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Introduction

Manor Medical Practice is a large and busy practice with around 9000 registered patients. We are based at two sites in Stockport.

When the group was started in March 2011 we made the decision to use a virtual patient participation group (PPG) to increase the number of potential members and widen the membership. We have run patient groups in the past and always faced many difficulties when we tried to arrange group meetings, we have more success using surveys and inviting opinion using online and paper based methods so we plan to continue with a virtual group.

Membership has remained open to all patients since the group was started and we continue to advertise on the website and in the Practice.

We have successfully increased our membership year on year and we now have over 300 members.

The Practice continues to look forward to working with the group for some time to come.

Profile of Group Members

Manor Medical Practice currently has a list size of around 9,000 patients. Our patient group has 326 members, around 3.6% of the practice population.

We advertise the group in the following ways:-

- Poster Campaign in waiting room and surgeries
- Links on Website and NHS Choices
- Option to join included on new patient registration form

Male /Female profile

Total	Male	Female
All Patients	50%	50%
Patient Group	43%	57%
Attendance	46%	54%

Table 1 – Male/female profile

As can be seen in table 1 above, we have a higher female to male ratio in the patient group than the practice population. There is a correlation with attendance patterns over the twelve months to April 2016 where we had a higher number of females attending for appointments than males.

Age profile

Total	16 or under	17-24	25-34	35-44	45-54	55-64	65 or over
All Patients	17%	10%	13%	13%	16%	13%	18%
Patient Group	0%	6%	16%	24%	19%	14%	21%
Attendance	16%	8%	13%	11%	16%	14%	22%

Table 2 – Age profile

The age profile of the group varies from the profile of the Practice population most noticeably we are over represented in the 35-44 years age group this has also been noted in previous years.

Ethnic profile

Ethnic category	% All Patients	% Group
White / White British	92.97	81.9
Unknown / not stated	4.91	12.88
Asian background	0.92	2.45
African background	0.67	1.54
Irish	0.17	0.31
Chinese	0.31	0.92
Other	0.05	0.00

Table 3 – Ethnic profile

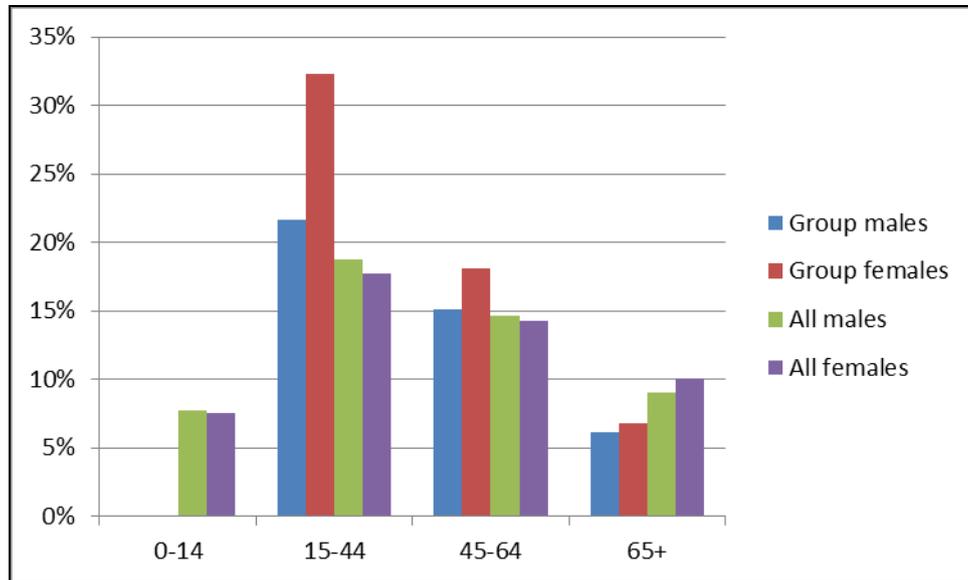
As can be seen in table 3 above, the ethnicity of the group is broadly representative of the ethnicity of the practice population.

Over 97% of the whole practice population either decline to say or describe themselves as White / White British. This correlates with 95% of the group.

