

2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: Park View Surgery

Practice Code: B87041

Signed on behalf of practice: *Timothy P... [Signature]*

Date: 30.08.2015

Signed on behalf of PPG: *Christine Sherborne [Signature]*

Date: 30.03.2015

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 meetings held quarterly with additional meetings to address specific issues as required 'Virtual' member participation is offered via a mixture of email, telephone and post to best suit the group member for those who are unable to attend meetings.																																					
Number of members of PPG: 9																																					
Detail the gender mix of practice population and PPG: <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 10px;"> <thead> <tr> <th style="width: 20%;">%</th> <th style="width: 40%;">Male</th> <th style="width: 40%;">Female</th> </tr> </thead> <tbody> <tr> <td>Practice</td> <td>44.4%</td> <td>55.6%</td> </tr> <tr> <td>PRG</td> <td>50%</td> <td>50%</td> </tr> </tbody> </table>	%	Male	Female	Practice	44.4%	55.6%	PRG	50%	50%	Detail of age mix of practice population and PPG: <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 10px;"> <thead> <tr> <th style="width: 10%;">%</th> <th style="width: 10%;"><16</th> <th style="width: 10%;">17-24</th> <th style="width: 10%;">25-34</th> <th style="width: 10%;">35-44</th> <th style="width: 10%;">45-54</th> <th style="width: 10%;">55-64</th> <th style="width: 10%;">65-74</th> <th style="width: 10%;">> 75</th> </tr> </thead> <tbody> <tr> <td>Practice</td> <td>18.4%</td> <td>10.4%</td> <td>13.5%</td> <td>14.1%</td> <td>17.8%</td> <td>10.1%</td> <td>9.8%</td> <td>6%</td> </tr> <tr> <td>PRG</td> <td>0</td> <td>0</td> <td>0</td> <td>0%</td> <td>0%</td> <td>22.2%</td> <td>66.7%</td> <td>11.1%</td> </tr> </tbody> </table>	%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75	Practice	18.4%	10.4%	13.5%	14.1%	17.8%	10.1%	9.8%	6%	PRG	0	0	0	0%	0%	22.2%	66.7%	11.1%
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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	86.7%	0.66%	0%	3.8%	0.07%	0.22%	0.37%	0.14%
PRG	100%	0%	0%	0%	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	1.03%	0.66%	0%	0.44%	0.18%	0.66%	0.04%	0.04%	0%	0.77%
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:

The practice has a well established, long standing patient participation group with male and female members, both working and retired, however the group accepts it is not fully representative of the practice population and has been working to recruit new members.

A patient information leaflet was developed to be used alongside a poster campaign; posters and leaflets were displayed in the waiting rooms of the surgery. In addition a variety of local community groups were identified including a local children's centre, church groups, youth club and sports teams, the practice wrote to 13 local groups in total explaining the purpose and benefits of patient participation and asking them if they would be promote the group by displaying the posters and leaflets. To further promote the group to young people the local High School was contacted in the same way.

Word of mouth recruitment was utilised with staff inviting patients to join, other agencies with links to the practice were also asked to support recruitment.

Adverts were also placed in the patient newsletter and on the Practices Facebook page, to attract a younger or 'time poor' patient who may have significant work commitments or caring responsibilities, which means they may not attend 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:

2. Review of patient feedback

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

Feedback from the group (as patients themselves) is reviewed at each meeting with the members regularly contributing agenda items. A patient questionnaire had been distributed to gather opinions regarding the practices Doctor-call back scheme which was successfully introduced during 2015 following extensive consultations with the PPG and patients. The group agreed it would be useful to carry out a patient survey to gather feedback from as wide a range of patients as possible.

How frequently were these reviewed with the PRG?

General feedback from group members is discussed at each meeting and actions completed as soon as reasonably possible, for example after the group highlighted the noticeboard in the waiting room was becoming cluttered all out of date information was removed the boards tidied.

The format and content of the survey were discussed and agreed at the meeting held on 12 January 2015.

Results of the patient survey were discussed at the meeting held on Thursday 26th March 2015 and the years action plan agreed from this.

3. Action plan priority areas and implementation

Priority area 1

Description of priority area:

Reception area

What actions were taken to address the priority?

Patient privacy, confidentiality, accessibility and staff safety concerns due to the design of the reception area have been discussed at several meetings throughout the year. The layout of the area has been reviewed and plans been drawn up to change the window between the staff and patient area. Quotes have been obtained and funding secured for the work. The materials have been ordered and building work is scheduled to commence in April.

