

Patient Participation Enhanced Service 2014/15 Annex D: Standard Reporting Template

London Region South London Area Team

Complete and return to: nhs.cb.lon-sth-pcc@nhs.net by no later than 31 March 2015

Practice Name: The Albion Surgery

Practice Code: G83006

Signed on behalf of practice:



Date: 27.3.15

Signed on behalf of PPG:

Hilary E. Rowley
P.P.G. Secretary
HILARY ROWLEY

Date: 27.3.15

1. Prerequisite of Enhanced Service – Develop/Maintain a Patient Participation Group (PPG)

Does the Practice have a PPG? YES /																																					
Method(s) of engagement with PPG: Face to face, Email, Other (please specify) Face to Face and e-mail																																					
Number of members of PPG: 18																																					
<p>Detail the gender mix of practice population and PPG:</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 20%;">%</th> <th style="width: 40%;">Male</th> <th style="width: 40%;">Female</th> </tr> </thead> <tbody> <tr> <td>Practice</td> <td>6790</td> <td>7252</td> </tr> <tr> <td>PRG</td> <td>4</td> <td>14</td> </tr> </tbody> </table>	%	Male	Female	Practice	6790	7252	PRG	4	14	<p>Detail of age mix of practice population and PPG:</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <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>2524</td> <td>1346</td> <td>1735</td> <td>1625</td> <td>2201</td> <td>1589</td> <td>1511</td> <td>1511</td> </tr> <tr> <td>PRG</td> <td>0</td> <td>0</td> <td>0</td> <td>1</td> <td>4</td> <td>2</td> <td>6</td> <td>5</td> </tr> </tbody> </table>	%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75	Practice	2524	1346	1735	1625	2201	1589	1511	1511	PRG	0	0	0	1	4	2	6	5
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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	91%			3%	1%			
PRG	84%			11%	5%			

	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice	2%	0.5%		0.5%	1%	1%				
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

PPG posters and leaflets are displayed in the waiting room and foyer area of the practice. The PPG also arrange various drop in sessions throughout the year to promote their services. The PPG is advertised on the Practice Website and is included in a Practice Newsletter and will be advertised on the plasma screen in the waiting room.

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:

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1. Review of patient feedback

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

The PPG have a suggestions box in the practice foyer area which is reviewed by them regularly. Feedback is reported at their meetings as agenda items and discussed with the Practice Manager. A representative from the PPG has also been invited to attend a monthly practice meeting to review suggestions and updates on outstanding actions by the practice.

Comments received in the Friends and Family Test (FFT) box by patients are also discussed with the PPG at their 6 weekly meetings and any relevant actions agreed and implemented with the Practice

A patient questionnaire was created based on comments made by patients on forms that could be left in the patient suggestion box and in conversation with members of the PPG. The questionnaire was distributed in the Summer of 2014 and results published in March 15 – these results are also available on the Practice Website and will be included in the Practice Newsletter. A summary of the results from questionnaire feedback was discussed at the PPG AGM on 26th March 2015 as follows:

Results of Patient Questionnaire 2014 (full report available on the Albion Website)

450 questionnaires were handed out – 170 were returned.

There were 15 questions based on input from patients eg questions patients asked the PPG when they were in the Practice during drop in sessions, some questions were also as a result of discussion within PPG meetings with the Practice.

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72% of patients did not know that the PPG existed or that it had been in place for over 2 years. The PPG and Practice will work together on promoting the PPG by incorporating into the Newsletter, plasma screen and Website.

35% of patients felt that changes to the telephone system was positive, 43.5% were negative about the new system and 26% did not respond.

30% of patients found the Practice Website useful, 61% did not know it was present and therefore had not accessed it, 9% did not respond. The PPG and Practice will work together as above, on promoting this service via the Newsletter, plasma screen and Website

22% of patients reported that they were now accessing on-line booking to make appointments and they felt the process to be an improvement. 72% of patients either did not use the on-line booking service or were not aware, although 7% said they would now register for this service. The PPG and practice will improve communication to promote this service.

50% of patients felt they were always able to get the appointment date and time they wanted and 50% felt this was more challenging.

