

Derbyshire & Nottinghamshire Area Team

2014/15 Patient Participation Enhanced Service REPORT

Practice Name: The Park Surgery

Practice Code: C81031

Signed on behalf of practice: Jane Wharton, Practice Manager

Date: 11.3 2015

Signed on behalf of PPG: Nigel Hallam, PPG Chair

Date: 11.3.2015

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, Email
Number of members of PPG: 11 group members, 44 'virtual' group members

Detail the gender mix of practice population and PPG:

%	Male	Female
Practice	49%	51%
PPG	48%	52%

Detail of age mix of practice population and PPG:

%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
Practice	20%	10%	12%	12%	15%	13%	11%	7%
PPG	0%	0%	4%	7%	10%	30%	47%	2%

Detail the ethnic background of your practice population and PRG: **We do not have ethnicity recorded for all of our patients**

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

%	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice										
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:

We have a Patient Group Notice Board in the waiting area and posters around the surgery promoting the group and asking for new members. We handed out information at a recent teenage clinic in an attempt to secure younger members. The patient group carried out a survey in January 2015 and promoted the group whilst doing so. Members of the group were in the surgery for a week during morning and afternoon surgeries and carried out face to face surveys on 489 patients.

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:

GP Patient Survey – July 2014
General Practice Outcome Standards (Primary Care Webtool) – August 2014
Amber Valley and South Dales Practice Profile – 2013/14
BT Call Performance
Patient Group Surveys

How frequently were these reviewed with the PRG?

At our regular meetings; 18.6.14, 10.9.14, 15.10.14, 26.11.14

3. Action plan priority areas and implementation

Priority area 1

Description of priority area:

Review of telephone system. To reduce engaged calls by putting in a queueing system.

We also acknowledged the need for more staffing to man the telephone lines around the busiest times (8 am and 2 pm).

What actions were taken to address the priority?

Telephone system was upgraded to allow patients to queue.

Staff hours have been increased to enable more staff to be available to answer the telephones around the busiest times of day.

Result of actions and impact on patients and carers:

20% reduction in patients obtaining engaged tone. Patient survey in January 2015 has shown 73% of patients preferred the queueing system. 236 patients waiting less than 5 minutes, 108 patients waited less than 10 minutes, 40 patients waited less than 20 minutes and 26 patients waited longer than 20 minutes in the queue. We hope that these figures will improve now that the staffing issues have been addressed.

How were these actions publicised?

Information sheets in surgery, during the recent Patient Group Survey.

Priority area 2

Description of priority area:

Reduction of queues at reception desk/Privacy at reception desk

What actions were taken to address the priority?

Self-check-in unit installed in foyer of Practice.

Result of actions and impact on patients and carers:

The recent patient survey showed that 73% of patients indicated that they prefer the self-check-in rather than checking in at the desk.

The introduction of the self-check-in also improves privacy at the desk because of the reduction of queues. We had also considered altering the reception desk area to improve confidentiality. After discussion with the patient group it became apparent that patients may prefer the open reception desk. It was decided to add this to the survey to see if patients were concerned about privacy. 411 patients out of 483 who expressed a preference had no concerns around privacy. A few commented that they are not able to speak in private despite there being a sign on the reception desk indicating that they can and to inform the receptionist if they wish to do so.

How were these actions publicised?

Posters in surgery, receptionists promoted the self-check-in on installation and spent time showing patients how to use the system.

Priority area 3

Description of priority area:

Review of prescription procedures. Further work and publicity to promote options available for ordering prescriptions.

What actions were taken to address the priority?

We have implemented SystmOne online access to enable patients to request their prescriptions online. We will be going live with electronic prescription service in May 2015. Further work around publicity to promote options available for ordering prescriptions will be carried out at that time.

Result of actions and impact on patients and carers:

Although the recent survey shows that only a small number (35 patients out of 264 who expressed a preference) prefer to order their prescription online, we feel it is important to offer this service. This does not stop patients from ordering at reception or via the chemist. The electronic prescription service will enhance patient choice and streamline the service for those who choose to use it.

How were these actions publicised?

Information sheets in surgery, Practice website, during the recent Patient Group Survey

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):

Online system for booking and cancelling appointments – has now been introduced. This is publicised via our website, posters in practice and on the NHS Choices website.

The automatic check-in and queueing system were implemented in 2014 and also formed part of our priority areas for 2014/15 (see above).

4. PPG Sign Off

Report signed off by PPG: YES

Date of sign off: At Patient Group Meeting Wednesday 11 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?

We hold regular meetings with the PPG members. The 'virtual' group are informed of meetings and invited to attend. Meeting agendas and minutes are posted on the Practice website and on the Patient Group notice board in the surgery waiting room.

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

Annual surveys are carried out by the Patient Group in the Practice. They carry out these surveys face to face giving patients the opportunity to talk about the services they receive and report any concerns.

We have reviewed the GP Patient Survey with the Patient Group and included some of the areas raised in our annual survey this year.

The Practice promotes the Friends and Family survey with posters and boxes in the waiting area. Patients are encouraged to provide feedback to the Practice via comments forms in the reception area.

We have a comments/feedback area on the Practice website.

We have a Practice Complaints policy which is publicised via posters and leaflets in surgery, in the Practice leaflet and on the Practice website.

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

Yes, all areas were discussed and agreed with the Patient Group.

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

Patients are offered more choice in booking/cancelling appointments and requesting prescriptions. Fewer patients are getting the engaged tone when telephoning the surgery now that the queueing system has been implemented and we expect the waiting times to come down now that the staffing issues have been addressed. Queues have reduced at the reception desk. Many patients have already signed up to the online services and we will continue to promote this. The survey has proved that patients prefer the new systems that we have put into place.

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

The PPG have been very supportive of the Practice. The Group is well respected by the Partners and any feedback from them well received. The work they do carrying out the patient survey has been invaluable. They carry out the surveys face to face with the patients giving them the opportunity to comment and enabling the Practice to get a real feel of their views of the Practice and the services we offer. Many changes have been implemented as a result of the feedback received via the Group. We are very grateful to them for the time and effort they put in to assist the Practice and for their ongoing support.

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