

Derbyshire & Nottinghamshire Area Team

2014/15 Patient Participation Enhanced Service REPORT

Practice Name: Stenhouse Medical Centre

Practice Code: 84026

Signed on behalf of practice: Martin Rowlatt

Date: 17th March 2015

Signed on behalf of PPG: Clive Duckworth

Date: 17th March 2015

1. Prerequisite of Enhanced Service – Develop/Maintain a Patient Participation Group (PPG)

Does the Practice have a PPG? YES

Method of engagement with PPG: Face to face, Email, Other (please specify)

- Face to Face meetings every 6 weeks
- Email contact with the virtual group

Number of members of PPG:10 and 70 virtual group members

Detail the gender mix of practice population and PPG:

%	Male	Female
Practice	48	52
PPG	60	40

Detail of age mix of practice population and PPG:

%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
Practice	17.6	8.3	11.1	12.1	14.4	13.5	12.4	10.5
PPG	10					30	30	30

Detail the ethnic background of your practice population and PRG:

%	White				Mixed/ multiple ethnic groups			
	British	Irish	Gypsy or Irish traveller	Other white	White &black Caribbean	White &black African	White &Asian	Other mixed
Practice	88					1.8		
PPG	100							

%	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice		1.7		0.3		1.2				7
PPG										

Describe steps taken to ensure that the PPG is representative of the practice population in terms of gender, age and ethnic background and other members of the practice population:

Approached local secondary schools to ask them to support any students interested in joining the group and allowing them time to come to the Wednesday afternoon meetings, successfully we have recruited 2 young persons and currently we have a member aged 15. We feel the group is fairly representative with the inclusion of the virtual group.

Are there any specific characteristics of your practice population which means that other groups should be included in the PPG?
e.g. a large student population, significant number of jobseekers, large numbers of nursing homes, or a LGBT community?

NO

If you have answered yes, please outline measures taken to include those specific groups and whether those measures were successful:

2. Review of patient feedback

Outline the sources of feedback that were reviewed during the year:

- *Exit interviews were completed by the CCG as part of the Prime Ministers Challenge Fund Pilot for improving access to appointments for patients and telephone interviews were also completed for a small proportion of the patients who were telephoned triaged as part of the pilot.*
- *A Health Event was held in October 2014 over 3 Saturday mornings which the PPG members organised and ran and introduced themselves to the patients who attended and listened to any comments/feedback that the patients offered, the overall impression was that the patients thought the practice was very good.*
- *Patient Satisfaction Surveys will be sent out over March to evaluate patient's satisfaction as part of the change of the appointment system that started in November 2014.*
- *Friends and Family surveys were collated from December 2014 and 28 have been completed to date with only 1 negative comment and 27 who would either highly recommend the practice or likely to recommend.*

How frequently were these reviewed with the PRG?

- *At least annually but PPG members raise feedback/comment/concerns from patients they have spoken to at the PPG meetings (Recent comment was raised about a research study the Practice was participating in and patients had raised concerns to some of the PPG members)*

3. Action plan priority areas and implementation

Priority area 1
<p><i>Description of priority area:</i></p> <ul style="list-style-type: none">• <i>Problem of same day/urgent appointment demands and capacity within the Practice, initiate a change to the appointment system to be more effective and safer for patients to access.</i>
<p><i>What actions were taken to address the priority?</i></p> <ul style="list-style-type: none">• <i>Introduction of a new appointment system using a telephone triage model for urgent same day appointment requests.</i>
<p><i>Result of actions and impact on patients and carers:</i></p> <ul style="list-style-type: none">• <i>Quick and safer system for patients to access for urgent same appointments started in November 2014</i>• <i>Appointments are prioritised by the clinical team and the system has capacity for the clinicians to book appointments for the most appropriate clinician at the most appropriate time to give improved access for patients and to improve continuity of care.</i>
<p><i>How were these actions publicised?</i></p> <ul style="list-style-type: none">• <i>The system change was communicated through the Practice website and on the patient noticeboards in the waiting-room area.</i>• <i>The changes and the results were also noted in the PPG minutes from the PPG meetings, copies of these are also available both online and in the entrance area of the Practice.</i>

Priority area 2

Description of priority area:

- *Improved service and continuity for patients with chronic/complex long-term health issues by enabling the clinicians to book longer appointment slots with the GP of patient choice, less waiting time for an appointment with GP's triaging their needs.*

What actions were taken to address the priority?

