

PP DES Reporting Template

**Castlepoint &
Rochford Area
Team**

2014/15 Patient Participation Enhanced Service Reporting Template

Practice Name: **Leecon Way and Hawkwell**

Practice Code: **F81675**

Signed on behalf of practice: **Sandra Wood (Practice Manager)**

Date: 17/03/2015

Signed on behalf of PPG:



Date: 17/03/2015

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, Email, Meetings, PRG Notice Board, Telephone & Text

Number of members of PPG: 7

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:

Information available in waiting area of reception, posters on notice board for PRG group with information, flyers attached to prescriptions, word and mouth from the current PRG members, survey gave information for joining group. Information is on Website. Staff also make patients aware of group.

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:

2. Review of patient feedback

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

Comment Box in waiting room, NHS Choices, Postcards, Friends and Family, Verbal Feedback

How frequently were these reviewed with the PPG?

Quarterly

3. Action plan priority areas and implementation

Priority area 1
<p>Description of priority area:</p> <p>Online Booking</p>
<p>What actions were taken to address the priority?</p> <ul style="list-style-type: none"> • Allocated slots made available for the online booking of appointments, with ability to book up to 8 weeks in advance, • Posters displayed in reception giving advice on how to register on line • Reception staff informing patients on how to register for online booking & prescriptions • Notice displayed in local pharmacy • Audit of usage of slots to enable more slots to be made available (where necessary)
<p>Result of actions and impact on patients and carers (including how publicised):</p> <ul style="list-style-type: none"> • The need for patients to call the surgery has reduced due to their ability to book online, which has helped to address issues relating to phone access • The service has provided patients flexibility with regard to ordering scripts and booking appointments, noting that this can be done 24hrs a day, and has enabled patients to book appointments and with GPs of choice, which has helped to addresses issues relating to access and availability. The ability to order repeat prescriptions has also reduced the need for GP appointments, again aiding availability. • The comments that are left by patients are actioned and monitored by reception, which provides an effective means of communication • Feedback from patients regarding the on-line services has been positive, with the acknowledgement that efforts are being made to meet their needs

Priority area 2

Description of priority area:

Texting Service

What actions were taken to address the priority?

- Posters displayed in reception
- Reception and clinical staff informing patients of the service and how to action
- Flyers attached to prescriptions
- PRG informed, encouraging word & mouth between patients.
- Mobile numbers updated when patients contacted the surgery
- Text messages reviewed during PRG meetings

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

- Through patients being sent text messages informing of them of specific clinics that are available ensures that they are aware of such and encourages their attendance as was seen with the recent flu campaign
- Through sending text reminders regarding booked appointments has been shown to contribute to reducing the DNA rate, which in turn helps to address availability/access and also helps to ensure that patients are meeting their own health needs by not failing to attend appointments
- Through patients being sent text messages, reminding them of the need to book routine appointments, helps to ensure that such appointments are undertaken and provides patients with the understanding that their health needs are being monitored and addressed

Priority area 3

Description of priority area:

Self Help Campaigns (Including Flu)

What actions were taken to address the priority?

- Text messages encouraging patients to book flu vaccination
- Flyers on prescriptions
- Banners and posters displayed surgery
- Details re Saturday and late night clinics displayed in surgery
- Posters in pharmacy and attendance of pharmacist at PRG meeting who also outlined that they would relay information to patients when they collect their prescriptions
- Pharmacy advice leaflets available on notice board in reception areas
- Non- smoking information/leaflets available on notice board in reception areas

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

- Appropriate sign-posting and text messaging relating to clinics such as flu resulted in an increase in registrations and over 90% of eligible patients being vaccinated, therefore contributing to ensuring that patients' needs are being met accordingly
- Developing relations with the local pharmacy has aided joint working and has strengthened patients' understanding with regard to the services that pharmacies offer, which at times can reduce the need for a GP appointment, therefore helping to address issues re appointment availability

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):

- Patient requested online booking be made available for appointments and prescription (now actioned)
- Text messaging was requested (now actioned)

4. PPG Sign Off

Report signed off by PPG: YES

Date of sign off: 17/03/2015

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?
Yes - The Befriending Service Supporting Voluntary Sector in Castle Point

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

Was the PPG involved in the agreement of priority areas and the resulting action plan? Yes discussed during meetings

How has the service offered to patients and carers improved as a result of the implementation of the action plan?
Involving the PRG with the practice helps both patients and carers.

Do you have any other comments about the PPG or practice in relation to this area of work?
This helps to keep patients and carers updated.