

2014/15 Patient Participation Enhanced Service Annual Report

Practice Name: **Fressingfield Medical Centre**

Practice Code: **D83069**

Signed on behalf of practice:



Date: 19/3/15.

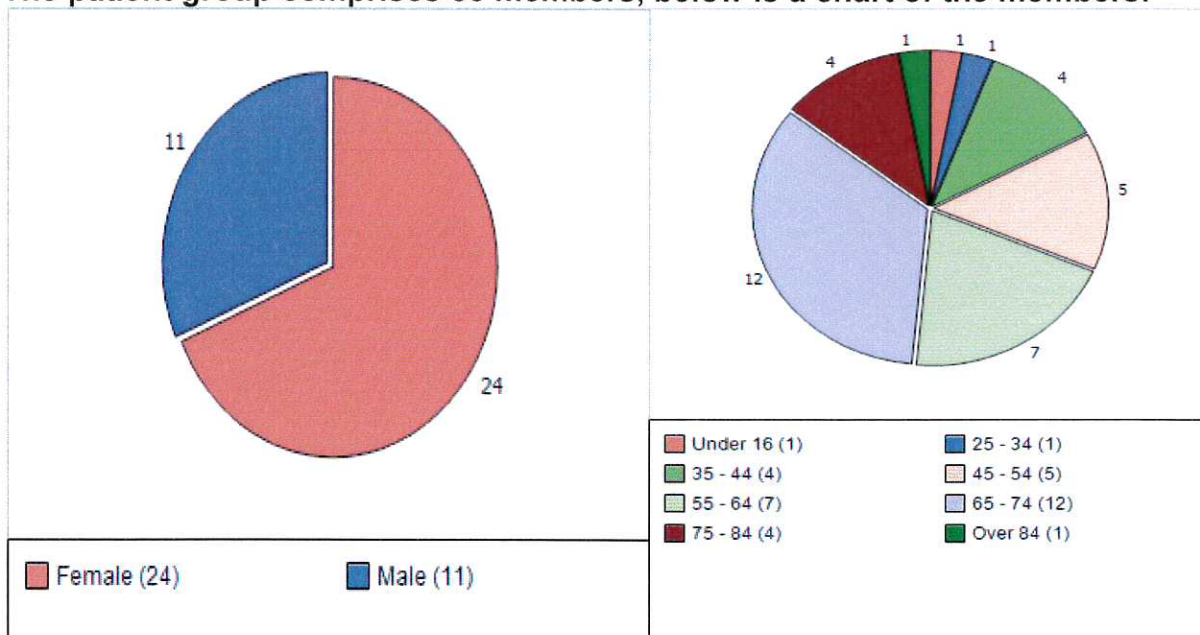
Signed on behalf of PPG/PRG: **Virtual PPG sign off 11th February 2015**

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

Does the Practice have a PPG? YES / NO	YES – Virtual PPG
Method of engagement with PPG: Face to face, Email, Other (please specify)	E-Mail
Number of members of PPG:	35

Patient Reference Group

The patient group comprises 35 members, below is a chart of the members:



Detail the gender mix of practice population and PPG:

%	Male	Female
Practice	49%	51%
PPG	32%	68%

Detail of age mix of practice population and PPG:

%	<16	17-24	25-34	35-44	45-54	55-64	65-74	>75
Practice	17%	7%	7.5%	9.5%	15%	15%	17%	12%
PPG	3%	0%	3%	11.5%	14%	20%	34%	14%

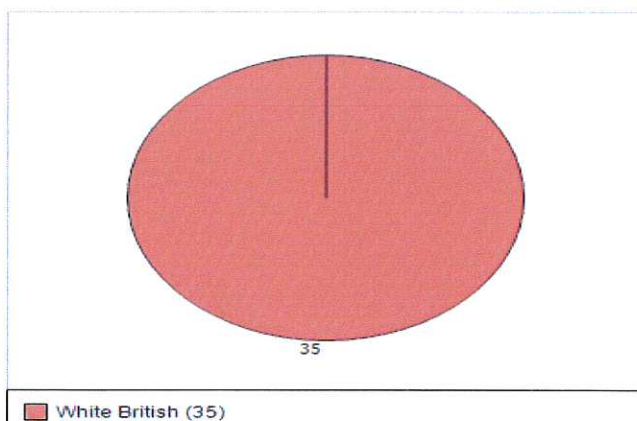
Detail the ethnic background of your practice population and PPG:

