

## 2014/15 Patient Participation Enhanced Service

Practice Name: Stag Medical Centre

Practice Code: C87007

Signed on behalf of practice: C Thompson

Date: 11<sup>th</sup> March 2015

Signed on behalf of PPG: J.A.Drew

Date: 11<sup>th</sup> 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 – monthly meetings, Email, Facebook											
Number of members of PPG: 14 Face to face 56 Virtual members											
Detail the gender mix of practice population and PPG:				Detail of age mix of practice population and PPG:							
%	Male	Female									
Practice	48.4	51.6	%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
PPG	31	69	Practice	16.4	8.2	10	11.8	14.9	13.3	13.34	11.8
Virtual PPG	27	73	PPG	0	0	0	0	7.7	30.8	53.8	7.7
			Virtual PPG	No data available (56 members)							

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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	4089	15	0	33	3	4	10	8
PPG	14							

	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice	27	94		16	16	5	2	10		796
PPG										

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:

A letter was available to all patients requesting volunteers to join the PPG. Surveys have been done since 2012 and it was discovered that the population of the Practice is mainly older people with limited numbers of ethnic minority groups. Members of the PPG were present at the surgery waiting rooms at key times to raise the profile of the surveys and asked patients attending the surgery to take part by completing the questionnaires. In order to make the survey as inclusive as possible and achieve a broad cross section of views, responses were sought from different target groups' i.e. new mums attending baby clinics, specialist clinics and a residential home for people with learning difficulties

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:  
'Tell us what you think' and the Friends and Family Test

How frequently were these reviewed with the PPG?  
At each monthly meeting.

### 3. Action plan priority areas and implementation

Priority area 1
Description of priority area: Appointments
<p><b>What actions were taken to address the priority?</b></p> <p>Availability of appointments has been challenging at times this year as demand for appointments increases. Text reminders have attempted to stop the non-attenders to appointments. This has been addressed by exploring new ways of working, including earlier and later availability of appointments and will culminate in a top slicing meeting with all concerned including PPG representatives on creating a new appointment system. The availability of online appointments has alleviated some of the problem but patients have soon learned how to circumvent the process thus most of the appointments have been taken by the start of the day. We have gleaned this information from the 'Tell us what you think' survey which is an on-going survey we have in the Practice.</p>
<p><b>Result of actions and impact on patients and carers (including how publicised):</b></p> <p>The PPG have recommended that the Practice provides a notice to patients explaining the current appointment system and requesting cooperation and understanding during demand from patients. Text reminders have attempted to stop the non-attenders to appointments.</p>

## Priority area 2

Description of priority area: Friends and Family Test (FFT) collection and collation.

### What actions were taken to address the priority?

The PPG have offered to be present in the surgeries to encourage patients to complete the FFT. Discussions have taken place and it was decided to see how many people responded to the FFT without encouragement save for the advertising and notifications on the Jayex boards and website. There may be future events to collect data using hand held tablets with the FFT on in order to increase responses. There is an online facility to report the FFT and this has been used in conjunction with off line collection.

Collation of the FFT is currently being done by compilation of the online and off line data but this is due to be actioned within the GP website.

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

The FFT is advertised with the use of post cards to be completed by patients. These are in both surgeries at the reception desk. There are notifications on the Jayex boards and Practice website. There are notices in prominent places within the surgeries i.e. at the repeat prescription boxes and close to the booking in screen. It is difficult to approach patients about their experience when they are unwell and visiting the surgery. A planned event such as a Flu Clinic may be a better information source as there are more patients attending and they are usually well and more amenable to sharing their views. This has been our past experience when collecting survey responses and something to consider for 2015/2016. There have been more positive responses than negative ones from the FFT. Action points we have prioritised include the appointments system, FFT collection and collation and reception staff communication and interpersonal skills.

### Priority area 3

#### Description of priority area:

Reception staff communication and interpersonal skills. Issues about this aspect of the work of the receptionists have been few, however, it is one that has cropped up consistently over the past 12 months. It is an on-going issue. When the pressure of the demands on receptionists increase it appears the stress levels increase. The PPG have discussed this at almost every meeting and it has been addressed by the Practice management. We have gleaned this information from the 'Tell us what you think' survey which is an on-going survey we have in the Practice as well as the FFT. Respondents to surveys have rated the performance of the reception staff as good and very good from the quantitative data; however there are some negative comments which highlight the need to assess staff development in customer service issues.

#### What actions were taken to address the priority?

Staff training has been done and is a continuing training aspect. On the whole staff are complimented on the way and manner they greet and address patient issues. From time to time the pressures and demands on receptionist's time and patience is tested and this is when the communication and interpersonal skills aspect of the relationship breaks down. Reception staff have been reminded of this and an understanding of the way this comes across to patients has been reached and addressed. One of the main issues is availability of appointments so when this has been addressed and a new way of working reached this may help with the reception staff communication and interpersonal skills.

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

The impact this has on the few patients it affects cannot be ignored and is handle by focussing on the latest issue known to the PPG and Practice. It is always handled as sensitively as possible to enable patient and staff relationships to flourish and maintain an equilibrium but from time to time this changes with the demands on the service.

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):

Our PPG was formed at the end of December 2011. The group is independent of the Practice with over 54 virtual PPG members and at least 12 members who meet face to face along with representatives of the practice team on a monthly basis. The group represents patients at the Stag Medical Centre and Rose Court surgery. We try to reach as many of the practice population we can. Members represent people registered with the Practice linked to those living with learning disabilities, dementia, long term conditions, carers who are setting up Carer's Corner at the Practice; links with Admiral Nurses, McMillan nurses and local cancer help groups.

As a "critical friend" the PPG has begun to break down barriers and improve communication and information sharing between patients and the GP practice. There is an excellent working relationship with the Practice Manager. The PPG chair acts as a conduit to the practice partners and staff on all issues raised within the meetings.

We have established a real opportunity for patients to influence decisions about which services are provided, how they are provided, and how the practice is run. The following list identifies what our PPG has achieved since its' inception:

- Placed clocks in each surgery
- Non touch antiseptic hand sanitiser dispensers (wall mounted) at each touch screen with instructions for patients
- Provided evidence to change 0845 number to geographic number
- Online prescription – addressed website navigation, access (passwords) still working on medicine request notes to Practice.
- Staff training – reception communication skills – instigated receptionists introducing themselves by name when answering the phone and wearing name badges. Receptionists reported they felt a better rapport was being created with patients.
- Medication – review how Pharmacy deals with managed prescriptions. This resulted in a change of management at the National pharmacy chain which has improved the patient service.
- Inform patients how they are able to access their own medical records.
- Create a more welcoming waiting area – art work from schools was provided.
- Revisited survey collection methods by carrying out a pilot study utilising technology. We used tablets to collect data and formulated results into the programme, electronically linked the on-line results and produced a report to satisfy the PPG we had the right format for questions and we could rely on the technology to assist patients in its' use.

We continue to support a PPG Network for Rotherham. This initiative is the beginning of new ways of working with the Clinical Reference Committees but more importantly it will offer and provide support for other GP Practices in Rotherham where the formation of PPGs is in its infancy. In turn the Rotherham PPG Network will enable the GP Practice population of Rotherham to have a voice on the provision of health care services.



4. PPG Sign Off

Report signed off by PPG:

YES

Date of sign off:

11<sup>th</sup> March 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?