

Annex D: Standard Reporting Template

[Name] Area Team
2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: Highbridge Medical Centre

Practice Code: L85010

Signed on behalf of practice:  N. CONIAM

Date: 30/03/2015

Signed on behalf of PPG:  S. EMERY

Date: 30th 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, email and by phone.																																					
Number of members of PPG: Nine																																					
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: 15%;">%</th> <th style="width: 35%;">Male</th> <th style="width: 35%;">Female</th> </tr> </thead> <tbody> <tr> <td>Practice</td> <td>50</td> <td>50</td> </tr> <tr> <td>PRG</td> <td>33.3</td> <td>66.6</td> </tr> </tbody> </table>	%	Male	Female	Practice	50	50	PRG	33.3	66.6	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>17</td> <td>8</td> <td>10</td> <td>11</td> <td>15</td> <td>14</td> <td>14</td> <td>10</td> </tr> <tr> <td>PRG</td> <td>0</td> <td>1</td> <td>0</td> <td>0</td> <td>2</td> <td>1</td> <td>5</td> <td>0</td> </tr> </tbody> </table>	%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75	Practice	17	8	10	11	15	14	14	10	PRG	0	1	0	0	2	1	5	0
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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	98							0.3
PRG	100							

	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice				0.3	1			0.3		
PRG										

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:

From April 2014 we altered our registration process and started to directly ask patients if they would be interested in being part of our patient group. Although our established group is in the higher age bracket, we have always felt the representation was diverse as the members could also indirectly represent other age groups within their household/family.

Having said this, we have continued to publicise the group in hope to expand the representation. The Practice and PPG have used the following methods of communication to do this:

- Information about the PPG in our Practice Booklet
- Regular Practice newsletters
- Information on our Practice website
- Posters and information leaflets in the Practice
- Direct conversation with patients whilst in the Practice both from the PPG members and Practice staff

This has resulted in our newest member aged 19 joining earlier this year.

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:

The methods of patient feedback reviewed during the year

- Local patient survey (exit survey)
- Face to face consultations with patients, from both the PPG and Practice staff
- Patient suggestions
- Patient compliments and complaints
- Friends and Family test
- National Patient Survey
- NHS Choices feedback

How frequently were these reviewed with the PRG?

Monthly. Patient feedback is a standard item on the agenda for our monthly PPG meetings.

Action plan priority areas and implementation

Priority area 1

Description of priority area:

Patient feedback

What actions were taken to address the priority?

The Practice and PPG had a shared concern about some negative feedback received and the way this was discussed at the Practice. Using the sources listed above, we gathered a broader view which reassuringly showed a much more positive view.

Both the Practice and PPG felt we needed to emphasise, publicise and discuss the positive as well dealing with each individual case of negativity as it occurred.

We encouraged all staff to document the compliments as well as the complaints, and we would share these hoping to move away from only talking about the complaints.

Our Reception Team Leader keeps a log of complaints and concerns and how these are then dealt with. When available, these are reviewed in the relevant weekly team meetings.

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

This process has had a very positive outcome. The negative culture of complaint meetings has all but gone.

If a patient raises a concern, it is dealt with immediately and learning points are shared with the team.

If a patient gives positive feedback, it is logged and shared with the team.

The staff are very happy with this format and we have seen a significant fall in formal complaints this year. Staff morale has improved significantly.

When available and with consent, comments are published on the TV information screen in the waiting room.

Priority area 2

Description of priority area:

Patient education – “FAQ for patients regarding Appointment System”

What actions were taken to address the priority?

The PPG shared their concern regarding the misconceptions of the appointment system at the Practice and when we reviewed the negative comments received using the above mentioned methods, there seemed to be a running theme in comments about “getting an appointment”.

The PPG and Practice agreed that we would have a patient education drive. The PPG would be present in the waiting room periodically and we would devise some “FAQs” information hand-outs. These would also be put on the TV information screen in the waiting room.

See attached.

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

Patients are a lot clearer and happier now they understand the appointment system. The negative comments have reduced significantly.

Priority area 3

Description of priority area:

Telephone system

What actions were taken to address the priority?

We had received feedback relating to difficulties patients were experiencing with accessing services and getting through “quickly”

As well as dealing with continuous faults we also wanted to review the configuration to ensure the telephone access was user friendly and reliable.

The Practice invested in a new telephone system in May 2014. The planning and configuration of the new system began months before this was installed, taking into account the feedback we had received about the difficulties patients were experiencing. The new design is efficient, informative, easy to use and most importantly reliable.

As well as the technical development, we also reviewed processes of the reception staff to ensure our patients were waiting a minimum amount of time to speak to a member of staff. The Reception Team Leader ensures that at peak times (audited in 2013/14) there are a minimum of four call handlers as well as two members of staff available to deal with the patients at the front desk. This was achieved due to recruitment of additional staff. Call times have been reduced at peak times as staff will call patients back if their queries are long and non-urgent.

We continue to encourage feedback about the phone system which we will review when available.

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

The new system and configuration has been successful. The new system includes a statistics board which the reception staff can view whilst working. This displays the number of calls dealt with, waiting and missed. The call handling efficiency is demonstrated in the statistics of number of calls missed. On an average week we miss less than 4% of calls.

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):

- Waiting area. The Practice has applied for funding for a reception/waiting area refurbishment.
- Did not attends. We now use SMS appointment reminders. In the last year we have signed up 1322 patients to receive appointment reminders on their mobile phones. This number is increasing daily as we ask all patients yet to sign up if they are interested when they make contact. The DNA rate has reduced since we introduced this service. On average the rate of DNAs has reduced by 30% for the GPs and nurses.

3. PPG Sign Off

Report signed off by PPG: YES

Date of sign off:

AM Emsley
30th March 2015

How has the practice engaged with the PPG:

Meetings, email and by phone.

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

We have information in our practice booklet, newsletter, website and on the TV information in the Practice waiting room.

We endeavour to continually expand our patient group. Monthly "drop-in sessions" with existing members of the PPG will be taking place. This will be advertised in our newsletter, on our website and on the TV information screen in the practice waiting room.

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

Yes, from Local patient survey (exit survey), face to face conversations with patients, patient compliments and complaints, Friends and Family test and NHS Choices feedback

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

Yes there has been involvement. We met as a group and had a follow-up meeting with two of the PPG members, (including the Chairman) and the Practice Representative.

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

The service has improved greatly. The telephone access is better as stated above, waiting at front desk has significantly improved with very little queue time. Communication lines are improved as staff and PPG are more available. Patient information is updated frequently.

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

Yes. Over the last 4-6 months we have noticed a significant change in the atmosphere in the Practice, both on the patients' side and the Practices'. The communication has improved significantly and this is reflected in the decrease of negative comments received. The PPG have been very impressed by the work achieved and are happy to continue working with the Practice with future projects.