

Standard Reporting Template

NHS England (Wessex)
2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: The Centre Practice

Practice Code: J 82026

Signed on behalf of practice: B Maw, Practice Manager

Date: 23/2/15

Signed on behalf of PPG: KD Barnard, Chairman

Date: 20/3/15

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 and email
Number of members of PPG: 24

Detail the gender mix of practice population and PPG:

%	Male	Female
Practice	48.73	51.27
PRG	70	30

Detail of age mix of practice population and PPG:

%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
Practice	15.3	8	11	11	14.8	12	13.8	13.9
PRG	0	0	4.17	8.33	4.17	16.6	29.2	37.5

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	4666	25	0	309	23	15	41	27
PRG	23	0	0	1	0	0	0	0

	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice	98	26	37	53	50	35	10	25	0	0
PRG	0	0	0	0	0	0	0	0	0	0

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:

We invite patients to join when they register and also have notices in our Waiting Room. Members of the group attended Flu clinics to encourage new members from other age groups and ethnicities

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? YES

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

Our largest group of patients is aged over 65 (27.7% of the practice population are over 65, 14% are over 75 and 4% over 85) These groups are well represented by the Patient Group

2. Review of patient feedback

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

Friends and Family Test responses, NHS Choices comments and general discussion at Patient Group meetings

How frequently were these reviewed with the PRG? **Every six months**

3. Action plan priority areas and implementation

Priority area 1
<p>Description of priority area: Improve telephone access – patients are waiting too long to get through to the surgery</p>
<p>What actions were taken to address the priority? No capacity to improve the current phone system so two new mobile phones purchased for staff to make outgoing calls leaving six incoming lines and two outgoing at all times. Encourage use of email to our secure mailbox for routine queries Encourage online booking of appointments to take pressure off the phone system. Increase number of appointments available by this method</p>
<p>Result of actions and impact on patients and carers (including how publicised): It is still early days but it looks as if it is a little easier to contact us</p>

Priority area 2

Description of priority area:

Increase membership of patient group and encourage greater diversity of membership

What actions were taken to address the priority?

Members of the group attended three Saturday morning flu clinics and gave out leaflets and chatted to patients about the group. This led to four new patients joining the group, one by email and the others face to face. Although the ethnic diversity of the group did not change we added a younger member and hope to build on this during the next year. Leaflets describing the group's work were also handed out

We also installed a Patient Group noticeboard in a prominent position in the Waiting Room

PPG minutes are now on our website

A newsletter (written by the Chair of the Group) is produced four times per year and encourages membership. This is available in the Waiting Room and on our website

Result of actions and impact on patients and carers (including how publicised):

A younger member attracted to join the email group

Three additional members joined the face to face group

Wider knowledge of what the group does

Priority area 3

Description of priority area:

Reduce “did not attend” rate to improve appointment availability

Particular problem with contraceptive and smear appointments and blood appointments but occurs in all types of appointments regardless of whether they’re booked well in advance or on the day

What actions were taken to address the priority?

Poster to be displayed outlining the number of appointments missed each month

Make it easier to cancel appointments by phone or email

Warnings to be sent if two appointments missed within six months without good reason

Consideration to be given to removing patients from the list if they miss three appointments in six months without good reason

Result of actions and impact on patients and carers (including how publicised):

Patients have started to email us to cancel appointments

When we next order appointment cards we will include the email address for cancellations

Lots of interest from patients in the number of “dnas”

A few warning letters have been sent but no-one has been removed from the list for persistently missing appointments

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):

- **Extended hours opening. We have provided more early morning appointments at the group's suggestion and have also participated in a "Winter's Pressures" initiative scheme whereby we opened on 4 additional Saturday mornings thus offering an additional 140 routine and emergency appointments**
- **We have provided more information in languages other than English. We now have leaflets in Polish eg guidance for diabetics and for those wishing to give up smoking. We use "Google Translate" both in surgery and at Reception to help understanding as well as a Telephone and face to face translation service**
- **We give more information about the type of problem which can be dealt with in a telephone appointment and Reception has a list of the sort of issues which are suitable. We are including a "How to get the best out of your appointment" section in our Spring newsletter**

4. PPG Sign Off

Report signed off by PPG: YES

Date of sign off: 20/3/15

How has the practice engaged with the PPG: **Met quarterly with the face to face group and also corresponded via email**

How has the practice made efforts to engage with seldom heard groups in the practice population? **Presence at flu clinics, patient notice board**

Has the practice received patient and carer feedback from a variety of sources? **Yes, Friends and Family Test, NHS Choices, specific surveys eg for D dimer and nurse led clinics**

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

How has the service offered to patients and carers improved as a result of the implementation of the action plan? **Wider choice of appointment times, more appropriate use of different types of appointments. Better access to information in different languages**

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

