

THE ABBOTSBURY PRACTICE
Patient Participation Group (PPG) Report-2013

Information on the practice profile as on 8.2.13:

Males – 3350
Females – 3506

AGE 0-16	1285
AGE 17-34	1467
AGE 35-64	2804
AGE 65 84	1133
AGE 85+	167
TOTAL	6856

PPG profile

Age - This varies from 52-83. Sex - there are 7 females and 4 males.

Ethnicity - 1 British Asian, remainder are White British.

Working patterns of patients - 1 full-time employed, 1 part-time employed,
2 working part-time from home, 7 Retired /Active Volunteers.

Carers – None

Care groups, e.g. Nursing Homes, Learning Disability Community, and Mental
Health Groups - None.

Other – None

Differences between the practice population and members of the PPG

Clearly, the PPG is under-represented in the younger age group.

The Practice has tried to recruit a wider demographic through invitations to join the PPG. These have been distributed via the midwife and the health visitor. Individual patients and patients in general via the reception desk and patient waiting room have also been targeted. The PPG has also continues to advertise vacancies through its Newsletter and the PPG noticeboard which is located in the practice waiting area.

Survey

The priorities were agreed by the whole PPG after 2 meetings in which they discussed what they felt would be useful to patients. They agreed on surveying the practice population about topics on which more information would be appreciated. This would be done via “Information Afternoons” held at the practice.

The questions were unanimously compiled by a sub group who took guidance from the NAPP website and then presented back to the PPG.

The survey was printed by the practice and distributed to patients via the reception staff, the clinicians, the postal system and through home visits. We also attached some surveys to repeat prescriptions.

The results of the survey indicated that patients wanted to know more about all the topics surveyed on a fairly equal basis. There was no overwhelmingly popular topic.

Action plan

During a meeting between the PRG and practice representatives it was decided that Age Concern would be the most relevant organisation to be invited to hold information afternoons at the practice.

There were no major disagreements but some discussion was required to resolve the logistics of implementation.

The event could only be held in the shared waiting room so the needs of the public and other users of the building had to be taken into account. (Please see plan at the end of this document)

The action plan consisted of an agreement to incorporate a preferred topic (as revealed by the survey) in the newsletter and/or in an Information Event to be held at the practice before the end of the year. As stated earlier most of the topics generated a similar level of interest but the following were slightly more popular:

- 1. Age UK
- 2. Mental Health & Depression
- 3. Alzheimer’s Disease & Dementia
- 4. Social Services in Hillingdon

The other 2 topics that generated slightly less interest were:

- 1. Cancer Care Services
- 2. Childhood Illnesses.

Summary of the progress made with 2011/12 action plan

You said	We did	The result is
Insert survey findings	Insert actions or agreements	Insert achievements to date
The survey showed that a majority of the respondents welcomed a PPG practice newsletter.	The PPG took on the task of producing a quarterly newsletter incorporating topics as indicated by survey findings.	We now have a cohesive PPG producing regular newsletters and communicating with patients via their practice based noticeboard and Information Events.

Local patient participation report

The report will be available via the practice website as stated below and this will be publicised in the practice newsletter.

This report will be available on the practice website at:

www.abbotsburypractice.nhs.uk by 31.3.13

Opening times

The Practice telephone lines are open from 8.30am – 6.30pm.

Extended hours appointments are available with the doctors from 6.30-7.00pm.

The building is open from 8.00am – 7.00pm.

Patients now call 111 if they require advice out of hours.

(Action plan attached)

PPG Action Plan 2012-13

The action plan consisted of a group agreement to:

- draft a survey to ascertain what further information the practice population required
- to incorporate a preferred topic (as revealed by the survey) in the newsletter and/or in an Information Event to be held at the practice at a suitable time.

As stated earlier most of the topics generated a similar level of interest but the following were slightly more popular:

1. Age UK
2. Mental Health & Depression
3. Alzheimer's Disease & Dementia
4. Social Services in Hillingdon

The other 2 topics that generated slightly less interest were:

1. Cancer Care Services
2. Childhood Illnesses.

Upon receipt and collation of the survey results, the group agreed to invite Age UK representatives to the practice to disseminate information about their services.

It was decided that the most effective way to do this was during a number of flu clinics so that the most suitable demographic could be targeted.

Age UK provided a representative to distribute literature, talk with patients and signpost them to any services which they were not aware existed.