**Derbyshire & Nottinghamshire Area Team**

2014/15 Patient Participation Enhanced Service REPORT

Practice Name: Highcroft Surgery

Practice Code: C84055

Signed on behalf of practice: Paula Watts Date: 26/03/2015

Signed on behalf of PPG: Chris Foster Date: 26/03/2015

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

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| Does the Practice have a PPG? **YES** |
| Method of engagement with PPG: Face to face, Email, Website |
| Number of members of PPG: 10 |

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| Detail the gender mix of practice population and PPG:   |  |  |  | | --- | --- | --- | | % | Male | Female | | Practice | 6042 | 6582 | | PPG | 10 | 6 | | Detail of age mix of practice population and PPG:   |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | | % | <16 | 17-24 | 25-34 | 35-44 | 45-54 | 55-64 | 65-74 | > 75 | | Practice | 2457 | 1136 | 1659 | 1589 | 1828 | 1358 | 1277 | 1320 | | PPG |  |  |  |  | 2 | 3 | 11 |  | |
| 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 | 84 | 1 | 0 | 5 | 1 | 2 | 0 | 2 | | PPG | 100 | 0 | 0 | 0 | 0 | 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 | 3 | 1 | 1 | 0 |  | 1 | 1 | 0 | 0 | 0 | | PPG | 0 | 0 | 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:  PPG meetings are always held outside of working hours to accommodate patients who may work.  We continually advertise the group on the practices website/reception/PPG Noticeboard | |
| 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:* | |

1. **Review of patient feedback**

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| *Outline the sources of feedback that were reviewed during the year:*   * Patient Survey Jan/Feb 2015 * NHS Choices comments * PPG members assisted with signposting patients around the new building in April 2014. During this time they listened to any feedback/comments that patients offered. * Practice comments, complaints and significant event reviews * Friends and Family survey results from patients have been collated from December 2014. To date there has been only two negative comments and 46 patients who would recommend the practice to family and friends. |
| *How frequently were these reviewed with the PRG?*  At least quarterly but PPG members can raise feedback/comments or concerns with the practice at any time they may have received feedback via the virtual PPG. |

1. **Action plan priority areas and implementation**

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| Priority area 1 |
| *Description of priority area:*  Promotion of the PPG - it has been recognised that the group is under represented in the younger age groups. It would also benefit from representation from minority ethnic groups.  Despite a number steps taken by the practice to recruit additional representative patients from varied profiles, we have not been successful yet.  Although we have recruited younger patients to the PRG during the year, it has been difficult to retain their attendance due to work/educational/family commitments. |
| *What actions were taken to address the priority?*  Information about the PPG on the practice website, encouraging those interested to contact the PPG Chair.  New information slip promoting the PPG included in New Patient welcome pack. |
| *Result of actions and impact on patients and carers:*  Interest in the PPG noticeboard has increased since it has been made more eye-catching.  *How were these actions publicised?*  Practice web-site, Jayex boards in the waiting area, designated noticeboard for PPG |

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| Priority area 2 |
| *Description of priority area:*  Increasing demand for same day/urgent appointments within the practice, together with the need to reduce A & E attendances which can be caused by difficulties accessing primary care services urgently. |
| *What actions were taken to address the priority?*  We already have an advanced nurse practitioner triaging same-day appointments. However, it was decided that access and efficiency could be improved if this service be extended to be provided by GPs who are best-placed to assess the urgency of same day requests for treatment.  Consequently, the initial contact with the practice by a patient is directed to either the minor illness clinic, run by the nurse practitioner or to an initial telephone triage appointment provided by a GP which will lead to an appointment or advice with the most appropriate clinician. |
| *Result of actions and impact on patients and carers:*  This has shown to be a quick and safe system to ensure urgent same day appointments are dealt with by the most appropriate clinician with an efficient and successful outcome.  As the new triage system was only launched in December 2014, we are in the process of conducting a patient survey, undertaken by the PPG.  *How were these actions publicised?*  The new system has been publicised on the website and on the Jayex boards. It has also been explained either in person or on the telephone to patients that are requesting an urgent appointment. |

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| Priority area 3 |
| *Description of priority area*:  Feedback from PPG members highlighted any issues patients were having when booking for phlebotomy services with CHP, situated downstairs in the building. They were not being provided with the blood request form at the time of invitation and were consequently being asked to call at reception upstairs to collect.  This was shown to be causing difficulties for less mobile patients and causing long queues at reception. |
| *What actions were taken to address the priority?*  Blood forms are now enclosed in recall letters sent to them and all bloods requested by doctors are provided for the patient prior to attending their appointment. |
| *Result of actions and impact on patients and carers:*  This has resulted in less mobile patients not having to attend the first floor reception and minimises any queues and consequent delays.  There have been a few occasions when patients have forgotten their forms but on these occasions forms have been re-printed.  *How were these actions publicised?*  Forms enclosed with recall letters and paragraph added in the letter that blood cannot be taken without form. |

**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):

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| **Priority improvement area**  Eg: Appointments, car park, waiting room, opening hours | **Proposed action** | **Responsible person** | **Timescale** | **Date completed (for future use)** |
| Repeat Prescriptions – a number of free text comments stated that the availability of patients prescriptions continue to cause concern | Electronic Prescribing System to be introduced imminently | Practice Manager | 3 months | Implemented in August 2014 |
| To increase the number of patients using online services offered by the practice (i.e. prescription ordering and booking appointments) | Promoting the benefits of our online services via:   * Jayex Boards in the practice * Message on prescription counterfoil * Information included in the Practice Leaflet * Promotion verbally by GPs/Nurses/Receptionists | Practice Staff | 6 months | Ongoing but number of patients registered to use online services has increased 980 to 1760 in last 6 months |
| Practice to look at improving the level of service provided to patients telephoning the practice, speed of answering the telephone and ability of patients to get through | Practice to investigate the possibility of having a call stacking system or alternatively ensuring additional reception staff available to answer the phones at busy times | Practice Manager to look at cost implications for both options and report back to PRG | 12 months | Completed – now have 6 incoming lines at busy times of day (8am – 10am) with complementing |

1. **PPG Sign Off**

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| Report signed off by PPG: YES  Date of sign off: 26/03/2015 |
| How has the practice engaged with the PPG:  *How has the practice made efforts to engage with seldom heard groups in the practice population?*  PPG meetings are always held outside of working hours to accommodate patients who may work. Meetings are advertised at least 2 months in advance to ensure patients have plenty of notice to facilitate attendance in good time.  We continually advertise the group on the practices website/PPG noticeboard/Practice leaflet and state that we are always looking for new members to represent a cross-section of the practice population.  *Has the practice received patient and carer feedback from a variety of sources?*  PPG members  Patient Surveys  NHS Choices website  *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?*   * Telephone access improved – 3 additional phone lines activated and staff employed at key points of increased demand * Increase in number of patients using using on-line services * Repeat prescription service more efficient due to implementation of EPS2. Patients no longer accessing surgery to collect prescription.   *Do you have any other comments about the PPG or practice in relation to this area of work?*  Beneficial to the practice to have the PPG reviewing and commenting on appropriate improvements in care that may be proposed. |

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| **Please submit completed report to the Area Team via email no later than 31 March 2015 to:**   * Derbyshire practices: [e.derbyshirenottinghamshire-gpderbys@nhs.net](mailto:e.derbyshirenottinghamshire-gpderbys@nhs.net) * Nottinghamshire practices: [e.derbyshirenottinghamshire-gpnotts@nhs.net](mailto:e.derbyshirenottinghamshire-gpnotts@nhs.net) |