

Annex D: Standard Reporting Template

Taken from; GMS Contract 2014/15, Guidance and Audit requirements, NHS England Gateway reference: 01347

East Anglia Area Team
2014/15 Patient Participation Enhanced Service Reporting Template

Practice Name: Birches Medical Centre

Practice Code: D83084

Signed on behalf of practice: Adrian Ilott Practice Manager Date: 24/3/15

Signed on behalf of PPG/PRG: Sue West, Chair of PPG Date: 25/3/15

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 / Email / Committee Meetings
Number of members of PPG:	Six

Detail the gender mix of practice population and PPG:			Detail of age mix of practice population and PPG:								
%	Male	Female	%	<16	17-24	25-34	35-44	45-54	55-64	65-74	>75
Practice	3985 49%	4135 51%	Practice	1827 22.5%	635 8%	883 11%	1174 14%	1189 15%	783 10%	790 10%	839 10%
PPG	3	3	PPG	0	0	0	1	1	1	2	1

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	25%	3 - 0%	0 - 0%	195-2.5%	29 – 0.5%	14 -0.2%	10 – 0.1%	40 -0.5%
PPG	5 – 83%	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	167 – 2%	25-0.3%	14 – 0.2%	48 – 0.6%	39 – 0.5%	30 – 0.4%	17 – 0.2%	2 – 0%	0 – 0%	67 – 0.8%
PPG	1 – 16%	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:

We have actively been trying to recruit additional members to the PPG over recent months. The PPG has been advertised in the waiting area and on the practice website. PPG members have also been engaged in recruitment efforts via ‘surgeries’ in waiting area.

We recognise that the group is not entirely representative of the practice patient demographic, especially with regards to age range of patients. We are pleased to report that we have had some recent success in this respect and have recruited a new member in the 45-54 age range.

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 (Lesbian Gay Bisexual Transgender) 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:

The practice has continued to collect data from its own on line questionnaire, PPG Group 'surgeries' in the practice and Friends and Family Test (FFT) from December 2014

How frequently were these reviewed with the PPG?

Patient feedback is a standing agenda item on the quarterly PPG meeting. Ad Hoc discussions also take place as and when issues are raised by PPG members with the practice.

3. Action plan priority areas and implementation

Priority area 1

Description of priority area:

To review and address issues being raised by patients in relation to appointments and waiting times in the Surgery.

What actions were taken to address the priority?

The previous appointment system has been changed in an attempt to improve patient access, following discussion and consultation with practice staff. The balance of urgent /on the day appointments and routine non urgent appointments has been adjusted in line with patient demand. We have also provided patients with more information with regards to our Advanced Nurse Practitioners and their role & capability. These factors combined have improved the overall picture, but the likelihood is further changes, will be required.

An audit of waiting times has been carried out and the results have been reviewed and shared with clinical staff and members of the PPG. The understanding gained from this exercise has led to consultation times with Doctors being increased to 15 minutes, which is felt to be a more realistic timing and has led to a reduction in patient waiting times in the surgery. However, we recognise further work is required in this area and will be carried forward into this year's action plan.

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

Patients have reported some improvements in waiting times and feeling less rushed within consultations. Patient feedback would indicate we still have scope for further improvements and a more radical approach is proposed from June 2015. We have shared this information on the practice website, on notice boards and in the patient newsletter.

Priority area 2

Description of priority area:

To resume and maintain regular 'surgeries' in the waiting area to meet with other patients and gain their views / feedback.

What actions were taken to address the priority?

The PPG members held a number of sessions at the practice during the past 12 months. The sessions have been held on different days and at different times of day in order to capture a range of patient views.

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

The nature of collecting feedback from patients and engaging them in a dialogue rather than undertaking a 'tick box' or questionnaire approach, has enabled the practice to benefit from a rich and diverse source of information. Patients have been able to express a wide range of individualised responses in relation to a number of issues. The exercise was very much driven by patient's agenda rather than the practices.

A number of themes emerged, some of which have been alluded to in previous responses within this report. They include:

- **High levels of patient satisfaction with clinical care**
- **Difficulties in booking GP appointments with specific Doctors, especially non urgent appointments.**
- **Some difficulty in getting through to reception on the telephone at busy periods.**
- **Long waiting times in the surgery, especially with Doctor appointments.**
- **Difficulties in relation to the issue of repeat prescriptions.**

It is pleasing to note the Practice continues to receive consistent positive feedback regarding patients who feel they are provided with excellent clinical care. We feel that our clinical staff give patients sufficient time within consultation for a thorough review of their on-going needs. This may be seen in some respects to have potential impact on the issue of longer waiting times in the surgery for some patients. However, this needs to be balanced with good patient care, which we feel is reflected in areas such as our high early detection rates of serious illnesses such as cancer.

