

University of Reading Medical Practice

2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: University of Reading Medical Practice

Practice Code: K81605

Signed on behalf of practice: Lorraine Watkinson

Date: 9th March 2015

Signed on behalf of PPG: Circulated to Virtual Patient Group

Date: 9th March 2015

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

Does the Practice have a PPG? : YES - virtual																																					
Method of engagement with PPG: Virtual PPG members are contacted via email. Some members contact the Operations Manager either via telephone or in person at the practice with comments and suggestions. A comments/suggestion box is permanently situated in the downstairs waiting room, and a comments/suggestion book is permanently held in the upstairs waiting room.																																					
Number of members of PPG: 24																																					
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>47.6%</td> <td>52.4%</td> </tr> <tr> <td>PRG</td> <td>37.5%</td> <td>62.5%</td> </tr> </tbody> </table>	%	Male	Female	Practice	47.6%	52.4%	PRG	37.5%	62.5%	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>6.9%</td> <td>52.4%</td> <td>24%</td> <td>9%</td> <td>3.6%</td> <td>2.3%</td> <td>1.6%</td> <td>0.2%</td> </tr> <tr> <td>PRG</td> <td>0</td> <td>16.7%</td> <td>16.7%</td> <td>8.3%</td> <td>8.3%</td> <td>12.5%</td> <td>37.5%</td> <td>0</td> </tr> </tbody> </table>	%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75	Practice	6.9%	52.4%	24%	9%	3.6%	2.3%	1.6%	0.2%	PRG	0	16.7%	16.7%	8.3%	8.3%	12.5%	37.5%	0
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Detail the ethnic background of your practice population (where recorded) 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	7672	132	0	2748	68	206	184	176
PRG	21	0	0	0	2	0	0	0

	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice	608	210	24	373	1173	701	83	102	40	33
PRG	0	1	0	0	0	0	0	0	0	0

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:

- Information displayed on the Practice Website – Designated information page for Virtual Patient Group
- Periodic announcements on the Practice Facebook page with links to our website page for Patient Participation Group information and expression of interest
- GP's targeted individual patients during consultations
- Periodic Announcements on our website scrolling news page with contact details for further information.
- Online Patient Survey – with specific questions and information on the patient group
- Sign up leaflets in both waiting rooms and available from reception
- Posters displayed in both waiting rooms at the Practice
- Information on the PPG published on the Practice Leaflet

- Information displayed on all internal waiting room screens
- Application/Information leaflets handed out at 'Welcome Week' for the new students joining Reading University and the Medical Practice.

We are always keen to recruit new members and continue to advertise for the group via our website, our internal information display and through periodic recruitment drives via Reception and GP's.

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?

The practice has a large student population. If you have answered yes, please outline measures taken to include those specific groups and whether those measures were successful:

The Practice has an established Facebook page and we use this to post regular messages to encourage the student population to join the 'Virtual Patient group'.

During 'Welcome Week' September 14 we distributed information/sign up leaflets for the PPG to the new students joining the practice.

We continue to encourage active participation with the students, however as we have not always found this easy (given their high turn around) we have long established links via forums as the Steering Group (a University body with an overview of the medical service), the Student Welfare Group the Students Union to ensure that we receive their feedback.

2. Review of patient feedback

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

- *Comments card (designed by the Virtual patient group) The group agreed to targeting particular patient groups e.g. mother & baby, long term conditions and student population. This would enable 'real time' feedback from specific groups*
- *Online Survey*
- *NHS Choices Comments*

- *Complaints*
- *NHS Friends and Family Test*

How frequently were these reviewed with the PRG?

The comments cards, Online Survey, Friends and Family Tests are reviewed with the Virtual patient group as soon as we received relevant, comments on 'what could we do to improve our service to you'

3. Action plan priority areas and implementation

Priority Area 1

Description of priority area: Choose & Book Process. Current Process identified via patient comment difficult to come in and collect their pack, would prefer packs posted

What actions were taken to address the priority? The current process was reviewed by the medical secretaries, GP's, Reception staff, Partners and PPG group against the proposed change. The Practice averages around 200 packs per month of which 10% (20) are not picked up. The Medical Secretaries then chase those patients who have not picked up the packs by text messages and letters.

