

Annex C: Standard Reporting Template

Leicestershire and Lincolnshire Area Team
2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: City Medical Practice

Practice Code: C83001

Signed on behalf of practice: Carolyn Allen

Date: 12/03/2015

Signed on behalf of PPG: Peter Crosby

Date: 17/03/2015

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, Email & telephone																																					
Number of members of PPG: 393																																					
Detail the gender mix of practice population and PPG: <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 10px;"> <thead> <tr> <th style="width: 15%;">%</th> <th style="width: 35%;">Male</th> <th style="width: 50%;">Female</th> </tr> </thead> <tbody> <tr> <td>Practice</td> <td>51.59%</td> <td>48.41%</td> </tr> <tr> <td>PPG</td> <td>34.86%</td> <td>65.14%</td> </tr> </tbody> </table>	%	Male	Female	Practice	51.59%	48.41%	PPG	34.86%	65.14%	Detail of age mix of practice population and PPG: <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 10px;"> <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>17.92</td> <td>11.15</td> <td>20.03</td> <td>13.88</td> <td>13.81</td> <td>10.45</td> <td>6.53</td> <td>6.23</td> </tr> <tr> <td>PPG</td> <td>0.25</td> <td>4.83</td> <td>17.56</td> <td>14.00</td> <td>13.49</td> <td>17.81</td> <td>19.08</td> <td>12.98</td> </tr> </tbody> </table>	%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75	Practice	17.92	11.15	20.03	13.88	13.81	10.45	6.53	6.23	PPG	0.25	4.83	17.56	14.00	13.49	17.81	19.08	12.98
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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	17.11	0.14	0.05	11.17	0.09	0.18	0.11	7.43
PPG	77.61	10.69	-	6.36	-	0.51	-	-

	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice	0.65	0.04	0.35	0.58	0.73	0.38	0.02	0.13	0.10	60.74
PPG	1.54	0.25	0.25	0.25	0.51	0.51	0.25	1.27	-	-

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:

Review of S1 data to identify age, gender and ethnic breakdown of Practice population.

Advertise membership in the PPG newsletter.

Information on the waiting room LED display.

Patient information posters in the waiting room.

Patient information on both the Practice and PPG website.

Clinicians to ask patients personally.

Advertise the group in the local 'Maze Matters' newsletter which is a community paper that is distributed to 2.5 thousand homes in the surrounding area.

PPG members personally target waiting room patients and baby clinic sessions to encourage membership.

Worked with an invited Local Authority employed community liaison colleague to attend the surgery and personally approach patients, in particular the Eastern European patients.

Polish receptionist to identify potential PPG representatives and to assist with document translation.

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:

CQC report.
Complaints and compliments including NHS Choices website.
Patient survey results.
Friends and Family Test results.
Practice Data.
Healthwatch.

How frequently were these reviewed with the PRG?

Any information that has been received from these sources is discussed at the monthly meeting of the face to face PPG. We also meet on a quarterly basis as part of the Optimus PPG when relevant feedback is discussed.

3. Action plan priority areas and implementation

Priority area 1
<p><i>Description of priority area:</i></p> <p>An ongoing area for concern is the high number of DNA's recorded each month by the Practice and comments received about the difficulties experienced when telephoning the surgery. In an attempt to positively influence these two factors the 'Patient Partner' telephone system was introduced. This allows patients to book, check, change or cancel an appointment and request a repeat prescription 24/7.</p>
<p><i>What actions were taken to address the priority?</i></p> <p>The patient survey was carried out shortly after the trial period for this system was introduced and many patients had not yet used it. The group members felt that whilst the number of patients using Patient Partner was increasing month on month, that increased advertisement would be beneficial. It was suggested that a step by step guide that could be kept for future reference be included as part of the March PPG newsletter. The guide would also be displayed on the PPG noticeboard in the waiting room and on the Practice website. Information relating to this service has also been placed on the prescription counterfoil.</p> <p>Following discussions with the PPG the Practice initiated the use of a label machine that automatically prints appointment details for patients to take away and keep in a convenient place as a reminder of their appointment. Also receptionists were tasked with telephoning patients that have an appointment of 20 minutes or more booked with a nurse, in order to remind them of the appointment.</p>
<p><i>Result of actions and impact on patients and carers (including how publicised):</i></p> <p>As the use of Patient Partner was becoming more popular, especially by people who are not particularly IT literate and those patients aged 75 and over, the decision was taken by the Practice to purchase the system on a permanent basis. This decision was supported by the PPG. It is hoped that greater awareness of this method of accessing the Practice services would reduce the</p>

