

Standard Reporting Template

South Yorkshire and Bassetlaw Area Team
2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: Walderslade Surgery

Practice Code: C85008

Signed on behalf of practice:

Date:

Signed on behalf of PPG:

Date:

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, emails
Number of members of PPG: 22 (average meeting attendance: approx 8 members)

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 membership of the PPG is not wholly representative of the practice population in terms of gender, age and ethnicity. We publicise the PPG in the surgery and on the practice website. In addition to this we advertise each meeting approximately 1-2 weeks prior to the scheduled date. We advertise this in the surgery and on the practice website www.waldersladesurgery.co.uk. All staff members are instructed to encourage patients to attend and inform new patients of the group when registering at the practice. We also ask for virtual members, giving patients the choice to get involved via email communication without having to attend meetings. Members of the PPG have agreed to encourage involvement from members of the community by informing them of our group and sharing information discussed at the meetings. We have recently altered the role of one of our staff members, we have created a patient liaison/communications manager role. At our last meeting it was suggested by members of the PPG that as part of her new role the communications manager could perhaps visit the local sixth form colleges and youth groups to see if this could generate new recruits from a different population. A member of the PPG came along and spent a morning in the waiting room doing a face to face survey, a full range of patients were given the opportunity to express their view of the Practice and the services offered.

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/NO

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:

Patient feedback, PPG feedback, CQC feedback and more recently we have been looking at Friends and Family Test feedback. Verbal and written feedback received by reception and other members of the team.

How frequently were these reviewed with the PRG?

Throughout the last 12 months we have held 3 meetings and feedback was reviewed at each of these meetings. All actions were agreed with the members of the group.

Action plan priority areas and implementation

Priority area 1

Description of priority area:

Improve telephone access

What actions were taken to address the priority?

This is an ongoing problem identified via patient satisfaction questionnaires and the feedback gathered from our PPG member. The Practice has taken steps to improve telephone access by:

1. Purchasing additional direct dial lines, therefore enabling some callers to bypass the main reception line when contacting the surgery. The Practice Manager, Prescription Clerk, Patient Liaison and Administrators have direct numbers which are given out to external organisations to avoid congestion on the main surgery line.
2. Recruited 2 additional Receptionists
3. Signed up for Patient Partner (VoiceConnect)
4. Promote online access for booking appointments

These actions were agreed with members of the PPG.

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

1. As this is a fairly new introduction we cannot yet measure the impact this has had on patients and carers but are noticing an increase in the number of calls received via direct lines which can only mean a reduction in the number of calls to the main surgery line.
2. Again this is a fairly new introduction, the staff are currently undergoing training, we hope the benefit of having additional staff to answer the telephones will soon result in improved telephone access.
3. Due to problems with the Patient Partner software, installation is still yet to take place.
4. Continuous efforts are made to encourage patients to sign up to online access for booking appointments, we have seen an increase in the number of patients signed up and can identify that appointments are booked by online users.

All actions are noted in the minutes of meetings which are displayed in the surgery and on the practice website.

All PPG work, including this this report, is publicised on the practice website. Copies of all minutes and reports are sent to members of the group, HealthWatch and the CCG

Priority area 2

Description of priority area:

Improve access to clinicians (appointments)

What actions were taken to address the priority?

We acknowledge patient feedback in relation to problems with accessing appointments. This was discussed with members of the group in October. We talked about ways in which the Practice has already made improvements and suggestions going forward.

Actions taken:

- Workforce planning meetings undertaken by the partners
- Recruitment of Advanced Nurse Practitioner
- Recruitment of 2 additional Practice Nurses to complement the existing nursing team
- Agreed to increase the number of GP sessions offered by recruiting a full time doctor – vacancy advertised
- Offer more telephone consultations to help the GPs and nurses to manage increased demand

Members of the group agreed the above steps should improve access and thanked the Practice for listening and acting on patient feedback

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

- Unfortunately the Advanced Nurse Practitioner only stayed with us for a very short while so we were unable to measure the impact this had on access to appointments. This post will not be re-advertised at this current time. The decision has been

made to recruit a full time GP instead. We may consider recruiting another ANP at a later date.

- The GP vacancy has yet to be filled; once we have someone in post we will review by performing a patient satisfaction questionnaire or gather feedback by other methods.
- The Practice Nurse vacancies were filled and 2 nurses have joined the team, we have noted an improvement in access to nurses, the length of waiting time for nurse appointments has reduced.
- Feedback from a member of the PPG regarding telephone consultations was very positive and it was agreed that this does improve access due to the reduced length of time needed to discuss minor problems over the telephone as an alternative to 10 minute face to face consultation

Our overall aim is for the plans we have put in place to result in a positive impact for both patients and carers.

