

## Patient Participation Group report (PPG) 2014/15

The Neasham Road Surgery PPG has successfully continued into 2014/2015 and we are delighted to have a new member who joined us last year. Our group comprises of patients who attend meetings in person, in addition to patients who elected to correspond via email. We believe that this combination ensures that the group remains accessible to all of our patients.

### Patient Profile

**Our PPG register currently consists of 9 registered patients:**

*6 patients attend meetings in person and 3 communicate via email  
4 are male and 5 are female  
2 members are registered blind and have working links with DAD (Darlington Association on Disability)  
1 member is registered disabled  
1 member is a carer and another was a carer for many years  
1 member is a representative of GOLD (growing older living in Darlington) TEWV Mental Health Group, Darlington Tenant's Board and Darlington Community Council.  
Our youngest member is aged 20 and our eldest aged over 80*

Despite our best efforts we do not have any members who are from an ethnic minority, however the practice does have a low percentage of ethnic minority patients.

**We continue to promote our PPG by means of the following methods in order to raise awareness to as many patients as possible:**

*Posters displayed the waiting room and walkways  
Information in the practice leaflet for new patients  
Articles in the surgery newsletter  
Information on our practice website  
Opportunistically speaking to patients who may be interested in taking part*

Throughout the year the group review and discuss information provided from our Patient Survey, feedback from friends and family test, verbal and written suggestions and complaints, where appropriate.

This year the PPG was asked to agree 3 key areas in which the practice could make improvements or raise awareness. The table below identifies those key areas and the actions taken by us.

<b>KEY AREAS IDENTIFIED</b>	<b>ACTIONS TAKEN OR PLANNED</b>
<b>Encouraging patients to make best use of pharmacy/pharmacist for minor ailments:</b>	Posters displayed in surgery window and on notice boards advising patients how their pharmacy can help with most minor ailments, rather than seeing a GP
	Leaflets in waiting room and also handed out during appointments by clinical staff, if appropriate
	TV screen in waiting room advertises pharmacy's minor ailment services, advises that most treatments are free for patients eligible for free

	prescriptions and that patients can be seen by the pharmacist without the need for an appointment
	Practice website also now provides this information
	Receptionists advise patients to go to pharmacy for minor ailment assistance, if appropriate, when we are fully booked
<b>Improving services for visually impaired patients</b>	The wheelchair accessible toilet door has now been painted bright green for increased visibility
	A copy of RNIB- top tips for Healthcare Professionals has been given to all clinical staff
	Newly registered visually impaired patients are to be given the opportunity to come in to the surgery for a walk around induction
	Staff have been advised to introduce themselves to visually impaired patients as they may not be able to read name badges
	Visually impaired PPG member to come in and provide a talk to admin staff on how best to help other visually impaired patients
<b>Appointment availability</b>	We have now recruited another Nurse Practitioner to provide more appointments than previously available with a GP
	During our ongoing GP recruitment campaign we have been using Advanced Nurse Practitioner Locums rather than GP Locums as the lower cost allows us to provide more cover
	Neasham Road Surgery forms part of Primary Healthcare Darlington which provides weekend appointments for our patients who cannot attend surgery during the week due to work or caring commitments
	We have ongoing trials to change times of appointment clinics to provide later appointments
	Nurse Practitioner appointments are now available to accommodate patients who work full time and may need a later appointment
	Some full day on-call sessions have been split in to half days covered by different GPs to help to eliminate the On Call GP being unavailable for routine appointments for the full day
	We have now put in place a facility to stagger the release of pre-bookable appointments. Previously all released 28 days in advance, some are now released 2 days prior and some 2 weeks prior to the day of the appointment
	Whenever possible receptionist will try to

	<p>ascertain the nature of the problem – often sick notes and repeat medication may not require an appointment. This also ensures that the patient is given an appointment with the appropriate clinician and for the correct length of time for their requirements</p>
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