



BILLINGHAY MEDICAL PRACTICE

PATIENT PARTICIPATION GROUP (PPG) ANNUAL REPORT 2011/12

The Beginning

To advertise the first meeting posters were displayed in the following venues:

Billinghay Medical Practice
Billinghay Cooperative
Billinghay Parish Council Notice Board
Sure Start Centre, Billinghay
The Church Rooms, Billinghay

After the first meeting, with the help of a PPG member, Deena Wood, the advertising was widened to capture the surrounding villages and posters were displayed in the following sites:

Scopwick Parish Council Notice Board
Digby Parish Council Notice Board
Kirkby Green Parish Council Notice Board
Timberland Parish Council Notice Board
York House, Nursing Home, Billinghay
Blair House, Nursing Home, Billinghay
Wyche Community Centre
School, Walcott
Village Hall, Martin

Every effort was made to capture as wide an audience as we could to reach the ethnic minority population and the 'hard to reach' groups registered with our practice. Patients of all ages were encouraged to join the group. A chart detailing practice ethnicity is shown in Appendix A.

Meetings and Membership

The first PPG meeting was held at the practice on 8 February 2012. At this meeting 9 people attended (including practice staff) and we set the aims and objectives and ground rules for future meetings. We also discussed how the meetings would function e.g. who would be the Chair, Secretary, Treasurer etc. In attendance from the surgery was Helen Passfield, GP, Dianne Jackson, Practice Manager, Vicky Howseman, Lead Receptionist and Sue Burrows, Dispensary Manager. Minutes of all the meetings are included in Appendix B.

The profile of the members represented at the meetings is as follows:



Male	14.2%
Female	85.8%
Age Group	35 – 44 = 28.61% 45 – 54 = 28.61% 55 – 64 = 14.26% 65 – 74 = 14.26% 75 – 84 = 14.26%
Disability	71.4% with a disability 28.6% no disability
Limited Activity	71.4% limited activity 28.6% no limit on activities
Ethnicity	85.8% British 14.2% no answer
Frequency of visiting the practice	71.5% Occasionally visit 14.25% Regularly visit 14.25% Very rarely visit

It is still early days to get a clear picture of the profile membership as some members have expressed an interest, but have not yet attended.

The Survey

The survey was presented to the PPG members at the meeting with a request for any comments. Once the survey was agreed, it was given out to patients who attended the surgery between the dates 22Feb and 29 Feb. In addition, the survey was taken to the Derby and Joan Club (a combination of North and South Kyme patients) by Barbara Baxter, a PPG member. The results were collated and circulated to the PPG members. Responders totalled 5.5% of the practices population. The results from the questionnaire are shown in Appendix C.

The result of the survey demonstrates that the majority of patients feel we provide an 'excellent' or 'very good' service.

The phone system showed a higher than average negative response further discussions will take place once the information regarding the phone system is available (see minutes dated 8 Feb 12).

Although 67% and above responded that they are happy with the appointment system, this (Access) has been tabled as an item agenda for the next meeting (May 2012).

Action Plan

The Action Plan drawn up is available to view - Appendix D.

When looking at areas to address, additional areas have been brought up in the PPG meetings which include, positioning of the chairs in the waiting room, complaints and the patient leaflet.



Summary

The survey has shown us that patient satisfaction is high at Billinghay Medical Practice and we are delighted with the results. There are areas which could be improved upon and we will continue to work with the PPG to ensure we maintain high standards in providing a service to our patients.

Additional Information: Opening times

We would like you to know that we are open on the following days:

Monday to Friday 8.00 a.m. to 6.30 p.m. During these times patients may access the practice in person or by telephone. The doctor's consulting times generally run from 9.00 a.m. to 11.40 a.m.

In the morning and from 2.00 p.m. to 4.40 pm or 3.00 p.m. to 5.30 p.m. in the afternoon. Please be aware they may be subject to variation during certain times of the year. You may ask for a telephone consultation if required.



