

# Practical Tips to Patient Engagement

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Practice Manager

## My Practice – St Lawrence Surgery

Large practice – South East Coast  
Training Practice  
Newly extended Surgery  
Own Dispensing Pharmacy soon



## Our Demographics

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12,673 patients (May 2011)  
6064 Females  
6609 Males  
1195 patients over 65 years old  
(9.5%)  
798 patients under 5 years old (6%)  
50 Learning Disabilities  
191 Carers  
4,500 Long Term conditions  
671 Ethnicity



## Why get involved with PPE

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- PPG DES £1.10 per patient
- Nothing about me without me (DOH 2010)
- GP Commissioning (Right place/right HCP)
- Patient Education
- CQC Practice Validation
- Patient Support





## Main Components of the DES

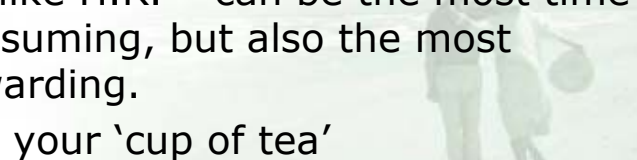
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- A Website
  - A PPG and/or PRG (can be virtual)
  - A Survey
  - An Action Plan
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## Challenges

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- Hard work!
  - Own Agendas
  - 'Selling it' to the Practice Team
  - Keeping it fresh and interesting
  - Bit like H.R. – can be the most time consuming, but also the most rewarding.
  - Not your 'cup of tea'
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## Setting up a Patient Reference Group

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- Know your demographics
- Use your registers – learning disabilities, carers etc
- Can Public Health help?
- Extend Patient Participation Group?
- Virtual Patient Reference Group?

## How do I recruit?

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- Get the Practice Team on board
- Ask Health Visitors/District Nurses
- Carers Support
- Email lists (BCC), notices in surgery, website, newsletters

## How do I know they are representative?

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- Ask them for their perspective
- Show you have made every effort to get representation dependent on your demographics



## My Plan

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- Continue with the PPG  
8 members, magistrate, teacher, ex hospital staff member, carers, registered blind



## Virtual PRG – So Far

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### Outputs through PPG where appropriate

Asthma & Hypertension  
Mum with young baby  
Back pain and Carer to wife  
Retired, Diabetes and asthma  
Mother with dementia  
Mental Health (bi polar) and Hearing  
Diabetes and Carer  
40 year old with no other representation



## Benefits of a PRG

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- New ideas from different patient Perspectives
- Identifying gaps in the service and help with the solutions!
- Evidence for CQC, QOF etc
- £1.10 per patient



## Benefits of a PPG

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- Project Work – Next patient information centre
- Fundraising
- Health promotion days
- Community events
- Helps practice reputation
- Good for marketing and networking with patients
- Support Patient Education





## What Else?

- Survey
- Website
- Suggestion Box
- Newsletters
- Feedback forms on website
- Partnership Working – Local Authority, Pharmacist, Voluntary Sector etc?
- Annual Report



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All patient suggestions





## Suggestions So Far

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- 'Stop the Treatment Room 3 door banging'
- 'A bench outside for cooling down or waiting for the taxi'
- 'An umbrella stand'
- 'Hook for tying my dog up'
- 'Facility for locking my buggy'

**Noticed our slides are out of date?**

Please let reception know which slides are no longer correct and we will endeavour to change this.

Thank you.

TOSHIBA

St Lawrence Surgery NHS

Welcome Opening Hours Our Practice Area Out of Hours Health Advice

Select Language  Search:  99 Choose font size: A A A High Contrast

Powered by Google Translate

Follow Us On twitter

Website News

from 1.00 p.m. - 5.00 p.m.

There will be many health care professionals and lots of entertainment, including a very funny presentation from Dr James Read on his typical day in the life of being a GP

Please come along and support this event

For more information, please visit the patient participation group page of this website

News

Appointments

Clinics & Services

Meet the Team

Our Policies

Patient Participation Group

Repeat Prescriptions

Register With Us

Send Us Feedback

Change of Address

Our Latest Newsletter ( posted on May 31, 2011 )

Please [click here](#) for our latest practice newsletter written in partnership with the Friends of St Lawrence Surgery patient participation group

We would like to hear from you ( posted on May 26, 2011 )

We would like to set up a patient group that is representative of our patients. For example, we would like to hear from our patients of all ages, from children through to retired patients, carers, patients with disabilities, patients from all ethnicity backgrounds etc.

01903 222 900  
www.stlawrencesurgery.com

St Lawrence Consulting Rooms

Room 1	Nathan Simpson Pharmacy Superintendent
Room 2	Physiotherapist
Room 3	
Room 4	Dr Purvisha Patel
Room 5	Freda
Room 6	Pauline
Room 7	Dr Marian English
Room 8	GP Registrar
Room 9	Time to Talk Service
Room 10	
Room 11	Dr Jenny Hathaway
Room 12	Education/Meeting Room
Room 14	Chiropodist
Room 15	Diabetic Clinic
Room 16	Dr Mary Floyd
Room 17	Dr Catherine Joslin
Room 18	
Room 19	Dr James Read
Room 20	Dr Aparna Babu
Room 21	GP Registrar

**CARERS INFORMATION  
WINTER EVENT  
(Focus on Dementia)**

St Lawrence Surgery  
St Lawrence Avenue, Worthing  
Wednesday 26 January 2011  
10am—12pm

Benefits  
Advisor

Alzheimers  
Society


Refreshments

Specialist  
Dementia  
Service


Dr James Read—  
talking about  
respiratory  
conditions

Fuel Poverty  
Advisor

Please contact Sarah  
01903 536378 for more  
information



This event is supported by The Friends of St Lawrence



**HEALTH PROMOTION DAY AND  
GRAND OPENING**



**THURSDAY 19<sup>TH</sup> AUGUST 2010**

Official Opening @ 2.00 p.m. by the Mayor and guests

**ALSO FEATURING**

- Health & Well-being checks and advice
- Street Doctors and Nurses
- Specialist talks
- Worthing Silver Band
- Celebration Teas/Cakes
- MR PUMPKIN – Children's entertainer
- Emergency service vehicles

**EVERYONE WELCOME TO JOIN IN THE FUN!**

79 St. Lawrence Avenue, Worthing, 01903 222960

**PROGRAMME**

**2.00 p.m.** Official Opening by the Mayor & invited guests accompanied by the Worthing Silver Band

**2.15 - 3.00 p.m.** 'Women's Health' by Dr. Mary Floyd

**3.00 - 4.00 p.m.** 'MR PUMPKIN' – children's entertainer with tricks, laughs, balloons, fun and much more!  
(Free entry and Limited Spaces)

**4.00 - 4.45 p.m.** 'Diabetes & Obesity' by Dr. Josh Ellwood

**Also**

- Guess the Weight of the Celebration Cake
- Celebration Bubbles Tombola
- Friends of St Lawrence stall
- Tours of the new building

**Ask one of our Friends of St Lawrence Team to show you around!**

## All Practice Staff to get involved



## Not all about the old



## In Summary...

- Know your demographics
- Use your registers to recruit
- Involve everybody, look at skills within practice team, receptionist?
- Have as many different communication channels as possible
- Email database (BCC) (new patient forms)
- Website a must
- Make it fun, keep it live and interesting
- It takes time but can be really rewarding
- Get your action plan in on time