All were in favour of changing the process to postal rather than collection as suggested. All relevant staff were made aware of the changes – the emphasis was placed on ensuring all patients referred on the Choose & Book process had their up to date address on record. The standard template letter held with the Medical Secretaries was amended to include the changes to the Choose & Book System

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

Changes as described above were publicised via the practice website – (scrolling news page). PPG members were informed via email contact. Patients who were referred on the Choose & Book System were advised at consultation level a pack would come out in the post to them.

- After the changes to the Choose & Book System (November 14) there has been a significant reduction in phone calls to the secretaries and reception staff from patients chasing choose & book packs and vice versa the secretaries no longer have to chase those patients not collecting their packs. No complaints have been received. Only 1 patient reported they had not received their pack through the post during December out of 184 patients who did receive packs.

Priority Area 2

Description of priority area: Outdoor Signage at the Medical Practice in particular car parking signs.
Confusion over Entrance and Exit signs and staff car parking.

The Practice has grown in patient numbers over the last 3 years by 40%; this has increased pressure on the patient car parking. The Practice is seeing increasing indications of inconsiderate parking which has given rise to the potential risk of accidents.

What actions were taken to address the priority?

- Risk assessment carried out and a review of both staff and patient parking reviewed.
- Reduction of double parking by staff to the front car park entrance to ensure safe flow of traffic through the front entrance.
- External sign company carried out site visit and suggested improvements to car parking signs and front entrance signs
- New signs have been installed to the front entrance, front door, car park exit and staff car parking.
- The Practice had developed plans to expand the car park in 2014 but due to financial constraints this has not progressed.

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

Patients will benefit from clear directional signs as soon as they approach the Medical Practice, and eliminate the confusion on the exit and entrance to the medical practice.

Identified Risk of car accidents has reduced and this enhanced patient safety and experience upon entering the car park.

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Priority Area 3

Description of priority area:

The Practice has provided patients the ability to book online appointments for a number of years, we are now enhancing this service further by offering patients the ability to order prescriptions and view medical notes online.

What actions were taken to address the priority?

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

As this is a relatively new initiative and the practice has a large patient list, we need to ensure we manage this carefully and review patient feedback, information displayed on our website, notice boards and registration forms periodically throughout year 15/16. By 31st March 2015 relevant links will go onto the practice website enabling patients to order prescriptions online and view medical records. Notices will be displayed on both waiting room Notice/information boards in relation to ordering prescriptions and viewing medical records online. New patient registrations will be advised of the additional online services upon completion of registration forms

The impact will reduce the administrative time on both patients and the practice - e.g. phone calls requesting prescriptions. This will also enhance the patient experience.

Progress on previous years priorities

The Practice has increased staffing levels to ensure we maintain our high access levels for patients as follows:

GP's increased from 7.33 to 9.17 WTE (increase of 25%)

Nurses increased from 3.57 to 4.16 (increase of 16.5%)

Health Care Assistant increased from 0.53 to 1.2% (increase of 126%)

Medical Secretaries 2 to 2.6 WTE

The practice has also undertaken a review of work carried out by GP's and Nursing staff and work has been delegated to administration staff which has also resulted in an overall increase to GP and Nurse time.

The Practice continues to monitor the levels of access for our patients by recording data for 3rd available appointment and conducting patient surveys periodically. The data is frequently reviewed to ensure we maintain our excellent levels of access.

The Practice has received excellent survey results by IPOS who have recently conducted surveys on all GP Practices.

4. PPG Sign Off

Report signed off by PPG: *This report has been formally signed off by the Patient Participation Group*

Date of sign off: Circulated to Virtual Patient Group 9th March 2015

How has the practice engaged with the PPG:

Regular email contact, telephone and face to face.

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

By methods mentioned in section 1

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

Yes; via practice comments and suggestions box, open access to comment to the Practice Manager/Operations Manager or other team members, via compliment or complaints letters, NHS Choices. The practice has been proactive in the NHS Friends and Family Test and started this several months before the live date.

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?

Action 1 – Choose & Book : improved patient convenience and experience

Action 2 – Car Park: Reduced parking issues and created a safer environment within the car park

Action 3 – Online Access: This is ongoing however early indications from our test patients have advised us the system is more streamlined which allows 24 hour online access to order prescriptions and view medical records. This has improved and enhanced the patient experience.

Do you have any other comments about the PPG or practice in relation to this area of work? No