- *Telephone assessment system priorities the most at risk groups and enables quicker access to appointments.*

Result of actions and impact on patients and carers:

- *Survey results to follow*
- *Positive feedback from patients with Friends & Family survey results.*
- *Decrease in 'Did Not Attend' appointment statistics (to date)*

How were these actions publicised?

- *DNA's published on the practice website and on the practice noticeboards and these are updated every month.*
- *Friends & Family survey results will be also be published on the websites and noticeboards.*
- *Results were discussed as part of the PPG meetings and noted in the minutes.*

Priority area 3

Description of priority area:

- Website to be improved and more 'patient friendly' as outdated and not interactive enough.

What actions were taken to address the priority?

- The Practice has reviewed other practices websites and is in process in updating the website and discussed with in depth with the PPG group and taken their opinions into account.
- The GP's have also reviewed all the relevant information on the website and made suggestions too, the website provider has now been contacted with a view to change the website soon.

Result of actions and impact on patients and carers:

Action is ongoing, too early to assess impact

How were these actions publicised?

Website

Progress on previous years

If you have participated in this scheme for more than one year, outline progress made on issues raised in the previous year(s):

Priority improvement area Eg: Appointments, car park, waiting room, opening hours	Proposed action	Responsible person	Timescale	Date completed
Telephone access – reduce demand and increase capacity	a) Make all outgoing calls on separate lines	PM	2 months	Completed
	b) Expand availability of online booking	APM	3 months	1000 appointments/month available
	c) Recruit apprentice to support the admin team and answer calls	PM/APM	2 months	Apprentice in position
DNAs and cancelling appointments online	a) Publicise number of hours wasted due to DNAs	APM	2 months	Displayed on notice board and website each month
	b) Enable appointments to be cancelled online to avoid a phone call and reduce DNAs	PM	1 month	Available
Repeat prescriptions	a) Monitor pharmacy collection policies to ensure in line with patient expectation.	APM	Ongoing	Process has been streamlined to avoid queuing at reception
	b) Implement EPS2 to enable electronic transfer of prescriptions to patients' nominated pharmacies.	PM/APM	3 months	Implemented
Communication of PPG activities	a) Ensure PPG noticeboard is up-to-date	APM/PPG	Ongoing	Ongoing
	b) Move noticeboard to more accessible position in the waiting room		1 month	Moved to foyer

We have one outstanding action from last year to improve from the front door entrance and reception area lighting. The Practice will have this work completed by the end of May 2015.

The appointment system has changed since November 2014 and is still under review for changes needed and is audited monthly.

The website provider has now been contacted and changes are expected in spring 2015.

4. PPG Sign Off

Report signed off by PPG: YES

Date of sign off: 17th March 2015

How has the practice engaged with the PPG:

How has the practice made efforts to engage with seldom heard groups in the practice population?

Approached local secondary schools to ask them to support any students interested in joining the group and allowing them time to come to the Wednesday afternoon meetings, successfully we have recruited 2 young persons and currently we have a member aged 15. We feel the group is fairly representative with the inclusion of the virtual group.

Has the practice received patient and carer feedback from a variety of sources?

Yes, from the PPG board members, PPG virtual group and from a variety of patient surveys

Was the PPG involved in the agreement of priority areas and the resulting action plan?

Yes, all priority areas and action plans are discussed with the PPG

How has the service offered to patients and carers improved as a result of the implementation of the action plan?

- Phone lines more available for incoming calls as not used for outgoing calls anymore
- Reduction in DNAs due to greater awareness and ability to cancel online
- Repeat prescription service more efficient due to implementation of EPS2. Patients no longer have to come to surgery to pick up their prescription.
- Telephone triage system for on the day appointment requests has freed up more appointment slots and many patients have been saved time from attending surgery as a result of their complaint being dealt with on the phone.

Do you have any other comments about the PPG or practice in relation to this area of work?

Useful to run new ideas past the PPG prior to trying them out.

Please submit completed report to the Area Team via email no later than 31 March 2015 to:

- Derbyshire practices: e.derbyshirenottinghamshire-gpderbys@nhs.net
- Nottinghamshire practices: e.derbyshirenottinghamshire-gpnotts@nhs.net