



Hough Green Health Park

Local Patient Participation Report (LPPR)

The Practice, Hough Green Health Park (formerly Upton Medical centre), has been on the Upton Estate since 1976 and Dr Kumar moved the practice to purpose made premises in 1985. Dr Koya joined the practice in 2006 as full time GP. After Dr Kumar retired in April 2011, Dr Chalasani has joined the practice as full time partner. The practice later relocated to a purpose designed new premises in September 2011 with name changed to Hough Green Health Park.

The new modern and much larger premises provided much needed space which helped to improve the service provision of primary medical services and enhanced the overall patient experience. This also enabled us to provide several additional in-house services to our patients. We consider a personal service to be not only more efficient but also more effective. The staff at Hough Green Health Park is here to work for and look after our patients when they are ill but we also think it is important to give clear guidance and advice on how they can live a long and healthy life. We work closely with Bridgewater NHS Trust staff who are based here and compliment the services provided by the practice team. We are also one of the first 'Community Wellbeing practices' in Widnes which is an initiative commissioned by Halton CCG to improve overall wellbeing of patients and promote health and social care of people living in Halton.

Practice facilities

- *Excellent access to the Premises, fully DDA compliant with wheelchair access throughout and a Fixed Induction loop at reception for people with hearing difficulties*
- *A spacious well appointed foyer with a patient electronic check-in system and a Repeat Prescription Deposit Box facility and Wellbeing display board*
- *A spacious, comfortable and well appointed waiting area with a patient electronic calling system with large LCD screen display*
- *A patient refreshment service offering hot drinks and a chilled water facility*
- *A large conference room facility for clinical meetings and PPG meetings*
- *Onsite Lloyds Pharmacy*
- *Extended hours surgery - once weekly until 7.30 pm*

Practice Services & Clinics

Primary services

Women's health - antenatal care & post natal care, Cervical smears
Child Health- child developmental checks, Immunisations
Family planning- pill checks, depo injections
Health screening - Health check plus, IHD screening, dementia screening,
well man and well women checks
Travel vaccinations
Flu clinics
Smoking cessation service
Chronic diseases - Asthma & COPD clinics, Diabetes checks, chronic kidney
disease monitoring,
Sexual health- Chlamydia screening and contraception
Learning disability clinic- annual checks
Palliative care – GSF(gold standard frame work)
Minor procedures- joint injections, pessaries etc

Additional services

Onsite Pharmacy services (Lloyds pharmacy)
Physiotherapy (NHS) - Monday All day
Physioworld (NHS- AQP status) - Thursday All day
Self Help services, IAPT (improving access to psychological therapies) -
Tuesday all day, Wednesday, Thursday and Friday AM sessions
CBT (cognitive behavioural therapy) - Monday All day
Open mind counselling- Wednesday AM
Dietician (Health improvement team) - Monday all day and Thursday AM
Heart failure clinic (specialist nurse) - every 4 weeks on Tuesday AM
Mental wellbeing nurse - every 2 weeks
Diabetic clinic (specialist nurse Led)- Tues day PM (open access clinic)
Well being practice - Sarah Buls, Hough Green well being officer - Thursday
AM
Health engagement officer (Halton CCG) - Bridgid Dineen- Tuesday AM
Social worker-Halton Borough Council- Wednesday AM
Carers surgery- information and advice - Lisa Harrocks (Carers centre)

Practice population

The Practice predominantly serves residents living in and around the *Hough Green, Upton and Upton Rocks* area including all the neighbouring estates. We also have patients registered with us who live in other parts of Widnes which include *Parklands, Cronton, Tarbock, Ditton, Halebank, and Hale Village*. The registering new patients are offered a health check, we like to obtain as much information as possible from new patients to enable us to understand their health needs better.

The Practice population age/sex breakdown is shown below:

Sex	Age 0-13	Age 14-18	Age 19-25	Age 26-64	Age 65-99	Totals
Female	355	93	142	944	325	1859 50.36%
Male	347	107	168	947	263	1832 49.64%
Total	702	200	310	1891	588	3691 100%

The Practice also has a total of 14 patients from residential nursing homes.