Appendix A

ETHNICITY PROFILE FOR BILLINGHAY MEDICAL PRACTICE

ETHNICITY	BASE NUMBER	ACTUAL	PERCENTAGE OF LIST
African	4575	3	0.06%
British or Mixed British	4575	1369	29.92%
Caribbean	4575	1	0.03%
Chinese	4575	1	0.03%
Indian or British Indian	4575	1	0.03%
Irish	4575	7	0.15%
Other Asian Background	4575	7	0.15%
Other Mixed Background	4575	4	0.09%
Other White Background	4575	21	0.46%
Other	4575	7	0.15%
White and Asian	4575	4	0.09%
White and Black African	4575	9	0.19%
No record on system	4575	3141	68.65%
		4575	100%



BILLINGHAY MEDICAL PRACTICE

Appendix B

PATIENT PARTICIPATION GROUP

**Minutes of the meeting held on
8 February 2012 at 6.00 pm**

Venue: Billinghay Medical Practice

Present: Barbara Baxter, (BB) Patient (South and North Kyme)
Susan Burrows (SB) Dispensary Manager
David Hart, Patient (DH) (Digby)
Vicky Howseman, (VH) Lead Receptionist
Dianne Jackson, (DJ) Practice Manager
Helen Passfield, (HP) GP
Deena Ward, (DW) Patient
Carol Willingham, (CW) Patient and Clerk to Parish Council Billinghay
Juneta Wilson, (JW) Patient and Chair Parish Council Billinghay

Apologies:

Hugh McClory
Melanie Farley
Susan Baker

1. Minutes of the previous meeting

None

2. Matters arising

None

3. Welcome and Introductions

DJ welcomed everyone to the meeting. A 'ground rules' document was handed out as a point of reference when the group meets (enc.). Introductions were made and it was noted some patient members also represent parish groups and would be taking points of interest back to the groups. Representation was made from Billinghay, Digby, North & South Kyme.

4. Aims and Objectives

It was agreed that the aims and objectives of the group is to ensure Billinghay Medical Practice provides a quality service and the meeting is a forum to discuss other topics, for example access. All views are welcomed. The frequency of the meetings was discussed and DH suggested every 6 weeks. As feedback from the patient survey needs to be discussed DJ asked if the group could meet in 4 weeks. All agreed.

In order to keep the membership numbers at a reasonable level, it was agreed further advertising was necessary. DJ to put up additional (revised wording) posters and create an information slip which can be handed out to patients as they attend the practice and

DJ

everyone was asked to 'bring a friend'.

5. Patient survey

It is a Dept. of Health directive that the practice carries out a patient satisfaction survey on the patients by 31 March 2012. It was agreed the survey needs to be random and the best way of achieving this is by handing out a survey to the patients attending the surgery. DH advised the appropriate sample size needs to be used to show accurate findings (see attached sample size calculation). BB offered to hand out the surveys to the Derby and Joan Club at North Kyme (by 1 March). CW suggested helping patients to complete the survey often gets more surveys completed and said she would think about finding a volunteer(s). DH suggested the patient completing the survey on a computer (for ease and costs), but HP replied it wouldn't be possible as all the rooms are usually occupied. DH advised the group that the survey should be anonymous and all agreed.

BB
CW

The priorities for the survey were agreed i.e. how you feel about the clinical staff, reception staff and dispensary staff. Also access, including booking an appointment, opening hours, waiting times and the phone system (all included in the survey). DJ asked if all present agreed with the questions in the survey; one query was raised by HP who asked if the GP names could be added so that she can use it for her revalidation portfolio of evidence. DH suggested adding a line under the first question which allows the patient to tick the name of their doctor (or nurse practitioner) if they wish to do so.

A discussion around the results followed and it was agreed that the patients of the surgery should be made aware via a newsletter and the website (method to be discussed more fully at next meeting).

JW advised the group that the practice ranked highly on the District Council's Plan and all agreed that the 'special' feel of the practice shouldn't be lost.

6. Access

A short discussion took place on access and it was agreed that this could take up the whole of one meeting. DH requested 'appointments' be put on the agenda for the next meeting. During the discussion the Nurse Practitioner role was raised and everyone thought it would be a good idea if a poster was put up in the waiting room to explain their role and the fact that they can call a GP through, if the condition warrants further opinion.

DJ advised she is currently updating the Practice Leaflet and will circulate to the group once it is completed.

DJ

7. AOB

None.

