

Annex D: Standard Reporting Template

Wessex Area Team

2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: LITLEDOWN SURGERY

Practice Code: J81067

Signed on behalf of practice: *EJ Prince* (Practice Manager)

Date: 13 March 2015

Signed on behalf of PPG: *David Bellamy* (Patient Group Chair)

Date: 24 March 2015

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

Does the Practice have a PPG? YES / NO											
YES											
Method of engagement with PPG: Face to face, Email, Other (please specify)											
Face to Face and Email											
Number of members of PPG:											
86 members on the PPG group											
Detail the gender mix of practice population and PPG:					Detail of age mix of practice population and PPG:						
%	Male	Female									
Practice	49.7	50.3	%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
PPG	31.4	68.6	Practice	17.98	9.2	11.46	12.92	16.5	12.7	10.5	8.7
			PPG	0	2.3	18.6	10.5	12.8	14.0	25.6	16.3

Detail the ethnic background of your practice population and PPG:

	White				Mixed/ multiple ethnic groups			
	British	Irish	Gypsy or Irish traveller	Other white	White &black Caribbean	White &black African	White &Asian	Other mixed
Practice	90.35	0.28	0	3.6	0.2	0.26	0.30	0.37
PPG	81.4	1.2	0	4.7	1.2	0	1.2	2.3

	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice	0.77	0.14	0	0.56	0.89	0.4	0.14	0	0.09	1.6
PPG	3.5	1.2	0	1.2	1.2	1.2	1.2	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:

We have taken a number of steps to ensure that the PPG is accessible to all patients, thus helping to ensure that it is representative of the practice population. One of the most important in our opinion is to have both a virtual and face-to-face meeting options for engaging. There are many groups of patients who may find it difficult to attend a meeting of the Patient Group at the surgery, including working patients, patients with young children, patients with caring responsibilities, patients who are housebound or with limited mobility. Equally there are patients who would rather come in and participate with the Patient Group face-to-face. We feel our approach offers inclusion for as many patients as possible.

We advertise the Patient Group as widely as possible to encourage membership from all groups:

- Posters in the waiting room
- Promoted on the RHS of prescriptions
- Information on the Patient Group including how to join and notes from previous meeting are on the website
- Promoted via the Patient Survey

Feedback via the Carers Coffee morning

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

YES, we have made additional efforts to involve patients who are caring for friends and family on an informal basis. In addition, given that we have a high number of young families on our practice list we have taken steps to try and engage with patients with young children.

If you have answered yes, please outline measures taken to include those specific groups and whether those measures were successful:

We have written to all those patients who are registered as being carers to invite them to join the Patient Group. We have been successful in attracting a number of carers to join the Patient Group. We have also asked the Health Visiting team to promote the Patient Group to try and get mums with young children to join the Patient Group and share their perspective. This has been a difficult group to involve in the Patient Group as they have their hands quite full already, however a number do engage via the virtual group.

2. Review of patient feedback

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

The Patient Group was instrumental in devising the questions that make up the Patient surveys. At the beginning of 2014/15 we were reviewing the results of the Patient Survey conducted in early 2014.

Towards the end of 2014 the Patient Group assisted the Practice Manager in determining the format for capturing the Friends and Family feedback. This feedback has been shared with the Patient Group at every meeting since the scheme was implemented, and we will continue to review and discuss the feedback given.

As well as the 'basic' FFT question, the Patient Group decided it would like to add additional questions to the FFT questionnaire in order to gain feedback on a greater number of areas. These questions have included whether patients feel they are treated with dignity and respect, are the staff friendly, are patients aware of the evening surgery we offer, feedback on NHS 111, do the clinicians provide enough information to the patients.

How frequently were these reviewed with the PPG?

At every meeting

3. Action plan priority areas and implementation

Priority area 1
<p>Description of priority area: Implementation of the Friends and Family Test</p>
<p>What actions were taken to address the priority?</p> <p>The Patient Group supported the Practice Manager in determining the most effective way to gather the required FFT feedback. They also suggested questions to include alongside the FFT question itself to give us more valuable feedback on a number of areas. A number of Patient Group members were kind enough to test out the tablet device to ensure that the instructions were clear. In addition to the tablet, we also ensured that the FFT could be completed on paper and also via the practice website to give people the most number of options.</p>
<p>Result of actions and impact on patients and carers (including how publicised):</p> <p>We have had good levels of engagement in the FFT, when compared anecdotally with other practices, we hope this is because the tablet is easy to use. The Patient Group review all FFT feedback, from the results of the basic question – how many patients would recommend the practice – and the additional questions we have added. The patient comments are reviewed and discussed and any actions that arise from these are agreed.</p>

Priority area 2

Description of priority area:

Improving management of patients who do not turn up for appointments (DNA = Did Not Attend)

What actions were taken to address the priority?

The Patient Group requested that the practice does more to address patients who do not turn up for booked appointments. This wastes appointment slots and practice resources and the Patients Group found that as frustrating as the practice!

Initially the practice was asked to publicise the number of appointments that were missed each month. This is now done on a regular basis and well-advertised so that all patients who attend the surgery can see the number. We have recently added the amount of clinical time wasted to this poster as we thought that might have more impact.