Opening Hours

The practice's opening hours are as follows:

Monday 8.45 a.m – 7.30 p.m
Tuesday 8.45 a.m – 6.30 p.m
Wednesday 8.45 a.m – 12.30 p.m
Thursday 8.45 a.m – 6.30 p.m
Friday 8.45 a.m – 6.30 p.m

Out of Hours

When the practice is closed, patients are able to call the Out Of Hours (OOHs) number (provided on the practice's answering service when the practice is closed) which is 0151 228 3685 or asked to call NHS Direct 111. The OOHs service either deal with the medical problem over the telephone, request that patients attend their unit at Halton Hospital or, if appropriate, provide a home visit.

Hough Green Health Park- Patient Participation Group

Our patient group has been established since 2008. The original group consisted of only six members which went up to 11 in 2009. After the practice relocation into new premises there was a significant number increase of new patients and the patient list size went up. The practice recognised the need for new member's and actively recruited members to have a greater representative cross section of patients that reflect the demographics of our practice.

The following methods were used to invite new members to join the PPG

- Practice website
- Notice board
- Patient Information Booklet
- Practice Newsletters
- Waiting room posters
- Leaflets given out to new patients

- PPG members campaign during flu vaccination clinics
- Word of mouth recommendations from PPG members ,GPs and staff
- The LCD display screen in the patient waiting area

The practice endeavours to continue these methods of inviting patients to join the PPG. The Practice has also set up a 'virtual' Patient Reference Group (vPRG). This is to try to recruit members who are unable to attend face to face meetings due to their working hours or shift patterns or other commitments. It is hoped that the vPRG will attract patients under the age of 45 as this has proved the most difficult age to recruit.

Constitution of the Group

Name

The name of the group is Hough Green Health Park Patient Participation Group (The Group).

Association

The group is affiliated to the National Association for Patient Participation (N.A.P.P.) and is governed by the rules of the said charity.

Aims

To strengthen the relationship between the Practice & its patients and to assist the Practice in continuing to improve its provision of healthcare services and to promote health by fostering high standard of primary care through the medium of patient participation.

Objectives:

Communication : The group acts as a communication channel between the practice and the community in order to help patients use facilities to the best advantage and the practice to implement policies influenced by representative patient views

Promoting a patient led culture: Provide a choice of medium for patients to give feedback & comments about the Practice

Promote better healthcare & health education: Provide information to promote self-care and understanding of long term health conditions

Challenge & Support: help the Practice to improve service delivery: Identify opportunities to improve the patient experience

Members of Patient Participation Group

Patient members

The PPG now stands at a membership of 17 patient members. The age ranges are from ages 42 to 83 years. The PPG members consist of 10 male representatives and 7 female representatives. The group set up a constitution and appointed members to the following key roles: Chairperson, Vice Chairperson, and Secretary. At present, 16 members of the group are of

“White British” ethnicity and one member is of “Asian British” The practice strives to have a good representation of ethnicity on the group and will be driving forward to recruit members of ethnic minority. The practice also recognises that patients need to be recruited below ages 55 years and is continuing to drive forward recruitment of members in this age group.

Practice members

3 practice Representatives participate in PPG activities and attend the PPG meetings:

Deputy Practice Manager – Angela Clague

G.P. Partner – Dr Koya

G.P. Partner – Dr Chalasani

Dates of Meetings

PPG meetings are being held every 6-8 weekly

Below is a list of dates that PPG meetings that have taken place since April 2013 to March 2014

PPG meetings : (Board Room, Hough Green Health Park)

15th April 2013

3rd June 2013

18th July 2013

9th December 2013

3rd February 2014

31st March 2014

PPG Plus meetings: facilitated By Halton CCG (Town Hall, Runcorn)

3rd July 2013

19th July 2013

19th November 2013

Patient Survey

The patient survey was carried out over three weeks in November/December 2013. A compressive patient feed back questionnaire (GPAQ-R) was used for the survey which was agreed by the patient group. The results were collated and a report was produced by Halton Borough Council’s research and intelligence team

The survey asked patients for their level of satisfaction with each of the following services:

- The GP team
- The Practice Nurse team
- The Receptionists
- Access and Appointment system
- Waiting times
- Health awareness

The results of the survey including this report have been circulated in the following ways:

1. On the practice website.
2. NHS choices website
3. A display in the waiting room
4. E-mailed/posted to PPG members
5. Disseminated to all doctors and staff in the practice
6. Copy submitted to NHS Merseyside.