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

The new window has a full length clear glass design improving accessibility and visibility for wheelchair users. The toughened glass provides soundproofing, blocking sound emanating from receptionists telephone calls entering any details of conversations with patients cannot be overheard, this will ensure confidentiality for patients. The toughened glass and lockable sliding design provide increased security for staff working in the reception area. The PPG have approved the design of the new window aperture, which is based on a design at another practice so they have been able to see it in situ, from photographs.

Priority area 2

Description of priority area:

Online Services / IT Support

What actions were taken to address the priority?

Following the results of the patient survey it was noted that use of the online services has not increased significantly. In addition to the ongoing promotion of services (waiting room posters, facebook posts, patient newsletter) the practice will develop education materials on how to use online services these will consist of leaflets with step-by-step guides on how to use the different services; producing an online tutorial which can be accessed via links on the website and facebook page and on youtube; and if there is sufficient interest arrange face-to-face group training sessions. The patient survey feedback suggested some patients may need further reassurance before trying to register for online services. This may be a barrier to take-up which the PPG wants to address through training and support.

The PPG also indicated they would like the practice to explore the possibility of extending the availability of online nurse appointments.

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

It is anticipated this will increase the uptake of SystmOnline registration enabling patients to book appointment, order repeat prescriptions, view their summary care record at a time convenient to them allowing patients greater flexibility and control when managing their care.

Priority area 3

Description of priority area:

Development and maintenance of a 'Topic of the Month' Noticeboard within the surgery waiting area.

What actions were taken to address the priority?

Discussions took place at the meeting held on Thursday 26 March 2015 which suggested several topics to be covered including for example Online services; What is confidentiality?; PPG recruitment and Infection Control procedures and cleanliness at the practice. The first topic for the noticeboard has been determined and relating to the above action point will be online services. Resources are currently being gathered and will include posters supplied by NHS England and materials generated by the practice. It is envisaged displays will be rotated approximately monthly

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

Increased patient awareness regarding various topics relevant to them.

Priority area 4

Description of priority area:

Increasing the diversity of the Patient Participation Group

What actions were taken to address the priority?

The practice has a well established, long standing patient participation group with male and female members, however the group accepts it is not fully representative of the practice population and has been working to recruit new members.

A patient information leaflet was developed to be used alongside a poster campaign; posters and leaflets were displayed in the waiting rooms of the surgery. In addition a variety of local community groups were identified including a local children's centre, church groups, youth club and sports teams, the practice wrote to 13 local groups in total explaining the purpose and benefits of patient participation and asking them if they would be promote the group by displaying the posters and leaflets. To further promote the group to young people the local High School was contacted in the same way.

Word of mouth recruitment was utilised with staff inviting patients to join, other agencies with links to the practice were also asked to support recruitment.

Adverts were also placed in the patient newsletter and on the practices facebook page.

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

Unfortunately the recruitment campaign has been unsuccessful as yet with no new members joining the group this year. Although we have had expressions of interest active recruitment will continue and the PPG may become involved in the recruitment process themselves.

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):

Action Plan 2013/14

- 1 Promote the online booking and repeat prescription ordering system including the new smartphone apps

Posters have been displayed in all surgery waiting rooms; the availability of these services has been highlighted in the patient newsletter, the practice website and the practices facebook page. Now the ability to view a summary care record online has been launched a new waiting room promotion is being planned.

- 2 Raise awareness of the availability of telephone appointments and issues which are suitable for consultation by telephone

Promotional work was done via the practice leaflet and the newly developed facebook page. The introduction of the Doctor Call Back scheme means that now all requests for same-day appointments and urgent queries are dealt with by the GP by telephone. Patient surveys indicate the introduction of Doctor Call Back has been a success.

- 3 Develop a practice facebook page to encourage communication with younger patients and patient from varied cultural backgrounds.

This is now in place and is growing in popularity with patients. The page contains generic information only, any patient requesting individual advice is requested to contact the surgery directly.

- 4 Provide further information in multiple formats for patient on the Electronic Transfer Prescription Scheme.

Various leaflets explaining the scheme have been made available in the waiting room. The scheme has also been promoted verbally by staff and on the practices website and facebook page. This has resulted in one of the highest uptakes of the ETP scheme in the Wakefield area.

4. PPG Sign Off

Report signed off by PPG: **YES**

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?

Widely advertised for new membership including reaching out to various community groups for recruitment. Survey made available online and invitations to complete sent to all patients with an email address and/or mobile telephone number.

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, the PPG shaped the design of the questionnaire to reflect the agreed practice priorities. Their analysis of the findings helped to define the agreed action plan.

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

Introduction of the facebook page enables better communication with patients who attend the surgery infrequently. Uptake of the ETP scheme provides increased convenience for patients. Introduction of the Doctor Call Back scheme means an improved service for people who need same day appointments or advice.

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

None