

Annex D: Standard Reporting Template

South Yorkshire and Bassettlaw Area Team
2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: Richmond Medical Centre

Practice Code: C88085

Signed on behalf of practice:

Dr P. Parker
Dr Q. S. MBE

Date: 27-3-2014

Signed on behalf of PPG:

Mr L Angel MBE

Date: 27-3-2014

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, Open Morning

Number of members of PPG: 11

Detail the gender mix of practice population and PPG:

	Male	Female
%	3912 – 48%	4194 – 52%
Practice		
PRG	50%	50%

Detail of age mix of practice population and PPG:

%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
Practice	22.5	10.4	13.8	12.9	15	10	8.5	6.9
PRG	0	0	0	19%	0	28%	34%	19%

Detail the ethnic background of your practice population and PPG: (as coded on the clinical system)

	White			Mixed/ multiple ethnic groups				
	British	Irish	Gypsy or Irish traveller	Other white	White & black Caribbean	White & black African	White & Asian	Other mixed
Practice	95	0.15	0	2.5		.29	1.79	0.27
PRG	90						10	

	Asian/Asian British				Black/African/Caribbean/Black British		Other			
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice	0.29	0.23	.69	.37	.41	1.3	.69	.26	0	.34
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:

1. We are open to new members to join our existing group and welcome all ages and all ethnicities.
2. A notice is displayed in the waiting room inviting new members to join
3. Staff members are also advertising and encouraging patients to join through face to face contact
4. We advertise the group on the Jayex board in the waiting room and on the website.
5. Clinicians approach known carers enquiring if they would like to join the group it is also publicised during flu clinic
6. We held an open morning on Saturday June 2014 promoting exercise, the PPG was publicised
7. We have previously reviewed our practice mix and identified the polish population as our largest ethnic group and specifically targeted (personal invite) young mums in this group without success.

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

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

1. *The practice has a large number of younger population (children), 2042 under the age of 18 and we are trying to promote parents of young children to join the group.*
2. *We are also advertising this via the midwife and health visitor should they come across any parent who may be interested. Our manager also discussed this with the Children's Centre manager.*
3. *We are flexible and open to suggestions regarding the timing of the PPG meetings' which will enable majority of the members to attend.*
4. *We are happy to look at virtual members and have previously been in email communication with younger members*
5. *We are delighted that a dynamic young mum with a prominent position in the community has become a central member of the group and serves as our "link" with community groups for children and families.*

2. Review of patient feedback

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

1. *Patient survey results which was carried out in January 2015*
2. *Comments and suggestions made by patients*
3. *We are also taking part in the Friends and Family Test, this is currently being undertaken.*
4. *NHS Choices*
5. *The continual contributions of members of the PPG in our meetings*
6. *Housebound patients at time of GP home visits*

How frequently were these reviewed with the PPG?

The patient survey results were reviewed with the PPG in February 2015. 180 questionnaires were distributed, 122 responded. The top four areas are outlined below.

NHS Choices twice yearly

Comments and suggestions a standing item on the PPG agenda

Friends and Family Test annually

Action plan priority areas and implementation

Priority area 1

Description of priority area:

Time patients are delayed in the waiting room due to clinicians/doctors running late
75% of the patients were happy with the waiting time but we were concerned that 25% were not. Comments did indicate that patients would like informing by the reception team that the clinician is running late.

What actions were taken to address the priority?

Doctors to audit time patient spent in the consulting room and reasons to ascertain if there is a pattern
Reduce interruptions to clinicians while undertaking surgery. A Partner has undertaken training with the reception team.
Telephone calls are dealt with by clinicians at the end of surgery
Educating patients' one 10 minute appointment, one problem.
Standardised consulting rooms – items in the same place in each room.

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

The waiting time was discussed at the PPG in February 2014 and at the March Whole Practice meeting. From these two meetings the following has taken place:

- Reception verbally inform patients if a clinician is running late. Some patients have thanked reception for letting them know.*
- Clinicians who use different rooms now do not have to spend time searching for items, they are all standardised in each room.*
- Nurses and the admin team do not interrupt GP's until the end of the surgery.*

- We have placed a notice near the check in screen educating patients on one appointment, one problem
- The audit undertaken by Doctors is ongoing.

Priority area 2

Description of priority area:

Telephone access and improving patient experience regarding telephoning the medical centre

What actions were taken to address the priority?

1. All calls are aimed to answer within 5 rings (national average is 8 rings)
2. Encourage patients to book GP appointments and order prescriptions on-line and increase the availability of these appointments
3. Look at purchasing a new telephone system
4. Working with NHS Improving Quality regarding the telephone contact.
5. Partner has undertaken training with the reception team

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

1. We have had 505 patients who have used the on-line appointment booking since April 2014
2. We have 1282 patients registered for on-line appointment and prescription ordering
3. We advertise this service to all new patients joining the practice
4. We have requested a quotation from BT and a demonstration of a new telephone system, moving from analogue lines to digital which will enable better use of the telephone line.
(We have now had a demonstration and pursuing the purchase of same at a significant cost to the practice)

Priority area 3

Description of priority area:

Car Parking

What actions were taken to address the priority?

Richmond Medical Centre has a small car park. A designated "Staff Only" area is available for staff to park their cars, blocking each other in. There are 2 disabled parking spaces and 10 patient parking spaces. We approached 4 residents which adjoined the medical centre a few years ago to ascertain if they would be willing to sell some of the bottom of their gardens, three residents were happy to sell some of their land unfortunately one resident in the middle was not happy to sell.

We published a Newsletter which highlighted the benefits of walking to the medical centre, this would be looked at again. Requesting patients to order their prescriptions on-line or taking part in a pharmacy scheme so they do not attend the medical centre to drop their prescriptions in at reception.

We reviewed the issue of parking again at a Whole Practice Meeting to educate all staff regarding optimising spaces.

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

Staff have dedicated area to the rear of the car park, after discussion they now park closer together allowing one further car parking space for patients.

We are addressing the car valeting service which some staff use once a month to see if this could be delivered when the practice is closed ie between noon and 2 on a Thursday afternoon.

Priority area 4

Description of priority area:

Jayex Board

What actions were taken to address the priority?

It was felt that the Jayex Board which called patients in verbally and by sight could not always be heard and the PPF wondered if it was in the correct area.

To discuss with the Partners and Whole Practice,

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

It was felt that the Jayex Board was sighted in the best available place. The Practice has contacted Jayex to discuss the possibility of increasing the tannoy call in.

The sound of the tannoy has now been increased.

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):

Issues raised in previous year:

Website/On-line Appointments and On-line repeat prescriptions

As mentioned above, we have 505 patients who have used the on-line appointment booking and 1282 patients registered for on-line appointments and prescription ordering, the prescription ordering is very popular.

The practice website content has been updated, literature added. New website providers have been contacted in the process of considering a more modern site but the significant outlay for this did not seem justified.

We need to address the waiting times for appointments and continuity with a particular clinician. This has been discussed and improvements made.

3. PPG Sign Off

Report signed off by PPG: YES/NO

Date of sign off: 27-3-2015

How has the practice engaged with the PPG:

- How has the practice made efforts to engage with seldom heard groups in the practice population?
- Has the practice received patient and carer feedback from a variety of sources?
- Was the PPG involved in the agreement of priority areas and the resulting action plan?
- How has the service offered to patients and carers improved as a result of the implementation of the action plan?
- Do you have any other comments about the PPG or practice in relation to this area of work?