

Derbyshire & Nottinghamshire Area Team

2014/15 Patient Participation Enhanced Service REPORT

Practice Name: Fountain Medical Centre

Practice Code: C84019

Signed on behalf of practice: Dr David Wicks

Date: 19th March 2015

Signed on behalf of PPG: Marlene Ablewhite (Treasurer)

Date: 19th March 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, E-mail, Telephone, Monthly meetings with GP and Practice Manager, Involvement with Newark Group and Stakeholder Reference Group

Number of members of PPG: 13 on Committee 100 Virtual members

Detail the gender mix of practice population and PPG:

%	Male	Female
Practice	49%	51%
PPG - <i>Committee</i>	23%	74%
PPG - <i>Virtual</i>	35%	65%

Detail of age mix of practice population and PPG:

%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
Practice	18%	9%	12%	12%	15%	13%	11%	10%
PPG - <i>Committee</i>	0	0	0	0	8%	23%	46%	23%
PPG - <i>Virtual</i>	0	4%	15%	15%	10%	12%	25%	19%

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	65%	0.38%	0.02%	5.14%	0.11%	0.12%	0.09%	0.14%
PPG - <i>Committee</i>	69%	8%	0	0	0	0	0	8%
PPG - <i>Virtual</i>	66%	0	0	8%	0	0	0	0

%	Asian/Asian British					Black/African/Caribbean/Black British			Other		Not Stated
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other	
Practice	0.23%	0.08%	0.03%	0.11%	0.23%	0.17%	0.07%	0.04%	0	0.04%	28%
PPG - <i>Committee</i>	0	0	0	0	0	0	0	0	0	0	15%
PPG - <i>Virtual</i>	0	0	0	0	1%	0	0	0	0	0	25%

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:

- *Although we publicise the PPG and they have notice boards and leaflets in the surgery and information on the website it is harder to reach ethnic groups and many work and/or have young children.*
- *Our PPG has been targeting our younger patients by sending leaflets to schools, colleges and youth groups. Held Xmas Fayre and Easter Fayre events whilst antenatal clinics on to target families.*
- *We maintain our plan to look at various translations to attract a wider ethnic group – especially in respect of our virtual group (although this is growing).*
- *Information is part of our New Registration form and anyone who is interested is invited to join one of the monthly Committee meetings or receive information via e-mail.*
- *Both the Practice Manager and a representative from the PPG has met with Healthwatch in respect of setting up a young person's group. We are very interested in this and will continue to keep in touch with Healthwatch.*

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

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

- *The group would like to invite the younger population and families and the different ethnicities.*
- *Information is on notice boards around the surgery and in leaflets including being incorporated in New Patient Registration forms.*
- *The PPG and the Practice have been actively involved with Healthwatch in trying to promote the group in schools. The PPG have also sent posters to schools, colleges and youth groups. Part of the forward plan is to continue to work with Healthwatch and the PPG are currently looking at other ways for promotional leaflets to be handed out e.g. during baby clinics.*

- *PPG members serve coffee at flu clinics and hold occasional fund raising events e.g. Xmas Fayre, Easter Fayre, to promote the group to a wide range of patients in a more friendly and social setting.*
- *However, our virtual PPG group is growing and seems more appealing to different age groups who cannot attend the monthly meetings. The Practice has seen an increase in registrations from Eastern European patients and currently have 8% on our virtual e-mail list.*

2. Review of patient feedback

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

It was decided to use the same annual survey as the previous year as this would give a comparative benchmark and would compare with the previous year's action plan. The PPG also helped in handing out the survey (whilst promoting their Easter Fayre) and encouraged patients to complete these forms. Our PPG are also representative at the Newark wide PPG (Newark Self Help Group) and also attend the SRG (Stakeholder Reference Group) with the CCG. Items from both of these groups are discussed at the monthly PPG/Practice meetings along with any concerns the group raises on behalf of patients. Both the Practice Manager and a GP attend these meetings.

- *Our PPG also has representatives on the Men's Life and Health Group which was initially started by our group from a presentation by Dr David Wicks.*
- *One patient wrote to the Practice regarding her experience after losing a baby with anencephaly and how she felt it was hard following the death. Our PPG took this to the SRG and the CCG have now arranged a counsellor to be available in Newark for parents with recent baby bereavements.*
- *Our PPG are members of NAPP and attend regular meetings.*
- *Our PPG are representative on the Diabetes Group, Ladies Health and Wellbeing Group and have taken part in the Patients Voice Conference and Dementia Conference.*
- *Our Complaints Procedure and guidelines are on the website and displays around the surgery*
- *The Practice and PPG have always included in their surveys the 'Friends and Family Test' and from the latest survey 88% of patients said they would recommend the Practice.*
- *The 'Friends and Family Test' is also now a separate survey on the website and also in the surgery.*
- *There is a link on the Practice website to send comments or suggestions via e-mail to the Practice and these are always looked at and reviewed.*

- *The PPG publish the minutes from the Committee meetings monthly in the surgery and e-mailed out to the virtual members. Currently the PPG is discussing whether to include in their section on the website.*
- *Feedback from all of these groups is brought back to the monthly Committee meetings with the Practice Manager and a GP.*

How frequently were these reviewed with the PRG?

