

SCHOOL HILL MEDICAL PRACTICE PATIENT PARTICIPATION GROUP
INFORMATION

Practice population profile

School Hill Medical Practice has a list size of approximately 7500. The practice has a mixed population in terms of age and sex. The prevalence of chronic diseases amongst our population in many cases is below the national average. The practice has a low number of patients registered that are of ethnic origin.

PPG profile

The School Hill Surgery PPG has developed over the past year into a core group of active participants, and are in the process of restructuring with a relaunch of the group in April/May 2013. The relaunch will be introduced to patients by means of a "postcard" mail out to all patients with information regarding how to contact the group, the PPG mission statement, an new email address and a link to an on-line "survey monkey" survey for patient to complete. The core group of 6 patients that have shown an interest and attended the PPG meetings at the practice for the last year would like the PPG and practice to pursue engagement with the patients of School Hill, and work to support the practice in line with the changes in commissioning that will affect us all. The PPG has an even number of Male and Females attending, with age ranges from 30's – 70's. It is hoped that the use of email and an on-line survey will engage patients from a younger age range. The group is also seeking further representation from carers and patients with long term conditions.

Differences between the practice population and members of the PRG

Both the Practice and the PPG would like to encourage greater participation from all patients of the practice to become involved in the PPG and we have future plans for arranging online forums and discussion groups to run alongside our face to face meetings. Details of PPG meetings are advertised within the practice and on the practice website. The PPG and practice are hoping to organise some group sessions to discuss issues for patients with long term conditions, and further involve patients in their own healthcare provision.

How did the practice ensure that every effort was made to get a representative number of patients on the group?

The practice had discussions with other practices in the area that had or were considering setting up a PPG. GPs discussed the forum with patients in order to canvas interest. Posters were put in reception and waiting areas around the surgery. Now that the practice has set up an SMS service, we can also use this to further promote the PPG. Key members of our PPG have attended the locality wide PPG meetings that have recently been established for Lewes and the Havens

Stage two – validate the survey and action plan through the local patient participation report

Survey
<p>Describe how the priorities were set. – For 2012/13 it was agreed that the Practice would carry out a GP specific survey – which was managed by Edgecombe. The survey was completed by patients in the surgery, and also by staff and colleagues via an online link.</p> <p>Planning started to take place in early 2013 for the PPG to take over the survey for 2013/14 – by setting the questions for the survey and changing the way in which patients could access the survey. This is now in place for 2013/14 as an on-line survey via Survey Monkey and printed copies of the same survey will also be posted to all patients.</p>
<p>How were the views of registered patients sought?</p> <p>All patients that attended the practice were asked if they would like to complete a practice survey form – reception handed these forms out to patients.</p>
<p>What were the survey results?</p> <p>The survey results were shared amongst the practice team and PPG and the minutes and feed back published on our practice website</p>
<p>Action plan/Mission Statement</p> <p>– Establish a sustainable PPG group within Practice life and widen contact with patients Undertake some specific contacts with jointly agreed(2/3) groups of patient i.e. people with long standing health care needs</p> <p>Establish a presence within local Health care networks and work around new commissioning activities that need patient input</p> <p>Support the Practice through fund raising and influencing where helpful changes the Practice wants to introduce</p> <ul style="list-style-type: none">- Survey Monkey survey to be up and running by end April 2013- Mailout of survey to patients May 2013 along with the PPG Flyer- Email address to be set up for PPG – so that patients can contact the PPG-

How did you did you agree the action plan with the PRG?

The action plan was agreed with the PPG group at the PPG meetings.

Local patient participation report

Please describe how the report was advertised and circulated.
The report was shared with the PPG and the practice team and also published on the practice website

Opening times (including extended hours)

Monday 8.30am – 7pm; Tuesday 7.30am – 6pm; Wednesday 8.30am – 7pm;
Thursday 8.30am – 7pm; Friday 8.30am – 6pm; Saturday 8.30am – 10.30am