Information below is based on those patients that have an ethnicity recorded in their records:

	White				Mixed/ multiple ethnic groups			
	British	Irish	Gypsy or Irish traveller	Other White	White & Black Caribbean	White & Black African	White & Asian	Other mixed
Practice	97.5%	0.1%	0%	1.8%	0%	0.07%	0.04%	0.24%
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	0%	0%	0%	0%	0.21%	0%	0.02%	0%	0%	0.1%
PPG	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%

Below is a chart of the ethnicity of our PPG:



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:

The practice tries to ensure that the group is representative of its patients, 97.5% of the practice's patients who have an ethnicity recorded in their medical records are White British, and the next largest proportion is other white at 1.8%. The practice proactively encourages patients to join the group and there is a joining form on the practice's website. The practice does articles in the patient newsletters to encourage patients to join the group especially those groups of patients that are not fully represented by the PRG.

Below is an article from the most recent Patient Newsletter, we have previously done articles encouraging a broader range of groups to join:

WOULD YOU LIKE TO JOIN OUR PATIENT REFERENCE

GROUP? – We would contact you by e-mail from time to time to ask for your help on how we can improve services to our patients. The current group has a good range of ages but to ensure that it is representative of all of our patients we would love it if more patients in the 16 to 34 age range joined the group. There is a joining form on our website. Each year the Patient Group helps us to formulate an Action plan to address areas of concern. Over the coming months we will try:

1. To do more about the amount of time patients have to wait prior to being called in to their appointment.
2. Try to encourage other external NHS organisations to provide services from our practice.
3. To continue to act on patient comments and feedback to improve our services to our patients.

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 (Lesbian Gay Bisexual Transgender) community? YES/NO

NO – We do not have any specific characteristics of our practice population that would mean that other groups should be included in our PPG.

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:

- 1. The practice carried out an Improving Practice Questionnaire (IPQ) Survey in July 2014 and received the results in August 2014. 143 patients completed the survey which was deemed by CFEP to be a sufficient number to be representative of our patient base.***

The overall results of this survey were as follows:

91%

of all patient ratings
about this practice were
**good, very good or
excellent**

This survey was available to all patients on our website, and was a great source of feedback to help identify the three priority areas.

- 2. The National GP Patient Survey – This is the National survey that is undertaken.***
- 3. Friends and Family Test Feedback – We publish the outcome of our FFT on our website including anonymised comments.***
- 4. We also look at themes from patient complaints (if the practice had received any) and general patient or other organisations comments and feedback.***

How frequently were these reviewed with the PPG?

We provided the patient feedback and analysis of the patient feedback to the PPG in November 2014, once we were sure that we had enough patient feedback to initiate discussions and agree an Action Plan for the priority areas. We consulted with our PPG again in February 2015 informing them of the results of our Friends and Family Test and updating them on progress we were making against our Action Plan on the three priority areas.

We aim to review the patient feedback at least six monthly with our PPG.

3. Action plan priority areas and implementation

Priority area 1

Description of priority area:

The amount of time patients have to wait prior to being called in to their appointment.

What actions were taken to address the priority?

We changed our appointment schedules to allow us to incorporate 'catch-up' time for the GPs. This meant changing GP Appointment Sessions within our Clinical Software System to allow for catch-up time for each GP.

We ensured that we informed the patients of any delays via the patient display boards in the Practice.

We updated our patient check-in screens so the patients are informed of any delays when they check-in for their appointments.

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

We compared the waiting times for January 2015, which was when the new 'catch-up time' system was introduced with waiting time data for January 2014. This comparison showed the amount of time patients had to wait in the waiting area prior to being called in to their GP consultation had been reduced by over a third.

We informed the patients via a Patient Newsletter that this was a priority area that we were addressing and hoped to improve the amount of time they were having to wait in the waiting area prior to being called in for an appointment.

We will continue to review our performance via patient feedback and audits.

In our Improving Practice Questionnaire (IPQ) Survey & National GP Patient Survey this was the main area identified as a concern so we are looking forward to reviewing future patient feedback.

