

Standard Reporting Template

NHS England (Wessex)
2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: Lockswood Surgery

Practice Code: J 82174

Signed on behalf of practice: J Thomson Date: 25.3.15

Signed on behalf of PPG: B Arthur Date: 25.3.15

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

Does the Practice have a PPG? YES

Method of engagement with PPG:

New patient's registration pack – patients are invited to join the PRG or virtual PRG at point of registration

Practice monthly newsletters.

Websites – www.lockswoodsurgery.co.uk and www.nhs.choices.co.uk

GP / Nurse / HCA give handouts to patients during their consultations - including chronic disease and baby immunization clinics.

Posters displayed in the waiting room on the PPG notice board.

Opportunist canvassing by the reception team.

Texting service – targeting ethnic groups, seldom heard groups and all other areas of the practice Population.

PRG – members spending time in the waiting room canvassing patients and promoting the PRG and virtual PRG

Annual Flu campaign – target our older patients the PPG was actively promoted at the Flu clinics.

To assist with recruiting our younger population the virtual PPG is promoted at the vaccination clinics for school leaver and Warsash College students.

Number of members of PPG: 1090

Detail the gender mix of practice population and PPG:

%	Male	Female
Practice	6800	6495
PRG	501	589

Detail of age mix of practice population and PPG:

%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
Practice	2552	1519	1330	1690	2346	1678	1254	926
PRG	5	186	286	269	276	51	12	5

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	13029	33	0	5	1	30	40	30
PRG	1081			1				5

	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice	36	5	4	45	35	1	1			
PRG									1	2

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:

All new patients	Are invited to join the PPG or virtual PPG at time of registration to the practice - over the past year this would be inclusive of nursing home/ learning disabilities /Carers and other specific groups
Disease prevalence groups at	Invited to join virtual PPG and the opportunity to take part in the practice survey at annual review

annual checkups COPD , Diabetics , L/D carers , Asthma and CHD	
Baby clinic - staff add hoc canvass this group	Automated booking in system , pick up a practice newsletter and via the practice nurse at review , via the Health Visitor and community Midwife
Patients from ethnic groups	As a practice we have sent text messages to these patients explaining what the PPG is and inviting them to join the face to face PPG or to join the virtual PPG.
Patients 16 – 30 years	Using the texting service as above
To advertise the PPG in house to all groups	A PPG member has set up a drop in and discuss area in the main waiting room and canvassed patients inviting them to join the PPG group or virtual group, also handing out a patient survey on the new triage system.

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 surveys , Patients complaints , suggestions from the suggestion box , quarterly PPG meetings , virtual group feedback and FFT feedback

<p>How frequently were these reviewed with the PPG?</p> <p>Quarterly at PPG meetings</p>

3. Action plan priority areas and implementation

Priority area 1
<p>Description of priority area:</p> <p>Appointment system – Triage</p>
<p>What actions were taken to address the priority?</p> <p style="padding-left: 40px;">Survey – June 2014 and November 2014 via virtual PPG and hard copies in house A member of the PPG handed out the survey in the waiting room. Discussed at partner and reception meetings / partners meetings</p>
<p>Result of actions and impact on patients and carers (including how publicised):</p> <p>Triage is working well 51% of patients are called back within 30 minutes with 84% of patients considering their experience very helpful or helpful and 88% felt they were seen by an appropriate member of the practice.</p> <p>The practice has three Gp's on a Monday and two Gp's the rest of the week managing the triage system. The impact on patients has been that a third of calls do not require a consultation the issue can be dealt with over the phone; Gp's will signpost patient effectivity to ensure they receive care in a timely manner.</p> <p>Publicised – in-house waiting room notice boards , website , newsletter</p>

Priority area 2

Description of priority area:

Customer care – Reception Team

What actions were taken to address the priority?

Survey – June 2014 and November 2014 via virtual PPG and hard copies in house
Patient complaints
Staff training

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

90% of patients thought the reception staff were very helpful or helpful when they first phoned?
86% of patients said that they felt that when they last contacted the practice they were very satisfied or satisfied with the way the receptionist spoke to them?
Did they assist you with your issue or question in an informative and polite manner, 90% of patients considered their overall satisfaction with the way the reception team assisted them when they came into the practice?

