

## Standard Reporting Template

NHS England (Wessex)  
2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: Derby Road Group Practice

Practice Code: J82149

Signed on behalf of practice: Gina Cooper

Date: 28.03.2015

Signed on behalf of PPG: PRG virtual Group

Date: 25.03.2015

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

Does the Practice have a PPG? YES - Virtual
Method of engagement with PPG: Email
Number of members of PPG: 239

Detail the gender mix of practice population and PPG: %

%	Male	Female
Practice	48.7%	51.3%
PRG	37%	63%

Detail of age mix of practice population and PPG: %

%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
Practice	20.4	12.2	15.1	15.1	15	10.3	7.2	5.7
PRG	2.32	12.8	19.4	17.8	17.4	17.8	8.9	3.5

Detail the ethnic background of your practice population and PRG: **% of Practice recordings**

	White				Mixed/ multiple ethnic groups			
	British	Irish	Gypsy or Irish traveller	Other white	White &black Caribbean	White &black African	White &Asian	Other mixed
Practice	80.5	0.42		8.09	0.64	0.62	0.38	0.75
PRG	88	0		0.68	0.4	0.4	0.8	

	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice	1.36	0.45	1.95	0.6	1.89	2.1	0.64	0.2		2.33
PRG	0.4	0.78	0.4	0.4		2.7	0.4			5.4

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: *As a Practice we advertise for new members all year around. There are posters in the surgery explaining the benefits and what level of commitment is needed from members of the Patient participation Group. There is an explanation that contact will only be in relation to the Group and they are free to opt out of the Group at any point. The Patient representative is accepting of all age/sex/ethnicity and we try to encourage face to face a wide spectrum of patients to join. There are also links on the Practice website which allows patients to view details and sign up if they wish.*

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: N/A

## 2. Review of patient feedback

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

*Patients attached to the Virtual Participation Group are contacted with regards as to what they feel our priorities regarding this year's action plan should be. Their suggested areas are agreed and then once all the responses/suggestion for implementation are received and collated we put together a draft action plan for the year. This is then emailed to the PPG and advertised in the Practice. We add that should the Practice not receive any feedback back or further comments we would proceed once discussed with the Practice team. The report is then discussed at a meeting with the Practice team and the final report completed and published on the surgery and Practice Website.*

*This Year the Practice contacted Health watch to arrange a meet and greet but also to discuss local need. Unfortunately the date set was not kept due to staff illness at their office.*

*We also explained in our emails to the PRG that from November 2014 the Friends and Family test has been released and we would be incorporating the test in this years requested feedback. We offer 4 extra questions attached to the FFT alongside the 2 mandatory ones. There is a kiosk available for patient to complete their opinion.*

How frequently were these reviewed with the PRG?

*The Friends and Family test is reviewed monthly and outcomes are discussed with the Practice Team. Patient participation surveys and action plans are conducted annually.*

### 3. Action plan priority areas and implementation

#### Priority area 1

Description of priority area: Practice to tackle the increasing number of Patients failing from turning up for appointments.

What actions were taken to address the priority? *The Patient Participation Group were suggestive with how we could potentially solve this problem. With the vast majority saying patients that fail to turn up should be have a monetary fine, 3 strikes then removed from the Practice list and only allow the patient to do a book on the day appointment. It was discussed that unfortunately we are unable to fine patients that fail to keep appointments but as a Practice we would now move to send a letter to patients that do not attend 3 times in 6 months. This letter would point out wasted resources and to say if they continue to fail appointments they will be removed from the Practice. We will also run a campaign with posters publishing numbers per month of appointments not kept. We will issue a newsletter covering this issue and the different ways of cancelling appointments that are unable to be kept.*

*Started but will be ongoing due to scale*

*Result of actions and impact on patients and carers (including how publicised): The most wishful impact this action point is going to have is hopefully the potential to free up appointments and reduce the number of appointments that are wasted. Reviews of numbers associated to this topic will be generated monthly and published in practice. We are hoping that with further advertising and patient being written to this will remind patients that if an appointment is no longer wanted it will be release to others.*

## Priority area 2

Description of priority area: Practice telephone System.

*What actions were taken to address the priority? - PPG has mentioned the 0844 number and the automated messages that are given to patients calling the surgery. We have taken this on board and are going to meet with our current telephone provider to look at different options that will benefit the patients. We already have a 02392 number attached to the practice but unfortunately it doesn't have the automated options attached. Maybe we can combine the 2? We will also look at the automated messages that patients receive via the phones and see if we can change and have more relevant messages playing.*

*Appointment now booked with telephone provider – but action is still Ongoing*

*Result of actions and impact on patients and carers (including how publicised): Ease pressure of getting through on the landline, give patients greater choice and reduce the cost to patients.*

*We will advertise any changes moving forward in house, via website and Newsletters etc.*

### Priority area 3

Description of priority area: *Patients being able to overhear receptionist*

What actions were taken to address the priority?

*Unfortunately neither of the surgeries are purpose built and we have to try and do the best we can with what we have. There have been many suggestions on how to improve this though and we will be looking to take up some of the following across the 2 sites:*

- Consider a barrier like the post office have*
- Radios playing local stations in the waiting areas*
- Provide patients with the option of a private discussion area should they wish.*

*These solutions will not completely rectify the problem but could certain help.*

*Discussion with contractor to install shelves for radios has happened. Radios on order.  
Advertisement regarding private discussion area still to action.*

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

*Help with confidentiality at the hatch and by playing local radio stations keep patient entertained whilst waiting.*

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):

- *Extended hours are now available at branch site to– Complete but ongoing*
- *Advertising regarding online service are in both sites - Complete*
- *Decoration issues – improvements are slowly happening and a decoration schedule is now in place. - Ongoing*
- *Promoting Online Services – This service has proved extremely popular - Complete*
- *Patients contacted if reception unable to issue prescriptions – Ongoing*
- *Branch site now has direct line – Complete*
- *Patients failing to attend appointments – Ongoing and new drive for this year*

#### 4. PPG Sign Off

Report signed off by PPG: *YES – the Practice was required to get the PRG virtual group to sign off the agreed report. The report was emailed to the PRG on the 18<sup>th</sup> of March, and asked if there was any further comments were received by 25<sup>th</sup> of March we would proceed. No responses or comments were received.*

Date of sign off: 25<sup>th</sup> of March 2015

How has the practice engaged with the PPG: *Via emails*

How has the practice made efforts to engage with seldom heard groups in the practice population? *The Practice has tried with best effort to recruit seldom heard groups, this has been done with face to face communications and advertising for new members.*

Has the practice received patient and carer feedback from a variety of sources? *As broad as possible with the methods above*

Was the PPG involved in the agreement of priority areas and the resulting action plan? *Yes definitely. All members are emailed at every section prompting engagement and further comments. The draft and final reports are also able to be viewed via the reports in the Practice.*

How has the service offered to patients and carers improved as a result of the implementation of the action plan? *The actions to be implemented would increase patient satisfaction, demand and work towards ensuring the staff are not overheard whilst on the telephone improving confidence in the Practice.*

Do you have any other comments about the PPG or practice in relation to this area of work? *I look forward to seeing what improvements these actions provide and lead on to.*