In each of the other backgrounds groups in the practice population we have a greater representation in the group.

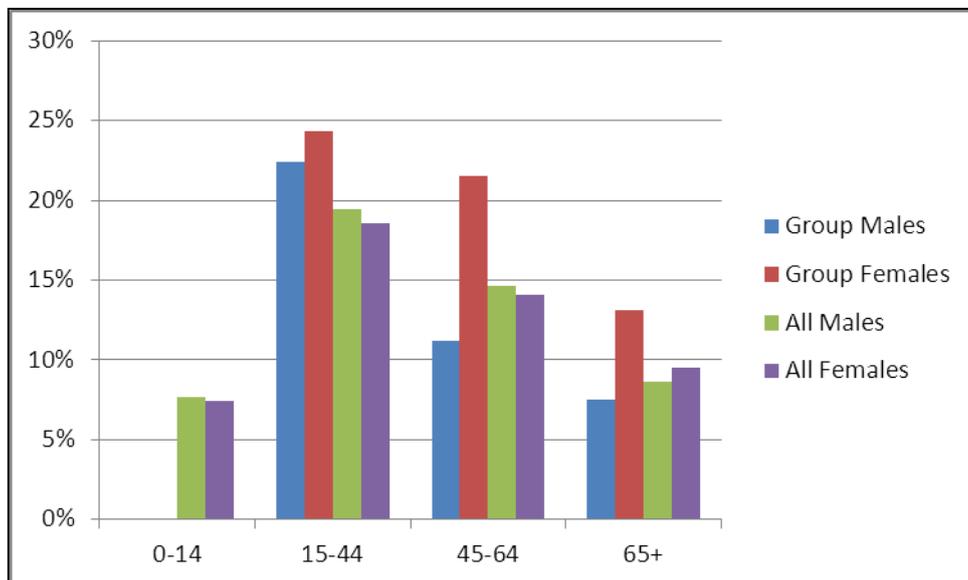
Balanced Scorecard

The scorecard shows the age sex profile of group members compared to the entire patient population. Included below are the scorecards from previous reports for comparison.

