

## **Introduction:**

In September 2014 Hollinwood Medical Practice held its first Patient Participation Group meeting. The surgery has always gathered patient feedback with in-house surveys, comments and complaints regularly reviewed by the practice. However, there is also a great value in hearing patient's experiences, stories and opinions face to face to enable discussion and working together to achieve a better service. The surgery has set up the patient group in order to hear feedback and views from patients, but also to help learn how it can best serve the community it covers and meet health needs in ways which can be easily accessed and understood by patients and staff alike.

The Hollinwood Patient Group began as staff from the surgery originally invited patients who had expressed an interest in the group, and since then it has grown through word of mouth and advertising in the waiting room. Group meetings are also advertised on the surgery social media pages and on the surgery website.

Due to the group's enthusiasm, experience and commitment to the local community we are delighted to currently be at a stage of discussing a constitution and appointing officers (Chair, Vice Chair, Secretary and Treasurer) to add some structure and focus to the group going forward. This will be finalised over the next few months in discussion at group meetings.

## **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 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 prompts a review of 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. Improve the patient experience in the waiting area.
2. Start a Diabetic support group for patients
3. Hold a surgery open day to advertise the group and local services.

## **Looking forward:**

For information about the Hollinwood Patient Group or to come along to one of the meetings please email Sarah Clarke, Practice Manager, or Jenny Webster at [hollinwood@nhs.net](mailto:hollinwood@nhs.net) or contact the surgery on 0161 627 7900.

**Progress update on action plans:**

1. Increase the patient information in the waiting area.

The following actions are being put in place:

Action	Details
Install notice boards with relevant information in the waiting room	After moving premises in August 2014 there was a delay in putting up noticeboards in the waiting area. These are now installed and fully used. The surgery has also developed a resource list to keep a track of what is available, and staff have met together to plan which campaigns to focus on throughout the year.
Improve availability of patient leaflets	In response to feedback the surgery has bought some new leaflet holders to provide better information to patients. Staff will also continue to source relevant and good quality information for patients and in different languages.
Look into installing a TV screen with patient information for waiting patients.	There is a TV screen installed in the waiting room, however it is not used at present. The surgery will look into ways to provide content and patient information in the coming months.
Patient Newsletter	Over the year the surgery will look to introduce a quarterly patient newsletter to let patients know about changes to services and events going on.
Staff information in the patient area	The surgery will also look to provide information about staff and their skills and roles in the practice.
<b>What do we hope will be the benefits of increasing the patient information available?</b>	
Increased understanding of the surgery systems and how to use them, and any changes to systems which take place.	
Patients to be more aware of services available and how to access them	
Patients will have access to better information about certain conditions or health campaigns and the support available to them.	
Better atmosphere in the waiting room	
Better resources for staff to give to patients.	
<b>How will we know it has worked?</b>	
Through patient and staff feedback throughout the year	

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## 2. Action: Start a Diabetic Support Group for patients.

Patients at a nearby sister surgery, Hill Top Surgery on Fitton Hill have also requested to start a Diabetes Support group. Due to the good relationship between the surgeries with some staff work between sites, there is opportunity for the two practices to work together or make it a multi-practice group to serve the local population if this what patients would like to do. The following action points have been made :

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	The practice will invite patients with diabetes to meet together 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. Once approved, 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 write to relevant 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 will 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.	

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3. Hold a patient open day to advertise the group and other local services. The following actions are being put in place:

Action	Details
Outline of the open day to be discussed with staff and the patient group.	Provisional dates have been discussed for June, and will be confirmed at the next Patient group meeting
Develop a core team to run the day – providing information, refreshments etc	Set up a group including patients and staff
Approach different groups within the patient community to see if they would like to be involved or attend.	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 local community groups to invite to the open day	Staff will be encouraged to invite people to the Patient Group
Advertise to patients in surgery, by social media and local outlets.	The surgery will look for ways advertise this in the waiting room.
	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 a patient open day?</b>	
An opportunity for patients to come together	
Better awareness of the services available to patients	
Opportunity for fundraising for the patient group or local charity	
Opportunity to meet up with families and children and advertise the Patient Group	
<b>How will we know it has worked?</b>	
The practice will take a note of how many people attend on the day,	
Feedback from patients, stall holders and staff	
Increase in numbers for the patient group, or email group	