

# Fenham Hall Medical Group Patient Participation Report

## Practice Patient Group

Following the formation of a practice patient group in 2011 the practice has continued to work closely with the patient members to ensure that it is able to seek the views of its patients and as part of Newcastle Bridges Clinical Commissioning Group that patients can have a say on how healthcare is provided.

Since 2011 we have met with our patient group on a face to face basis but over the last 6 months the membership of our group has dwindled and was no longer representative of our patient demographic. A decision was made with the remaining members that we would establish a "virtual" group and correspond with members via email. It was important to the practice that we would not exclude any patients without access to the internet and we still encourage patients to tell us their views via more traditional methods. To ensure that our new "virtual" group represented our demographics in terms of age, ethnicity and social circumstances the whole practice team were involved in recruiting patients. This proved to be very successful and we currently have an email distribution list of 53 patients.

We also offered patients the opportunity to join the group by the following methods;

- Messages on our Practice messaging screen
- Giving patients the opportunity to sign up for the Group on Practice Website and CCG website.
- Including information in our practice brochure and quarterly newsletter

This group consists of 21 men, 32 women, age range 19 to 70, and includes patients from differing ethnic groups.

The reception team and clinical staff have been updated on the patient group throughout the year.

### Activity to engage with under-represented groups.

We recognised that our Group isn't as fully representative of our Practice patient population as we would like. In particular, we would like to hear the views of young people and new migrant communities.

We have been working with other Practices and the Newcastle Bridges Clinical Commissioning Group during the year to do this.

We have learned from Prospect Medical Group who worked with West End Youth Enquiry Service to engage young people in the Practice. We have also listened to the views expressed by young people in the recently published Local Involvement Network [LINK] report "Our Health, Our Voice" we have been working with our CCG Child Health Lead GP, Dr David Jones, Local Authority Education Welfare Team, WEYES and Streetwise to work with young people across all of our Practices.

We have been working with Excelsior Academy to ask pupils how they would wish to have their voices heard, and have attended the school during the year to work with pupils.

With the support of the Health and Race Equality Forum, we have worked with other Practices and Newcastle Bridges Clinical Commissioning Group to ask voluntary and community sector organisations to help us work with those communities who we find difficult to engage with and listen to.

Meeting have been held throughout the year, attended by local practices and the following community groups;

- African Women's Support Network
- Angelou Centre,
- Carers Centre Newcastle
- Deaflink,
- HAREF (Health and Race Equality Forum)
- MESMAC
- North of Tyne Islamic Scholars Health Forum
- Riverside Community Health Project
- Search Project
- Sikh community
- West End Befrienders
- West End Women and Girls Centre
- WEYES (West End Youth Enquiry Service)

## Patient survey

The Practice has carried out Patient surveys for several years and uses this together with information from the national GP survey, complaints, and practice priorities to develop a practice improvement plan.

We contacted PPG members by e mail and asked them to identify those areas that this year's survey should focus on. We suggested some areas which had been identified from practice discussions. A copy of the email dated 7<sup>th</sup> February 2014 is attached.



EMAIL 7.2.2014

For many years we have asked questions around access, booking appointments, waiting times and general level of satisfaction with clinical and reception staff. Our group members felt that this year we should have a briefer survey, with fewer questions focussed on how we communicate with patients, the services our patients would like us to provide, and how we can integrate technology into our patient experience.

The survey was conducted via a link to Survey Monkey and we also distributed paper copies to patients who had expressed an interest in being involved but were unable to access the internet.  
A copy of the survey is attached.



Fenham Hall Medical  
Group Survey 2014

The survey was completed during February 2014. A total of 84 surveys were completed.

## Response to the survey.

An email was distributed to member patients on 10<sup>th</sup> March to discuss the results of the surveys, and we enclosed a draft action plan for comments and suggestions.

A copy of the email is attached.



EMAIL 10.3.2014

Responses were received with comments on our action plan, and these will be discussed with the partners and practice team, and implemented wherever possible.

We will continue to keep the virtual group updated throughout the next 12 months of our decisions and actions.

A copy of the survey summary and action plan has been made available to NHS England, and a copy of this report with attachments has been published on our website [www.fenhamhallmedicalgroup.nhs.uk](http://www.fenhamhallmedicalgroup.nhs.uk)

And a copy is attached.



Fenahm Hall Medical  
Group-Patient Survey

### **Next Steps.**

We will work with the virtual group over the next 12 months to implement these changes, and our progress will be reviewed via email.

In the next year, we will continue to work closely with young people to understand their priorities. We feel that we have started some positive work that will help us with this.

We will continue to work with those voluntary sector organisations that can help us understand the needs and concerns of those who are not able or confident in joining our PPG.

We will work with other Practice Patient Groups via the CCG Patient Forum to provide input into the Commissioning Plan and health provision for the people of the West of Newcastle

Helen Gunn  
Practice Manager  
25.3.2014