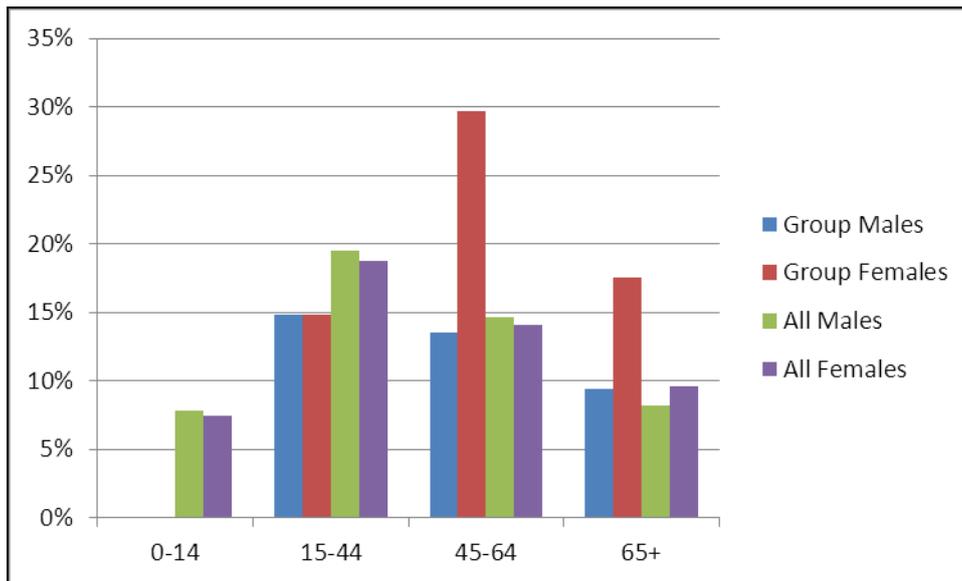


Age / sex profile of group using balanced scorecard bandings – 2014/2016

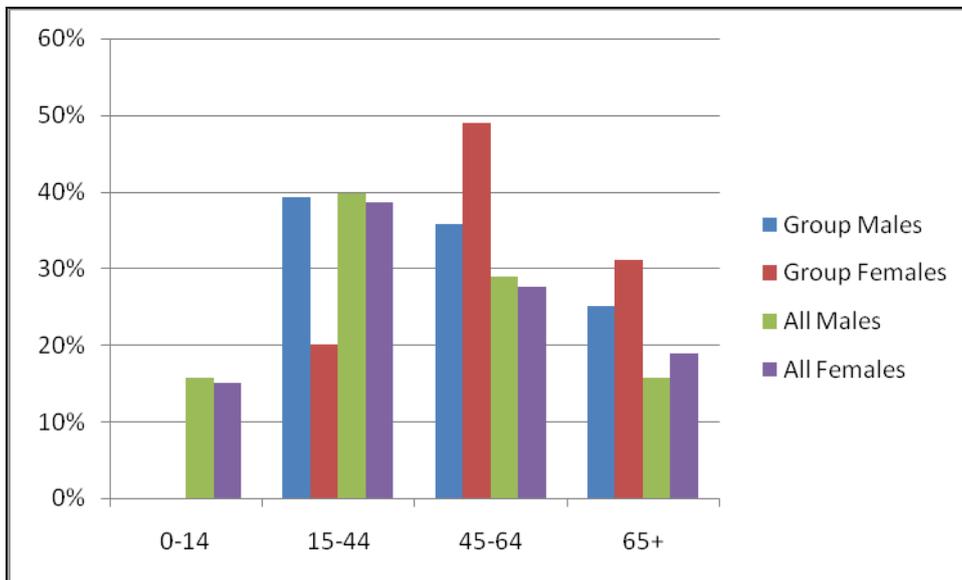
We can see that the group profile for males is broadly similar to the profile of male patients in the practice population. We are disproportionately represented by females in the age group 15-44.



Age / sex profile of group using balanced scorecard bandings – 2013/2014



Age / sex profile of group using balanced scorecard bandings – 2012/2013



Age / sex profile of group using balanced scorecard bandings – 2011/2012

Further Group Development

We will continue to advertise the group to Patients for the coming year.
We will do this by:

- Continuing poster campaign
- Website and NHS Choices
- New Patient registration form

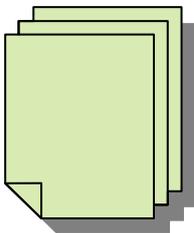
Agreeing the priority areas

A key point in the previous years action plan was to survey patients regarding communication. Additionally the National Independent GP–Patient Survey results in July 2015 – from data collected July-September 2014 and January-March 2015 identified that many patients are not aware of all the services we offer and how to access them.

Given this we decided to produce a quarterly newsletter to help raise awareness of changes and services offered in the Practice and the community.

The first issue of the newsletter was published in June 2015 and had an accompanying survey with questions based on gaining further insight into our communication issues.

The newsletter and survey were circulated to the patient participation group and was also made available to any patient attending the practice. The results of the survey are below.



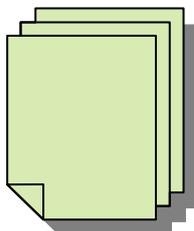
*92% of respondents think a newsletter is a good idea
85% prefer email or online communication
69% use our website for information and/or to book online appointments
23% of respondents use the NHS Choices website.*

We consequently decided to survey patients on the preferred contents of the newsletter and also to continue to use online surveys in conjunction with paper based copies for patients attending the practice.

How views were obtained

The resulting survey was circulated with the November 2015 issue newsletter which was sent to all PPG group members and was also made available in the waiting room at both sites to any patient attending the Practice.

We also took note of comments on the friends and family submissions relating specifically to communication.



*93% of respondents want the practice to continue with the newsletter
77% of respondents are aware of the nurse triage service
55% of respondents are aware of the travel vaccination service
45% of respondents are aware of ordering repeat prescriptions online
70% of respondents look at the website for information
77% of respondents want more information in the practice leaflet*

Suggestions included:-

“Use a noticeboard in the waiting room to advertise our services and newsletters etc”

Putting together the action plan

The survey results were compiled and then discussed by staff at the Practice. Several action points were suggested as ways to address the issues raised.