The admin team now try and contact every patient who misses an appointment that day to see what the reason was; they may have had a genuine emergency and need to re-book the appointment, the missed appointment may be as the result of some health issue that we need to know about, or it may be that they simply forgot. Our hope is that this phone call will make patients who just forgot realise that it does matter to the practice if they don't attend their appointments. When it is the same patients who are consistently missing appointments the practice now write to them informing them of the clinician's time that has been wasted, and asking them to stop this behaviour in the future

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

We have not seen a dramatic decrease in DNA rates, these still fluctuate from month to month. However we hope by continuing with the actions outlined above we can make some improvement.

In addition we plan to advertise the monthly DNA statistics on the website, so that they can be seen by patients who look at the website who maybe do not come into the surgery frequently.

Priority area 3

Description of priority area:

Improvement of patient information

What actions were taken to address the priority?

We are constantly working with the Patient Group to try and improve the information we provide to patients. This has included a number of areas:

- Enhanced pharmacy details including opening hours and contact details
- Improved OOH information
- Information for patients on parking on road outside surgery
- Development of a poster with the GPs photos on outlining their special interests so patients know how to book with for a particular issue
- Development of the surgery website – the Patients Group is asked on an ongoing basis what content they would like to see on the website. The website has recently been completely revamped and the Patient Group has been asked for feedback on the new design
- Online services – we have expanded the online services we offer to patients, and publicise this service via the Patient Survey, posters in the waiting room, messages on the right hand side of prescriptions and via information on the online service itself. We now offer contact detail updating, ordering of prescriptions, booking of routine GP appointments. In addition mid-way through 2014/15 we expanded this service to include access to summary medical information including allergies, all current medication, problems and test results.

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

All of the actions above have been well publicised to patients, the reasons for developing them is to inform patients and thus be in the public domain.

We asked patients via the Patient Survey whether they felt that they had sufficient information, be it a general question or in response to a specific service areas. When asked if they were satisfied with the amount of information provided by the doctors or nurses 89.2% of patients were very or quite satisfied. More recently when patients were asked, via the FFT survey, whether they got the information they needed from a doctor or nurse 84.8% said always or most of the time.

The online service has proved very popular, with 907 (21%) patients signed up to the basic level of service and more every week asking for additional access to their medical record.

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	Progress
Practice to remove TV system from waiting room and purchase some speakers to provide radio background noise in the waiting room	Done
Practice to improve the patient information we provide on surgery times, out of hours services and pharmacy ordering	Available
Practice to implement name badges for admin staff	Done
Practice to continue to develop ideas for a revamped Waiting Room and Reception – including providing some chairs in the Waiting Room with arms.	Still in planning
Practice to contact patients who DNA regularly on a more consistent basis	Poster advertising number of DNAs in last month is up. We are contacting patients who DNA on the day, and writing to those who DNA on a repeated basis
Notice in Waiting Room on parking situation – you can park on road outside surgery except between 11 – 12pm and 2- 3pm.	Done
Advertise and promote the online services and how patients can access their medical records if they need to.	Done
Practice to explore the staffing and cost implications of providing a more comprehensive blood testing service for our patients	No support for locality service at present – will keep pushing for this if possible

4. PPG Sign Off

Report signed off by PPG: YES – the report has been signed off by the Patient Group Chair, and the draft report has been circulated to all group members asking for any comments and/or amendments. The group was given six days to respond. The comments received are listed below.

Date of sign off: 24 March 2015

How has the practice engaged with the PPG: (questions responded to by the Patient Group Chair)

How has the practice made efforts to engage with seldom heard groups in the practice population? Yes, see page 3

The practice is making good effort to engage with hard to reach groups. However the experience of many NHS bodies shows that this is often not a very fruitful task!

Has the practice received patient and carer feedback from a variety of sources? Yes, see page 4

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? We feel the Patient Group has good interaction with the surgery, and our suggestions are usually acted upon to improve services for patients and carers.

Do you have any other comments about the PPG or practice in relation to this area of work? The Patient Group is very happy with how the Patient Group is being run by the surgery, and the level of interaction and involvement of practice staff including GPs and practice management.

Comments from other member of the Patient Group in response to the draft report:

“The report looks very comprehensive and an accurate reflection of the meetings I have attended. Thank you for all the work you do to support the wonderful team at Littledown. We are so lucky to have a surgery like this on our doorstep.”

“I can't suggest any improvement. I am pleased that you have had the satisfaction of writing 'Done' as the outcome of so many parts of the action plan: well done to you for all your hard work! As a patient for 35+ years, I am grateful and compliment you and all the practice for moving with the times and continuing to provide excellent care. “

“I have read your email and enclosed report. It looks fine to me and I have nothing to add. The next patient group meeting is on Thursday, 23 April isn't it?”

“An excellent report Emma I confirm I am very happy with the report and do not wish to add any comments and I have no amendments. Thank you for all your hard work on behalf of the patients.”

“Some comments about the Patient Group year-end report which you sent out.

1. It's clear from the report what PPG stands for but there is also a reference to PPG in some of the tables. What does PPG stand for? it is not obvious to me from the context of the report.
2. With reference to Priority area 1 there is reference to the FFT on the tablet, which I admit people without online access at home would find useful. However although I have completed the FFT on the tablet once I would much prefer to complete it online at home. I know the link is on the web site but I didn't realise what it was until after I had attended my first PPG meeting. So there might be some mention of this option as well.”