8. Date and time of next meeting:

Weds, 7 March 2012 6-7 pm at Billinghay Medical Practice



BILLINGHAY MEDICAL PRACTICE

PATIENT PARTICIPATION GROUP

**Minutes of the meeting held on
7 March 2012 at 6.00 pm**

Venue: Billingham Medical Practice

Present: Caroline Allen, (CA) Patient
Barbara Baxter, (BB) Patient (South and North Kyme Derby and Joan Club)
Susan Burrows (SB) Dispensary Manager, BMP
Jo-Ann Clegg (JC) Patient
Marilyn Carroll, (MC) Patient
Robert Dowse (RD), Patient
Vicky Howseman, (VH) Lead Receptionist, BMP
Dianne Jackson, (DJ) Practice Manager, BMP
Helen Passfield, (HP) GP, BMP
Deena Wood, (DW) Patient
Juneta Wilson, (JW) Patient and Chair Parish Council Billingham

Apologies: Hugh McClory
Melanie Farley
David Hart, Patient (DH) (Digby) (rec by email)
Carol Lish
Carol Willingham, (CW) Patient and Clerk to Parish Council Billingham
Traci Richardson

1. Minutes of the previous meeting

Tabled. Deena pointed out her name was incorrectly spelt as she is Wood, not Ward.

2. Matters arising

Not discussed in detail as the formality starts at the next meeting after the appointment of the Chair etc.

3. Welcome and Introductions

Welcome to Caroline Allen, Jo-Ann Clegg, Marilyn Carroll, and Rob Dowse as new members of the group.

4. Election of a chair, secretary and treasurer

An election was held to appoint the following:

Chair: Juneta Wilson/Jo-Ann Clegg

Secretary: Deena Wood/Vicky Howseman
Treasurer: Barbara Baxter/Carolyn Allen

It was agreed to review the posts in six months.

5. Terms of Reference (Draft)

Prior to discussing the Terms of Reference, CA asked if 'Confidentiality' could be added to the ground rules document. DJ to add. It was agreed all personal data shared between group members should be kept safe and confidential.

DJ

The group discussed the 'sample terms of reference'. Majority were agreed, except point 3 and point 11. RD informed the group he would be unhappy with individual complaints being shared at the meeting. DJ explained that the practice sends in an annual complaints form to NHS Lincolnshire and would bring a copy of the form to the next meeting. Points 9, 10 and 12 to be removed.

DJ

MC asked if patients were aware of the fact that they can donate to the practice as there isn't any information anywhere. It was agreed to publish the donations in the future.

6. Frequency of the meetings

After a brief discussion, it was agreed that the meetings be held bi-monthly; the first Wednesday every 2 months.

7. Quorum

It was agreed a minimum of four members needed to be present at the meeting in order to continue with the meeting.

8. Recruitment of members, including patient demographics

Deena Wood very kindly placed posters advertising the PPG around the following villages:

Billinghay - including Blair House, York House, notice boards x 3, Co-op, Wyche Community centre and Children's Centre,
Walcott – School,
Martin - Village Hall,
Scopwick – Parish notice board,
Kirkby Green - Parish notice board,
Timberland - Post office/Parish notice board.

CA suggested that the poster should have the Billinghay Medical Practice logo on it. DJ to add the logo.

DJ

9. Survey, including Action Plan

DJ presented the group with a list of the total number of patients registered with the practice. The numbers are broken down into two lists of male, female, age and village.

DJ also presented a paper on the survey carried out up to the point of the meeting. 50

results had been recorded to date. The document was divided into 10 Sections and the patient comments were recorded. DJ explained to the group that the survey would be sent out to the members again (once fully completed) and at that point an action plan would need to be completed and advertised on the website. DJ to contact the members again when the survey is completed.

DJ

10. Priorities: Access, including appointments

Defer to next meeting.

7. AOB

Toilet samples: CA advised the group of an incident where a patient came out of the patient's toilet waving his sample, thereby showing it to everyone. CA did not find this very pleasant. The group discussed the event and concluded that some patients are, by nature, loud and familiar. Vicky explained to the group that everyone who requests a sample bottle to take away is given a bag.

Complaints procedure: JW enquired about the practice's complaints procedure and all agreed that it should go on the agenda at the next meeting.

084 telephone number: it was felt this is a big issue for some patients. HP and DJ to look into the historical reasons why the phone number was adopted by the practice.

