

Annex C

**Arden, Herefordshire and Worcestershire Area Team
Patient Participation Enhanced Service 2014/15 – Reporting Template**

Practice Name: Corbett Medical Practice

Practice Code: M81091

Signed on behalf of practice: Kirsty William

Date: 31/3/2015

Signed on behalf of PPG: Paul Hill & Meg Richards

Date: 31/3/2015

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

Does the Practice have a PPG? YES							
Method of engagement with PPG: Face to face, Email							
Number of members of PPG: 11							
Detail the gender mix of practice population and PPG:				Detail of age mix of practice population and PPG:			
	%	Male	Female				
	Practice	49	51	%	<4	5-14	14-44
	PPG	36	64	Practice	5	13	33
				PPG	0	0	0
					45-64	65-74	75-84
					29	11	6
					46	27	18
							85+
							3
							9

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Detail the ethnic background of your practice population and PPG:

	British	BME	
Practice	96	4	
PPG	100	0	

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:

The opportunity to join the PPG is advertised on notice boards, newsletters and the practice website.

Patients are invited on an ad hoc basis in discussions with practice staff.

In order to address the balance of membership the PPG is re-organising itself to meet outside core working hours, and is planning to launch 'PPG clinics' where a PPG member will be available for patients to talk to, in order to increase patient awareness of the group, feedback hopefully increase membership.

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:

Friends and Family Test results and feedback
Patient survey from 2013-14

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Patient complaints
<p>How frequently were these reviewed with the PRG? The Friends and Family test is reviewed monthly, with the PPG members playing a prominent role in assisting the practice to collect and analyse the information. This is now a standing item on the PPG agenda. The Patient Survey was reviewed and discussed in a specific meeting. Patient complaints are discussed on an anecdotal basis as appropriate.</p>

3. Action plan priority areas and implementation

Priority area 1
<p>Description of priority area: Improve practice communication with patients by creating more user-friendly and accessible practice information and website.</p>
<p>What actions were taken to address the priority? PPG members are currently reviewing the Practice information booklet, newsletters and webpages with a view to feeding back on style and content.</p>
<p>Result of actions and impact on patients and carers (including how publicised): The outcome of these actions are yet to be realised as this is still work in progress, however it will be evaluated when completed. An increase in patients' better use of the practice's systems, decline in negative feedback and levelling out of calls into Reception will be an indication of the impact of improved communication and information.</p>

Priority area 2
<p>Description of priority area: Implementation and increased take up of patients utilising practice systems in a more effective and efficient way, through the electronic check-in, internet and telephone systems.</p>

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What actions were taken to address the priority?

The PPG are currently reviewing key patient communication documents and media (practice information booklets and webpages) with a view to informing more user-friendly communication and intuitive webpage design.

The PPG are going to actively contribute to Practice newsletters.

PPG members are looking to start running 'PPG clinics' to promote the work of the PPG with a view to recruiting new members, provide direct assistance and instruction to patients on how to use electronic check in, booking, request and feedback services.

The Reception team will start to set up newly registering patients for electronic access on registration, to increase take up.

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

The intended beneficial outcome is that patients will be able to access and utilise practice services more effectively, efficiently and at greater convenience to themselves, being able to request, book and send communications 24 hours a day.

With greater uptake of electronic systems, telephone calls and requests are expected to reduce and can be dealt with in a more planned manner. Reception and administrative staff/duties can be better planned and consequently patient flow through reception is expected to improve.

The ability to pre-book appointments will reduce some of the current patient frustration with trying to access prebookable appointments via the phone.

Priority area 3

Description of priority area:

Revitalising the PPG. The PPG's momentum has waned in recent years with members feeding back that they were without direction and in need of a stronger sense of purpose and tangible outcome. Several members have left the group or been unable to attend due to ill-health and the group's membership is not reflective of the practice's patient demographics. The continuity of meetings has also suffered during 2014-15 with poor attendance at some meetings and significant gaps between meetings.