The following action plan was put together:

<u>Action Plan</u>
1. There has been a very positive response to the newsletter. The Practice will continue to publish a quarterly newsletter.
2. 55% of respondents know about the travel vaccination service. We will try to increase awareness of this by including an article in the newsletter.
3. 45% of respondents are aware of the online repeat prescription ordering. We will add an article in the newsletter and increase the prominence of posters and leaflets in the waiting areas.
4. 77% think that the practice leaflet should contain more information on services. We will redesign the leaflet to address this.

Implementation

Action	How it will be implemented
Continue to publish the newsletter	We will continue to publish the quarterly newsletter and improve content by making it more specific to our patient groups. We will invite the group and all patients to put forward suggestions for content and articles.
Increase awareness of the travel vaccination service	Put an article in the newsletter detailing what we offer and how to access the service
Increase awareness of the availability of ordering repeat prescriptions online	Put an article in the newsletter detailing what we offer as online services. Improve visibility of information posters in the waiting areas.
Improve the practice leaflet	We will update and improve the content of the practice leaflet. This will be circulated to the group for approval before general release.



Actions taken 2014/2015



Communication Changes

The Practice initiated a quarterly newsletter which has been very well received and we continue to use it to advertise our services and increase awareness of the Practice and local services on offer to patients.

Information leaflet on appointments & Education leaflet on prescriptions

These leaflets are now available to all patients in the waiting areas and also via the website. The content was revised following survey comments and approved by the group.

Appointments

We have altered when appointments open up to increase the number available within a fairly short time span (< 5 days). However, with the sudden death of our senior partner Dr Owen in November 2015 we are using more locum GPs and the appointment blocking / availability is more difficult to predict so we may not feel the benefit of these changes until we have successfully recruited a permanent replacement GP.

New Noticeboard

We have installed a community PPG noticeboard at the Hillgate site and encourage all patients to use it. It is intended to be a forum for advertising all local health and wellbeing services which could be of interest to our patients.

Actions to be taken 2016/2017

Newsletter

- Continue to publish and circulate the newsletter
- Give PPG members an opportunity to contribute articles

Increase awareness of travel vaccination service

- Put an article in the newsletter to inform patients of the service
- Improve accessibility on the website to information re the service

Increase awareness of online prescription ordering

- Put an article in the newsletter to inform patients of the service
- Improve visibility of posters and information leaflets
- Improve visibility on website

Improve the practice leaflet

- Revise the content of the leaflet
- Circulate to the group for approval
- Publish to general practice population
- Make available on website

Revisit actions 2014

- Look back at the outstanding actions from 2014 and see if further progress can be made.

Opening hours

At both sites the reception is open from 8.00 am to 7.00pm.

Telephones are answered from 8.00am to 6.00pm.

At 6.00pm the telephones are switched over to the local out of hours service.

GP Surgeries at Hillgate from April 2016

Day of week	AM	PM
Monday	8.30 – 11.00	3.30 – 6.30
Tuesday	7.30 – 11.00	Duty doctor only
Wednesday	7.30 – 11.00	2.00 – 5.00
Thursday	7.30 – 11.00	3.00 – 6.00
Friday	7.30 – 11.00	Duty doctor only
Saturday	8.30 – 10.30	
	Monthly	

GP Surgeries at Offerton from April 2016

Day of week	AM	PM
Monday	7.30 – 11.00	3.30 – 6.30
Tuesday	7.30 – 11.00	2.00 – 8.30
Wednesday	8.30 – 11.00	3.00 – 7.00
Thursday	7.30 – 11.00	3.00 – 6.00
Friday	7.30 – 11.00	Duty doctor only

Extended hours

From April 2016, the Practice will offer the following extended hours surgeries:

Hillgate Surgery

Tuesday am 7.30 – 8.00

Wednesday am 7.30 – 8.00

Thursday am 7.30 – 8.00

Friday am 7.30 – 8.00

Saturday am monthly

Offerton Surgery

Monday am 7.30 – 8.00

Tuesday am 7.30 – 8.00

Tuesday pm 6.30 – 8.30

Thursday am 7.30 – 8.00

Friday am 7.30 – 8.00