92% of patients felt that their enquiries had been dealt with in a polite, professional and confidential manner. Positive comments were receptionists were always pleasant, helpful, polite and there were good standards of service. 1 patient reported concerns over being overheard. As a result of this comment, the Practice Manager will remind reception staff that if a patient has a confidential matter to discuss they should be taken to a separate quiet area. A poster will be displayed to inform patients of this facility.

39% of patients were satisfied with the repeat prescription service, 53% were not satisfied or didn't use the service preferring to deal directly with the pharmacist.

80% of patients did not access on-line repeat prescriptions, 12% did. This will be publicised more.

67% felt that parking facilities for mobility scooters was a positive move forward, 12% did not agree and 21% did not respond. The PPG will discuss this further at the next meeting with the Practice.

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Patients were asked what information they would like to see on the plasma communication screen, the following are examples of the responses made (full report can be seen on the Website)

Length of appointment times to wait to see doctor and where the patients are on the schedule

Visual screen showing names of patients to be called as some hard of hearing

Up to date changes to local healthcare amenities

Updates on local hospital services and the surgery

43% reported that they had no ideas regarding improving patient entry to the building eg automatic door request. 26% said they would like to see improvements made to the entrance, building and waiting room and 31% did not respond – comments available on full report.

83% of patients agreed with the PPG fundraising for the practice, 3% didn't agree and 14% did not answer

84% reported that they would recommend the Practice to their family and friends. 8% said they wouldn't and 8% did not respond.

Other comments on the questionnaire can be seen in the full report.

As a result of the AGM and earlier PPG meetings, 3 priority actions were/have been approved.

The report will be publicised on the Practice Website, there is also a folder in the reception area where a copy of all PPG reports/minutes are available to be viewed. Voluntary organisations and community groups can all access the reports via the Website or practice. PPG reports are available to the CQC Inspection Team and Health Watch upon request when they visit the Practice. The CCG are notified of the PPG 2014/2015 report via e-mail. Posters are also displayed in the Practice reception area advertising the PPG information and circulated to the Social Prescribing team within Bexley.

How frequently were these reviewed with the PPG?

The PPG have regular **6** weekly meetings and a representative from the practice attends these meetings to ensure review is proactively discussed and any actions implemented in an agreed timescale with development of an action plan to ensure good communication and collaboration within the practice and PPG, 3 key action priority areas are listed below. The Survey was discussed

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at the AGM on 27th March 2015 and an Action Schedule created for future implementation.

Action plan priority areas and implementation

Priority area 1

Description of priority area:

Update Practice Telephone System – to improve current system to provide more information regarding phone waiting times and more lines to improve access.

What actions were taken to address the priority?

The phone system has been updated and technology improved. The system has been switched to the digital service and more lines are available and patients are informed of waiting times when they call the surgery.

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

The new phone system was publicised on posters that were displayed in the waiting room.

Unfortunately this generated more complaints – patients did not like the queuing system, they felt they were being charged unnecessarily for holding on the line too long for their calls to be answered. The Practice Manager received many complaints and took the decision to remove the queuing facility so that an engaged signal is heard if all the lines are busy. Feedback has been positive in terms of having more lines available which has improved the system greatly.

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Priority area 2
<p>Description of priority area:</p> <p>Better communication – Patient Newsletter</p>
<p><u>What actions were taken to address the priority?</u></p> <p>Personnel were identified to create practice newsletter, containing relevant updated patient information to be updated regularly and available in the waiting room to all patients.</p>
<p><u>Result of actions and impact on patients and carers (including how publicised):</u></p> <p>Publicised by putting newsletter in waiting room for patients and carers to view. Access to the Newsletter is also available on the Practice Website. Feedback has been positive and will lead to a plasma screen being purchased and displayed in the waiting room, publicising other essential services. The PPG have contributed to fund the screen which will be in place by Autumn 2015.</p>
Priority area 3
<p><u>Description of priority area:</u></p> <p>There are 2 sets of doors to the Practice, 1 set of doors are the main entrance doors to the building preceded by 2 heavy internal doors in foyer area to access the reception/waiting area.</p> <p>The PPG identified that the 2 internal doors were heavy and patients had difficulty opening or getting through them. It was therefore suggested by patients and the receptionists that these doors be removed, making access easier for patients especially those with disabilities or elderly/frail patients and parents with prams/pushchairs.</p>

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What actions were taken to address the priority?

