

Standard Reporting Template

Wessex Area Team
2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: The Alma Partnership

Practice Code: J81003

Signed on behalf of practice: *Nicky Adams* Date: 18.03.2015

Signed on behalf of PPG: Virtual PPG Group Date: 28.03.2015

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

Does the Practice have a PPG? YES											
Method of engagement with PPG: Predominantly email with one face to face meeting											
Number of members of PPG: 150											
Detail the gender mix of practice population and PPG:				Detail of age mix of practice population and PPG:							
%	Male	Female									
Practice	51%	49%	%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
PPG	44%	56%	Practi ce	16.87%	13.54%	19.07%	14.93%	12.18%	9.50%	7.53%	6.39%
			PPG	0.00%	1.33%	4.00%	10.00%	14.67%	24.67%	25.33%	20.00%

Detail the ethnic background of your practice population and PPG:

	White				Mixed/ multiple ethnic groups			
	British	Irish	Gypsy or Irish traveller	Other white	White &black Caribbean	White &black African	White &Asian	Other mixed
Practice	61.13%	0.34%	0%	11.87%	0.34%	0.85%	0.97%	0.97%
PPG	80.67%	0.00%	0.00%	4.67%	0.00%	0.00%	1.33%	1.33%

	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Other	Not stated
Practice	0.70%	0.20%	0.43%	0.90%	3.08%	0.89%	0.21%	0.33%	2.13%	14.65%
PPG	2.00%	0.67%	0.00%	2.00%	0.00%	0.00%	0.00%	0.00%	1.33%	6.00%

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 Alma Partnership continues to recruit new members for the patient participation group (PPG). Information is published in our waiting room and the group is advertised in our practice leaflet which is given to new patients. There is also a registration form available to patients on our website. A mail merge to all registered patients with email addresses has been sent out inviting patients to join the group. Patient Group registration forms were also sent out to a selection of patients with the flu vaccine reminder letters as it was hoped that this would capture patients suffering from chronic disease and also different ethnicities to encourage representation of all groups of the practice population. PPG registration forms were on display and offered to patients during the practice flu clinics. Our Practice Manager is working with the Childrens Centre to look at how we can promote patient engagement amongst parents of young children from ethnic minorities.

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

Our practice population consists of a mixture of students (school, college, university and language school), professionals, unemployed, young families, elderly, nursing/care home residents, carers and patients with learning disabilities. We have a very diverse population and we seek to engage a representation from all groups.

2. Review of patient feedback

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

The patient group has in previous years been a virtual group with members being contacted by email. The Partnership wanted to ensure that this was still the best and preferred way for the group to communicate and sent an email to members explaining how we intend to look at feedback from various sources and also giving information about the Friends and Family Test (FFT) requirement. Members were asked if they felt that a face to face meeting would be beneficial to the group and the majority of respondents were in favour of this.



Patient Group
Contact 14.09.2014.



Meeting Invitation
19.01.2015.pdf

Patients were invited to a group meeting in February 2015 with the aim to review the initial responses to the Friends and Family Test and also recurring themes over the course of the year from complaints and suggestions. At the meeting, group members were given the opportunity to review the January 2015 patient comments from the FFT via a hand out. Further information was shared via a presentation and themes from complaints and suggestions were looked at and potential action points were considered.



FFT Feedback
January 2015.pdf



Presentation.pptx

Review of patient feedback - notes from PPG Meeting 05.02.2015

Areas of patient feedback were looked at as part of a presentation. The practice obtains feedback from the following sources:

- The Patient Group
- Friends and Family Test
- Suggestions Box
- Complaints

- Word of Mouth (via receptionists for example)

The Friends and Family Test (FFT) data from January was looked at. It was noted that 70 percent of our patients are extremely likely to recommend the surgery and 16 percent were likely to recommend the surgery.

37 responses were obtained via paper, website and the self check-in screen for the month of January. Noted by a group member that this figure is not representative of the patient population. The group were informed by NA that the FFT is an ongoing initiative from NHS England and the practice is obliged to report data monthly. Paper versions of the FFT are available on the reception desk and electronic versions can be completed via the practice website or the self check-in screen. Patients are being encouraged to complete the questionnaire.

