait.**

What actions were taken to address the priority?

**2 Clocks purchased and mounted in clearly visible areas of the patient reception/waiting areas.**

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

**As mentioned above the practice invested in two clocks which were suitable in terms of size to be clearly visible in the patient waiting areas, both upstairs and downstairs. This was on the feedback received by some patients, one of whom was carer for a Learning Disability patient, requesting this in order they were aware of the time. This was especially useful for patients in terms of telling when their time of arrival, when their appointment was scheduled and how long they had/have to wait. This helped patients in a number of ways including affording them the ability to plan their visit to the practice and also were relevant their journey home easier. Again this measure and the outcome are clearly visible in the reception areas both upstairs and downstairs where they are installed and beneficial aspects clearly experienced by patients. Again this measure will also be summarised and captured in the 2014 – 2015 College Road Surgery PPG report and findings documented which will be available on-line, in the patient waiting area and also available in hard copy for any patient who requests a copy.**

Description of priority area:

**Patient Leaflet Board – Patient waiting area/Reception area**

What actions were taken to address the priority?

The PPG group/practice had discussions throughout a number of meetings about erecting a patient leaflet board which not only complied with the NHS infection control standards but offered patients information around a variety of interesting issues/topics advertising and promoting care, services and other useful advice and information. Further to discussion/advice with CQC, BCC CCG, infection control and clinical guidance the PPG/Practice successfully achieved this outcome. We are now proud to have established a covered leaflet board with numerous leaflets covering a whole range of topical and interesting issues to our patients which they can request, read and take away with them. The board which is covered displays a number of leaflet which the patients can view. If they want or are interested further in that leaflet they approach the reception area and state the number displayed in the board relating to the leaflet on interest. A member of staff then retrieves the relevant leaflet based on the number and appropriate filing method and gives this to the patient who is then free to take this away and peruse it at their leisure. The board is monitored by the practice to ensure there is sufficient stock of all leaflets displayed and that relevant and topical matters are covered by the range of material. For example during our 'Identifying/signposting Carers campaign' there was a number of leaflet relating to issues around this matter including the Carers Emergency Response Service (CERS). The use of this system allowed the practice to maintain good infection control whilst still offering a valuable service to its patients.

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

This measure has received some positive and constructive feedback from both patients and came about after some discussion, planning and careful thought given by the practice/PPG group. Staff have also given positive feedback to this process as it meets infection control considerations and also ensures the patient areas are kept neat and tidy. This measure and the outcome are clearly visible in the reception area where it is installed and the beneficial aspects clearly experienced by patients and also to be summarised and captured in the 2014 – 2015 PPG report and findings documented which will be available on-line, in the patient waiting area and also available in hard copy for any patient who requests a copy.

**After the presentation the practice manager thanked all the members of the PPG for the continued help, participation and valued contribution which was appreciated. The group were then each given their individual copy of the report, for further review and which they unanimously agreed on and signing off the report off which is noted and documented in the practice minutes. The PPG chair at that stage based on the contents of the document also agreed and was more than happy to sign off the submission the practice makes to the NHS England area team for verification purposes as required.**

## Progress on previous years PPG work

Update of actions from previous years PPG included :-

<u>Action</u>	<u>Task</u>	<u>Timeline</u>
Improve Quality of patient information – education/promoting services to patients.	(1) Maintained dedicated PPG notice board. Used to promote the PPG, PPG notices and PPG information to all patients. Board reviewed after every meeting and updated. (2) Maintained PPG 'Message of the month'. This year covered areas including Carers, Flu vaccination, Stop Smoking and NHS Health checks with once more excellent results.	ONGOING  ONGOING
Ongoing process monitoring of patient satisfaction, dissatisfaction and suggestions	Maintained practice compliments and suggestions campaign to capture patient feedback, with box to be held in reception and specially created poster promoting. Anonymous feedback process continued with feedback forms and pens available. Continued PPG approval which is going well.	ONGOING
Patient Did Not Attends (NDAs) - same day booking DNA's	The practice maintained its policy of sending letters to patients who DNA on the same day as they book an appointment. First suggested by the PPG and has seen CONTINUED positive returns with DNA reducing in overall terms.	ONGOING
The PPG to maintain a presence at the surgery – engagement.	Continues when possible and has helped greatly in relation to engagement on various topics/issues. On-going it is hoped this will help with PPG membership and also help patients to understand its role.	ONGOING
Maintain a drive to increase engagement and representation of the PPG group.	The practice has continued to market the PPG in various channels. Amongst others this includes, PPG leaflets, engagement posters, word of mouth, patient information screens and the practice website, PPG section.	ONGOING

\*\*\*\*\*

As you can hopefully see from the report and the section above the PPG/practice have recognised important patient issues, have actioned them but equally as important have taken those actions forward, monitored and maintained them.

**A description of the opening hours of the Practice premises and the method of obtaining access to services through the core hours:**

**COLLEGE ROAD SURGERY - SURGERY HOURS**

**TUESDAY - WEDNESDAY - THURSDAY - FRIDAY**

**8.20 am to 6.30 pm**

**MONDAY**

**8.20 am to 8.30 pm**

**(Telephone Service available from 8.00am daily)**

**College Road Surgery  
Drs Horton, Long, Collard, Sarin, Iqbal and Zilvetti  
452 College Road  
Kingstanding  
Birmingham  
B44 0HL  
Tel: (0121) 373 8842  
Fax: (0121) 373 0479  
[www.collegeroadsurgery.co.uk](http://www.collegeroadsurgery.co.uk)**

**Appointments** – call (0121) 373 8842 from 8am to be offered the 1<sup>st</sup> available appointment. If you wish to see specific GP/Nurse please inform the receptionist who will try their best to accommodate your request. If you are unable to attend an appointment please inform the practice at your earliest convenience so the appointment can be reallocated to another patient.

