

Annex D: Standard Reporting Template

South West Area Team

2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: Grange Road Surgery

Practice Code: L81054

Signed on behalf of practice: *[Signature]* Date: 24/3/2015

Signed on behalf of PPG: *[Signature]* Date: 19-3-2015

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

Does the Practice have a PPG? **YES**

Method of engagement with PPG: **Email and Letter**
 (based on patient stated preference as more than 30% of the local population do not have access to the internet or email)

Number of members of PPG: **40**

Detail the gender mix of practice population and PPG:

%	Male	Female
Practice	49	51
PPG	41	59

Detail of age mix of practice population and PPG:

%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
Practice	23	10	16	12	13	11	7	7
PPG	0	0	5	5	18	18	42	10

Detail the ethnic background of your practice population and PRG:

%	White				Mixed/ multiple ethnic groups			
	British	Irish	Gypsy or Irish traveller	Other white	White & black Caribbean	White & black African	White & Asian	Other mixed
Practice	93	0	0	3	1	0	0	0
PRG	99	0	0	1	0	0	0	0

%	Asian/Asian British						Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Black British	Arab	Any other	
Practice	0	0	0	0	0	1	1	0	0	0	
PRG	0	0	0	0	0	0	0	0	0	0	

Describe steps taken to ensure that the PRG is representative of the practice population in terms of gender, age and ethnic background and other members of the practice population:

The patient group has doubled in size since last year however remains relatively small. Some demographic information is missing in the data above as a number of forms were not completed in full despite follow up, but we did not feel that this should be a reason not to hear the patient's views so have included these patients within our group.

Although not an exact match, we have a fairly even gender distribution within the group. The majority of age groups are represented however we still struggle to recruit younger people. Currently we have no-one under 24 and the 64-75 group is over-represented. Finally the patient population is not ethnically diverse and this is also reflected in the group's membership. There are no other obvious seldom heard patient groups that would require representation. Recruitment to the PRG is dependent on contact with the patients using the practice and we believe that, on balance, current membership reflects patients' use of practice services.

However we wish to significantly increase our group membership to gain a broader range of views and in addition to the initiatives set out below, we are in the process of recruiting a 'patient champion' part of whose role will be to proactively promote the group, seek membership from under represented groups and ensure the patient group's relevance and interest to a wider group of patients.

In addition, although not members of this group we were pleased to receive feedback via the Friends and Family test from people who were happy with the practices treatment and the help of specific GPs with their mental health problems so we are confident that there are ways of capturing the views of those that may not wish to come forward as a formal representative of a particular group.

Recruitment plan

We continue to raise awareness of the PRG and encourage all patients to sign up. The steps included:

Leaflets and notices

- Newsletter to include an invitation to join the PRG to influence changes
- Notice boards now feature PRG information and leaflets in the waiting areas

Practice information

- Details on our new website encouraging patients to join with links to the form
- Information about the PRG incorporated into the practice leaflet

The direct approach

- Invite those who are regular attenders in the younger age groups to join the group
- Encourage PRG members to spread the word amongst other patients
- Ask people making complaints whether they would be interested in joining PRG
- Inviting those with long term conditions, as high service users, to join the group.

Staff

- Team meetings with doctors, nurses, receptionists and admin staff to explain the initiative and encourage them to promote membership
- Emails to all staff on site to remind them of need to recruit to PRG

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:

- The GP Survey Jan 14, July 14 and Jan 15
- Grange Road Patient Survey 2014
- The Friends and Family Test
- Complaints and suggestions
- Website feedback
- CQC Intelligent Monitoring System
- Primary Care Web Tool

How frequently were these reviewed with the PRG?

Every 6 months – Feb 14, Nov 14 and Feb 15. We send out a Patient Group newsletter highlighting the most recent feedback, updating on previous initiatives, outlining proposals for improvement and seeking the group's views on these. The newsletters are available on our website.

The next action plan for implementation during 2015-16 was agreed in Nov 14:

- Introducing Friends and family test
- Recruiting Patient Champion
- Starting a Carer's surgery
- Online access to medical record

We have also recently informed the group that we have made an application to the Primary Care Infrastructure fund to build new premises and outlined how we will be involving the Patient Group and all our patients in shaping the proposed development if we are successful.

Below we will update on the progress of this year's action plan

3. Action plan priority areas and implementation

Priority area 1

Description of priority area:

Getting through on the telephone

What actions were taken to address the priority?

Previously had increased staff and phone lines but still long delays getting through. So analysed telephone data reports and patient feedback and as a result

- Changed the holding message
- Open phone line between 1-2pm
- Created a health professional line

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

The Jan 15 GP survey showed an 8% improvement for patients getting through on the phone

This has been publicised by notices in the waiting room and a newsletter update to the Patient Group where we acknowledge that we can still do better with answering the phones.

