2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: Park Grange Medical Centre

Practice Code: b83659

Signed on behalf of practice: Date: 24/03/2015

Signed on behalf of PPG: yes Date: 20/03/2015

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

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| Does the Practice have a PPG? YES | |
| Method of engagement with PPG: PPG Meetings @ Park Grange Medical Centre | |
| Number of members of PPG: 15 | |
| Detail the gender mix of practice population and PPG:   |  |  |  | | --- | --- | --- | | % | Male | Female | | Practice | 54% | 46% | | PRG | 2% | 1% | | Detail of age mix of practice population and PPG:   |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | | % | <16 | 17-24 | 25-34 | 35-44 | 45-54 | 55-64 | 65-74 | > 75 | | Practice | 34% | 14% | 18% | 16% | 8% | 5% | 1% | 2% | | PRG | 0% | 0% | 0% | 1% | 4% | 1% | 4% | 1% | |
| 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 |  |  |  |  |  |  |  |  | | PRG |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | |  | Asian/Asian British | | | | | Black/African/Caribbean/Black British | | | Other | | |  | Indian | Pakistani | Bangladeshi | Chinese | Other  Asian | African | Caribbean | Other Black | Arab | Any other | | Practice |  |  |  |  |  |  |  |  |  |  | | PRG |  |  |  |  |  |  |  |  |  |  | | |
| 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 practice invites all patients to become a member of the PPG and to share their view with the practice. Currently we have 15 members in our PPG group who attend regular practice PPG meetings. The practice has publicised poster in the waiting area, has added information on to the practice website and the PPG lead has also contacted patients randomly. The practice also has a survey monkey on the practice website to collate views from the wider population. The practice PPG lead is continuing to invite new patients to become a member of the PPG as the patient’s views are very important to the practice. | |
| 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: | |

1. Review of patient feedback

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| Outline the sources of feedback that were reviewed during the year:  The practice appointment system was one of the sources of feedback that the practice reviewed throughout the year. The practice reviewed appointments system with the GP, Nurses and the HCA in the practice and implemented new protocol for the staff and the appointment systems. The clinical wastage time and practice DNA policy was reviewed.  The practice NHS feedback was one of the sources of feedback reviewed throughout the year.  The practice has a patient suggestion box in the waiting area this is where patient can post their views and the PPG lead will review the patient’s feedback in the practice meetings.  The practice implemented a survey monkey and uploaded on the practice website, Patient survey was also completed by patient in the surgery and friends and family test was also displayed in the waiting area for patient views.  The practice has regular PPG meetings and PPG leads contact patients randomly to gather feedback for the PPG meetings in the practice. All PPG practice meting minutes uploaded on the practice website. |
| How frequently were these reviewed with the PRG? The practice had 3 monthly PRG meeting with patients, February 2014, August 2014, November 2014 and March 2014. The PPG lead contacted patients over the telephone and face to face throughout the year to collect feedback and review and patient’s suggestions. Feedback from the patient suggestion box was also collected on a monthly basis and reviewed in PRG meetings. |

1. Action plan priority areas and implementation

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| Priority area 1 |
| Description of priority area: GP Access Appointment system |
| What actions were taken to address the priority?   * More advance bookable appointments to book with GP and Nurses * Emergency slots available on the day with GP, HCA and practice nurse * Telephone appointments available on a daily basis to have access to the GP * Extended hours * Saturday opening over the winter pressure and Easter bank holiday |
| Result of actions and impact on patients and carers (including how publicised):   * Poster in the reception area regarding the new practice appointment system * Patients allocated with bypass telephone number that require immediate appointment with GP * New appointment protocol in place for the staff * Staff alerted with patients on the CMR register |

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| Priority area 2 |
| Description of priority area:  NHS choices Feedback |
| What actions were taken to address the priority?  Patients were getting no responses when comments were left on the practice NHS choices website. The practice had no alerts to say a feedback was left on the choices website.  The practice has set a system if any feedback left on the practice NHS choices website by the patients The GP principal and the practice manager will get an e-mail to alert that patient feedback is left. So the practice can respond appropriately to the patient comments that are left on the NHS choices by the patients. |
| Result of actions and impact on patients and carers (including how publicised):  NHS choice patients to leave the comments  Practice responds to patients that have left the comment  Patients to discuss their view with the practice manager or in the PPG meetings  Patients happy with the service |

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| Priority area 3 |
| Description of priority area:  Patients DNA appointments, Practice reviewed DNA Policy |
| What actions were taken to address the priority?   * Reminder given to patients day before via a telephone or SMS text * Patients contacted on the day also for a reminder of the appointment * Practice to run monthly audits on clinical wastage time * Practice to make local announcement in the mosques for the importance of cancelling appointments. * Practice to display posters in the waiting area and a message on patient callboard regarding wastage of clinical time and the importance of cancelling appointments * Practice management to work collaboratively with other management to audit wastage of clinical time and to review practice DNA policy |
| Result of actions and impact on patients and carers (including how publicised):   * Good patient turn out for appointments due to reminder of appointments * Monthly auditable data communicated to patients the way the system is improving * Good patient education for the importance of cancelling 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):

* The practice has reviewed and made changes the way feedback is obtained from patients more publications on the practice website, PPG lead contacting patients on a regular basis and obtaining their views.
* The practice has set up system so the GP and practice manager are alerted of the comments added on to the NHS choices website as patients commented that they are leaving their views but not getting any responses
* The practice appointment system reviewed so patients have more access to the GP to avoid A/E and OOH attendance.
* The practice is working on to having a better telephone access for the patients so each line on the phone varies
* Appointment line
* Prescription ordering line
* General enquires lines etc
* The practice is working on the approval on the extension for the multi-faith prayer room, self assessment room and a in-house practice pharmacy.

1. PPG Sign Off

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| Report signed off by PPG: YES  Date of sign off: 20/03/2015 |
| How has the practice engaged with the PPG:  Practice meeting with the PPG members  PPG lead contacting patients  Suggestion box in the waiting area  How has the practice made efforts to engage with seldom heard groups in the practice population? Contacting patients directly and obtaining their views, inviting carers to practice patient participation meeting or to e-mails their views  Has the practice received patient and carer feedback from a variety of sources? Yes    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? Good appointment system, reduced number of DNA, more patients attending appointments  Do you have any other comments about the PPG or practice in relation to this area of work? |