**A description of any extended opening hours that the Practice offers.**

College Road Surgery offers extended opening hours. This takes place at the practice every Monday from 1830 – 2030. This service is covered by our registered practice nurse and two (2) GPs with pre-bookable appointments made available to registered patients of the practice.

**PUBLICATION OF THE REPORT**

The practice would like to take this opportunity to thank each and every member of the PPG for their time, important and most valuable contribution to the College Road Surgery PPG which is greatly appreciated. Thank you also to all our patients who took the time to complete a practice PPG patient survey, the results of which helped the PPG/practice form the basis for PPG agreed actions.

A hard copy of this report and action plans are displayed to view in the practice waiting areas and on request a copy can be printed and be given to take away. There is also a link on the College Road PPG section of the practice website ([www.collegeroadsurgery.co.uk](http://www.collegeroadsurgery.co.uk)).

Out of courtesy and appreciation for their time, hard work, much valued and appreciated help and assistance all PPG members will sent a copy of the full report. A copy of the finalised report has been sent to GP's and all other staff members for their interest and information.

Copies of the practice PPG meeting minutes, agendas, this report and previous practice reports are also available to patients and the wider public on the practice website ([www.collegeroadsurgery.co.uk](http://www.collegeroadsurgery.co.uk)).



**APPENDIX 1 – EXPRESSION INTEREST FORM**

**College Road Surgery**  
**Drs Horton, Long, Collard, Sarin, Iqbal & Zilvetti**  
**452 College Road, Kingstanding, Birmingham B44 0HL**  
**Tel: 0121 373 8842**  
**Fax: 0121 373 0479**

**Patient Participation Group Record of Interest**

By expressing your interest, you will be helping us to plan ways of involving patients that suit you. It will also mean we can keep you informed of opportunities to give your views and up to date with developments within the Practice.

<b>Name:</b>		<b>Postcode:</b>	
<b>Telephone Number:</b>			
<b>Email Address:</b>			

What sort of things might you be interested in taking part in?

*Please tick all Blank boxes that apply to you.*

<b>Attending meetings during the day</b>	
<b>Attending meetings during the evening</b>	
<b>Questionnaires</b>	
<b>Receiving newsletters and updates</b>	
<b>Please tell us if you have any ideas about other ways you could tell us your views:</b>	

This additional information will help to make sure we try to speak to a representative sample of the patients that are registered at this Practice.

<b>Are You?</b>	<b>Male</b>		<b>Female</b>	
-----------------	-------------	--	---------------	--

<b>Age Group</b>	<b>Under 16</b>		<b>17 – 24</b>		<b>25 – 34</b>	
	<b>35 – 44</b>		<b>45 – 54</b>		<b>55 – 64</b>	
	<b>65 – 74</b>		<b>75 – 84</b>		<b>Over 84</b>	
<b>How often do you visit the surgery?</b>	<b>Regularly</b>		<b>Occasionally</b>		<b>Very Rarely</b>	

<b>White:</b>	British Group		Irish	
<b>Mixed:</b>	White & Black Caribbean		White & Black African	White & Asian
<b>Asian or Asian British</b>	Indian		Pakistani	Bangladeshi
<b>Black or Black British</b>	Caribbean		African	
<b>Chinese or any other ethnic group</b>	Chinese		Any other (please specify)	

**How do I join the Patient Participation Group?**

Please ask any member of reception or the practice manager for a form.

We will tell you the date and time of the next meeting and will take some contact details from you so that we can let you know if there are any changes.

We would love to have as many patients involved as possible, so please SPREAD THE WORD!!!

For more information, please contact:

Roy Sellarajah  
(Practice Manager)  
College Road Surgery  
452 College Road  
Kingstanding  
B44 0HL

Tel: 0121 373 8842 / Fax: 0121 373 0479

**What is the role of the Patient Participation Group?**

Patient participation refers to patients, such as you, who are taking an active interest in healthcare and how their surgery is run.

It gives practice staff and patients a chance to discuss the surgery, local health problems and services, and tries to think of ways to improve the way the surgery can work.

What are the benefits of a patient participation group?

- Patients will have a better understanding of how the surgery works
- There will be improved communication between patients and staff
- Patients will have a forum to suggest ideas and raise concerns
- Patients will be consulted about arrangements in the GP surgery before decisions are made
- Patients' views will be represented in local health care.
- Ideas of a wide range of people will be represented

**COLLEGE ROAD SURGERY**

Drs Horton, Long, Collard, Sarin, Iqbal & Zilvetti  
452 College Road, Kingstanding B44 0HL  
Tel: 0121 373 8842 / Fax: 0121 373 0479

**PATIENT PARTICIPATION GROUP**



**Patient Participation Group**

**We want to hear from you**

**You can have your say on  
Health matters**

**What will happen at the meetings of Patient Participation Group?**

A range of patients, such as yourself, will attend, alongside a GP from the surgery, a receptionist and the Practice Manager.

The meetings are a relaxed environment, in the practice waiting room, outside of normal surgery times. We will make sure you have refreshments provided and will keep the meetings to no more than an hour.

The chairman will open the meeting and invite everyone to discuss their ideas.

Everyone will be happy to listen to each others' ideas, and everyone's views will be taken into account.

You do not have to say anything if you don't want to, it's perfectly ok to sit and listen to what other people are saying.

At the end of the meeting, the chairman will summarise the main points and set a date for the next meeting.

We are very grateful to all our patients who take time out of their day to attend these meetings to help us improve the surgery and the service we can offer.