**BEECHWOOD MEDICAL CENTRE (BMC)**

**ANNUAL PATIENT PARTICIPATION GROUP (PPG)REPORT & ACTION PLAN**

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**Author**: Elliott Summers, Business/Practice Manager

1. **Introduction**

This report has been written to comply with the requirements of the Patient Participation directly enhanced service scheme. During the period 1st April 2015 and 30th March 2015 the Patient Participation Group has met four times with a further meeting planned for 13th April 2015. The Enhanced Service specification sets out four key components that are required to be undertaken, evidence of compliance with these requirements now follow.

1. **Component Compliance** 
   1. **Establish and maintain a PPG**

The BMC established a PPG back in 2011 and has maintained this Group concurrently since. Back in 2011 the Group consisted of 7 volunteers, in 2014/15 this has grown to 18 members. The BMC is located in an area of low income/high unemployment and has a predominantly British Caucasian ethnicity. The PPG member is a 50/50 split of male and female patients whose ages range from 38 to 78. We have spent 4 years trying to attract new members from every diversity but quite simply there isn’t the interest locally due to our demographic. This year we have attempted to attract new members through leaflets in the surgery, through the production of 10,000 leaflets for dropping in the local area and through various other activities such as surveys and onsite promotion by PPG members. Our annual survey identified over 20 people who expressed an interest in joining the PPG and all were followed up with membership invites. We , as part of a local collective of GP Practices, wrote to all local schools requesting membership from pupils, however this was an unsuccessful exercise. Whilst we would love to have more members from the younger age bracket and more ethnic diversity it is still the case that the current membership is extremely representative of the practice population. We also participate in the Practice Champions Scheme with over 20 volunteers some of whom have also joined the PPG.

2.2 **Review Practice Feedback and agree changes to services**

The PPG meets quarterly but feedback can be given at any time through direct contact with Practice Manager or by using the feedback box in reception. This year the PPG have been given access to the BMC customer complaints and complaints register and have discussed these issues formally in recorded meetings. The PPG has also been given waiting time statistics for all clinicians. The PPG were also tasked with generating questions for the BMC annual patient survey which took place in December 2014 and were given the survey results for discussion and to agree an action plan at the last meeting held on the 12th January 2015. At this meeting the minutes evidence that 8 key action plan points were agreed to be put to the GP Partners for discussion and agreement at the next meeting planned for the 13th April 2015. The action plan for the previous year has already delivered many results that have been actioned. These include a £15,000 on removing all carpets in the reception area and consulting rooms and replacing them with commercial vinyl non-slip flooring. The BMC also participates in the Practice Champions initiative and has over 20 Champion volunteers at this time.

The key areas of priority agreed within the PPG to focus on how been PPG membership and recruitment, GP access and waiting times in their totality, changes within the practice ( 3 new consulting rooms have been built, toilets and kids play area moved) and the interaction with the in-house pharmacy.

1. **Priority Areas and Action Points**

During the previous year the Practice had planned significant changes to the premises on which PPG members were consulted in 2013 and these were delivered in 2014. These included upgrades to the reception area, the moving of the kids play area and the ladies public toilets, and how the reception area is actually manned and operates. It was agreed for 2014/215 that the findings of the survey constructed by PPG members and undertaken in December 2014 would generate the action plan for 2015. The minutes of the meeting held in January 2015 demonstrate that an action plan was agreed to be put to the GP Partners at a meeting scheduled for 13th April 2015 where formal agreement will be reached on exactly what and how any changes will be delivered.

It has for some time been agreed through the PPG that average waiting times for routine GP appointments shall be 7 days or less where the GP is not named, this has been delivered for 17 out of the last 18 months despite aggressive list growth.

The BMC is currently considering building a further consultation room and has submitted a funding application. This project will also be subject to full consultation with the PPG.

1. **Practice Implements Improvements and Publicises**

The BMC has its own website and produces 10,000 publicity leaflets annually. During the last 18 months we have upgraded all flooring in the building where patients have access, built 3 new consulting rooms, developed 7 day opening for GP services, engaged in the Champions Project, recruited more clinical staff, revolutionised GP work by removing the prescription query work, started community work in-house such as Diabetes Coffee mornings, operated as a communal hub for winter pressure opening, expanded and improved our reception area and staffing, and made improvements in many areas such as the annual flu clinics. All of this has been delivered with the knowledge, advice and support of the PPG Members.