

# Hill Top Surgery Patient Group Report 2014-2015



## Background information:

The Hill Top Patient group began in 2010 shortly after the practice opened in 2009. At first, patients were invited by regular doctors to support the practice and give feedback on the services offered and to help the practice serve the local community better.

Since that time the patient group has been involved in events run by the surgery such as Fun days and Christmas events. The group has also facilitated Heart Start Basic Life Support training at the surgery and several members have been “trained to be a trainer” by North West Ambulance Service.

## Listening to Feedback.

The practice has always taken views of its patients seriously, and regularly reviews complaints and comments made about the services provided.

**In response to previous surveys and feedback by the surgery , changes** such as better information in the waiting room; running the Heartstart Course for patients, and changes to the appointment system to improve access have been put in place by the surgery.

In December 2014 NHS England introduced the Friends and Family Test to GP practices across the country, giving patients the opportunity to comment on the service after every encounter with the practice. This has increased the amount of feedback the surgery receives which is useful to get an overall picture of good points and areas to improve in the surgery. It also helps the surgery to recognise trends of good and bad patient experience and to review the services provided.

This feedback is reviewed quarterly by the practice and presented to the Patient Group. This year the following 3 areas have been discussed and action plans put in place in response to Patient feedback for the coming year.

Over the coming year the group aims to

1. Start a Diabetic support group for patients
2. Increase the diversity of the group
3. Review the DNA (Appointments which patients Did Not Attend) policy to help reduce the frequency and make more appointments available.

## Looking forward:

As the group grows and each person brings their own experience and opinions, so do the opportunities to improve the service. Some of these include a garden project to the rear of the carpark, starting a breast-feeding support group, and making better health and training information available for patients. We are very grateful to support from local community groups such a Villages, the Salvation Army and others and five years in are looking to continuing to help Fitton Hill become a healthier place.

For information about the Hill Top Patient Group or to come along to one of the meetings please email Lisa Nolan or Jenny Webster, [hilltop@nhs.net](mailto:hilltop@nhs.net) or contact the surgery on 0161 622 2760.

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## 2014-2015 Plans and Actions



1. Start a Diabetic support Group for patients. The following actions are being put in place:

Action	Details
Look into local support to see what is already available	The practice has contacted a local Diabetes support group and the national Diabetes UK organisation, both which would be able to offer support in running the group
Arrange an initial committee to oversee the set-up of the group from members of the PPG	Several members of the PPG diagnosed with diabetes are meeting together at the moment to look at how the group will run and gather information in support.
Identify relevant patients and put together a survey to find out the demand for the group	The PPG is working on a short survey to ask all patients on the diabetic register if they would be interested in attending or being part of a support group. This will be distributed in April 2015
Set a date for the first group meeting	This will be done by the initial steering group
Advertise to patients	The surgery will be write to patients with diabetes to advertise the group, use the TV screen in the waiting room, and ask staff to distribute flyers to advertise the group. There may be more advertising opportunities available as time goes on.
Run a launch week in surgery to advertise the group	Diabetes Week is Sunday 14 <sup>th</sup> -Sat 20 <sup>th</sup> June 2015. This will be a focus week to promote the group and health information on the condition.
Ongoing management of the group	This would be decided as the group forms but it should be self-managed with patients able to decide on what form it takes going forward.
<b>What do we hope will be the benefits of a support group for diabetic patients?</b>	
Better health information for Diabetic patients	
Peer support and a sense of community	
Opportunities for exercise, better diet advice	
Better understanding by the local patient community about diabetes	
Opportunities to raise awareness of diabetes and how to prevent it	
<b>How will we know it has worked?</b>	
Over the next year the group will ask for feedback from patients who attend it, and those who haven't to see how the group can work better for other patients.	



2. Increase the diversity of the group. The following actions are being put in place:

Action	Details
Put together up to date demographic information including age, ethnic origin, employment status and long term conditions	Completed March 2015 from surgery patient database and distributed to the group
Bring results to the patient group and staff to discuss the results and ask for ideas	This was discussed at the March Group meeting. Large groups identified within the practice population included: Patients under age 16 and their parents, patients from a Romanian ethnic background, those with language difficulties
Work with local support groups (eg Romanian alliance, baby boogies etc) to see if the surgery can develop better links with the community and ask for help with translating documents etc.	The surgery will visit local groups and make contacts before the next PPG (May 2015) to see what the needs are for those patients and how the surgery can help improve experience.
Contact patients from identified groups and invite personally to the PPG	Staff will be encouraged to invite people to the Patient Group
Develop an email list so that patient feedback can be gathered more easily	The surgery will look for ways advertise this in the waiting room.
Develop patient surveys for larger groups such as under 16s, certain language groups etc.	The surgery will have access to an online survey tool which we will be able to use to collect feedback more regularly.
Vary times and locations of the Patient Group to allow different people to attend.	This will be done on a group by group basis as more patients become involved.
<b>What do we hope will be the benefits of increasing the diversity of the group?</b>	
Better understanding of the services available by all patients	
Patients in minority groups being heard and represented	
More information for the practice to provide more relevant services.	
<b>How will we know it has worked?</b>	
Increase in patient diversity in the group and better levels of feedback to the practice.	



3. Improve patient understanding of services and review DNA policy for the practice. The following actions are being put in place:

Action	Details
PPG to review the current DNA policy and offer thoughts on implementing it	Discussed at PPG meeting 24.03.15 Some amendments were suggested. Please see the minutes uploaded onto the surgery website for the full information. <a href="http://www.hilltopsurgery.org.uk">www.hilltopsurgery.org.uk</a>
Gain data from the practice about current DNA rates	In February the DNA rate was at 35 appointments in 1 week. This is almost a full day of GP time which could have been used by other patients. The surgery will look to track this on a weekly, fortnightly then monthly basis so progress can be monitored.
Have a focussed month for the practice where the policy is implemented by staff	JW will work with the practice to come up with a plan to focus on DNAs over the period of a month to highlight this issue to patients.
Invite patients to update contact details to make sure they receive appointment reminders.	This will be part of the above action and update of email addresses in point 2 above
Regular advertising of DNA rates in the surgery and the affect this has on other patients and the service.	
<b>What do we hope will be the benefits of focussing on DNA appointments?</b>	
Improved attendance at GP and nursing appointments	
Reminder for patients to cancel appointments if they can no longer attend	
Better use of GP time	
More GP appointments being used correctly.	
Better management of patients health.	
<b>How will we know it has worked?</b>	
Lower DNA rate.	