Updates on new staff recruits are advertised in the surgery and on the website. Minutes from the PPG meetings are also available to view on the practice website and in the surgery.

All PPG work, including this report, is publicised on the practice website. Copies of all minutes and reports are sent to members of the group, HealthWatch and the CCG

Priority area 3

Description of priority area:

Reduce the number of DNA's (patients who do not attend for appointments)

What actions were taken to address the priority?

We discussed the ongoing problem of patients who DNA with members of the PPG and the group agreed with the decision made by the Practice to commence a policy of contacting patients for feedback as to why they failed to attend their appointment.

The practice had already discussed management of DNA's at a previous meeting and the group were informed of some software (MJOG) that was available, this allows the practice so send text message reminders to patients about their appointments, members of the group agreed it would be a good idea for the Practice to purchase this software. The software was purchased and is now in use. We are currently undergoing a campaign to promote MJOG to increase the number of patients signed up for this service, we are encouraging patients to provide us with their consent to be added to the messaging list.

It was agreed at the last PPG meeting to quantify the DNA's in a format to show the real term cost and the impact this has on the Practice. This should be displayed in reception via posters and via the Jayex board.

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

The Practice can report that a number of cancellation notifications have been received since the MJOG messaging service was implemented.

It is too early to report the impact of contacting patients following not attending appointment. The results will be fed back to the group at the next meeting and will be publicised in the waiting area, Jayex board and on the practice website.

All PPG work, including this this report, is publicised on the practice website. Copies of all minutes and reports are sent to members of the group, HealthWatch and the CCG

Progress on previous years

The patient participation group at Walderslade Surgery was established in 2010. The following is a summary of the issues raised/discussed and actions agreed by the group and implemented by the Practice during 2014/15 (see embedded reports for actions from previous years):

- *The speed at which the telephone is answered – two additional members of staff recruited to commence employment in Jan 2015 to address this concern.*
- *Problems with access to clinicians – agreed to recruit additional full time GP, various changes to the appointments system with a view to improving access.*
- *Concerns over privacy in the waiting room – notices displayed informing patients' room available for private discussions.*
- *Patients using automated check-in machine not sure which GP occupies which room. Action: notice displayed adjacent to self-check in machine*
- *Concerns not all reception staff consistent with their approach when asking patients reason for appointment. Action: Display notice to explain why the receptionist may ask what the reason is for requesting an appointment with the GP or nurse.*
- *Letters to patients re-worded so more easily readable*
- *Promote on-line services to improve access for patients*

Reports from previous years:



PPG Report 2014
(Final Version).docx



Patient Participation
Report 2013.doc

4. PPG Sign Off

Report signed off by PPG: YES/NO

Date of sign off:

How has the practice engaged with the PPG:

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

The practice displays notices throughout the premises advertising the dates/times & minutes of PPG meetings. The reception staff and all clinical staff frequently encourage patients to join the group. We have a suggestion box in the reception area for patients who wish to provide feedback on any aspect of the service as well as the Friends & Family Test. The PPG is also promoted in the practice leaflet. The leaflet is available from reception or can be downloaded from the website. A copy is given to all new patients registering at the practice.

To try and capture views from a full range of patients a member of the PPG came along and spent a full morning in the waiting room doing a face to face survey.

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

Yes, both verbal and written. Suggestions and comments are made to staff members and shared with the team at staff meetings. A member of the PPG spent a morning in the waiting area gathering patient feedback which was then shared with the practice team and members of the group. Written comments were sought prior to CQC inspection and fed back to us during the visit. Written comments received from Friends and Family test sheets, these were fed back to the PPG at our last meeting. Suggestions & comments box in reception area.

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

Yes



Action Plan for 2015
- 2016.docx

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

The action plan is ongoing; we hope to see continued improvement on services offered to patients on completion of outstanding actions. We will continue to review FFT feedback.

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

We would like to thank the members of the group who give up their time to attend meetings. Your commitment to the practice and the group is very much appreciated.

Action Plan 2015/2016

Action Area	How	Result
Improve Telephone Access	Installation of Patient Partner Complete induction training for new recruits (receptionists) Continue to promote online access	
Improve Access to Clinicians	Appoint GP to current vacancy Continue to monitor demand Continue to promote alternative services using Patient Liaison/ Communications Manager	
Reduce number of DNA's	Continue to monitor number of DNA's and feedback results at next meeting Advertise number of DNA's and the real time cost to the practice on a monthly basis Continue to promote the benefits of signing up to MJOG text messaging reminder service	