- *The survey is an annual one and is, therefore, reviewed annually.*
- *The Action Plan was last discussed at the January PPG meeting and it was agreed this would be reviewed on a more regular basis.*
- *Other correspondence is received during the year and always discussed during the PPG monthly meetings*
- *Feedback from the Newark group and the SRG are also discussed at these meetings.*
- *The PPG have, in the past, been involved in practice team discussions during PLT afternoons (protected learning time) where Continuity Planning and redesigning of reception has been discussed.*

3. Action plan priority areas and implementation

Priority area 1

Description of priority area:

Car Parking and premises.

What actions were taken to address the priority?

- *Car parking arrangements for GPs were moved therefore allowing patients to park closer to the surgery. Disabled parking bay marked out and allocated next to ramp area for easier access.*
- *Premises remain within the Practice Business Plan and the PPG Action Plan. The Practice is still awaiting feedback from the Local Area Team from the OBC submitted in February 2013.*
- *New 'push-button' automatic doors installed on the main entrance to make it easier for patients in wheelchairs, disabled,*

pushchairs etc. The PPG part funded this project.

- *New 'wipe clean' chairs purchased for the waiting room and the rest of the building in line with infection control – again PPG part funded this project.*

Result of actions and impact on patients and carers:

- *Easier parking for disabled patients*
- *Easier access for disabled patients and parents with babies/young children*
- *Cleaner more hygienic waiting room in respect of chairs*

How were these actions publicised?

- *Put in the PPG Newsletter.*
- *Added to PPG notice boards.*
- *Newsletter is added to the website.*

Priority area 2

Description of priority area:

Minor Injuries and Extended Hours

What actions were taken to address the priority?

- *62% of patients were still unaware the Practice offered a Minor Injuries service. Agreed to review the current posters in surgery (working with Marie McGahey, Specialist Services Division, Notts Healthcare) to update these and also look at translating to other languages. Also review to include on the Practice Website.*
- *54% of patients were still unaware that this service was offered. The Practice to revisit the current display in surgery and revamp this. Again, to also review the information held on the website.*
- *To check the current Practice leaflet for both of these areas.*

Result of actions and impact on patients and carers:

- *Awareness of both of these services.*

How were these actions publicised?

- *Displays in surgery, website, leaflets.*

Priority area 3

Description of priority area:

Telephones and confidentiality

What actions were taken to address the priority?

- *New telephone system purchased by the Practice.*
- *Move the telephones out of the reception area into a dedicated separate room.*
- *Analysis of the busier times for the telephones to be answered and ensure further staff to answer.*
- *Move telephone off the main front desk so dedicated member of reception to deal with patient queues*

Result of actions and impact on patients and carers:

- *Calls more confidential*
- *Calls answered faster*
- *New telephone system has built in analysis to show busiest extensions and times therefore these can be analysed*
- *Receptionist on main desk not interrupted by main telephone*

How were these actions publicised?

- *Newsletter*
- *Poster displays in surgery*

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):

- *Premises: Still waiting to hear from Local Area Team regarding OBC.*
- *On-Line appointment booking: Continually reviewing but the latest survey has shown an improvement in use. Promoted on website plus on-line App facility.*
- *Availability of appointments: Continually reviewing number of appointments offered. Changed the method of dealing with emergencies in the morning to ease the pressure on the Duty Doctor in the afternoon therefore allowing for more emergencies to be dealt with. Use of SMS messaging to remind patients of appointments and also to tell them when they have DNA'd an appointment – in use now for approx. three months so still monitoring. Patients are encouraged to give consent for this system.*
- *Increase number of GPs to allow more appointments.*
- *Customer Service Training – all staff received annual update training at PLT. Regular reception meetings to discuss patient call handling etc.*
- *Telephones – as mentioned a new system has been installed enabling us to monitor calls and the busy times.*
- *New patient documentation – this has been streamlined and much easier to use for patients.*
- *On line registration promoted to patients so they can book their own appointments, order their prescriptions and see their summary care records.*
- *On line prescriptions and adoption of electronic prescribing.*
- *Minor Injuries & Extended Hours: Continue to update promotion of these services.*
- *PPG promotion: Continue to work closely with the PPG.*

4. PPG Sign Off

Report signed off by PPG: YES

Date of sign off: 19th March 2015

How has the practice engaged with the PPG:

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

As per points raised in Sections (1) and (2) and continued discussions with the PPG.

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

The PPG has read this report and agreed with the comments.

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

The PPG are always involved in the survey, report and action plans.

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

The Action Plan focuses the PPG and the Practice on comments from patients. As a group (PPG and Practice) we work closely together and listen to views from members and

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

As a group (PPG and Practice) we work closely together and listen to views from members and discuss these on a monthly basis. There is always a GP and Practice Manager involved in the PPG meetings and input from the group into the services offered to patients and planning of the Practice is beneficial.

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