

PP DES Reporting Template

Central Midlands
Area Team

2014/15 Patient Participation Enhanced Service Reporting Template

Practice Name: Broughton Gate Medical Centre

Practice Code: Y02900

Signed on behalf of practice: Olive Carr (Practice Manager)

Date: 20.03.2015

Signed on behalf of PPG:



Date: 20.03.2015

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

Number of members of PPG 8

Detail the gender mix of practice population and PPG:

%	Male	Female
Practice	48	52
PRG	2	6

Detail the age mix of practice population and PPG:

%	<16	17-24	25-34	35-44	45-54	55-64	65-74	>75
Practice	29	7	25	22	10	5	2	1
PRG	0	0	0	2	1	2	0	1

Detail the ethnic background of your practice population and PRG:

	White				Mixed/multiple ethnic groups			
	British	Irish	Gypsy or Irish traveller	Other White	White and black Caribbean	White and Black African	White and Asian	Other Mixed
Practice	1671	3	19	211	34	107	33	
PRG	4			2				

	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any Other
Practice	158	45	10	44	225	408	36	238		
PRG					2					

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:

Letters were sent to a representative sample of patients inviting them to attend; leaflets and posters were displayed in the waiting area and notice boards throughout the practice outlining details of meetings and the importance of patients sharing their views and contributing to improvements at the site.

Details were also highlighted on the practice's website, again encouraging patients to join, with staff (clinical and non-clinical) also relaying information accordingly.

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:

NHS choices, patient complaints both written and verbal, patient feedback cards, friends and family test, GP Patient Survey

How frequently were these reviewed with the PPG?

At each PRG Meeting, which are generally held on a quarterly basis

3. Action plan priority areas and implementation

Priority area 1
<p>Description of priority area:</p> <p>Introduction of emergency children appointments</p>
<p>What actions were taken to address the priority?</p> <p>In order to implement the above, a time and motion study was undertaken. This was with the aim to quantify how many children under the age of 16 needed an emergency on the day appointment in a one week period.</p> <p>The audit highlighted that there was a need for on the day emergency appointments for children as over 50 % of requests for appointments after 3pm were requested for a patient who was under the age of 16</p>
<p>Result of actions and impact on patients and carers (including how publicised):</p> <p>We have now implemented same day emergency children appointment for all doctors, with the addition of 24 and 48 hour pre-bookable appointments. A waiting list has also been introduced to make use of appointments which have been cancelled. This has increased appointment availability.</p> <p>Patients have been made aware of the new appointments through the use of posters and publishing the information on our website. We have ensured that the Health visitor and midwife are aware of the changes to the appointment system</p> <p>The intention of implementing the service was to improve access for children, therefore reducing attendances at the Urgent Care Centre and Accident and Emergency department. Feedback from patients regarding the service has been extremely positive.</p>

Priority area 2

Description of priority area:

Phone Access

What actions were taken to address the priority?

The Practice Support Centre was initially contacted to obtain data on current telephone answering statistics including the peak time of calls. This highlighted that most calls are received between the hours of 8.00 and 10.00 am with the surgery receiving an average of 1300 calls per week. A workforce audit was also undertaken to see if there was the need to recruit additional receptionists in order to ensure appropriate cover at peak times.

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

Following the audit and the information relating to call stats additional receptionists were appointed ensuring additional cover between the peak times of 8.00 am and 1.00pm.

We have also implemented a new call waiting comfort message, indicating where the patient is in the queue.

Having continued to monitor the call stats (which will remain an ongoing activity) an improvement in call waiting times has been recorded and feedback from patients has been positive.

Priority area 3

Description of priority area:

Appointment availability

What actions were taken to address the priority?

- Audit of appointment availability
- Investigation re DNAs, unbooked and type of clinician requested
- On-line booking service relating to appointments and repeat prescriptions and appropriate sign-posting
- Clinical workforce audit, assessing need for additional workforce hours
- Implementation of waiting list for patients to be offered cancelled appointments

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

Online appointment booking has been implemented which enables patients to book appointments and with GPs of their choice, which is helping to address issues relating to availability and also phone access, noting that this is reducing the need for patients to call the surgery. Also helping with this is that patients are able to order repeat prescriptions which reduces the need for a GP appointment.

All on-line services have received positive feedback from patients and have been advertised on our website, with information also relayed to patients when they contact the surgery, via posters and on the back of prescriptions.

The implementation of the waiting list, which patients are advised of when contacting the surgery and there are no appointments available, has proved successful with regards to ensuring that the slots relating to cancelled appointments are used, again helping to address issues relating to access and ensuring that the needs of patients are met where possible.

Also with regard to addressing issues re availability the PN and one of the GPs have increased their hours, with changes to their rotas being displayed in the waiting area and again being met by positive comments from the patients.

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): !

Issues raised in previous years:

New building – we are still having ongoing conversations with NHS England and the CCG regarding a new building, with progress being made through regular meetings with the NHS management team

Conversion of the small room in the waiting area into another clinical room – to be completed by end of 2015

4. PPG Sign Off

Report signed off by PPG: YES

Date of sign off: 20.03.2015

How has the practice engaged with the PPG? Face to face meetings

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

Sending letters to a random sample of patients, advertising of group, clinicians' and staff efforts in terms of encouraging engagement

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

Yes which was discussed in meetings

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?

Yes. Appointment availability has improved as has phone access

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

It has been good to be involved in changes and good that practice is listening to patients' views and doing what it can to improve service