As a practice we are educating the reception team on patient signposting, ensuring the team know how to assist patients ensuring their pathway is as uncomplicated as possible – getting it right the first time.

Published – practice newsletters and website

Priority area 3

Description of priority area:

Seldom Heard groups to include -
 Disability
 Ethnicity
 Sexuality
 Communication impairments
 Mental health problems
 Homelessness

Geographical isolation

What actions were taken to address the priority?

Text messages sent to existing patients to invite them to join either the virtual or PPG group, PPG information and invite on new patient's information.

PPG notice board up to date and inviting these groups

Specialised clinics (asthma , diabetes , CHD , COPD) leaflets handed to patients

PPG - as point of contact in the waiting room

Harnessing multimedia to get messages across to communities (eg videos/DVD – television)

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

Organisational barriers that impacted on seldom-heard groups included 'difficulty in finding people to engage with,

Communication
 people with impairments

Communication in meetings too fast for some communication methods
Too much reliance on computer-based communication and reference to websites, and not enough thought given to other forms of communicating
Cultural barriers

The practice has used a texting service to reach these patients at regular intervals; a PPG group representative interacts with patients in the waiting room assisting with patient surveys and discusses the PPG group and virtual group's role within the practice.

Warsash college – all students are put on our virtual PPG texting group when registering

Publicise - via website , newsletter , practice leaflet , PPG noticeboard

Communication with Midwife and health visitors to introduce the PPG – give leaflets to hand to their patients

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):

Area	Action taken	Outcome
Promote online service appointments and repeat prescriptions	For new patients via 'New Patients' questionnaire. Existing patients via practice newsletter, websites , automated booking in system , repeat prescriptions and via reception and clinical staff as necessary	These services have seen a rise in take up, the practice texting software indicates 41% (5651) are registered for the texting service.
Ensure mobile and telephone numbers are updated regularly	Regular requests for updates from patients in monthly newsletter, staff check and up date mobile numbers and land lines when patients use the triage appointment system.	Reception proactively updating records when patients give new contact numbers. Improvement has been seen due to the induction of the Triage appointment patient is contacted by the Gp.
Audit the Telephone Triage System via patient survey.	PPG member was available in the main waiting room for patient comments and to hand out the survey	Triage is working well 51% of patients are called back within 30 minutes with 84% of patients considering their experience very helpful or helpful and 88% felt they were seen by an appropriate member of the practice
PPG notice board	Part of the main notice board to be given to the PPG	The notice board is up dated and monitored by the PPG chair person, DNA's have been a focus this year. The PPG group have decided to audit the reason why patients DNA's to ascertain why they did not attend to try and find any common links the practice can assist in improving.
Choose Patient pathway correctly. Advertise HCA and the services they can offer	Practice newsletter, website, poster in waiting room Reception education to assign posting patients to the correct clinics Reception education to assign posting patients to the correct clinics	The PPG notice board has up to date information on services offered to patients in the locality. The reception team are up dated at reception meeting on local services for patients so they can be an effective means of patients information first hand
H& S – Improve lighting on the path to the practice –	Bollards and car park security lighting fitted	All the lights and bollards are now working affectivity.

4. PPG Sign Off

Report signed off by PPG: YES chairperson

Date of sign off: 25.3.15

How has the practice engaged with the PPG:

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

As set out in priority area 3 - the practice continues to monitored and contact patients in these groups

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

Yes - Patient surveys , Patients complaints , suggestions from the suggestion box , quarterly PPG meetings , virtual PPG group feedback and FFT feedback

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

Yes at all levels

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

Yes there has been an improved up take on patients booking on line, the Triage system is working effectively the practice has listened to feedback from the practice survey and the PPG to improve access to this system. The PPG face to face and virtual groups continue to grow.

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

The PPG and practice are working together to improve communication and patients care and service delivery at the practice.