

Insert Practice  
Logo

**Standard Reporting Template – Patient Participation DES 2014/15**  
**Surrey & Sussex Area Team**

Practice Name Green Street Clinic

Practice Code G81032

Signed on behalf of practice *Welly*  
HEATHER KING - PM

Date 9/3/15

Signed on behalf of PPG *Johnny*  
DAVID MAY - CHAIR

Date 9/3/2015

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

Does the Practice have a PPG? YES / NO	Yes
Method of engagement with PPG: Face to face, Email, Other (please specify)	Face to Face and by Email
Number of members of PPG:	10

Detail the gender mix of practice, population and PPG:			Detail of age mix of practice population and PPG:								
%	Male	Female	%	<16	17-24	25-34	35-44	45-54	55-64	65-74	>75
Practice	48%	52%	Practice	16%	11%	9%	11%	16%	13%	12%	12%
PPG	60%	40%	PPG	-	-	-	-	10%	20%	30%	40%

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	32%	0.3%	-	0.25%	0.29%	0.09%	0.19%	0.19%
PPG	80%	-	-	20%	-	-	-	-

Asian/ Asian British					Black / African / Caribbean / Black British			Other		
%	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any Other
Practice	0.22%	0.11%	0.17%	0.17%	0.25%	0.26%	0.87%	0%	0%	0.13%
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 aim of the PPG is to be representative of the whole practice population. To that end the group has sought to encourage membership in as many ways as possible including:

- Advertising in all practice waiting areas, reception and via the PPG notice board.
- Adding information on repeat prescription order forms periodically to draw attention to the group.
- Holding information events for patients with practice staff periodically to promote the work of the PPG.
- Adding a 'banner' to the practice website to support the work of the PPG
- Talking to patients in the waiting room especially those in the younger 18-25 age range.
- Developing a 'Virtual Focus Group' with the aim of encouraging those that cannot attend meetings to contribute via an email discussion group.
- Setting up a 'Friends of Green Street' group to raise the profile of patient participation within the surgery

Invitations for patient representatives continue to be made via the practice website, surgery waiting room notice board advertisements and on prescription notices.

The practice has a dedicated Notice Board which displays all activity that the PPG are involved in.

The practice has been collating email addresses in an attempt to attract younger patients. The practice now has several members who belong to the virtual PPG group. Whilst these patients do not attend meetings they are included and are able to comment on all circulated email information.

We did not deem it unsatisfactory that the PPG's ethnic make-up was solely White, as our proportion of ethnic minority patients is very low.

Green Street are keen advocates of equality rights but felt it inappropriate to directly target patients from specific ethnic groups as we felt this could be deemed racially discriminative.

Are there any specific characteristics of your practice population which means that other groups should be included in the PPG? e.g. large student population, significant number of jobseekers, large numbers of nursing homes or a LGBT community? YES/NO

No

If you have answered yes, please outline measures taken to include those specific groups and whether those measures were successful:

N/A

### 1. Review of patient feedback

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

As a PPG, members have become involved in a number of strategic matters this year which in turn have been discussed at our regular meetings:

- Patients in Control – a CCG survey asking for an insight about self care needs of the local population. Following discussion at a PPG meeting it was agreed that we should add a page to the practice website to publicise the survey for the duration of its run.
- PPG CCG Forum – We have had 1 volunteer and 1 deputy to attend bi-monthly meetings and feedback to the group at the next meeting
- PPG Conference – Attended by a PPG member and discussed at the following PPG meeting
- East Sussex Better Together Meetings – Representatives from the PPG attended throughout the year
- Musculoskeletal (MSK) Questionnaire – One member of the PPG was involved as a lay person for the tendering process for this new service. As a group we agreed to run the survey in-house for a number of weeks in order to feedback patient comments to the procurement process.
- PPG Development Day (October 2014). Two member of the PPG attended this day. Discussions took place at the next meeting and Development Day Minutes circulated.

During the Summer of 2014 we were able to run a patient survey on the Out of Hours (OOH) Service. This was drawn up, run and analysed by the PPG. Although essentially a survey regarding OOH some free text comments related to the surgery. Where possible we responded to these in the subsequent Newsletter.

We have a regular PPG Agenda item 'Update from 'Friends'. This is a space for anecdotal comments made by patients to our Friends who help out around the surgery throughout the week. Comments are largely complimentary. Where suggestions are made about the surgery we try to address these quickly if possible to demonstrate our willingness to improve areas that may give rise to 'niggles'.

Prior to the start of FFT we discussed how this could run within the practice. December uptake numbers and feedback were discussed with the group and although numbers were small, feedback was encouraging. A decision was made to encourage further take up by sending our FFT slips out with repeat prescriptions. This had led to an increase in numbers but take up remains small overall in proportion to our list size.

We have just commenced our second short survey to gather feedback on the Online Services (VOS). We have many patients who use our automated booking service (by telephone) but not so many using the online booking option for either appointments or prescriptions. We aim to gather information as to why this may be and feedback our findings to Vision who offer the service via the Clinical System.

Whilst we may identify reasons for the low up take (% of whole list size) it may simply be that the other alternatives offered by the practice are more suitable for our patients needs.

How frequently were these reviewed with the PRG?

We meet as a group each month but generally do not meet in August or December. An Agenda is drawn up by the group ahead of the meeting and any patient feedback received is discussed as part of the meeting process.

