

Patient Participation Group Report 2022 / 23

Practice Populations:

Capitation as of March 2023: 63,179

Breakdown: Male – 32,222 Female – 30,957

Membership of the Patient Participation Group:

Total Members: 582

Gender: Male: 237 Female: 345

Age Range:

18-24: 8 25-34: 105 35-44: 140 45-54: 119 55-64: 90

65-74: 66 75 +: 48

Ethnicity:

British or Mixed British	436	Pakistani or British Pakistani	1
Irish	8	Other Asian Background	6
Other White Background	33	Bangladeshi or British Bangladeshi	3
White & Black Caribbean	3	African	13
Indian of British Indian	3	Other Mixed Background	3
Other Black Background	4	Chinese	7
White & Asian	5	Other not stated	10

2022/23 Survey Results:

The survey was sent out to our Patient Participation Group (PPG). Given the lack of people actively signing up to our PPG, and the capabilities we have of mass contacting our registered patient population, we contacted patients who had a contact / consultation in the practice in the preceding 12 months, with a link to complete the survey online through September and October 2022. The survey ran for 6 weeks and closed at the end of October 2022. This year we focussed more on themes that had emerged from the National Patient Survey Data.

The most notable trends were:

- General frustration with access, not specific to one area i.e. urgent / routine
- Lack of awareness of online access and it's capability / range of appointments
- Lack of awareness of eConsult in terms of its purpose and how responses are communicated
- Volume of appointments available online and via telephone
- Preference for appointments to be available from 7am and up to 7pm, with Saturday mornings as a further option.

You Said / We Did:

Patient feedback is not solely restricted to our annual survey and Virtual Patient Group (VPG) / PPG communications. During the year, patients are invited and encouraged to provide feedback to the practice. The main feedback we regularly receive is currently through the 'Friends and Family Test' (FFT) completed by registered patients on forms in practice and via text responses sent automatically after appointments and Working Feedback – where patients who have had an appointment in the month are contacted for qualitative feedback and to rate out of 5 stars. The results are published monthly. Some of the feedback that we were able to action from is listed below. We also receive monthly uptake and patient feedback reports on our eConsults. If any themes are noticed through responding to feedback, it would form part of the overall review and monitoring.

1. Accessing / Navigating the Appointment System

We have previously published resources on our website regarding appointments – top tips and how to get the most from your appointment.

Comments in the survey demonstrated a lack of understanding of when to call the practice. We do stagger lines due to resource. We have extended our routine appointment booking line recently in response to patient feedback and have recruited resource to cover the line. We have tailored communications so non-GP appointments are advised to call later in the day when the 'queue' for GP appointments is less busy, which should increase patient satisfaction.

Due to a local surgery closure, Portsdown has had funding to develop a patient education video. Whilst it is aimed at transferring patients, it is useful to any patient of the Practice. This is available on our website and links are also able to be sent to patients. Our contact centre often provide this information when it is clear it would be of help.

2. eConsult and How it Operates

Following patient engagement, we opened eConsult in the evening – as 75% of respondents requested from 826 respondents (who had recently used the service). We had a catastrophic cap issue which resulted in eConsult being withdrawn in Oct/Nov 2022. We still have an issue with the cap and are trying to work with our software provider on resolving this. We remain within timeframes for eConsult.

3. Telephone System

Lots of irritation with the telephone system. Perception there are only a couple of receptionists answering the phones at busy periods – this is not the case! Portsdown have moved to a new system 23/2/23 so fully implementing this and it's additional capabilities will be a priority for the next year.

Priorities for 2023/24:

- Recent Transition of Patients from North Harbour (4000)
- Patient education on the wider team. We will provide improved information on the wider and more comprehensive healthcare team and their skills.
- Continued work on eConsult resource and response times
- New Phone System

Patient Education. Continued use of 'inviting' patients to book into specialised clinics without making them online bookable to everyone. This means appropriate people book into the correct clinic; this should increase patient satisfaction without increasing the risk of inappropriate bookings and would be response to the patient feedback over booking Long Term Condition clinics online.

Patients are requesting to be able to book appointments at times that are already offered. We will work to make our appointment times clearer. We are also going to make the extended access appointments (Before 8 am / after 6.30pm and at weekends) available more than 24 hours in advance, in response to patient feedback.

Continued work on eConsult and filtering the non-clinical requests to enable better access. This is harder to manage as is reliant on the software provider, though we are in regular contact and assured this is in development.

Our new phone system has features such as callbacks which we will look to implement to improve patients satisfaction. We will also review how patients can cancel appointments and consider a cancellation line, if appropriate.

Patient Participation Group Refresh

Since February 2023, the Practice has been participating in the Accelerate Programme. As part of the initial discussions, we are reviewing the Patient Participation Group and how we can improve this for the benefits of patients as well as the practice.

Whilst we will continue to communicate with patients 'en masse' – we will be reviewing PPG membership and expectations – and plan to launch a reinvigorated and more involved and empowered PPG by the end of the contractual year.