Priority area 2

Description of priority area:

To encourage other external NHS organisations to provide services from our practice.

What actions were taken to address the priority?

We are a very rural practice without regular public transport services, our patients tell us that they want to access more NHS services at our practice.

The practice's ability to attract other NHS services was limited by a lack of space. The practice converted a room previously used by the community team, who no longer had a need for the room to an all-purpose consulting room. This was a major undertaking by the practice and in part was funded by a Capital Grant.

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

Allied Health Professionals now run a weekly Physio service from the practice. Patients can self-refer to this service via – www.ahpsuffolk.co.uk/referral. AHP inform patients at the time of their referral that they can access this service at our practice.

The following external services providers now provide services from the practice:

Midwifery

Health Visitor Baby Clinic

Diabetic Eye Screening

The National Programme for Abdominal Aortic Aneurysm (AAA) Screening

Wellbeing Link Worker

AHP Physio

Priority area 3

Description of priority area:

To continue to act on general patient comments and feedback

What actions were taken to address the priority?

What Patient's told us

- ***The seating at Stradbroke Medical Centre was uncomfortable***
- ***Confidentiality at Stradbroke Medical Centre needs improving***
- ***It was frustrating that the 'self check-in' screens allowed patients to book in for an appointment at the wrong site.***

What we did:

- ***Improved the seating so that it was more comfortable.***
- ***Improved the sound proofing at Stradbroke and added a radio.***
- ***Configured the 'Self-Check In Screens' so that patients can no longer check in for an appointment at one site if the appointment is booked for the other site. The screens now alert the patient to speak to the Receptionist.***

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

- ***Seating at Stradbroke Medical Centre is more comfortable***
- ***Sound proofing at Stradbroke Medical Centre is improved***
- ***We have not had incidences of patients waiting at the wrong site. We are able to inform them immediately. This has been a great improvement.***

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 PPG agreed that we should get better at informing patients about their delays when the Clinicians were running behind. We ensured that we provided up to date messages via the patient display boards for when both GP's and Nurses were running behind, informing patients of how long the wait will be until they are called in to their consultation.

The PPG wanted us to pass patients comments to the CCG commissioners concerning the need for better podiatry and other services in the community. We contacted the CCG commissioners and passed on the comments of our patients.

Continue to act on patient feedback, we listened to patient concerns and ensured that areas of concern were addressed, such as improvements to waiting room seating.

4. PPG Sign Off

Report signed off by PPG: **YES**

Date of sign off: **Survey ran from 11th February 2015**

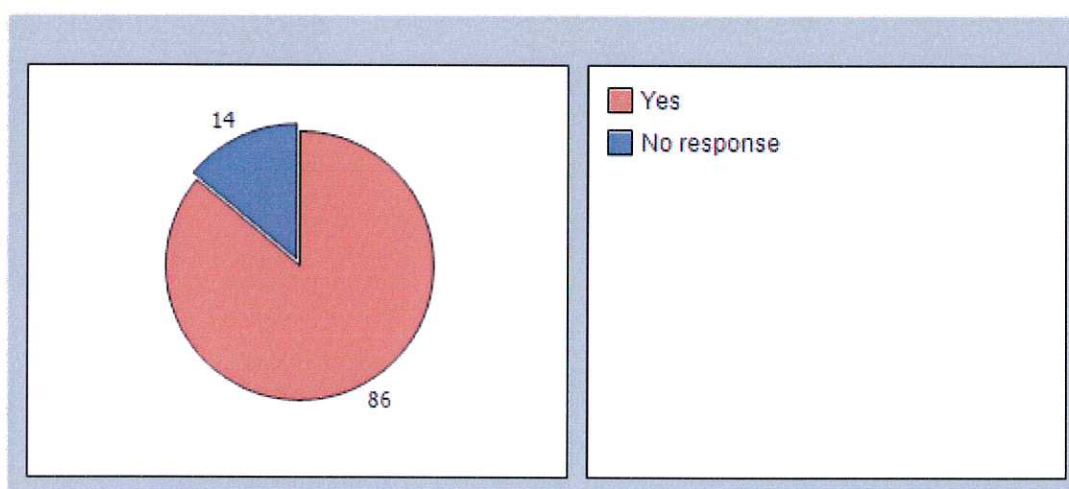
We have a virtual PPG, we asked the patients via e-mail if there were happy with the progress we had made against the 3 priority areas, below is the outcome of that survey:

I am happy with the progress the Practice has made against the 'Action Plan' as detailed in the e-mail received with this survey?

