

Derbyshire & Nottinghamshire Area Team

2014/15 Patient Participation Enhanced Service REPORT

Practice Name: Drs H R McMurray & M Kurian

Practice Code: C81095

Signed on behalf of practice: Stella Hague

Date: 26.3.2015

Signed on behalf of PPG: Carolyn Renwick

Date: 26.3.2015

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 and also by email
Number of members of PPG: 10

Detail the gender mix of practice population and PPG:

%	Male	Female
Practice	49.8	49.9
PPG	0.03	0.07

Detail of age mix of practice population and PPG:

%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
Practice	19.5	9.6	12.6	14.5	16.2	11.3	10.0	6.2
PPG	0	0.01	0	0	0.03	0	0.06	0

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	97.5	0.1	0	0.2	0	0.2	0	0
PPG	0.1	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	0.1	0	0	0.2	0	0	0	0	0	0
PPG	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:

Invitation to join the PPG have been sent by mail, patients invited following telephone contact, invite to join the group publicised in the practice newsletter, website, notice boards at both sites. Members of the group have also tried to recruit via local groups, mother and toddler, church and youth club, we also have a young people's board at the practice to promote the PPG.

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:

Patient survey conducted by the PPG, NHS Choices, suggestion/comment cards in each of the reception areas, verbal and telephone contact with patients.

How frequently were these reviewed with the PRG?

Any suggestions/feedback are discussed at the PPG meetings as required. Patient survey has been discussed regularly at the PPG Meetings.

3. Action plan priority areas and implementation

Priority area 1
<p><i>Description of priority area:</i></p> <p>Request from patients for male GP as the 2 x partners and the ANP are all female.</p>
<p><i>What actions were taken to address the priority?</i></p> <p>2 x Regular Male Locums employed dependent on availability to cover the GP's annual leave.</p> <p>We now have an additional Male GP working every Monday Morning alternate sites; some pre bookable appointments are available for Male patients who specifically request to see a Male GP for non-urgent conditions.</p>
<p><i>Result of actions and impact on patients and carers:</i></p> <p>Male patients now have access to a Male GP on a regular basis.</p> <p><i>How were these actions publicised?</i></p> <p>Notice in the waiting room, List of upcoming dates when other Male locum GPs will be covering the clinics, Verbal communication to patients when they call to request a male GP, Article in practice newsletter.</p>

Priority area 2

Description of priority area:

Waiting time to see practice nurse and also the length of wait for blood appointments.

What actions were taken to address the priority?

A Health Care Assistant has been employed by the practice to relieve some of the pressure off of the practice Nurse at an additional cost to the practice.

Additional phlebotomy clinics are added at an additional cost to the practice when necessary to alleviate some of the pressure regarding waiting times for blood appointments.

Result of actions and impact on patients and carers:

Reduced waiting times for blood appointments

The Health Care Assistant can undertake some of the more routine appointments; this will release the Nurse to concentrate more on the more complex conditions.

How were these actions publicised?

Posters in waiting room, GP and Nurse's room, Verbal communication to patients, follow-on appointments booked with the H/C assistant, article in practice newsletter.

Priority area 3

Description of priority area: On-line services

Pre –bookable appointments, prescriptions and access to patient summary record. Although this service has been available to patients for approx 12 months, patients seem to not be aware of the availability.

What actions were taken to address the priority?

The practice will step up the promotion of this service initially by producing brighter handouts which could be given out in surgery when a patient attends an appointment and also be given out with prescriptions.

Reception staff to encourage sign up to the service to enable patients more choice.

Result of actions and impact on patients and carers:

24 hour availability to Pre-book appointments and order prescriptions.

How were these actions publicised?

Website, brighter posters in the waiting areas, verbal communication, practice newsletter and also patient survey.

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 looked at the cost of training another 2 members of staff to undertake phlebotomy training along with the cost and capacity of adding in additional clinics to reduce the waiting time and demand for phlebotomy appointments.

The practice did enrol 2 members of staff onto the phlebotomy training and now we have additional clinics to meet the demand, we also add extra clinics at very busy times at both sites.

Pre-bookable appointments are now available for most of our clinics

Additional opening hours at the branch surgery – this is ongoing, costs /staffing has been discussed with the partners. If this incentive is to go ahead the practice will need to promote the extension to opening times extensively over a period of time to enable patient awareness as the branch surgery has had the same opening hours for many years. We would not wish for any patients to be disadvantaged by not knowing about the extended opening times.

4. PPG Sign Off

Report signed off by PPG: YES

Date of sign off: 26.3.15

How has the practice engaged with the PPG:

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

YES the practice/PPG have done their very best to engage with seldom heard groups in the area but unfortunately have been unsuccessful in getting anyone to commit and engage with the PPG despite personal formal and informal invitation.

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

Yes via all methods as listed on page 3.

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

Yes these were agreed with the PPG following the identification of the priority areas.

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

Some issues that were raised on our last survey have not appeared in the latest survey feedback and indeed our results were better on repeat survey questions and we have concluded that actions taken by PPG since last time have mostly been improved.

The PPG have conducted 3 surveys over the last 3 years and we find it a very rewarding exercise. It is a great opportunity for us to hear views from a wide range of patients which has served to inform us of issues that we would not otherwise be aware of.

The survey results are presented in an easy to understand format, including graphs and comparisons, and this enables the group to discuss at length the salient issues and the many compliments of satisfied patients.

On the whole we have been able to resolve most issues and continually improve our patient's experience.

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

Now that we are familiar with the survey process, the PPG group decided we should try and benchmark and compare ourselves with other GP practices. This would enable us to see how our services compare to similar surgeries and indeed look for best practice and ways to continually improve our services. We were pleased that our comparison results were very good and our practice manager through her networks discusses survey results and service improvement with other surgeries.

We are also keen to make sure we feedback our findings to practice staff and patients and make sure all the positive comments are fed back to staff. We are also delighted that one of the practice receptionists has recently been nominated for an award for "going the extra mile" and we have displayed her certificate in the practice reception in recognition of her nomination.

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