HP &
DJ

8. DATE AND TIME OF NEXT MEETING:

Weds, 2 May 2012 6-7 pm at Billingham Medical Practice

Billinghay Medical Practice Survey Results 2012										
Section 1 Your Doctor										
	Excellent	Very Good	Good	Average	Poor	N/A	No answer			
Q1 Their Knowledge about you and your needs.	51.2%	25.2%	6%	0.80%	0.0%	0.8%	16%	100.0%		
Q2 Their level of caring	55.6%	22.0%	5.6%	0.8%	0.0%	0.8%	15.2%	100.0%		
Q3 How well they explained things to you	54.8%	22.8%	4.8%	1.2%	0.0%	0.8%	15.6%	100.0%		
Q4 How well they listened	55.6%	22.0%	5.6%	0.8%	0.0%	0.8%	15.2%	100.0%		
Section 2 The Nurse Practitioner										
	Excellent	Very Good	Good	Average	Poor	N/A	No answer			
Q1 Their knowledge about you and your needs	36.0%	22.8%	6.8%	1.2%	0.0%	4.0%	29.2%	100.0%		
Q2 Their level of caring	42.4%	19.6%	4.8%	0.4%	0.4%	28.8%	3.6%	100.0%		
Q3 How well they explained things to you	40.8%	21.6%	3.6%	0.8%	0.4%	3.6%	29.2%	100.0%		
Q4 How well they listen	42.0%	20.0%	4.0%	0.4%	0.8%	3.6%	29.2%	100.0%		
Section 3 The Practice Nursing/Health Care Assistant										
	Excellent	Very Good	Good	Average	Poor	N/A	No answer			
Q1 Their knowledge about you and your needs	33.2%	20.0%	6.8%	0.4%	0.0%	5.2%	34.4%	100.0%		
Q2 Their level of caring	35.6%	20.0%	4.4%	0.0%	0.0%	5.2%	34.8%	100.0%		
Q3 How well they explained things to you	35.6%	20.0%	4.4%	0.0%	0.0%	5.2%	34.8%	100.0%		
Q4 How well they listen	35.2%	20.0%	4.8%	0.4%	0.0%	5.2%	34.4%	100.0%		
Section 4 Please rate our reception staff for:										
	Excellent	Very Good	Good	Average	Poor	N/A	No answer			
Q1 Helpfulness	42.4%	23.6%	8.4%	0.8%	0.0%	1.2%	23.6%	100.0%		
Q2 Knowledge	38.0%	24.0%	12.4%	0.4%	0.0%	1.6%	23.6%	100.0%		
Q3 Politess	45.6%	18.4%	9.2%	2.0%	0.0%	1.2%	23.6%	100.0%		
Q4 Friendliness	45.2%	19.2%	8.0%	2.8%	0.0%	1.2%	23.6%	100.0%		
Q5 Efficiency	41.6%	22.0%	10.4%	0.8%	0.0%	1.2%	24.0%	100.0%		
Section 5 Please rate our dispensary staff for:										
	Excellent	Very Good	Good	Average	Poor	N/A	No answer			
Q1 Helpfulness	46.4%	20.8%	9.6%	0.8%	0.0%	0.4%	22.0%	100.0%		
Q2 Knowledge	44.4%	24.0%	8.4%	0.4%	0.0%	0.4%	22.4%	100.0%		
Q3 Politess	45.2%	22.8%	8.0%	1.6%	0.0%	0.4%	22.0%	100.0%		
Q4 Friendliness	42.8%	24.8%	8.0%	2.0%	0.0%	0.4%	22.0%	100.0%		
Q5 Efficiency	45.6%	22.8%	8.4%	0.8%	0.0%	0.4%	22.0%	100.0%		
Section 6 How easy do you generally find booking an appointment?										
					Yes	No	Don't Know	No answer		
Q1 Do you understand the appointment system?					72.0%	5.2%	1.2%	21.6%	100.0%	
Q2 Do you understand what is a 'routine' appointment?					70.0%	6.8%	1.2%	22.0%	100.0%	
Q3 Do you understand what is an 'urgent' appointment?					71.6%	6.0%	0.4%	22.0%	100.0%	
Q4 Generally, (most of the time) do you get an appointment on the day you want one?					71.6%	6.4%	0.8%	21.2%	100.0%	
Q5 Are you happy with the appointment system?					67.6%	6.4%	4.4%	21.6%	100.0%	
Section 7 Thinking about how the surgery runs, how do you feel about:										
		VG	G	NGNB	P	VP	No answer			
Q1 The opening hours		50.8%	22.4%	4.0%	1.2%	0.0%	22%	100.0%		
Q2 Waiting times		44.0%	28.8%	3.6%	1.6%	0.0%	22%	100.0%		
Q3 The phone system		34.8%	28.4%	9.2%	3.6%	1.2%	23%	100.0%		
Code:		VG= Very Good	G= Good	NGNB = Neither Good nor Bad	P= Poor	VP=Very Poor				
Section 8 How do you feel we do overall?										
	ES	VS	MS	NSND	MD	VD	N/A			
Q1 Overall, are you satisfied with the surgery?	46%	28.4%	3.6%	0.4%	0%	0.2%	0%	79%		
Code:	ES=Extremely Satisfied	VS=Very Satisfied	MS=Moderately Satisfied	NSND=Neither Satisfied, nor Dissatisfied	MD= Moderately Dissatisfied	VD=Very Dissatisfied	N/A=Not Applicable			
Section 9 Recommending us										
Q1 Considering they way you are treated by the whole practice team, including the medical staff, how likely would you recommend us to a friend?										
	Very Likely	Likely	Neither likely or unlikely	Unlikely	Very unlikely					
	66.4%	10.8%	1.2%	0.4%	0.4%	79.2%				
Section 10 About you										
Age	Under 18	19-40	41-60	61-80	Over 80	No Answer				
	1.2%	16.4%	30%	24%	5%	23%	100.0%			
Gender	Male	Female	No answer							
	18.8%	43.6%	37.6%	100.0%						
Do you consider yourself to have a disability?	Yes	No	No answer							
	17.2%	56.4%	26.4%	100.0%						
What is your ethnic background?	White British	White European	White Other	PNTS	White Irish	No answer				
	74%	1.2%	0.8%	0.4%	0.4%	22.8%	100%			
				PNTS=Prefer not to state						



