Barns Medical Practice Patient Participation Group

Tuesday 22 July 2014

5.00pm – 7.00pm

"Working together as equals for the benefit of patients"

Practice Overview

- Contracted to provide General Medical Services by Ayrshire & Arran Health Board

- List size 8824

- 5 GP Partners, 1 Management Partner

- Training Practice

- Practice Nursing Team – 4

- Admin Team – 11

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Patient Demography
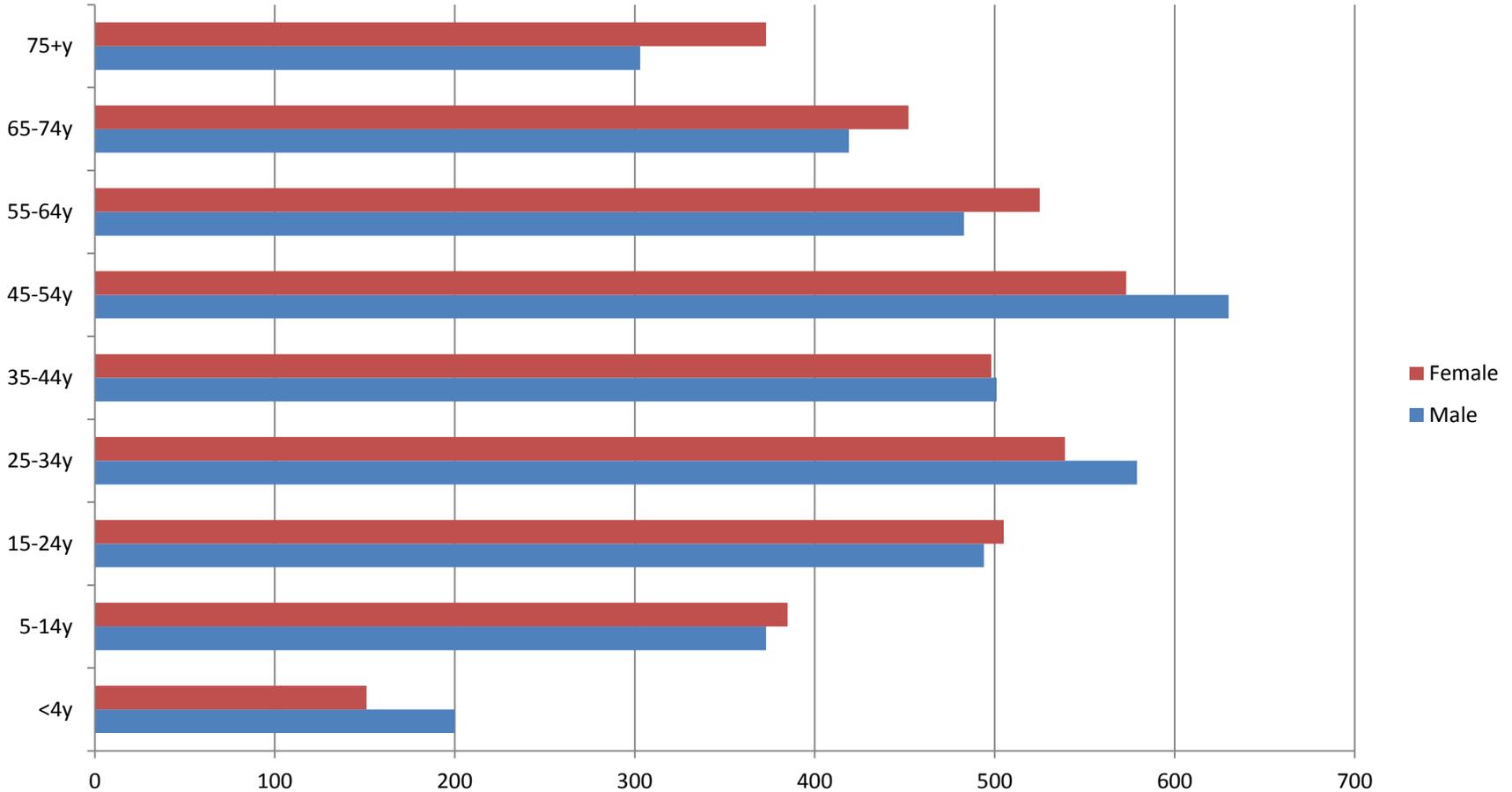
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Noreen Caldwell
Local Officer – Ayrshire and Arran

- What is a patient participation group

- What is not a PPG

Practice Aims

- Gain patient perspective on Practice services
- Involve patients in decisions about the Practice
- Continuously improve services and quality of care
- Improve patient (and staff) satisfaction
- Open, honest, fair and constructive discussion

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PPG Aims

- Define patient priorities

- Develop an Action Plan

- Share PPG views with the wider Practice population

- Gather feedback from the wider population

- Report back to the Practice

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Patient Experience Results – Top Five

Criterion	%Positive	Changes from 2011/12	Diff from Scotland
Patients know enough about how and when to take their medicines	100%	1	2+
Patients take their prescription as they are supposed to	100%	2	2+
Person answering the phone was helpful	98%	1	4+
The receptionists are helpful	98%	2	4+
Patients know enough about what their medicines are for	98%	-1	1

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Patient Experience Results – Bottom Five

Criterion	%Positive	Changes from 2011/12	Diff from Scotland
Can usually see preferred doctor	75%	-6	-7
It is easy to get through on the phone	82%	-5	-1
Able to book a doctors appointment 3 or more working days in advance	88%	-3	10+
Patients feel that people take account of the things that matter to them	77%	-	3
Arrangements for getting to see other health and care services	84%	-	6

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Define Priorities

- Patient Call System

- Privacy in the Waiting Room

- Telephone Access

- Ability to book preferred doctor appointments

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Thank You