

Derbyshire & Nottinghamshire Area Team

2014/15 Patient Participation Enhanced Service REPORT

Practice Name: Lombard Medical Centre

Practice Code: C84029

Signed on behalf of practice: Dr R E Hull (PPG Lead GP)

Date: 10th March 2015

Signed on behalf of PPG: David Green (PPG Chair)

Date: 10th 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) Face to face – monthly meetings Email
Number of members of PPG: 35 comprising face to face group – 6; virtual group - 29

Detail the gender mix of practice population and PPG:

%	Male	Female
Practice	50.6	49.4
PPG	51.4	48.6

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	10	14.8	12.48	14.6	11.95	9.47	7.7
PPG	0	0	5.7	14.3	14.3	34.3	28.6	2.8

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	89.34	0.73	0.6	6.5	0.3	0.24	0.2	0.3
PPG	94.4	2.8	0	2.8	0	0	0	0

%	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice	0.35	0.05	0.2	0.44	0.2	0.2	0.3	0.05	0	0
PPG	0	0	0	0	0	0	0	0	0	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:

- All new patients are offered a pack on registration which includes a joining form for either the face-to-face group, or the virtual group
- There is a patient section on our website with information about the group and registration forms for patients to join
- There is information on the TV screen in the waiting room

- There is a patient information board which is kept up to date by the PPG which informs patients about the group and how to join
- The potential for organising patient focus groups is currently under discussion by the PPG and the practice
- The practice was approached by two community and partnership children and young people's workers from Healthwatch asking if we would be interested in them running a young people's PPG here in the practice. We were very interested in this idea which has not yet come to fruition.

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?

YES

If you have answered yes, please outline measures taken to include those specific groups and whether those measures were successful:

- 1) There has been a significant increase in the number of Eastern European patients registered in the last 2 years. The PPG are making every effort to encourage patients of Eastern European origin to join the PPG or the Virtual PPG by emailing patients who have provided email addresses. To date, they have been successful in recruiting 2 Eastern Europeans to the Virtual PPG.
- 2) We have in the past had a member of the gypsy travelling community on our PPG but have no representative at present. We have a lead GP for gypsy travellers who has attended travellers meetings and members of practice staff have attended coffee mornings organised by the gypsy traveller group. It is hoped that this will encourage a member of the community to join the group in due course.

2. Review of patient feedback

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

- The PPG meets monthly with the Practice Director and approximately 3 monthly with the lead GP to discuss on-going or new issues for patients
- The PPG publishes minutes of the monthly meetings, both in the practice and to the Virtual PPG. This results in comments that are brought back to the next PPG meeting and discussed with the practice.
- The practice is now carrying out the Family and Friends Test both on-line and in the practice
- The practice reviews the comments left by patients on the NHS Choices website.
- The practice has a comments/suggestions link on the website for patients to email the practice with suggestions for improvements to our service. Patients can request a response to their comment
- There are clear guidelines to our practice complaints system both in the practice and on the practice website
- Our PPG carries out a patient survey each year which helps to inform our action plan for the coming year
- Members of the PPG spent a total of 24 hours talking to patients while the patient survey was being carried out. Members also attended three Saturday morning flu clinics to talk to patients about the PPG.

How frequently were these reviewed with the PRG?

- The Practice Director and lead GP meet monthly with the PPG to discuss all items on their agenda. This will include any or all of the above.
- The PPG meets with GPs and practice staff following the patient survey to review last year's action plan and develop an action plan for the coming year
- The PPG is invited to the annual business planning event in the practice which takes place during protected learning time and involves the whole practice team. PPG members have commented how useful this is to them and the practice benefits as the discussions are informed by the patient voice.

