

Standard Reporting Template

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

Practice Name: The Highlands Practice

Practice Code: J 82154

Signed on behalf of practice:

Date: 19/3/2015

Signed on behalf of PPG:

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: Face to face and Email,
Number of members of PPG: 9 Face to Face, 285 Email

Detail the gender mix of practice population and PPG:

%	Male	Female
Practice	48	52
PRG	46	54

Detail of age mix of practice population and PPG:

%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
Practice	19	9	12	12	16	12	9	3
PRG		4	12	11	14	15	19	

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	94			1				3.5
PRG	94			1				1

	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice					1.5					
PRG					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:

The face to face group is the most active element and they have attempted to increase the variety of members through poster in the waiting room, and information on the website. We have had some interest from potential new members, and one person has joined our group. The group felt that there was a general lack of commitment to voluntary work with younger people and that in the coming year they would like to more actively recruit to make people feel it is a valued role

that they are being picked for.

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:

Feedback has been used from the following sources:

- CQC audits – the practice is yet to have their formal visit, however, we have conducted internal audits and organised audits from local CCG members to ensure compliance e.g change to flooring in Phlebotomy room
- Practice priorities raised through internal meetings e.g. access to Nurse appointments
- Voluntary Groups – e.g. Dementia awareness

- Complaints e.g. access to GP appts for mums on the school run
- Friends & Family Test

How frequently were these reviewed with the PRG?

Each meeting as appropriate

3. Action plan priority areas and implementation

Priority area 1
<p>Description of priority area:</p> <p>Room upgrades for older consulting rooms. The partners invested their own money in 2012 to extend the practice premises and in doing so also upgraded 2 of the existing consulting rooms adjacent to the extension. A further 5 rooms were left with out-dated specifications including carpeted floors. In order to comply with CQC legislation a plan for conversion of these rooms was put in place.</p>
<p>What actions were taken to address the priority?</p> <ol style="list-style-type: none"> 1. One room used mainly for Phlebotomy Services was converted to vinyl flooring in Summer 2014 and funded by the partners 2. A quotation for the conversion of the remaining 4 rooms was organised and an application for funding from the Wessex Area team was made (Oct 2014). This application was refused. 3. Practice saved money monthly to cover the costs of the upgrades 4. A further application for funding was made in Feb 2015 when a second wave of monies was made available. 5. Funding has been approved for 66% of the cost and the practice are now making plans to replace the flooring by Summer 2015
<p>Result of actions and impact on patients and carers (including how publicised):</p> <p>Phlebotomy services are able to continue to be offered in the practice Phlebotomy services are now being delivered in the appropriate clinical environment Once the additional rooms are complete, the practice will have greater flexibility to offer more services from the consulting rooms</p>

e.g. minor ops, coil fittings etc
The practice will be CQC compliant
The rooms will be cleaner and brighter for a better patient experience

Priority area 2

Description of priority area:

Access to nursing appointments, particularly urgent dressing needed within the week – identified by reception and nursing staff

What actions were taken to address the priority?

- Audit on all nursing appts done to quantify demand and activity levels
- Appt system discussed with Nurse/reception staff/PPG
- Decision made to allocated some appts each day to be released just one week ahead instead of many weeks ahead
- Also to encourage patients' to book regular dressings 2 weeks in advance
- Total demand also to be looked at and a new HCA employed to be trained to do some basic elements of care such as B12's and flu

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

This resulted in less need to squeeze patients in so less pressure for the nurses and less time spent at reception organising the appt

A greater choice of appts for patients

New HCA due to start 1st May 2015

Priority area 3

Description of priority area:

To improve the patients and doctor experience when managing same day booked appointments. GP's feeling under increasing pressure in terms of overall demand. Patient's getting frustrated at time spent queuing for appointments either on the telephone or in the surgery, they are often unable to get a suitable appt to fit in with their circumstances

What actions were taken to address the priority?

- Gp's agree to trial the Canute model as outlined in the BMJ and implemented successfully locally
- Audit of number of appts carried over to another day completed
- Discussion with PPG group to ratify approach
- Aim to engage patients March/April
- Trial in May - 3 separate days
- Go live June 1st

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

Deciding to make the change should address the concerns of patients who work and/or have children at school who find the current system inflexible

Reduce the pressure on telephones/reception desk by spreading out the demand

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):

Last year's priority area was the successful communication and implementation of sharing records.
SCR and HHR have been successfully implemented and we have had no issues raised from patients regarding this change.
We continue to focus on patient data as this year we are launching the ability for patients to view their SCR online through Patient Access.

4. PPG Sign Off

Report signed off by PPG: YES

Date of sign off: 19/3/2015

How has the practice engaged with the PPG:

How has the practice made efforts to engage with seldom heard groups in the practice population?
Adverts in practice newsletter, poster on noticeboard, advert on website.

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

Yes, complaints, Friends and family, issues passed to group members specifically, issues raised by practice team members

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

Yes priorities are reviewed and set at each meeting

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

Better, cleaner, safer environment

More flexibility of room usage

Nursing appointments easier to access, other appointments already have good access

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

PPG normally held at lunchtime and maybe could be varied to assist other age groups to attend – proposal to be taken forward to

next year.