

WOODLANDS PATIENTS VOICE ANNUAL REPORT 2016/17

The Group

Woodlands Patient Voice (WPV) has been established since February 2012 and continues in to the current year. There are currently 15 core patient members and 2 practice members representing the GP and management/admin teams attending meetings regularly.

Offices held over the past year are as follows: -

Chair - Mick Gent
Vice Chair - Val Brownley
Secretary - Patricia Brown
Treasurer - Kay Yallup

We continue to encourage new members to the group through poster and electronic board advertising within the surgery and on the practice website. Posters advertising the group have been re-issued to local schools inviting representation from our younger patients.

Woodlands Patients Voice has its own email address where patients are invited to contact current members to raise issues, or find out about joining the group. Contact the group at WoodlandsPatientsVoice@hotmail.com.

The group details are also posted on all the outgoing letters from the practice to patients and on the repeat prescription counterfoils. The group have a dedicated PPG notice board within the waiting area, been allocated a column within the practice newsletters and there is a dedicated area on the practice website and on NHS Choices website, to inform practice patients of their progress.

All patients with a registered email address on record at the practice have been contacted about getting involved as a "virtual" group in an effort to widen the demographic profile to reflect that of the practice population, in particular, with regards to age and gender distribution. This virtual group will be contacted by email periodically, to be consulted on topics where the practice may require patient views and ideas, without the need to attend meetings.

Our ethnic minority patients represent less than 1% of the practice population and we therefore do not feel it necessary to specifically target this group, but actively advertise the group as being open to all patients. As the services of an interpreter, (though advertised), are rarely requested in the practice, we believe we have made a reasonable assumption that the information advertising the group is presented in a way that is understandable to all groups. However, the majority of NHS information leaflets are generally available in many languages and we are happy to facilitate sourcing leaflets for patients in their preferred format.

Some of our PPG members are actively involved in the voluntary health and social sectors and as such, contribute to addressing issues for population groups not necessarily represented by the demographic profile of the PPG. The current Vice Chair has recently achieved the post of Citizens Reference Panel (CRP) representative for Ashfield North Federation of practices, allowing patient representation at Clinical Commissioning Group level. The group benefits from feedback from the CRP that Val provides at each meeting.

The group are a great support and visible presence at any events the practice runs (eg Saturday flu clinic, health events) and this has gone a long way in advertising the group and attracted interest from potential members.

Activity this year

Managing patient feedback

The group continue to respond to patient feedback/suggestions for improvement. We place a great deal of value in feedback from our practice population - good or bad - as this allows us the opportunity to improve on and develop services to our patients. The group encourages feedback in the following ways :-

Issues are occasionally raised by practice patients with WPV and where issues are routine, these are discussed at the next PPG meeting, whilst anything needing more urgent investigation/response is raised with the Practice Manager.

The group also has a dedicated email account where patients can suggest topics for discussion/feedback. Woodlandpatientsvoice@hotmail.com

The practice reviews suggestions received via the practice website and practice complaints at the annual complaints review meeting, where this year, WPV members Fiona and Bob represented and participated on behalf of the group and a summary of the complaints will be discussed at the May WPV meeting.

We participate in the national Friends and Family Test (survey), which the group agreed should also include a practice specific question which should be changed quarterly and repeated the next year, in order to benchmark/compare responses for improvement, or where dissatisfaction with services arises. During the year, we have reviewed the survey responses within the WPV meetings and any discussed whether any actions needed to be taken in response. The results of the FFT practice specific questions and resulting actions is advertised in the waiting area as a "you said....we did" feature.

In addition, towards the end of 2016 the practice ran its own patient satisfaction survey devised with the support of the group. Group member Bob attended the practice on several occasions to support patients in completing the survey and advertising the group generally. Bob also worked in the practice to collate the data to support analysis of the responses. Initial findings from the survey were shared with the group at the March 2017 meeting to establish areas for action and will be discussed further and an action plan devised at the May group meeting.

Networking with neighbourhood PPGs

Mick and Val, the group chair and vice chair have represented WPV at networking meetings arranged for all the PPGs in our Federated group to attend. The "Ashfield North" Federated Group of local practices consists of Harwood Close, Brierley Park, Woodlands, Skegby Family Medical Centre, Willowbrook and Ashfield Medical Centre.

The networking meetings allow the groups to share good news stories and good practice, including improving communication with patients, analysing the impact of new services and addressing issues such as patients not attending for appointments.