Patient comments for the month of January were handed out. The majority of comments were very positive and negative feedback was mainly focused around the appointment system and the availability of appointments.

The available services were looked at. It was noted that whilst most are aware of the telephone triage service and the bookable appointments, many attendees were unaware of the evening appointments that are offered on a Monday and Tuesday from 6.30pm to 7.30pm and also the early phlebotomy appointments that are offered from 7.15am to 8.00am on Wednesday mornings. The possibility of offering a Saturday surgery was raised however, when the practice surveyed patients, the greater preference was for evening surgeries.

Increasing patient demand was discussed in light of the issues surrounding appointment availability. A recent practice audit showed that on average 133 calls are received into practice every morning alone and the majority of these translate into appointments. With the decrease in primary care funding, the practice struggles to meet demand.

Increased demand for same day consultations was also discussed. Noted that from Monday 1st December to Friday 19th December (a period of three weeks), 1,665 patients were consulted via telephone on the same day they requested an appointment equating to an average of 111 telephone consultations per day. In addition the practice offers on average 120 routine GP appointments per day plus home visits.

There was some discussion regarding the cessation of the walk in clinic as many patients found this more convenient than the current system. CL explained that the rising level of demand meant that it was becoming unsafe to continue with the walk in clinic and it was becoming difficult to identify who was seriously ill in a waiting room full of patients. The telephone triage service is the safest way for the surgery to cope with the increasing levels of demand and

allows doctors to more easily pick out patients who need to be contacted straightaway.

Funding in Primary Care

The campaign being run by the Royal College of General Practitioners to increase funding in primary care was highlighted. The Put Patients First campaign is demanding that the governments of the UK increase funding for general practice from an historic low of 8.39% to 11% of the UK NHS budget by 2017. 300,000 signatures have been obtained via a petition in support of the campaign. Further details can be obtained via the website address below.

<http://www.rcgp.org.uk/policy/put-patients-first.aspx>

Another campaign is being run by the British Medical Association called You GP Cares highlighting. Details can be found via the website address below.

<http://bma.org.uk/working-for-change/your-gp-cares>

In order to raise awareness of the complexities in the structure surrounding primary care, the group was shown a YouTube clip entitled: An alternative guide to the new NHS in England and produced by the King's Fund. This can be accessed via the website address below.

<https://www.youtube.com/watch?v=8CSp6HsQVtw>

Potential Action Points 2015-2016

Common themes from patient feedback were discussed. The main issues appear to be:

- Difficulties getting through on the telephone
- Difficulty booking appointments
- Availability of appointments outside working hours
- Post box on the front of the building not being secure

Problems getting through on the telephone

The practice telephone system has not been upgraded for several years and is no longer able to cope with the increased demand.

Action: Explore an alternative telephone system. Advances in technology and webhosting options may in fact make a new system more cost-effective.

Difficulty booking appointments

It is recognised that there is often a delay in allowing patients access to book ahead appointments. Currently the rota is produced manually and last minute changes can create delays.

Action: Explore a computerised rota system to allow more timely production of book ahead appointments which will in turn allow better assessment of capacity ahead of time.

Availability of appointments out of normal hours

The practice does offer extended hours appointments but recognises that many patients are not aware of their existence.

Action: Raise awareness of extended hours surgeries and look at appointment availability within those surgeries. Awareness will be raised via posters in the waiting room and further advertisement on the practice website. An email will also be sent to all patients who have registered an email address with the surgery.

Post box security

Unfortunately due to the risk of arson, the practice was unable to install a post box which routed directly into the building. Patients have requested a more secure post box than the one which is currently available.

Action: Consider purchasing a new secure post box

The above information from the meeting was emailed to all group members for their comments.



Cover letter for
minutes email 03.03.2

How frequently were these reviewed with the PPG?

The feedback was reviewed at the face to face meeting in February 2015 and contact was made with the group by email over the course of the year. The main aim was to review the first set of results from the FFT (January data). Six monthly face to face meetings are planned for the forthcoming year if agreed with members of the group.