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What actions were taken to address the priority?

The practice agreed to support the reformation of the PPG and on request has provided temporary leadership and administrative support with a GP Partner/ Practice Manager chairing and co-ordinating meetings. Meetings are currently being held on a monthly basis in order to regain momentum and progression on the initiatives the PPG are now involved in. The PPG constitution is in the process of being revised. The Practice has engaged the PPG in an effort to improve our patient communication/information and support the implementation of electronic access and preparation for CQC with a view to increasing their knowledge of the practice and identifying further opportunities to work in partnership for the benefit of patients.

The practice is supporting the promotion of PPG and will be advertising the input that the PPG are having to improve and inform practice services for patients.

The PPG are to take ownership of their own webpage on the practice website, in-practice notice board and section in newsletters as well as the operation of their PPG clinics.

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

It is intended that the results of these actions will increase patient awareness of the PPG, its purpose and impact. That new members will seek to join the group to increase membership and balance and better reflect patient demographics, and that the group will be better able to reflect the views of patients unable to join the group but through direct communication with PPG members.

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):

The PPG met specifically to discuss the issues raised in the Patient Survey 2013-14 Report. Feedback from the PPG's discussions was passed on to the Partners for consideration.

Four main issues were raised in the previous year's PPG report:

- **Telephone access: This continues to be a challenge for the practice and area of focus for improvement. Additional resources have been invested in Reception to increase the number of staff. A dedicated prescription line is available and a distinct 24 hr cancellation line has been introduced to ease and encourage notification and distinguish these calls from other incoming calls.**
- **Seeing practitioner of choice: This is difficult to resolve with the number of part-time staff working at the Practice without compromising the availability to accommodate all same-day requests. The revised practice information booklets will aim to**

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clarify GP and nurse working patterns for patients and help patients better understand how to access pre-bookable appointments. The GPs are now operating in teams/buddies to provide cover and improve continuity across the week. Locums are now being very rarely employed with a view to ensuring patients are seen and managed by an established member of staff who will ensure appropriate follow-up is actioned.

- **Speak to practitioner on the phone:** patients are able to book telephone consultations with GPs. Reception are able to book telephone consultations with a GP's buddy GP if this is required on a day they are not in the Practice.
- **Waiting time:** This is a challenge to control with the unpredictability of primary care on-the-day appointments and especially for the sit and wait clinics operating for Duty Doctors each evening from 5pm where an unspecified number of patients may attend. The Receptionists have been briefed to advise all patients checking in of the number of patients waiting ahead of them to provide an indication of wait.

4. PPG Sign Off

Report signed off by PPG: YES

Date of sign off: 31/03/2015

Has the report been published on the practice website? YES

How has the practice engaged with the PPG:

The practice holds monthly face to face meetings with the group, providing management and administrative support.

PPG members have direct access to the Practice Manager via email, telephone and meetings in person. Members can discuss and circulate issues via email and telephone. They also have free use of the Practice's meeting room with prior arrangement.

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

Feedback channels are available via the FFT, website and complaints system however there has not been a recent specific campaign to engage with seldom heard groups.

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

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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?

The interruption to the usual operation of the PPG this year has meant that progress has only really started in the final quarter of the year. However the group has rapidly started to regain momentum and actioned decisions to facilitate the purchase of new clinical equipment and furniture for patient benefit, participated in the implementation of the FFT increasing the level of patient feedback otherwise received. The FFT feedback is being used as an indicator of areas of possible work for the PPG. The PPG's work on the Practice website and patient information booklet is expected to help patients be able to get the best out of the practice and assist the practice in the design and implementation of new systems and processes for patient benefit.

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

Please return this completed report template to the generic email box – england.ahwat-pc@nhs.net no later than 31st March 2015. No payments will be made to a practice under the terms of this ES if the report is not submitted by 31st March 2015.