Issues with booking GP appointments and long waiting times have been addressed in part by changing the appointment rota and auditing waiting times in an effort to identify any specific areas for change.

We have looked into issues regarding the telephone system. Changing the current system

could change the way calls are handled, but would effectively place more patients in a queue and therefore not actually reduce the time it takes to get through. We have already maximised the numbers of reception staff on duty at peak times. The cost of obtaining a new telephone system is also prohibitive, especially given current needs for the practice to invest in other resources which are seen by both practice staff and patients as a higher priority, such as staffing and further improvements to the practice environment.

The practice has been developing newer ways of managing requests for repeat prescriptions over the past few months. The practice has a steadily growing patient list and now provides care for over 8000 patients. By default this means that we are providing ever increasing numbers of repeat prescriptions. During the past 12 months the practice has had to increase the turnaround time for repeat prescription requests from 48 to 72 hours. This has brought us into line with many of our neighbouring practices who have already been working to this standard for some time now.

Some patients have raised the issue of prescriptions not being available for collection on time. The practice has worked hard to ensure we have sufficient staff time dedicated to this import function and we feel this is an area where we have improved performance. Given the vast numbers of prescriptions issued each week, it is likely there will be queries on occasion, which we very much regret. The practice will begin to use the Electronic Prescribing System (EPS) during the summer of 2015 as part of the national roll out from NHS England. We feel this will enable us to further improve the service we offer to our patients, especially those who have prescriptions sent direct to their pharmacy of choice.

Priority area 3

Description of priority area:

To plan for a Practice information evening event for patients with the topic being 'Mental Health and Wellbeing'.

What actions were taken to address the priority?

The PPG is currently working on an event planned for 14th May 2015, which will coincide with Mental Health Awareness week

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

Patients will have the opportunity to meet and engage with a range of professionals from a variety of agencies working in this field, as well as staff from the practice itself. We hope this will increase knowledge and awareness relating to mental health and wellbeing, as well as addressing potential stigma relating to this topic.

The event will be publicised on our website, in patient newsletters and in the practice waiting area. We will also send an SMS text to all patients registered with a mobile phone

at the practice.

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):

One of the less visible aspects of improvement was in relation to enabling the PPG to feel fully valued and supported by the practice. We have strengthened the partnership between the PPG and the practice and we have developed an approach which focuses on a mutually agreed agenda, which is primarily set and led by the PPG themselves. As an example of this, we have recently set up a new website which will enable the PPG to have editorial control over the PPG pages on the site. This is seen to be a useful step in helping the group to achieve greater autonomy and more equal partners. Other small changes such as the provision of ID/name badges for occasions when the PPG are supporting the practice with patient surveys etc. have also proved beneficial.

Issues in relation to the actual fabric of the building have seen improvements to the waiting area and notice boards. Communication has been further strengthened by the introduction of regular patient newsletters and ad-hoc patient communications and information as appropriate.

Issues in relation to appointments and waiting times have proved more difficult to resolve. These are issues where there is no obvious or easy solution and many areas of the NHS are currently grappling with the same issue. Some revisions and adjustments have been made, as the practice has tried different and innovative ways of working. This has met with some success and waiting times and availability of urgent or on the day appointments has improved in many respects. However, we recognise that some elements of our current system are not working for some of our patients and we will continue to explore ways we can address and resolve this problem.

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?

We continue to publicise the PPG at every opportunity. Where patients have experienced problems or complained informally to practice staff, we endeavour to make them aware of the PPG, and discuss the benefits of their potential input to such a forum. The 'surgeries'

held in the practice by the PPG means that a self-selecting, random and diverse cross section of patients are approached for their feedback, which we hope they will be happy to give.

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

Yes, we have utilised an on line questionnaire, paper/written feedback and face to face discussion through PPG 'surgeries'. In recent months we have also utilised the Friends and Family test, which we collect on paper and by SMS text.

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

Yes, these were agreed at a formal PPG meeting as evidenced by the meeting minutes and agenda.

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

We have improved the practice environment, made some improvements to waiting times and appointment availability as well as fostering good working relationships and partnership working with the PPG itself.

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

We look forward to continuing our work with the PPG in the next 12 months. We feel they are essential partners in helping us to develop and improve the service we offer to all our patients.