Survey Results Analysis:

In total 180 completed questionnaires were returned which equates to around 4.87% of the practice population.

The overall experience at the practice is described as excellent, very good or good by 178 respondents out of total 180 respondents (99%)

A copy of full survey report is published on practice website and can be viewed at www.houghgreenhealth.co.uk

Statistics:

Male	27 %
Female	73 %

Age Group:

Under 18	2 surveys	-	2 %
18 – 44	83 surveys	-	46 %
45 – 64	45 surveys	-	25 %
65 – 74	34 surveys	-	19 %
75 or over	15 surveys	-	8%

Survey Results:

Agreeing the areas of priority and action plan with our PPG

At the PPG meeting held on 3rd February 2013 the results of the survey were discussed all the PPG members were provided with copies of survey results for comments and suggestions. All the members reviewed and discussed the survey results including open comments in the survey to identify the areas of improvement and action plan

Overall the PPG members felt the results of the survey were excellent and very positive. The survey suggests high levels of patient satisfaction in most areas, however, there are few areas where patient satisfaction could be improved. The practice is committed to taking action on these identified areas.

1. Need for a permanent Practice Nurse (Regular practice nurse was on long-term sick leave at the time of survey and locum nurses were working)
2. More in-house phlebotomy services

3. Improvement of patient experience with Reception staff

Taking the feedback from the survey and other suggestions from the previous PPG meetings, an action plan was formulated to improve overall patient satisfaction.

IMPROVING PATIENT SATISFACTION PRACTICE ACTION PLAN- March 2014

Area for improvement	Recommendation	Action
Access	<p>Need Regular Practice Nurse with increased appointments</p> <p>In house Phlebotomy service</p>	<ul style="list-style-type: none"> • Practice nurse recruitment • Additional Nurse hours • Practice nurse session on Fridays. <p>Time scale- Already implemented</p> <p>To have regular weekly session for phlebotomy service.</p> <p>To discuss with St Helens and Knowsley hospital trust for possible arrangements.</p> <p>Time scale- 6 Months</p>
Reception & Appointments	Improvements to appointment system	<ul style="list-style-type: none"> • Continue 50% pre bookable / 50% same day • No pre bookings on Monday which is the busiest day • Continue Evening appointments available for patients with work commitments • Increase slots for Urgent appointments available at each session. Children <5 yrs always offered same day or Urgent appointment if parent feels this is necessary. • More bookings GP for telephone consultations • Continue Fast track appointments- for select group of patients with complex medical and social needs • Continue TLC alerts for palliative care patients and urgent actions for patients on GSF <p>Time scale- Ongoing</p>

	Reception staff training (Improve communication and skills update)	<ul style="list-style-type: none"> • Staff training- • On booking appointments and triage • Customer care and communication (NVQ) • Mandatory training- CPR, Safe guarding, and in-house training by clinicians regarding blood forms, bloods results and organising investigations like x rays and ECG • <p>Time scale- 6 months</p>
Patient Services	Patient Access to additional services	<ul style="list-style-type: none"> • <u>Current services</u> • (No Action Needed) • Community well being practice - Hough Green community wellbeing officer • • CBT therapist • Physiotherapy • Dietician • Bereavement Councillor • Physioworld (AQP status)- for back & neck pain • In house social worker • Open Mind-psychological counselling • Health engagement officer – safe guarding • Diabetic specialist nurse led clinic • <p>Time scale- Ongoing</p>
Patient information	Easier access for patients to Information	<ul style="list-style-type: none"> • Patient information leaflets (PILS)- Wall display holders in the waiting area – Regularly update the information-ongoing • Display boards- Practice board for NHS patient information • well being board in Foyer for community related

		<p>services/activities and well being initiatives –Regular update-ongoing</p> <ul style="list-style-type: none"> • Update-practice information booklet to include all the services.- time scale- 3 months • HGHP Website –update ongoing
Patient feed back	<p>Suggestion Box</p> <p>Patient survey</p>	<p>Installation of `Suggestions Box` for Patient suggestions and comments. To bring the suggestions to PPG meetings for discussion and actions.</p> <p>Time scale- 3 months</p> <p>Continue Annual patient survey- in conjunction with PPG</p> <p>Time scale-12months</p>