The meetings also give opportunity to the Clinical Commissioning Group to share information about the ever changing NHS and how this has made an impact locally and looking at resolving specific issues raised that have affected our patients

In October, the PPG from neighbouring practice Brierley Park ran a Pre-Diabetes Education Event and extended an invitation to Woodlands PPG to arrange for the practice to identify at risk patients who might benefit from the education event. Both groups are in agreement to work collaboratively on education events going forward, Talks are already in progress on an event to raise awareness of local self- help resources available to patients to be held at both practices over one evening and one Saturday morning.

National Association of Patient Participation. (NAPP)

NAPP Membership has recently been renewed for the group, funded by the practice. NAPP is a very useful resource for patient participation groups offering support and guidance and access to training, attending national conferences, sharing ideas and best practice and networking opportunities.

Newsletter Articles

Members of the group have been able to provide articles for the practice newsletter eg on experience of services; about local activities and services and group members. Any speaker presentations at WPV meeting are summarised in newsletter articles. A practice staff member is responsible for updating the PPG area on the practice website and on the NHS.Choices website.

Group Constitution

The group constitution remains in place and will be reviewed at the AGM.

Flu Clinic

WPV members attended our Saturday morning 'flu clinic in October to raise the group's profile. Group members helped to organise the queues and directed "traffic" ensured that the morning ran very smoothly and over 800 patients were vaccinated in three hours.

Health Awareness/Promotion Campaigns

Group member Val has continued, with Bobs support, to periodically review the notice boards alongside an annual diary of health awareness/health promotion campaigns and identify events most relevant to promote and support in the practice.

In an effort to reduce information saturation, Val (with the support of staff members), reviews all the notice boards, organised health promotion themes and where information is already available on the media screen, has cut out duplication. The patients information leaflets have also been sorted in to topics and alphabetical order for ease of access. Val attends the practice on a quarterly basis to review the boards in line with the national diary of health promotion events.

(Woodlands staff member Emma continues to keep the Teen Zone up to date.)

CQC Inspection

The practice underwent their Care Quality Commission (CQC) inspection in October 2016 and the group supported the practice at both a mock visit with the Local Medical Committee to prepare and again at the formal visit. Group members Mick, Val, David and Bob were in attendance to answer questions from the patient perspective and to discuss the role and involvement of the PPG within the practice. The practice valued the groups' support in achieving a CQC rating of Outstanding.

Review of Practice Performance Data

The group were given a "guided tour" around the Clinical Commissioning Groups "dashboard" during the January 2017 meeting. The dashboard illustrates performance data for all Mansfield and Ashfield practices against a range of target indicators. This covers areas such as the management of cytology screening, childhood vaccinations and immunisations, unplanned hospital admissions etc. The group found this information enlightening and were pleased to see the practice were highest achieving practice in most areas, measured against other Mansfield and Ashfield practices.

Christmas Food Bank

WPV again supported Woodlands to collect Christmas food treats for distribution at the Magdalene Food Bank serving Ashfield residents.

Seating area

The group pushed for a small number of armed chairs for the waiting area to assist patients with mobility issues. This was duly actioned with very positive feedback.

Appointment System Review

WPV have continued throughout the year to be a sounding board for proposed changes to the appointment system. The introduction of workers appointments from 7.15am two morning per week was welcomed by the group, particularly as these were made available one week or one day in advance and could be accessed on line also. In addition to addressing access issues for workers, it was aimed at reducing telephone congestion at 8.30am. The group also approved an information leaflet devised for practice patients by one of the GP partners, detailing national issues around GP recruitment and restrictions for patients being experienced for all practices, that currently impacts on access to services.

Speakers

A variety of speakers have attended WPV meetings over the course of the year. This included :-

- Judith Whistler from the Self Care Hub - promoting self-care by signposting about services in the community for anyone 18 years and over, to support health and wellbeing eg for socially isolated/lonely patients, including details of befriending/friendship groups/craft groups to improve mood.
- Paige Bramley from Step by Step – a service offering support for adults with mental health issues in Ashfield, suffering from social isolation.
- Claire Hague and Marie Ward from the Carers Trust/Pathways – dedicated support for over 18s in the last 12 to 18 months of life.

Support for individual patients

The group was contacted by a patient with visual impairment and was supported to access information in an appropriate format and support continues from group member Kay.

Practice Update

Periodically, one of the GP members of the group will give an update on any changes and/or development happening within the practice. Where it is reasonable to involve the group as a sounding board in debate and decision making about changes and service developments, this will occur.

The practice is very grateful to the core group of patients who continue to participate in the meetings and represent the practice patients in working to develop and improve services. We are always appreciative of constructive feedback as we can be unaware of issues or difficulties we may create for our patients and patient input is vital for planning our services.