

Derbyshire & Nottinghamshire Area Team

2014/15 Patient Participation Enhanced Service REPORT

Practice Name: *HIGH GREEN MEDICAL PRACTICE*

Practice Code: *C84691*

Signed on behalf of practice: Shaheen Khan

Date: 16th March 2015

Signed on behalf of PPG: PPG attendees at Coffee and Cake Meeting and email response attached.

Date: 16th March 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, Other (please specify)

Email, via Practice website & face to face ,telephone communication

Number of members of PPG: *1240*

Detail the gender mix of practice population and PPG:

%	Male	Female
Practice	5032 (55.7)	3996 (44.2)
PPG	595 (48)	645 (52)

Detail of age mix of practice population and PPG:

%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
Practice	26.8	13.5	23.5	17	9.6	4.8	2.2	2.3
PPG	18	13.3	31.7	21.2	9	5	1.5	

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	11.6	1	0.2	27.9	0.5	0.4	0.3	4.9
PPG	10.8	0	0	48.6 *	0.9	0	0	0

Note: Other white includes Polish, Lithuanian & Romanian

%	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice	1.4	20.9	0.9	0.3	17.9	3.2	1.5	3.8	0.7	2.8
PPG	3.5	14.5	1.1	0.6	0.7	10.3	0	0.5	0.5	

Any other includes Afghan 0.3, Asian 3.8, Brazilian 0.1 Iranian 0.7, Iraqi 2.8 & South American 0.1

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 encourage all new patients on registration to join the PPG by attaching a copy of the 'volunteers' PPG form to the registration form. This method of engagement ensures that the Practices PPG represents the ever changing Practice Population. The Practice also sends copies of news letters to the care homes we provide care for. Interpreters booked for consultations encourage the patients to participate in dialogue with the Practice and support completion of paperwork surveys/complaint forms. Throughout the year we also encourage services users to join the PPG by advertising the PPG within the Practice area including on the Practice newsletters and on Practice noticeboards. We also ask clinicians to ask patients whether they would be willing to become members of the group and all patients who have previously raised concerns about delivery of services.

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 – wide range of practice population members of virtual PPG.

2. Review of patient feedback

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

As a Practice patient feedback review is in from patient comments, complaints and concerns where common themes are considered. Complaints maybe received via email to the Practice info@ email address, via the Practices official complaints forms or by the completion of patients' comments forms which are provided for patients use in the Practice waiting room.

Reception and clinical Practice staff receiving any comments from service users also feed these back to the Practice management during monthly team meetings.

Since December 2014 the Practice has also utilised the free text responses received from service users related to the NHS friends and family test that is providing very useful feedback.

How frequently were these reviewed with the PRG?

The PRG review patients feedback once a year at an informal meeting event usually organised in March – 'Coffee and Cake Event' .However the Practice throughout the year presents patients feedback within the Practice waiting room using a 'you said' 'we said' session through newsletters and notice board. This information is also presented on the quarterly/seasonal Practice newsletters which are presented in the Practice waiting room for patients to review that are also emailed to all members of the virtual PPG on a regular basis. The newsletters are also added to the Practice website for patients to review. Members of the PPG who do send back their comments to the Practice usually via email or via text messaging service as part of the NHS England Friends & Family Testing are reviewed monthly.