The 2 internal doors were removed from the foyer area.

(NB: the Practice Manager has also put forward a grant application to NHS England to gain funding for practice improvements to enhance patient services and improve main access to the building).

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

The removal of the 2 internal doors in the foyer area was mentioned in the practice newsletter. Positive feedback has been received so far from patients who used to find the doors heavy to open. It is hoped that if funding is approved by NHS England, automatic doors will be installed as the main doors to the building which will further improve patient access as this is an area which has also been identified and discussed by the PPG to be implemented when further funding is available.

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Progress on previous years

Is this the first year your practice has participated in this scheme?

No

If you have participated in this scheme for more than one year, outline progress made on issues raised in the previous year(s):

The PPG have arranged various fund raising events throughout the year, which included: Cake and bric a brac sales, quizzes, and a number of raffle events. The funds are paid into a charity account and the PPG consults with the practice regarding distribution of funds that can be allocated following discussion between both groups. The PPG are members of the National Association for Patients Participation Groups – membership is funded via the Practice.

The PPG have successfully raised funds to purchase 6 new digital blood pressure monitors which have been distributed to the nursing team. They have also raised funds to purchase a plasma communication screen to be installed in the waiting room.

The PPG are involved in the Albion Social Club, which takes place on the 1st and 3rd Tuesday of each month and enables lonely patients to attend and socialise. The idea was conceived by our Practice Nurse and has been very successful due to the encouragement of the PPG.

The PPG have also worked on creating a hand washing technique poster which has been distributed throughout the practice.

The improvements that have taken place with communication between the practice and patients, the PPG have reported an increased interest in patients wanting to join their group, which shows the success of their achievements in reaching the patient population.

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2. PPG Sign Off

Report signed off by PPG:

Yes

Date of sign off: 27.3.15

How has the practice engaged with the PPG:

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

The practice has actively encouraged the elderly cohort group to participate in the PPG by discussing the services at the Albion Social Club and by staff, including clinicians, distributing information leaflets regarding the group. In some cases the doctors also contact current members of the PPG with information on patients they feel would benefit by being invited to join the group whether virtual or actual. IPLATO – a texting communication service has recently been installed and is available to patients with mobile phones, this is a new system with many functions and the practice will be discussing informing patients of the PPG's existence by incorporating this information in text messages.

The PPG target the younger cohort group by attending the practice when baby clinics are in progress and hope to encourage these patients as virtual members. This is a work in progress and will continue to improve.

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

The practice receives feedback via the suggestion box and comments made to PPG members during fund raising events in the practice and also via complaints/compliments to the Practice Manager.

Friends and Family Test (FFT) questionnaires are available in the waiting room for all patients to complete. These are collected, collated and discussed at the PPG 6 weekly meetings for relevance of suggestions and possible implementation, which are added

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as agenda items as necessary. Action template is completed and agreed with Practice Manager to ensure efficiency in updating communication and implementing any new suggestions.

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

The PPG created an action plan following a meeting with the practice which will be used as a tool to improve communication between the 2 groups. A PPG representative will attend regular practice monthly meetings to inform the practice of key points giving both groups an opportunity to develop joint working goals leading to positive actions and improvement.

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

The service has resulted in improved access to services and collaborative communication between patients and the practice. Communication has been improved greatly, implementing and improving on existing communication channels. Patients/carers also feel their comments and views are valued more as they get an opportunity to express them in a proactive way, eg patient questionnaire and suggestion box.

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

We value the services of the PPG and the positive work they do regarding improving communication between the practice and patients. We feel they have contributed to enhancing some existing services and are committed to working together in the best interests of the patients. The members contribute time and a mixture of skills and experience to the group and in general the practice believes they are a valuable addition to the patient services provided by the practice and endorse this group fully.

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