Yes **86%**

No **0%**

No response **14%**



Below are some of the comments we received from our PPG when completing the survey:

>> Always happy with the attention I receive. Thank you all <<

>> I feel that we are extremely lucky to be served by such an excellent medical team, all of whom are compassionate and caring. The main reason that there is sometimes a wait before you are seen is that the Drs and Nurses do not stint on the attention they give to each patient and I would rather it was this way than having the Drs and Nurses rushing through their patients with one eye on the clock and therefore being in danger of missing something significant. <<

>> Too early to tell yet as I have not had an appointment to see a doctor so far this year. <<

>> Well done the physio on site will be particularly helpful for us oldies as transport will not now be needed. I appreciate all you are doing, we have a great medical centre. <<

>> Would it be possible to set up a friends of the practice so that people who can afford it could show their appreciation by raising money for the practice or organise a lottery or some such <<

How has the practice engaged with the PPG:

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

We have a number of methods by which patients can engage with the practice, via our website and within the waiting area, also Clinicians will approach patients to join the PPG. In establishing our virtual PPG we were keen to engage with a variety of groups and ages and continue to advertise our PPG on our website and within our patient newsletters.

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

Yes we completed our own Improving Practice Questionnaire (IPQ) Survey in July 2014, the only area where we were below the national average was for the amount of time patients have to wait in the waiting area prior to being called in to their consultation.

We gain valuable patient and carer feedback from the Friends & Family Test.

We review the results of the National Patient Survey

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

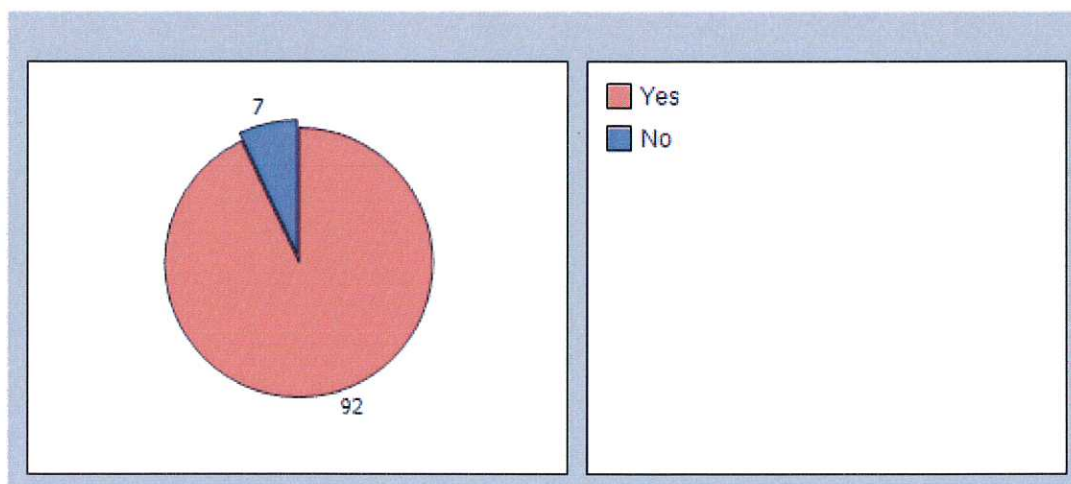
Yes we contacted our PPG in November 2014 with information on how to access the variety of patient feedback we had received (as detailed above) and asked their help to devise the 3 priority areas and what we should do to address them.

Below is the outcome of the Virtual PPG feedback:

I am happy with the 'Action Plan' as detailed in the e-mail received with this survey?

Yes 92%

No 7%



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

- **Waiting times prior to being called in to a consultation have improved by over a third.**
- **Stradbroke Medical Centre has seen improvements to both seating and sound proofing**
- **There is now a weekly Physio clinic at the practice.**
- **Patients are not able to check in for an appointment at the main site if the appointment is booked for the branch site and vice versa.**

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

We will continue to work with the PPG to continually improve our patient service.