**GREET MEDICAL PRACTICE ANNUAL**

**PATIENT GROUP REPORT 2019-2020**

Practice Name: **Greet Medical Practice**

Practice Code: **M85735**

**Date:**

Method of engagement with PPG: The practice engages regularly with the patient group by means of face to face meetings, e-mail, telephone, leaflets, poster displays and advertisements on our practice website.

**Agenda of the meetings from 2019-2020**

* **Seasonal Flu Vaccinations**
* **Screening Programs(Breast, bowel .cervical screening)**
* **FFT Survey and NHS Choices**
* **OTC Medication for minor ailments**
* **Online Access**
* **Emergency Appointments**
* **New telephone lines**
* **Waiting time duration of booking appointments**
* **Coronavirus**

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| **Practice Population List size : 5,900** | |
| Total number of members of PPG: Greet Medical Practice has a list of 15 regular members | |
| Detail the gender mix of practice population and PPG:   |  |  |  | | --- | --- | --- | | % | Male | Female | | Practice | 3,173‬ | 2,727 | | Detail of age mix of practice population and PPG:   |  |  |  | | --- | --- | --- | | Age | Male | Female | | 00-09 | 569 | 534 | | 10-19 | 637 | 503 | | 20-29 | 542 | 419 | | 30-39 | 503 | 510 | | 40-49 | 468 | 350 | | 50-59 | 238 | 180 | | 60-69 | 131 | 123 | | 70-79 | 36 | 59 | | 80-89 | 41 | 38 | | 90-99 | 8 | 10 | | 100+ | 0 | 1 | |
| • Membership to PPG is open to all patients  • All possible steps are taken to ensure PPG is a fair representative of our patient demographics  • The practice demographics data is reviewed and best efforts taken to ensure all ethnic groups, genders and ages are represented in the PPG. It is ensured by running searches on EMIS, putting up posters and personal invites to patients  • As part of our drive to expand the PPG we also advise and invite participants during new patient health checks, consultations and verbally when patients attend reception. Greet Practice has a leaflet regarding information on how to join the Practice Group, and this is given to all patients invited and is also displayed in practice.  • As a direct result of the above methods, Greet Practice has 15 members representing wider groups.  • Our patient population is mostly of ethnic minority, who are frequently attending the surgery. Prevalence of chronic diseases and patients with multiple co-morbidities exceeds the normal. The population also consist of a high number of unemployed patients on benefits, non-English speaking patients, drug users and a high number of patients that attend A&E regularly. Greet practice has a ‘Patient Group’ that is a fair representation of its population. Greet currently runs the following clinics: drug clinic, citizen advice bureau, diabetic clinics and many more. Persons involved in delivering these clinics are invited to speak at patient meetings and are advised to actively invite their patients to enrol in the ‘Patient Group’, which has been successful.  • Greet Practice patient list size is growing and are attracting new patients from abroad and homeless which have multiple medical problems. | |

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| **Sources of feedback that were reviewed during the past year:**  • Seasonal Flu Vaccinations  • Screening Programs(Breast, bowel .cervical screening)  • FFT Survey and NHS Choices  • OTC Medication for minor ailments  • Online Access  • Emergency Appointments  • Telephone lines  • Waiting time duration of booking appointments  • Coronavirus |
| * Feedback is reviewed regularly. The practice holds staff meetings fortnightly where practice/patient needs are discussed and monitored. Information is relayed in meetings with the PPG quarterly, and minutes of these minutes are available for patients on request. |

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| **Areas Identified for Improvement**   * Our list size has increased over the past months and with it the demand for more appointments. * The ratio of appointments for ‘UREGNT on the day’ vs. ‘bookable routine’ * Telephone access * Patient education: How to use out of hours services when needed * Patient education: How to use other services in community and in the practice * Access online * Waiting time for appointment |
| **Actions taken to Address Above**   * **Appointments** - The practice is looking into the appointment system to see which one will suite our practice best. Currently 2/3rd of our appointments are routine and 1/3rd emergency booked on the day. Patient can book in 4 weeks in advance. Dr JA will be visiting local practices to see what appointment system works best and implementing this system into the surgery. The members of the PPG also mentioned not being able to get an appointment for the evening clinic; we have now put in an appointment slot for the evening which is an “URGENT AFTER 3” appointment slot. * **Extended hours:** The practice is now open on Monday 08:00am till 20:30pm and Thursday 08:00am till 20:00pm. Patients are able to book appointments in the extended hours with the HCA for smoking cessation, general health check, dietary advice and new patient checks. We also have an extended access service with the Smartcare Federation which is located at Oakwood Surgery, 856 Stratford Rd, Birmingham B11 4BW. Patients can be booked in with a GP, nurse or HCA after 6:30pm and on the weekends. This will benefit the patients as there is a wide range of appointments available and for those patients who cannot come in during practice opening hours are able to book in over the weekend or after 6:30pm during the weekdays. * **Access online** – We have improved our online access from 10% to 20% allowing patients to access appointments online. We continue to encourage our patients and educate them to use the online access so they are able to utilise the service that is available to them. Patients are able to book appointments, request for medication and access their medical records via online access. The Bsol and Birmingham and Solihull app has a symptom checker which allows the patient to check their symptoms online and will guide them to the appropriate service. * **Community services made available in practice**: we are offering social prescribing appointments for patient who are isolated, high BMI, diabetic patients, carers and patient who need citizen advice. This is a beneficial service for the patients as they are given support and referred to other service if required. Overall this service improves the patient’s wellbeing and provides them with the right support and guidance. * **Telephone lines** – The practice has implemented a new telephone system from November 2019. This was one of the improvements suggested by the PPG. We now have a “call waiting system” in place which tells the patients what number they are in the queue, this is beneficial as the patients will know that their call will be answered and they are able to access the service. * **Patient services** – We are continuously educating patients of the importance of having their annual screenings which are, bowel screening, breast screening & cervical screening. We remind our patients of the importance of going to these screenings and send regular SMS message to the patients via MJOG to keep them up dated about the services. * **OTC Medication –** Over the counter medication has now been implemented throughout practices, patients are now able to buy medications from local pharmacies for minor elements this includes, acute sore throat, cradle cap, earwax, pain, fever, nappy rash, indigestion, travel sickness Etc. * **MJOG Text Message system –** The practice has a new text messaging system where we are able to send out SMS messages in regards to appointments, Services reminders and Confirmation of booked appointments. This helps both the practice and the patients as they can have reminders sent to them for future appointments, be informed of any services that are due for. * **Coronavirus** – Due to the Covid 19 pandemic (Coronavirus) we have changed our appointment system to telephone triage, this is to prevent the spread of the virus and keep the patients and staff safe during this difficult time. We have a designated isolation room for anyone who has symptoms so that they are isolated from anyone else in the practice to prevent others from getting the virus. We have sent out text messages to all our patient informing them not to come into the practice if they have any of the following symptoms, Cough, Fever, Sore throat, Runny nose, Difficulty breathing and have re-directed them to call NHS 111 for further advice. The practice is allowing patients to order repeat medication over the phone and via online access. There are slots for patients who once have been assessed on the phone by a GP, nurse or HCA and do not have any symptoms of the virus and need to be seen. |