3. Action plan priority areas and implementation

Priority area 1
<p>Description of priority area:</p> <p>Patients experiencing problems getting through on the telephone</p>
<p>What actions were taken to address the priority?</p> <p>Due to the work involved in planning a telephone system change, it is not possible to implement this change immediately. To date quotes have been obtained from two companies and the feasibility of installing a new system is currently being explored.</p>
<p>Result of actions and impact on patients and carers (including how publicised):</p> <p>It is anticipated that an improved phone system will allow the practice to monitor call demand and also route patients more effectively to the service they require leading to improved patient access. If the practice is able to go ahead with an upgrade, details will be publicised on the practice noticeboard and website.</p>

Priority area 2

Description of priority area:

It is recognised that there is often a delay in allowing patients access to book ahead appointments. The rota was previously produced manually and last minute changes created significant delays.

What actions were taken to address the priority?

The practice looked into options for a computerised rota system to allow more timely production of book ahead appointments. A new electronic rota system is now in place and book ahead appointments are available to patients well in advance.

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

Improved book ahead access for patients.

Publicised via communication to the patient group and also via the website.

Priority area 3

Description of priority area:

The practice does offer extended hours appointments but recognises that many patients are not aware of their existence.

What actions were taken to address the priority?

The practice is running an advertising campaign for extended hours using the practice website and posters in the waiting room. Patients will be emailed to inform them of the appointments. Our receptionists will also be encouraged to raise awareness.

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

Raising awareness of extended hours to improve access for the patient population who find it difficult to attend during normal working hours. Details of the campaign will be published on the website.

Priority area 4

Description of priority area:

Unfortunately due to the risk of arson, the practice was unable to install a post box which routed directly into the building. Patients have requested a more secure post box than the one which is currently available.

What actions were taken to address the priority?

The practice has purchased a more secure letterbox.

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

Providing patients with peace of mind when posting items for the surgery. More convenience for patients if they want to post something securely outside opening hours.

Publicised on the website and shared with 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):

Phlebotomy appointment times

A phlebotomy clinic was introduced earlier in the year which runs from 8am until 11.40am to incorporate a range of appointment times to cater for the preferences expressed in the survey. The practice has more recently introduced an early morning phlebotomy session to cater for the population who find it difficult to attend during normal working hours.

Wall mounted plan informing patients where they should sit for each doctor

The practice has created a colour-coded wall plan for the seating area and this is displayed at various points in the waiting room.

Raising awareness of online surgeries

Posters have been placed in the waiting area and the website has been updated to raise further awareness of online services. Uptake for the service has increased over the last year.

Electronic information board

The television display programme was updated but unfortunately there is a technical problem with the television at present. We aim to have this up and running within the next few weeks.

Raise awareness of Out of Hours 111 number

Leaflets and posters are displayed in the waiting room and there is information on our practice website with details of the service.

Bike Racks

Notices have been displayed by the bike racks at the front of the building to inform patients that further bike racks are available at the rear of the building.

4. PPG Sign Off

Report signed off by PPG: Yes

Dear Group Member

Please find attached our Patient Group Annual Report 2014/2015. This includes our key action points as agreed for this year and an update on the action points from 2013/2014.

Once you have had the opportunity to let us know your thoughts, we need to submit the report to NHS England. Please take a look at the attached document and if you have any comments, please respond by email by 26th March 2015.

Thank you for your ongoing support.

Date of sign off: 28/03/2015

How has the practice engaged with the PPG:

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

Yes. The group is continually advertised to patients.

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

Yes. Complaints, suggestions, the Patient Group and the Friends and Family Test results

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

The patient group met to look at feedback and potential action points. The proposed action points were emailed to the remaining members of the group who were not able to attend the meeting.

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

Improved access by raising awareness of extended hours appointments and making book ahead appointment available earlier.

The telephone system is work in progress but it is hoped that this will route patients more efficiently to the service they require and also allow the practice to monitor patient demand and staffing levels.

The new post box will make patients more confident to post items for the practice outside of opening hours, therefore making it more convenient for patients.

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