Priority area 2

Description of priority area:

The appointment system

What actions were taken to address the priority?

We introduced a simplified appointment system with 3 types of appointment – routine (45%), telephone (25%) and emergency (30%) and increased the number of routine appointments to make them available sooner.

We continue to offer extended hours appointments on Monday evening and Saturday morning to help working people access chronic disease management support.

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

- Wait for a routine appointment is now often less than a week
- All emergencies are seen on the same day
- Receptionists report that it is easier to get an appointment than before
- In the Jan 15 survey receptionists are seen to be 10% more helpful (now at 95%) than 6 months previously

This has been publicised by notices in the waiting room and a newsletter update to the Patient Group

Disappointingly, despite the GP survey suggesting patients would like to see longer opening hours and extensive publicity within the practice the extended hours appointments remain under-utilised.

Priority area 3

Description of priority area:

Use of new technology

What actions were taken to address the priority?

- Sending text message reminders
- Online booking of appointments and ordering repeat prescriptions
- Preparation for EPS2
- Improving the website

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

The text message service has been well received and is well used by patients.

All routine appointments are now available online as well as repeat prescription ordering and summary care record information. Over 4% of the patient population have signed up for this service, this number is increasing rapidly with word of mouth and a local community group has also reported that this service is appreciated. All new patients are given the opportunity to sign up during registration and we are now actively publicising the phone app which makes the service more widely accessible to those who may not have access to a computer.

EPS2 is to be launched on March 23rd 2015 and publicity around how to make a nomination and how it works is via notices and leaflets in the waiting room as well as local Pharmacies.

The website news page is kept updated and the website now has a range of useful 'self care' information particularly relating to child health.

All of these initiatives have been publicised by notices in the waiting room and a newsletter update to the Patient Group

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):

Telephone system

Despite adding an additional phone line and increasing staff there were still delays in getting through on the phone – therefore this remained a priority in the current year. Unfortunately the phone system does not allow us to have a 'queue countdown' message

Appointment availability

We increased the number of Doctor appointments available each week and now have two extra GP days per week. We created 'Treatment Room 3' off the waiting room to increase the number of staff that can work at the same time.

Access

Automatic doors have been installed but it did not prove possible to drop down one side of the reception desk. We continue to publicise our extended hours for working people but as can be seen from this years report, the appointments remain under utilised

Confidentiality

Patients now stand behind the yellow line which has improved confidentiality but has unfortunately increased congestion in the entrance area. A sign at the reception desk encourages those that wish to discuss something confidentially to make this known. The nursing team now routinely close treatment room doors during consultations.

Neighbours

At the request of the local neighbourhood forum we put up notices asking patients to park considerately

4. PPG Sign Off

Report signed off by PPG:

Date of sign off: *L. McIlwain* 19-3-2015

How has the practice engaged with the PPG: *BY POST,*

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

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*

How has the service offered to patients and carers improved as a result of the implementation of the action plan? *CONSIDER TO GET A PROGRESS REPORT*

Do you have any other comments about the PPG or practice in relation to this area of work? *WHICH IT IS RUN AND THE*

THE PRACTICE SHOULD BE CONSIDERED FOR THE WAY IN WHICH IT IS RUN AND THE IMPROVEMENTS HAVING BEEN MADE, AS A VOLUNTARY DRIVER WITH THE COMMUNITY BUS, FROM THE COMMENTS I HAVE HEARD, GRADE ROAD SURVEY IS RUN FOR SURVEIL TO THE OTHER PRACTICES IN OUR AREA.

L. McIlwain



Dear Charlotte,

Many thanks for the email and the attachments - the practice has certainly been very busy!

Here are my answers to the questions as requested:

1. I do not have personal experience of the practice engagement with seldom heard groups but it would appear from the report that much effort has been made to engage with patient users in a variety of ways - papers based, surveys and talking to people.
2. It would appear so.
3. It would appear so from the report.
4. The practice appears to have increased access to appointments, and implemented different methods of making appointments such as text.
5. I recently moved to the practice from North Bristol where I had been a patient for many years. This practice was fine and I had very little reason to complain - but the reception staff were very 'cold' and I felt in the way in the brief times that I visited. I cannot believe the difference in the attitude and behaviour of the team at Grange Road. I have been very impressed with the way the reception staff have greeted me and anyone else before me in the queue, the practice nurse I saw for my health check was delightful and professional and the GP I saw was lovely. I am very pleased to have moved! Thank you to all the team.

A Marshall

(Patient Group Annual Report sign off received by email 12/02/2015)

