

Derbyshire & Nottinghamshire Area Team

2014/15 Patient Participation Enhanced Service REPORT

Practice Name: The Health Care Complex

Practice Code: C84629

Signed on behalf of practice: Dr Robert Nam

Date: 28/2/15

Signed on behalf of PPG: Mel Yorke

Date: 28/2/15

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 meetings every 3 months. Virtual group via email.
Number of members of PPG: 15

Detail the gender mix of practice population and PPG:

%	Male	Female
Practice	52%	48%
PPG	47%	53%

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%	11%	12%	13%	15%	13%	9%	7%
PPG			12%	20%	7%	27%	27%	7%

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	97%	0.10%		0.63%	0.15%		0.02%	0.34%
PPG	93%							

%	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice	0.24		0.02%	0.22%	0.30%	0.12%	0.32%	0.10%		
PPG				7%						

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:

The PPG gender profile is broadly represented. Our group comprises a male GP and female Practice Manager who consistently attend and chair the meetings. The practice population comprises 52% male and 48% female. Our PPG is represented by 47% male and 53% female.

All our PPG members are British , apart from the GP who is Chinese. The vast majority of our practice are British and we feel this

represents our practice population very well.

Patients under the age of 25 are under-represented. Patients over the age of 55 are over represented. 20% of our patients are under 16 years of age. Our practice has 29% of patients aged 55 and over. Our PPG has 61% of patients over the age of 55. 51% of our patients are aged between 17 and 54. 39% of patients aged between 25 and 54 represent our PPG.

We hold our PPG meetings on a Saturday morning in order to aid those patients who work full time and carers.

We also have a virtual members group for those who are unable to make the meetings. Minutes and papers are sent via email and members are able to send their feedback to the Practice Manager for discussion in the meetings.

We are actively inviting patient of all ages to join the group through consultations, leaflets, welcome packs, prescriptions, website and in the waiting room. Our Reception Team are also actively inviting patients.

We are aware that younger patients need to be represented and are actively inviting these.

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:

As part of the PPG this year the PPG implemented a system in the practice where patients were able to complete a form to provide feedback which the PPG could discuss at each meeting and carry out any actions. This would also help with identifying the priority areas during the year.

The practice started the Family and Friends Test in December 2014. The results of this were brought to the meetings to discuss with the group. The PPG put together the Family and Friends Test questionnaire, which included a free text box for patients to add textual comments.

The PPG are also encouraged to provide their feedback in the meetings, which often end up in discussions.

NHS choices website has been reviewed with the PPG following some negative comments.

CQC report – the practices CQC report was discussed in a meeting.

New contract changes – Online booking of appointments and ordering of prescriptions and named GP's for patients 75 and over.

Challenge fund – having a walk in centre in Kirkby every Saturday morning and Wednesday evening to avoid A&E admissions.

Additional clinics at the practice. Part of challenge fund to avoid A&E admissions.

Discussions around A&E admissions and re-educating patients.

Complaints which can be discussed with the group were discussed.

Throughout the year the PPG were kept up to date with building works which were carried out over the year and still on-going.

How frequently were these reviewed with the PRG?

All the above were reviewed throughout the year with the PPG. The Family and Friends Test, comments, complaints are standard agenda items.

3. Action plan priority areas and implementation

Priority area 1

Description of priority area:

Patients requiring more pre-bookable slots.

What actions were taken to address the priority?

The practice will look at increasing their pre-bookable slots in the morning and afternoon for both GP's. The Practice Manager to discuss this in the next practice meeting and with the GP's before implementing. This will be implemented in the practice within 3 months.

Result of actions and impact on patients and carers:

Increasing the appointments will free up extra slots for the patients to book into in advance. Pre-bookable appointments are available up to 2 weeks in advance for patients to book into. All appointments can also be booked on line.

How were these actions publicised?

Pre-bookable appointments are advertised in the practice leaflet, in the practice waiting area and on the website

Priority area 2

Description of priority area:

The seating area in the reception is very low and patients have asked for these seats to be raised for elderly patients and patients with back problems.

What actions were taken to address the priority?

The Practice Manager will contact a contractor to come into the practice to assess what work needs to be done in order to have the seating of an area raised. This will be an on-going action.

Result of actions and impact on patients and carers:

The seating area will allow elderly and patients with back problems a higher seating area to enable them to get up and down with ease. This will increase the comfort in the waiting area for our patients.

How were these actions publicised?

This has been included in the PPG report for 2015 and therefore posted on our website.

Priority area 3

Description of priority area:

Advertising services for the practice and other services i.e active ashfield exercise service. A few patients were not aware of services provided outside the practice and inside the practice.

What actions were taken to address the priority?

The practice have purchased a hard drive and connected this to the TV in the waiting area. This gives the practice the ability to advertise service specific to the practice and also allows the practice to advertise services available to the patients outside the practice.

Result of actions and impact on patients and carers:

All patients will be able to view the services via the TV and enquiry about any services they were not aware of. Making full use of the services available.

How were these actions publicised?

This has been part of the PPG report for 2015 and therefore on the 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):

1. Getting through on the telephone from 8:30am to make an appointment the same day is not easy. The practice have a specific time for patients to ring with prescription requests (2pm – 5pm). It was also agreed that the reception team would prioritise taking urgent and appointment calls in the morning and any other requests would be taken in the afternoon, during the quieter time. This was to ensure most telephone calls in the mornings were for appointments only and not blocking up the lines with any other requests.
2. Ordering repeat prescriptions online. The practice offer this service to all patients and are actively encouraging this service in order to free up the telephones during the day.
3. Ability for patients to speak to GP or Nurse over the phone. The Nurse has telephone appointment slots for patients to speak to her over the phone. The GP's also have telephone appointment slots available.
4. Patients do like to see a GP of their own choice and do find this difficult at times. We try to fill up appointment slots equally for the GP's in order to free up slots for patients when they specify a GP.
5. Due to the recruitment of new members of the reception team, patients are not able to identify who they are speaking to – its always nice to put a name to a face. The Practice Manager has supplied badges for the reception team to wear.

4. PPG Sign Off

Report signed off by PPG: YES

Date of sign off: 28/2/15

How has the practice engaged with the PPG:

Our practice has PPG meetings every 3 months. We also have a virtual group who receive minutes via email and are able to send their comments via email for involvement in the group.

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

We have an introduction to join our PPG on our repeat prescriptions, website, practice leaflet, waiting room and on our practice leaflet.

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

Feedback has been received via comment slips, FFT, NHS choices website and face to face.

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

Yes, the PPG agreed on the priority areas and action plan.

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

The actions will improve the appointments available for patients.

The seating area will become safer for elderly or patients with back problems.

All services for the practice and other services will be seen via the TV. This information will be kept up to date and include all services for patients.

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

Our PPG has increased in size over the years. We have a very active group who continue to look at service improvement for our practice. It is a varied group with very interesting discussions.

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