3. Action plan priority areas and implementation

Priority area 1
<p><i>Description of priority area:</i></p> <p>To determine how many patients were unable to make an appointment on request</p>
<p><i>What actions were taken to address the priority?</i></p> <p>Reception staff were asked to carry out a tick box exercise when patients requested an appointment to determine:</p> <ol style="list-style-type: none">1) Patient was able to book a face to face appointment2) Patient was able to book a telephone appointment3) Patient was offered an appointment but declined4) Patient was not offered an appointment
<p><i>Result of actions and impact on patients and carers:</i></p> <p>This exercise was carried out between 17.03.14 – 28.03.14. There were 2,659 patient contacts and the results were as follows:</p> <ol style="list-style-type: none">1) 22.5% of patients booked a face to face appointment2) 49.5% of patients booked a telephone consultation3) 6.3% of patients were offered an appointment but declined4) 21.7% of patients were not offered an appointment <p>This was discussed at a meeting of the PPG and the practice and was felt to be a disappointing result. It was agreed that there were two influencing factors when the survey was carried out:</p> <ol style="list-style-type: none">1) The practice had recently introduced more GP telephone triage and patients were unfamiliar with it2) The practice were in the process of recruiting GPs therefore the number of appointments was slightly less than the optimum

Following discussion, it was agreed that the audit would be carried out a second time in the coming year when patients were more familiar with the telephone triage system and the practice had a full quota of GPs.

How were these actions publicised?

The results of the first audit were published within the PPG minutes, in the surgery, on the website and to members of the Virtual PPG.

Priority area 2

Description of priority area:

To use the TV screen in the waiting room for purposes of patient education

What actions were taken to address the priority?

It was agreed to run a series of tailor-made programmes, developed and designed by the PPG, to inform and educate patients. Help would be given on uploading the programmes by the practice's IT Manager.

The PPG successfully developed two programmes during the year:

- 1) Information on how to use the on-line booking system for appointments and repeat prescription ordering
- 2) Information on the PPG including how to join

Result of actions and impact on patients and carers:

It was felt that this was a successful move towards patient education. However, it was realised that not all patients look at the screen whilst waiting and further measures may be needed to fully engage and communicate with patients.

How were these actions publicised?

All these actions were on the TV screen in the waiting room
These actions were also publicised in the PPG meeting minutes in the surgery, on the website and to Virtual group members.

Priority area 3

Description of priority area:

To improve communication between the practice and patients

What actions were taken to address the priority?

It was recognised that with a large and diverse patient population, effective communication was difficult to achieve. It was agreed that the practice should be using available technology by actively collecting patients' mobile telephone numbers and email addresses.

- Slips were made available on the reception desk and patients were encouraged to fill them in with their mobile phone numbers and email addresses and sign to say that they were happy to be contacted by these means by the practice in the future.
- Patients who were signed up to on-line services were encouraged to update their details on-line
- The practice began a text messaging service to remind patients of their appointments.

Result of actions and impact on patients and carers:

- It was felt that this priority had been achieved for this year but needed to be on-going.
- Text messaging of appointment reminders is a useful aid for patients and carers
- Discussions were also held around the future uses of text messaging e.g. dissemination of patient information

How were these actions publicised?

These actions were publicised in the PPG meeting minutes in the surgery, on the website and to Virtual group 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):

We have made progress on issues raised in previous years in the following areas:

- 1) We were asked for better continuity of care for an on-going problem.
 - We introduced more appointments that GPs could book into themselves to enable patients to re-attend at the most appropriate time with the same GP
 - We introduced more telephone triage appointments for each GP with a number of same day appointments for GPs to book into themselves. Therefore the GP talking to the patient initially about the problem could then see them later that day
- 2) We were asked for appointments to be available further than one week ahead
 - We introduced pre-bookable appointments up to two weeks ahead available in person or over the telephone and on-line
- 3) We were asked for more on-line appointments
 - We have increased the number of appointments on-line commensurate with the number of patients signed up to the service.

4. PPG Sign Off

Report signed off by PPG: YES

Date of sign off: 10th March 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?

The PPG endorses the comments made by the practice in Section 1 of this report

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

The PPG endorses the comments made by the practice in Section 2 of this report

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

The PPG was invited to a meeting with GPs and staff at the practice where the priority areas were discussed and agreed. The resulting action plan was developed at this meeting with agreement from all present.

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

The PPG endorses the comments made by the practice in Section 3 of this report

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

The PPG would like to report that the practice is very supportive towards the PPG and listens to the views of its members. In return, the practice is appreciative of the work that the PPG do and find members' presence at business planning meetings particularly helpful. This is partnership working at its best.

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

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