

Standard Reporting Template

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

Practice Name: Bridgemary Medical Centre

Practice Code: J 82152

Signed on behalf of practice: Jane Wright (Practice Manager)

Date: 26.03.2015

Signed on behalf of PPG: Mrs J E Chapman & Mrs J M Wright (PRG Members)

Date: 26.03.2015

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

Does the Practice have a PPG? YES / NO
Method of engagement with PPG:, Email (and some by letter if no email address)
Number of members of PPG: 115

Detail the gender mix of practice population and PPG:

%	Male	Female
Practice	4486	4148
PRG	44	71

Detail of age mix of practice population and PPG:

%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
Practice	1395	1013	938	882	1087	995	866	750
PRG	0	7	3	11	20	19	33	20

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	6198	10			7	2	5	6
PRG	108	5		1				1

	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice	23	4	6	6	9	8	6	11		
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:

ALL new patients are informed of the PPG and invited to join the Group. There are posters and forms in the waiting room and a link on the Website. The PPG is also advertised in the News Letters.

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:

2. Review of patient feedback

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

*Questionnaire sent through Survey Monkey to PPG members with email addresses and on paper copy through post to those without.
Suggestion box was placed in waiting room with suggestion slips and a poster to encourage patients to post their suggestions.
Patients are encouraged to give feedback when the quarterly News Letters are emailed to them.*

How frequently were these reviewed with the PRG?

Three times in the year via email update – June, September and March

3. Action plan priority areas and implementation

Priority area 1
<p>Description of priority area:</p> <p><i>Extended hours – patients often didn't book early morning appointments and there were complaints that not enough appointments were available On-line.</i></p>
<p>What actions were taken to address the priority?</p> <p><i>A questionnaire included a question as to what time and day patients would prefer appointments made available outside the core hours.</i></p>
<p>Result of actions and impact on patients and carers (including how publicised):</p> <p><i>Result of questionnaire showed that majority of patients preferred late evening appointments (between 6.30 and 7.30pm) and on Saturday mornings.</i></p> <p><i>A 4 week rota was set up to offer appointments on Mondays, Tuesday and Thursday evenings and on Saturday mornings. These appointments are all available to book on-line or through the practice. Additional appointments in normal clinics were made available to book on-line also.</i></p> <p><i>This new rota was advertised via posters in the waiting room, on the website, in the Practice Leaflet and in the Newsletter.</i></p> <p><i>The result has been that all Extended hours appointments are booked and patients are happier that more appointments are available on-line.</i></p>

Priority area 2

Description of priority area:

Privacy at the Reception Desk – patients often complained that other people could hear conversations at the desk and that there was no privacy. Reception staff often felt under extreme pressure as patients would crowd around the desk and they found it difficult to deal with certain issues.

What actions were taken to address the priority?

A notice on a stand was put adjacent to the desk asking patients to wait until they were called forward to reception.

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

This immediately had a positive effect on the organisation of the reception desk. Everyone knew who was next and there was greater confidentiality at the desk. Patients were happier and the staff were less stressed as it was much calmer.

Posters and signs were put up to direct patients to the queue and politely asked to stand behind the sign if they had not realised it was there.

Priority area 3

Description of priority area:

Repeat Prescription Service – there were often complaints that repeat requests were not ready for collection on time. Staff became stressed as patients became frustrated.

What actions were taken to address the priority?

The practice decided to extend the turnaround time from 2 days to 3 days in order to reduce the delay. The demand for prescriptions had increased greatly as more people take more regular medication. This decision was fed back to the PPG for comments from which there was no negative feedback.

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

There were less errors which in turn led to fewer complaints. Staff felt able to cope with the work load more easily.

The extra day turn around was publicised over a month before the extra day took effect by way of posters in the waiting room, on the website, in the newsletter and on the prescription repeat slips.

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):

Last year the issues raised by the PPG were:

- Appointments – there was a lot of frustration around the booking of appointments and patients having to telephone on more than one occasion in order to book. The booking of appointments ahead was extended to 4 weeks ahead instead of just 2 weeks. Staff were trained to offer the next available appointment for the GP of the patients' choice or an alternative. This resulted in patients getting an appointment with just one telephone call.
- Telephones – Patients often complained that the phones were not answered quickly enough. The number of calls were reduced by amending the appointment system and the staff rota was adjusted to ensure there were at least 3 members of staff answering the phone at the busiest time of day, first thing in the morning. The telephone system was also upgraded to a better system giving the option for patients to speak to the admin team if they requested.
- Communication – patients often felt that the practice did not communicate with the patients effectively. A quarterly Newsletter was introduced with a new format from the old newsletter which was published less regularly. All practice news is updated through the newsletter which is sent to the PPG group and published on the website, as well as being available in the waiting room
- Customer Service – there had been numerous complaints about the attitude of staff. A Customer service training plan was put into place at the same time as new staff were employed, due to retirement of a number of staff. The reception team are now a friendly welcoming asset to the practice.

4. PPG Sign Off

Report signed off by PPG: **YES/NO**

Date of sign off: 26.03.2015

How has the practice engaged with the PPG: *Feedback through email regularly and the setting up of a patient Reference Group for face to face meetings.*

How has the practice made efforts to engage with seldom heard groups in the practice population? *There are posters in the waiting room and a link on the website as well as all new patients being informed of the group and invited to join.*

Has the practice received patient and carer feedback from a variety of sources? *Yes, by completion of surveys in the surgery or via email and completion of suggestion slips in the 'post box'.*

Was the PPG involved in the agreement of priority areas and the resulting action plan? *Yes, feedback was sought via email and from the face to face meeting of the PRG.*

How has the service offered to patients and carers improved as a result of the implementation of the action plan? *There are less errors with the prescription service, better privacy at the reception desk and the extended hours appointments are now booked. Customer service is much improved and the staff are less stressful.*

Do you have any other comments about the PPG or practice in relation to this area of work? *The practice work hard to improve the services they offer. All staff and GPs are caring and helpful. The setting up of the PRG is new but will involve the attendance to the Locality Patient Group Meetings which will help support the practice and promote the excellent service it provides.*