number of calls being made into the surgery during the working day, so freeing up the telephone lines and the receptionists for other calls and queries. For patients that are not able to access a telephone during the working day this system allows them to access Practice services at a time more convenient to them.

By providing appointment reminders there will hopefully be fewer DNA's. This should result in more appointments being available as patients will not have to rebook their missed appointment.

We will continue to monitor the system and discuss developments with the PPG.

The results of the action plan will be posted in the waiting room and on the Practice website.

Priority area 2

Description of priority area:

As a result of the patient survey the group wanted to address the length of time patients sometimes wait beyond their appointment time. It was recognised that in the past patients have calculated their waiting time from when they arrived at the surgery and not from the time of their booked appointment. The group felt that to wait up to 15 minutes was acceptable and so they concentrated on the responses from patients that had waited in excess of 15 minutes.

What actions were taken to address the priority?

It was unanimously agreed that if a clinician is running significantly late that the receptionist should regularly inform patients in the waiting room of the delay and give an estimate as to the length of time they may have to wait. It was acknowledged that reception staff do inform patients of such a wait but not always on a regular basis as patients may arrive at the surgery after the delay has been explained.

As there have been incidences when patients have failed to check in for their appointment, so incurring a longer than necessary wait, a message has been placed on the LED display in the waiting room asking patients to make sure they have checked in for their appointment.

Before any further action is to be taken it was decided to obtain a system breakdown of actual waiting times.

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

By keeping patients informed of clinicians that are running late patients will be able to make the decision as to whether they feel they can wait or if they prefer to make an appointment for another time, so saving them what may appear to be wasted time. We all generally feel able to cope with situations if we are kept informed of the facts.

Once the Practice and group are in possession of the details of the waiting times, decisions can be made on ways to alleviate the problem. It is worth noting that there are times when delays are unavoidable and clinicians cannot determine what they may be faced with during a consultation.

The results of the action plan will be posted in the waiting room and on the Practice website.

Priority area 3

Description of priority area:

When patient feedback has been discussed by both the Practice and the PPG it has frequently been about the problems that patients encounter when trying to contact the surgery by telephone. In view of this the group priority issues centred around alternative methods of contacting the Practice. In an attempt to improve the situation the Practice introduced online booking for appointments, requesting prescriptions and accessing a summary of medical details including their allergies and sensitivities, acute medication (previous 12 months) and current and past repeat medication (previous 6 months). By accessing the Practice website patients have the opportunity to arrange these services for themselves as with 'Patient Partner', though using a different form of communication.

What actions were taken to address the priority?

One of the main concerns when online appointment booking has been discussed with the PPG is that not everyone has access to the internet. Feedback from the patient survey would suggest that it is the elderly population that tend to be disadvantaged using this system. The group felt much more comfortable with this option now that 'Patient Partner' is also available. Both allow 24/7 access and offer greater choice of communication.

It became apparent that when a number of patients said there were no appointments available to book online, they actually meant there were no appointments available with the doctor of their choice. The PPG suggested it may be beneficial to advertise the fact that using online booking does not guarantee being able to see their GP of choice. They may still have to wait to see a named individual.

Online booking information can be viewed on the prescription counterfoil, on the Practice website and in the waiting room.

