

Standard Reporting Template

Lancashire Area Team  
2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: HALL GREEN SURGERY  
Practice Code: P81084

Completed by: MARIA LAWTON

Date: 03.03.15

Signed on behalf of PPG:

Date:

Please confirm that the report has been published on the practice website by 31<sup>st</sup> March 2015: YES

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

Does the Practice have a PPG? YES											
Method of engagement with PPG: Face to face meetings and Email											
Number of members of PPG: 9											
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	3537	3558		1201	542	667	879	1032	945	876	883
PRG	4	5		0	0	1	0	0	2	5	1

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:

**It has been noted in several PPG meetings that not all groups are represented at the face to face meetings however the PPG itself have arranged several Open Days at local venues where they have 'met the public', collated their opinions and brought them back to our meetings. We advertise for new members in reception and are starting a new forum online that will hopefully encourage patients who are unable to attend the face to face meetings to participate. Our PPG members are also going to go out to Nursing and Residential Homes to ensure that part of our patient population is represented.**

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? YES

If you have answered yes, please outline measures taken to include those specific groups and whether those measures were successful:  
There are a large number of nursing/residential homes attached to our practice of whom will be met with in 2015 to encourage inclusion in our PPG.

## 2. Review of patient feedback

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

'Meet the Public' / 'Meet your PPG open events were organised by the PPG  
360 degree GP Reviews  
Ongoing Suggestion Boxes  
Ongoing Patient feedback sources online  
Friends and Family Test

How frequently were these reviewed with the PRG?

Every Meeting, when any issue arose.

### 3. Action plan priority areas and implementation

Priority area 1
<p>Description of priority area:</p> <p>Improving patient access to community services and hospitals across the borders:</p> <ol style="list-style-type: none"><li>1. Differential treatment between Wigan and Lancashire patients</li><li>2. Lack of patient information with access to services</li><li>3. Extra burdens placed on GP staff trying to sort out border disputes</li><li>4. Lack of transparency with service protocols on who could be seen where</li><li>5. Complete disregard to 'Patient Choice'</li><li>6. Communication from CCG regarding what contracts are in place</li><li>7. Lack of provision of services: A&amp;E Adult, Breast Screening etc.</li><li>8. How the new 'No Boundary' Service would affect these already noted weak areas</li></ol>
<p>What actions were taken to address the priority?</p> <ul style="list-style-type: none"><li>• PPG have met with Clinical Commissioning Group to highlight problems</li><li>• Practice Manager and GP have met with Clinical Commissioning Group to highlight problems</li><li>• Clinical Commissioning Group are meeting February 2015 with Service Providers</li><li>• PPG have written to our local MP Rosie Cooper for assistance</li></ul>
<p>Result of actions and impact on patients and carers (including how publicised):</p> <p>This is ongoing and any improvements, changes in services will be reported directly to the PPG and publicised on our website.</p>
Priority area 2
<p>Description of priority area:</p> <p>Providing Patient full access to medical records to all patients.</p> <p>It was agreed that this is an excellent service and promotion of this in 2015 should be focused on. PPG would also like to work on offering Patient Access to Records to patients who do not wish to use the internet/technology. It was recognised technology was extremely useful there also needs to be a balance for all patients.</p>

What actions were taken to address the priority?

Increased advertising in practice regarding access, Practice Manager working closely with Information Governance and Internal protocols to improve access to records.

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

Ongoing

### Priority area 3

Description of priority area:

Increasing the in-house services at the practice

What actions were taken to address the priority?

Review of a previous survey where patients were asked which further services would enhance the practice. The smoking cessation group started with us as a result offering a drop in session every week. We then increased our clinical services offering a diabetic dietician session to prevent our patients having to travel to hospital for these appointments. Our Phlebotomy, ECG , Spirometry and warfarin appointments were increased by increasing our HCA hours. We have just started a Support Group for Dementia Carers based on a request from the PPG.

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

All the services are advertised both in practice and on the website.

### Priority area 4

Description of priority area:

Improving PPG Members:

The group recognised that some areas were not represented and the group would benefit from increased membership

What actions were taken to address the priority?

'meet the public' days arranged by the PPG

Direct contact with residential and Nursing homes

Organising a new e-group/ email group

Arranging a mutual meeting with another PPG group to 'swop' ideas etc.

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

Advertised in local newspapers and venues and in the practice reception. There was a mixed turnout but worthwhile venture that enabled patients to feedback on the practice and its services.

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):

Looking Back:

1. First meeting was held in December 2011 and since then we have had several meetings to highlight issues, discuss ways to improve the practice for both patients and staff.

2. The areas that the PPG have worked with us are:

Patient Telephone Access: Improving access to the surgery, we ran a very in-depth audit to try assist with reduction of calls to ease access. Improvements we have made are:

1. Increased reception staff levels

2. Reduced Secretary calling time to two blocks am and pm

3. Utilised an web based system for prescription ordering and appointment management

Booking appointments in advance:

1. We were running a complicated system forced upon us by Dept Of Health guidelines. These guidelines had been removed but the practice kept with the system to provide a balance of in advance and urgent appointments. Patients wanted to book further in advance so a 6 week diary was opened for patients.

Dealing with DNA'S

1. The problem with DNA's was highlighted and a text reminder service was brought into place as well as the ability for patients to cancel appointments online.

2. For patients who have memory problems or just need that little extra help with appointments but don't have a mobile: a personal reminder service was put in place. This isn't advertised as it's only used in the most concerning cases as we wouldn't have the manpower to provide enmasse.

More Information was requested about the clinics/ practice etc.

1. Several information boards were purchased and were used for information about clinics, key contacts in the practice and other useful information. A board was dedicated to the PPG/CCG to raise awareness.

2. Increased information about clinics was put on the website.

Pedestrian Crossing on the main road

1. Although we were turned down on the first application with help from Rosie Cooper the second application was successful and we now have a crossing.

Establish an in-house mail box for the PPG:

1. This was done and a dedicated area for PPG included.

Following a survey on Self Help Groups required at the practice:

1. Stop Smoking Service started every Wed morning

Requests to have our 'magazines' back:

1. The practice now works with a company that provide brand new monthly editions of magazines monthly to the practice in exchange for appropriate advertising.

4. PPG Sign Off

Report signed off by PPG: YES/NO

Date of sign off:

**How has the practice engaged with the PPG: YES**

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

The group recognised that some areas were not represented and the group would benefit from increased membership

The following actions were taken:

'meet the public' days arranged by the PPG

Direct contact with residential and Nursing homes

Organising a new e-group/ email group

Arranging a mutual meeting with another PPG group to 'swop' ideas etc.

**Has the practice received patient and carer feedback from a variety of sources? YES:** Online NHS Direct, Direct emails from patients, Direct feedback from our website, Suggestion Boxes within the practice, Carer Support Groups within the practice, Friends and Family Test, GP 360 Surveys.

**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?**

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**Do you have any other comments about the PPG or practice in relation to this area of work?** ONGOING AND VERY WORTHWHILE

Please submit your report to: [england.lancsat-medical@nhs.net](mailto:england.lancsat-medical@nhs.net) by 31<sup>st</sup> March 2015