## 2. Action plan priority areas and implementation

### Priority area 1

Description of priority area:

Availability of Nurses appointments

What actions were taken to address the priority:

A review was made of the schedule for chronic disease clinics. We reviewed the timings of these and redistributed the clinics throughout the week to ensure at least one general clinic is available each morning and each afternoon.

We have also reviewed training opportunities for our Healthcare Assistants with a view to up-skilling where appropriate. This had led to HCA's being able to do tasks previously undertaken by Practice Nurses which has freed up more Nurse time.

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

This is not an easy area to measure other than to see more Nurses appointments available at shorter notice periods.

We plan to conduct a short survey on Nurses appointments before December 15.

We have increased publicity regarding Nurse availability during our extended hours clinic

**Priority area 2**

## Description of priority area:

Improved Communication – same day and advanced booking of appointments

## What actions were taken to address the priority:

A Timetable was drawn up of GPs availability and placed in all waiting areas

We added more publicity material regarding our extended hours clinics including the availability of PN appointments.

We publicised the DNA rate within the practice; in Reception, in Newsletters and Online

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

We have had lots of feedback regarding the number of DNA's. Numbers are slightly down on previous periods due to SMS text reminders that are sent out the day before appointments, however, the PPG still felt the number of DNA's was too high and we discussed ways that they could be reduced further.

Our aim is to run high profile campaigns in each waiting area with figures displayed on a weekly basis to ensure the information is keep relevant.

We aim to demonstrate that if patients cancel the appointments they no longer need it will reduce waiting times for other patients.

### Priority area 3

#### Description of priority area:

To undertake a number of short surveys to feedback to the practice on important patients areas:

- |                                 |             |
|---------------------------------|-------------|
| 1. Out of Hours(OOH)            | Complete    |
| 2. Vision Online Services (VOS) | Underway    |
| 3. Nurses appointments          | Still to do |
| 4. On the day booking           | Still to do |

These areas were selected for the following reasons:

- The PPG thought it would be useful to get some feedback on both NHS 111 and services from the WIC at the same time as advertising our early morning and late clinic arrangements
- In terms of infrastructure VOS is relatively new (12 months) and uptake has not been as high as anticipated. Our aim was to find out why.
- Nurses appointments and on the day booking have been a regular thread during past surveys and the practice has worked hard to improve appointment schedules and re-balance the on the day and advance booking schedule. We want to see if in doing so we have made any difference.

#### What actions were taken to address the priority:

All PPG members participate in drawing up the basis of the surveys. Once this information is gathered, the Chair and Practice Manager meet to formulate the questionnaire. Once completed, these are circulated to the group and 'tested' to ensure we will get meaningful information in return.

Agreements are reached as to how we would publicise surveys and for what timeframe they will run

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

The results of the OOH survey can be seen here :

[http://www.greenstreetclinic.co.uk/website/G81032/files/Survey\\_results\\_OOH%20Jul-Sept%2014.pdf](http://www.greenstreetclinic.co.uk/website/G81032/files/Survey_results_OOH%20Jul-Sept%2014.pdf)

- 89 surveys were completed either in-house or online. Analysis of the survey was undertaken by a member of the PPG and circulated by email to other members (and by post to those without email).
- The October PPG meeting was used to discuss the outcome of the Out of Hours Survey. Despite the survey running for several weeks, it was felt that the sample was too small to provide a representative response for the whole practice and we discussed ways in which we could make future surveys more representative of the practice population. We have yet to decide how take up of future surveys can be increased without incurring unreasonable costs to the practice. We discussed a Mailshot to Newsletter subscribers together with the distribution of Surveys with repeat prescriptions and will trial this for our next Survey.
- Although essentially a survey regarding OOH some free text comments related to the surgery. Where possible we responded to these in the subsequent Newsletter.

### 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)

Free text
<p>Many of our priorities such as appointment availability, bookings, A &amp; E attendances and improving communication with our patients are on-going. Where they have been raised we have introduced change where possible and aim to re-asses via our short surveys.</p> <p>Another area is the recruitment of new members to both the PPG and the Friends group and this remains a priority for us each year.</p> <p>As in previous years we continue to highlight important health issues along with practice news via our regular newsletters.</p> <p>Since setting up the PPG in 2011, we have, with their help organised the redecoration of our waiting rooms, promoted a subscriber list for newsletters, installed and initiated many patients in the use of our self check in machine and improved communication with out patients both via the website and our dedicated PPG newsboard.</p>

### 3. PPG Sign Off

Report signed off by PPG: YES / NO	Yes
Date of sign off:	9/3/15
How has the practice engaged with the PPG:	Practice representatives attend every PPG meeting (usually 1 GP and the Practice Manager)  Matters arising are fed back at Partners Meetings
How has the practice made efforts to engage with seldom heard groups in the practice population?	By advertising in the waiting areas, on the website and via Newsletters
Has the practice received patient and carer feedback from a variety of sources?	

	<p>Patient surveys are open to all patients and carers.</p> <p>Comments and suggestions boxes are available in all waiting areas. These can be submitted either anonymously or by name; if contact details are left the practice will always make contact with the patient regarding their comment.</p> <p>We have a dedicated Carer's board – contents are rotated between each waiting area month to month.</p> <p>The FFT test is available throughout the surgery.</p>
<p>Was the PPG involved in the agreement of priority area and the resulting action plan?</p>	<p>Yes</p>
<p>How has the service offered to patients and carers improved as a result of the implementation of the action plan?</p>	<p>See Priority Areas 1, 2 &amp; 3</p>
<p>Do you have any other comments about the PPG or practice in relation to this area of work?</p>	<p>No</p>