**Milborne Port Surgery Virtual Patient Participation Group Survey 2018-2019.**

**Background:** During the month of December 2018 a survey was carried out to establish what awareness patients had with regards to the:

* Health Walk
* Tanners Café
* Provision of Dossett boxes, provided by the dispensary at the Milborne Port Surgery.

Under the new GDPR (General Data Protection Regulations) set out in May 2018 the 119 virtual patients were all requested to give the practice consent as to maintaining their email addresses on file. The use of these email addresses is to be able to contact the patient as and when we carry out any vPPG surveys.

The results into which 56% patients on the vPPG list gave their consent the remaining 44% shall be removed, thus fulfilling the requirement of the GDPR not to hold patient information that was not required nor consented to maintain.

From the group that consented, a survey was then issued. Of the total surveys issued only 14% responded.

**Aim of Survey:** To establish the awareness of the recently introduced services/provisions to the patients via our Health Coaches.

Having introduced the Health Coach facility some two years ago: with the view of encouraging patient self-help with healthcare, signpost patients to local community resources and services that can provide support and equipment to maintain a high quality of life at home, often preventing unnecessary admission to hospital or appointments to see a doctor. The Tanners Café has been introduced as a social gathering venue for those living on their own. Health walks again encourage people to get outside and enjoy socialising with other people and getting active.

The Dossett boxes have been introduced with the view of providing a safer and efficient dispensing service, especially for those patient who are housebound.

Methodology: The simple survey, by ticking the appropriate response to the individual, was emailed to all consenting patients during the month of December and responses encouraged to be returned by 18th January 2019. See Appendix 1.

“Dear Member

Firstly may I thank you for agreeing to remain on our emailing list under the General Data Protection Regulations and therefore allowing us to engage you in our annual survey.

**Please can you complete the tables and return this form via email to** [**patcauser@nhs.net**](mailto:patcauser@nhs.net) **by no later than the 18th January 2019. Once I have received the returned forms I will then provide feedback of the results both to yourself and via the surgery website.**

This year’s survey looked at improving our self-help facilities.

1. **Health Walk** is run by South Somerset District Council Healthy Lifestyle Team.

We walk around 2.5 miles in an hour but can adjust that if different levels of fitness require us to do so.

We meet each Monday and our next meeting is at 10am  East Street Car Park here in Milborne Port on the 7th Jan 2019. Members can use the community coffee shop in the old Queens Head pub site which is now open.

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|  | Responses in % | | | | | |
| **Have you had experience of this Health Walk facility before?** | **Yes** | 11% | **No** | 67% | N/A | 22% |
| **Would it be something you would be interested in joining?** | **Yes** | 33% | **No** | 67% | N/A | 0% |
| **If you are already participating in these walks, do you feel that you have benefitted from using this provision?** | **Yes** | 0% | **No** | 22% | N/A | 11%  44% N/R |

1. **Tanners** **Café** is run by Sally Oxford, our Champion Carer/Health Coach, together with Trish Foers, who is a support worker with the Balsam Centre Wincanton. It is held in the Camelot Room within the Milborne Port Village Hall from 10.30 – 12 on Thursday mornings.

It provides tea, coffee and cake or biscuits for a fee of £2, Carers are free. It offers craft sessions, games exercise, walks for the able bodied and invites people in to give a talk or to do specialised craft activities.

It is for all ages with the purpose of reaching out to the lonely, bereaved, mental health and elderly.

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|  | Responses in % | | | | | |
| **Are you aware of Tanners Café?** | **Yes** | 44% | **No** | 56% | N/A | 0% |
| **Now that you are aware that Tanners Cafe exists. Would it be something you are now interested in?** | **Yes** | 11% | **No** | 89% | N/A | 0% |
| **If you are already going to the café, do you feel that you have benefitted from using this provision?** | **Yes** | 0% | **No** | 22% | N/A | 11%  56%N/R |

**3. Dossett Boxes**

[](http://www.google.co.uk/url?sa=i&rct=j&q=&esrc=s&source=images&cd=&cad=rja&uact=8&ved=2ahUKEwiYuJOhgZrfAhVKUBoKHdyNBR4QjRx6BAgBEAU&url=http://www.shepleyhealthcentre.co.uk/Prescriptions/&psig=AOvVaw3R2K8I0SdHTVTtGRrKMM4T&ust=1544694296580118)A dossett box is a disposal plastic system for arranging your weekly medicines.

At a glance you can see which pills to take, and when. It could be arranged in morning, afternoon and evening compartments, already filled by the dispenser with your prescribed tablets. The use of the dossett system reduces the risk of mistakes considerably.

The benefits of a dossett box: When taking medicines at different times of day it can be quite confusing to remember exactly what you are meant to be doing especially when medical care becomes complicated and your prescription requires multiple tablets to be taken several times throughout the day.

A dossett box can provide reassurance to you or your carer that your medicines have been laid out properly and are taken correctly.

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| --- | --- | --- | --- | --- | --- | --- |
|  | Responses in % | | | | | |
| **Have you had experience of using this facility before elsewhere?** | **Yes** | 0% | **No** | 89% | N/A | 11% |
| **Would it be something you are interested in if it was available to you?** | **Yes** | 22% | **No** | 67% | N/A | 11% N/R |

*Thank you for participating in this survey.*

*We wish you all a Merry Christmas.*

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| **For any Comments:**  **Re Health Walks:** I wondered who all these people were clogging up the car park as I left with the dog on Monday mornings! I live in London road with a back gate onto the carpark. I would be interested to come along if I can bring the dog as I usually go out about then anyway.  Because we live in Stalbridge which actually has organised walks I would use that facility but as I have 2 dogs I walk every day anyway.  **Re The Café:** The café is a good facility for those people who live locally.  **Re Dossett Boxes:** The Dossett boxes are a really good idea. |

**Conclusion :**

There would appear to be a lack of awareness of the Healthy Walk, the Tanners Café and Dossett box provision. This highlights the requirement for greater marketing of these facilities.

Tanners Café is advertised in the Parish Noticeboard at the surgery, within the waiting rooms and on the surgery website.

It is also observed that from the responses above: where the question was asked if the facility would be of interest the responses were more negative than positive. It should be noted that of those patients responding it may well be that there are other patients unaware of the facility, and might find it useful if it were known about.

For Dossett boxes there could be displayed sample of box types, further literature and advice from the dispensing staff giving the benefits - risk aversion, stabilise medication regimes, no need to reorder as automatically assembled in line with your medication review.