

## Eagle House Surgery Patient Group

### Annual Report April 2014 – March 2015

#### Introduction

This has been an eventful year for the Patient Group at Eagle House Surgery as we have had our first complete year with an actual participation group

#### Participation and Reference groups

There are 2 levels within the Patient group:

The Reference group are patients who have signed up to be consulted and informed about developments at the practice. Patients without e-mail addresses will be contacted annually via a mail-out. Patients with e-mail addresses may be contacted more frequently

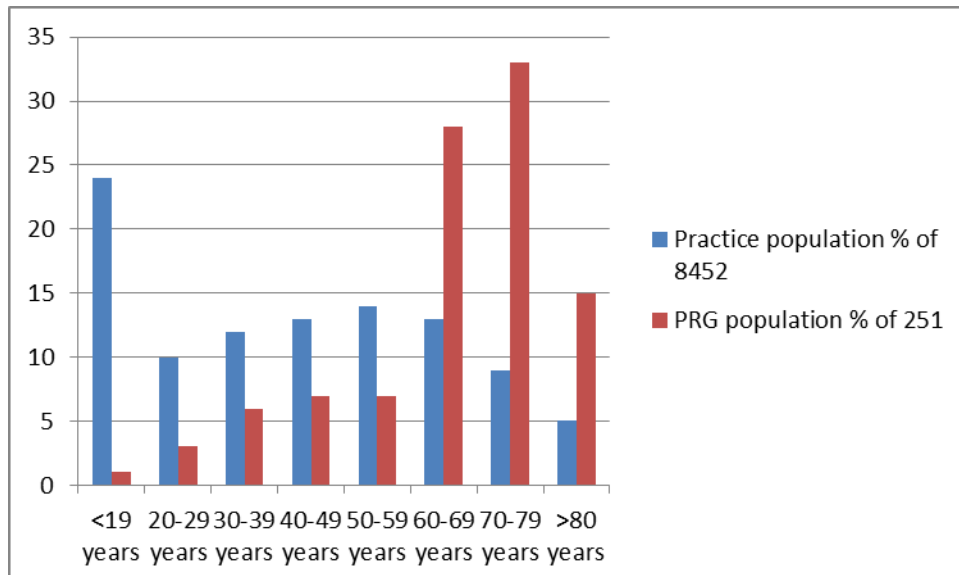
The participation group is a group of up to 12 people that are interested in taking an active part in practice developments and they meet regularly throughout the year with practice staff in attendance. Notes from their meetings and the annual report are published via the practice web site.

#### Recruitment

By March 2015, the reference group numbers had increased from 46 to 251, 3% of the practice population and the participation group numbers have remained steady at 8.

Demographic make-up of Reference Group:

	Male	Female
Practice	3944 – 46%	4508 – 54%
PRG	89 – 36%	162 – 64%



Recruitment has taken place at town and practice events for the first time this year.

Links have been developed with local school who are keen to support specific initiatives where the voice of under-18s would be valued.

Recruitment activities were targeted at the Families Medical Centre on camp during National Patient Participation week, however recruitment has proved problematic as families are usually only based there on a temporary basis

### Patient feedback

Members of the reference group have been available to meet other patients at a number of events throughout the year - the National Patient Participation Event, Blandford Health & Well being Event and the flu clinics; they have sought views of health care provision within the practice that were then fed back to the participation group.

There is also an on-going patient survey and more recently a "Friends and Family" survey, that have been reviewed quarterly by the participation group who have then given consideration to developments and improvements to practice services

### Interaction with Practice staff

Meetings are regularly attended by the Practice Manager, in addition there has been attendance at meetings from a GP and website manager.

### Action Plan 2014

Priority 1- Increase membership to between 2 and 5% - Achieved as described above

Priority 2 - Ensure web site is up to date and meeting needs of practice population. Group members have taken responsibility for specific areas and then provided feedback to website manager for updates

Priority 3 – Represent Eagle House Surgery at town and district events. Representatives have participated in Blandford Health & Wellbeing Event, North Dorset PPG forum, North Dorset PPG Chairs Group, South West Voluntary Sector Forum and Dorset Clinical Services Review

Plans for the next 12 months include:

- Recruitment activities during 2015 16 will focus on recruiting under- represented groups.
- Review of the questionnaire used in the practice survey, to ensure that feedback that is gathered is relevant and useful
- Undertake health promotion activities as well as developing a better understanding of priority issues
- Develop active relationships with more members of practice staff to consolidate the role of the PPG within the structures of EHS
- Continue to participate in local networking opportunities and actively contribute to health promotion activities in the town and surrounding area

Eagle House Patient Group is a member of the National Association of Patient Participation Groups

## Action plan for Eagle House Patient Participation Group at April 2015

	Objective	Action	By whom	When
1	Increase participation group membership to 12 and broaden membership to reflect a cross section of the practice population	Use National PP week to promote group during surgery opening times. Encourage potential participation group members to meet Chair or Practice Manager to discuss purpose of group	PPG group members	On-going
2	Maintain reference group membership at at least 3% of practice population and increase membership of under-represented groups	As above, but target surgery opening times to late afternoon/evening when families/workers are more likely to attend, Also midwife/child immunisation clinics	PPG group members	On-going
3	Ensure web site is up to date and meeting needs of practice patient population	Participation group members to review areas of the website and feedback to Peter Anthony to make changes	Group members & Peter Anthony	On-going
4	Support practice in making decisions about how services can be developed and improved	PPG members to review outcomes of surveys quarterly and make recommendations to practice. Questionnaire to be reviewed Autumn 2015	PPG group members	On-going
5	Publicise activities of the Participation Group	Contribute to the content of the newsletter	PPG group members & Peter Anthony	Quarterly
6	Represent Eagle House Surgery at local town and North Dorset events	1. Representatives participate in planning and delivering DT11 Health & Wellbeing event 2. Represent EHS at North Dorset Participation and Health Network events	PPG group members	On-going
7	Encourage communication of public health messages	Support DT11 in the development of Health & Well Being event	PPG group members	June 2015
8	Affiliate to appropriate organisations to keep aware of local and national initiatives	Retain membership of NAPP and North Dorset Patient Participation groups. Also maintain links with Blandford and DT11 forums	PPG group members & SDW	On-going
9	Review services and delivery alongside other practices to ensure equity of services to patients	Develop relationships with other participation groups and particularly Whitecliffe Practice in Blandford	PPG group members & Chair	On-going