3. Action plan priority areas and implementation

Priority area 1
<p><i>Description of priority area:</i></p> <p><i>Improving Patients access to the Practice for the booking of appointments & general enquires</i></p>
<p><i>What actions were taken to address the priority?</i></p> <p><i>The Practice is to further increase the advertising of on-line appointment booking and also the alternative methods of contacting the Practice i.e. encouraging patients to attend in person to reduce telephone traffic. The Practice also plans to increase advertising to patients to encourage them to contact the Practice regarding non urgent enquiries after peak times i.e. after 10am.</i></p>
<p><i>Result of actions and impact on patients and carers:</i></p> <p><i>The introduction of online appointments have been a great success unfortunately we can only offer a small number of these types of appointments as releasing too many would reduce the number of appointments available to 'book on the day'. As a Practice we have also trialled a recorded message which patients hear when all 3 telephone lines are busy at the Practice which asks patients to call back after 10am for test results, prescription queries & letter queries. This additional telephone facility has had mixed success as a number of patients trying to access the Practice during the busy early morning period have encountered that after holding for a number of minutes that their call is cut off. We are currently examining this issue with our telecoms supplier and are hoping to resolve this as quickly as possible so that patients can book appointments either on the day or prebookable easily via the telephone. As an effect of the problem we are encountering with the telephone system we are currently seeing more & more patients attending the reception desk to book appointments.</i></p> <p><i>How were these actions publicised?</i></p> <p><i>The Practices actions were publicised within the Practice area with additional posters advertising on-line access, changes to the telephone system and also posters recently advertising the issues with the telephone system. The Practice has also utilised the Practice newsletter to communicate the Practice priority areas and action plans. Patients who have raised complaints/concerns about this particular issue have been contacted by senior Practice staff members individually to discuss further of actions taken by Practice. They are also invited to participate and attend annual PPG meeting to provide an opportunity to further review with Practice staff.</i></p>

Priority area 2

Description of priority area:

Look at Practice Organisation/Admin procedures to facilitate patients access to GP Services –with particular emphasis on telephone access.

What actions were taken to address the priority?

The Practice is to increase the number of staff available first thing in the morning to handle appointment bookings from both patients attending the reception desk and also contacting the Practice via the telephone system. It is hoped that the additional member of staff will reduce patient waiting times at both the reception desk and on the telephone lines.

Result of actions and impact on patients and carers:

As a Practice we are aware that the phone lines are very busy between hours of 8am-9.30am in the morning. We now usually have 3 staff members (unless sickness or annual leave) on the phones with an additional member of staff booking appointments on the reception desk from 8am onwards. Each patient contact takes between 3-7 mins due usually to the complex nature of calls by patients. 3 patients can get through with 2 placed on hold and the remainder will receive a busy/ engaged tone. The phones do have a message informing that lines are busy and to call back later if the caller does not require an appointments. The additional staff member has reduced waiting times for calls to be answered but as stated in our response to action point (a) we are experiencing problems currently with the automated call handling system which are out of the control of our reception staff but are being reviewed by Practice management as a high priority.

How were these actions publicised?

The Practices actions were publicised within the Practice area with additional posters advertising on-line access, changes to the telephone system and also posters recently advertising the issues with the telephone system. The Practice has also utilised the Practice newsletter to communicate the Practice priority areas and action plans. Patients who have raised complaints/concerns about this particular issue have been contacted by senior Practice staff members individually to discuss further of actions taken by Practice. They are also invited to participate and attend annual PPG meeting to provide an opportunity to further review with Practice staff.

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 action plans discussed above have become recurring action plans throughout the life of our PPG. As explained above the Practice continues to concentrate on these areas of ongoing patient concern & comment and will endeavour to improve the patient's experiences relating to these areas. There seems to be an increase in awareness of the Practice Opening Hours by Patients as a result of extensive in-house and electronic advertising as this is not been highlighted as a concern from patient feedback as in previous years.

One other area that the Practice has identified as an ongoing challenge is encouraging service users to attend PPG events to aid positive face to face dialogue, communication and relationship with Practice Team.

The Practice has a healthy virtual PPG who are kept up to date with Practice activities throughout the year and these PPG members are also asked to provide feedback regarding their thoughts on proposed changes in Practice services and initiative by the Practice.

The Practice is always seeking new ways to encourage patients and PPG members to attend Practice activities and meet the Practice team in person as despite our best efforts, attendance of Practice based events are very low. We are considering whether arranging events more regularly will increase participation or whether changing the format of events will encourage increased interest. The Practice arranges an informal Coffee & Cake event inviting all PPG members to attend and to encourage other services users who are visiting the Practice during normal surgery hours after an appointment to engage with the review session of the PPG report. This has produced some success in that Practice staff are able to have face to face dialogue with patients to discuss/explain/review PPG Action Plans and obtain direct dialogue to include for future consideration by the Practice staff. The introduction of text message as part of NHS England Friends and Family Test this year has provided essential patient feedback that has been included as part of the review process for this year's PPG Action Priorities.

The Practice also provides comment slips & comment boxes but again responses are very low. Interpreters attend for consultations can provide support for patients for whom English is not the main language and are very keen to work with the Practice to encourage communication with patients. The Practice will continue to encourage patient to attend events & also be an active part of the Practice PPG as we do consider that it is important for that we understand our service users needs & hear their views about how they feel the Practice is operating.