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

It is hoped that greater awareness of this method of accessing the Practice services will reduce the number of calls being made into the surgery during the working day, so freeing up the telephone lines and the receptionists for other calls and queries. For patients that are not able to contact the Practice during the working day this option will allow them to access Practice services at a time more convenient to them.

By providing patients with the option to contact the Practice by a routine telephone call, Patient Partner and online it is hoped that all of our patient population will be able to choose which form of communication best suits them and their lifestyle.

We will continue to monitor the system and discuss developments with the PPG.

The results of the action plan will be posted in the waiting room and on the Practice website.

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):

The City Medical Practice PPG was formed in 2008 and has carried out an annual patient survey each year. The survey has been built upon and refined every year since. The surveys have allowed the Practice and PPG to compare and analyse the effectiveness of recommended changes year on year.

The 2013/14 survey highlighted the use of the extended evening opening hours. It was noted that some patients may not feel comfortable attending the surgery as late as 8.30 in the evening, particularly during the winter months. A decision was made to increase the number of GP's holding a late surgery on a Monday evening and so finish the surgery earlier. This would ensure the number of appointments available remained the same and still allow for patients that work full time the opportunity to attend an appointment outside normal working hours. It would appear that the form of advertisement and the revised surgery hours has had a positive impact as patient satisfaction with the new extended surgery opening hours has increased from 74.73% to 90%.

In 2013/14 the online booking system had only been available for 1 month resulting in only 39.78% of patients being aware of the service. We have continued to advertise this service resulting in 60% of patients now being aware of online booking.

As a result of the 2013/14 survey a notice was placed on the reception desk and in the waiting room asking patients to report to the receptionist if they had waited more than 20 minutes after their appointment time. This provided the receptionist with a reminder to check the appointment situation and ensure patients were kept informed of potential waiting times. Clinicians were made aware of waiting times and asked to monitor their length of consultations as far as possible without being detrimental to the patient. As a result the number of patients waiting more than 15 minutes has reduced from 53.76% to 28%.

The responses to survey questions from 2013/14 to 2014/15 have remained very similar. The majority of which evidence patient satisfaction within the 90% region. A very satisfying result for both the Practice and the PPG.

4. PPG Sign Off

Report signed off by PPG:	YES
Date of sign off:	17/03/2015
Has the report been published on the practice website?	YES

How has the practice engaged with the PPG:

Regular monthly meetings with the face to face group.
Developed the virtual group with options to be contacted by telephone, post or email.
Invited group members to attend appropriate practice meetings and events.
Both Practice and PPG representatives attended PPG event at the Showroom in Lincoln.
Assisted the group with waiting room initiatives.

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

Practice Administrator worked with the PPG since it's conception in 2008, developing a strong and consistent relationship.
Invited speakers to attend meetings and offer advice on how to contact and communicate with various groups of patients.
Worked with Local Authority employees to identify and encourage patients to engage with the Practice.
Contacted support groups.
Employed a multi-lingual receptionist.

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

Yes as noted in section 2.

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

Yes.

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

The year on year results from previous surveys and patient feedback has shown greater patient satisfaction with the services provided.

Patients are made more aware of changes through improved advertisement.

A greater understanding of the difficulties encountered by patients.

More options on how patients are able to contact the surgery.

Changes to surgery times.

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

Both the Practice and the PPG work very hard to interact with patients and keep them informed of changes. Unfortunately the majority of patients do not appear to want to be involved and may not take the time to read the notices in the waiting room as they only attend the surgery when they are feeling ill.

Talking to patients it would appear that they tend to view the Practice website as new or prospective patients but do not necessarily take the time to access the website for updated information. The exception to this may be when attempting to use the online service when they are an existing patient.

The group believes the relationship between the Practice and the PPG is very positive and the ideas and suggestions are taken on board by both parties.

Please return this completed report template to the generic email box – england.leiclincsmedical@nhs.net no later than 31st March 2015. No payments will be made to a practice under the terms of this ES if the report is not submitted by 31st March 2015.