BMP Patient Participation Group Action Plan

Completed by : Dianne Jackson, Practice Manager in conjunction with Billinghay Medical Practice Patient Participation Group

Date: 29 March 2012

Version No.: 3

Survey Section	Aim/Objective	Action required	Led by <i>(who is responsible)</i>	Timescale <i>(When will it be achieved)</i>	Completed Date	Comments
Section 1 Your Doctor:	To discuss and improve on any areas identified in the survey which is less than GOOD.	Overall the response to this section is very good with less than 1.2% recording less than Good on the survey. No action required.				
Section 2 The Nurse Practitioner.	To discuss and improve on any areas identified in the survey which is less than GOOD.	Again high scores in this area. One area which needs further discussion is 'N/A' which is 28.8% and the reason for this response.	Practice Manager	1 month		Bring back to Meeting in May for further discussion.
Section 3 The Practice Nursing/Health Care Assistant Team.	To discuss and improve on any areas identified in the survey which is less than GOOD.	Responses less than average are minimal. Approximately 34% did not give an answer.	Practice Manager	1 month		Understand why the 'no answer' was higher than the rest of the survey in the 'no answer' sections.
Section 4 Reception Staff.	To discuss and improve on any areas identified in the survey which is less than GOOD.	Deena Wood responded to this section. 2% and 2.8% respectively reported on as 'Average' in respect of politeness and friendliness.	Vicky Howseman	1 month		No comment on this section by Deena (email dated 29 March 2012). Discuss at next meeting in May.
Section 5 Dispensary Staff.	To discuss and improve on any areas identified in the survey which is less than GOOD.	2% reported Average for friendliness.	Sue Burrows	1 month		Discuss at next meeting in May.



Section 6 Book an appointment	To discuss and improve on any areas identified in the survey which is other than YES.	4.4% reported that they 'don't know' when asked are they happy about the appointment system.	GP, Dianne Jackson and Vicky Howseman	1 month		Already on the agenda for the next meeting in May.
Section 7 How the surgery runs.	To discuss and improve on any areas identified in the survey which is less than NEITHER GOOD NOR BAD.	The phone system stands out with 3.6% responding Poor and 1.2% responding 'very poor'.	GP, Dianne Jackson and Vicky Howseman	6 months		On the Agenda for the meeting in May.
Section 8 Satisfaction.	To discuss and improve on any areas identified in the survey which is less than VERY SATISFIED.	Rob Dowse responded to this area. Only 0.2% responded 'very dissatisfied'.	All	1 month		No comment to make on this area (email dated 20 March 2012). Discuss further at meeting on 2 May.
Section 9 Recommend to a friend.	To discuss and improve on any areas identified in the survey which is less than LIKLEY.	2% in total responded that they would neither recommend, nor recommend the practice to a friend or below.				
Section 10 Personal Information.	To discuss and improve on any areas identified in the survey which would improve on surveying the 'hard to reach' groups.	Review the 'Hard to Reach'/ethnic minority groups and ensure the specified groups are included in the 2013 survey.	Dianne Jackson	9 months		Develop a plan/strategy to identify and include the hard to reach groups. Present plan to PPG members.