Emailing an invitation to the coffee and cake event with the Action Plan & PPG report to all the members of the PPG received response from one PPG member and we did receive positive feedback from those patients that attended during the actual Coffee & Cake Event. Patients who have raised complaints/concerns about this particular issue are always contacted by senior Practice staff members individually and invited to participate and attend annual PPG meetings to encourage further discussions and feedback – but again response/uptake of this invitation is very low.

4. PPG Sign Off

Report signed off by PPG: **YES** -

Date of sign off: **Wednesday 11th March 2015** following Coffee & Cake Morning.

How has the practice engaged with the PPG:

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

The Practice has asked clinicians visiting care homes & housebound patients to take copies of the Practice newsletters & also copies of the PPG report & actions plans for these patients to review. Interpreters who are booked for consultations with patients for whom English is not the first language are always keen to pass on communication to patients by the Practice and have in the past attended with patients to raise any concerns to senior Practice staff members.

Text messaging as a result of NHS England Family & Friends Test has provided useful patient feedback by many patients who possibly may not have done previously.

Despite having a healthy virtual PPG the Practice still struggles to get even these patients who have indicated an interest in being part of the PPG to engage with the Practice and feedback their thoughts on how the Practice is performing and also the Practices action plan & its results. It is hoped that encouraging patients to sign up as members of the PPG during the registration process the Practice does encourage patients who are underrepresented to become part of the PPG.

Utilising various means of advertising both in house & also digitally it is also hope to increase awareness to patients of ways of participating.

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

The Practice receives feedback form patients and carers in many ways:

- a) verbally through support staff and clinicians.*
- b) via Practice comments forms posted back in the comments box at reception.*
- c) via the Practice info@ email address (this email is advertised on all Practice promotional material)*
- d) via text messages in relation the NHS friends and Family Test.*
- e) via Practice complaints forms.*
- f) via direct letters to the GPs /Practice Manager*
- g) in response to emails/letters sent to the practices PPG*

Was the PPG involved in the agreement of priority areas and the resulting action plan?

PPG Members have been involved in the agreement of the priority areas as they are the main areas from feedback obtained utilising the methods as above. The Action Plan was put in place by senior Practice staff – and PPG members were contacted in a number of ways as outlined above to review the action plan. The Practice received one formal response via email which we have anonymised & attached for reference. The PPG member who did contact the Practice regarding the action plan stating that he did agree with the plan proposed by the Practice. Service users who attended on the day of the Coffee & Cake event did highlight their main concerns regarding getting through on the telephone system, however they all agreed that a good service is provided by the Practice and all its staff with consideration to the challenges that they are aware face the Practice staff when dealing with patients with regards to the Priority Areas. Practice management team did explain to those patients attending the Coffee & Cake event that the telephone system was being reviewed as a matter of urgency and that we would keep all services users aware of progress within the Practice & also by Practice newsletters and the Practice website.

How has the service offered to patients and carers improved as a result of the implementation of the action plan?

Access to the Practice has improved with the introduction of additional staff working on the reception desk & also handling calls first thing in the morning. The levels of both patient and telephone traffic is very high between 8am and 10am with additional members of staff handling patient contact during this period patients queries & requests for appointments are efficiently handled once the patient makes contact with Practice staff. Unfortunately this increased capacity has been negatively affected by the issue related to the telephony system serving the Practice. As a result we are dealing with more patients contacting the Practice directly via the front reception desk, patients are highlighting their concerns regularly to support staff and this feedback is passed onto the Practice manager. A meeting is scheduled to take place w/b 23.03.15 between the Practice Manager and NHIS regarding a complete review of the Practice telephone system with the key aim to improve telephone access to patients during busy periods.

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

The Practice would welcome suggestions as to ways in which we could encourage both patients and also member of our established PPG to engage with the Practice.

Please submit completed report to the Area Team via email no later than 31 March 2015 to:

- Derbyshire practices: e.derbyshirenotttinghamshire-gpderbys@nhs.net
- Nottinghamshire practices: e.derbyshirenotttinghamshire-gpnotts@nhs.net