

Standard Reporting Template

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

Practice Name: BRANKSOMEWOOD HEALTHCARE CENTRE

Practice Code: J82135

Signed on behalf of practice:

Date: 30 Mar 15

Signed on behalf of PPG:

Date: Discussed 05 Feb 15

Sign off: 31 Mar 15

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) Virtual Group Email/ PPG Face to Face.
Number of members of PPG: EIGHT

Detail the gender mix of practice population and PPG:

%	Male	Female
Practice	1	2
PRG	3	5

Detail of age mix of practice population and PPG:

%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
Practice					3			
PRG					2	5	1	

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	3							
PRG	8							

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

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:

Membership advertised as open to any member of the Practice population; patients encouraged to become involved through the website; waiting room TV screen and JX Board. The virtual group come from a wider range of backgrounds due to the larger nature of the group. Patients encouraged to be involved when we run flu clinics as we have a captive audience with parents and some of the younger members of the Practice attending.

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:

We have a higher than average number of patients aged over 60 years with more and more retirement flats/homes being built in the area which will further add to this number. His patient group is well represented on the PPG and virtual group.

1. Review of patient feedback

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

The PPG suggestion box in the patient waiting room. Comments in Practice suggestion box brought to the meeting by the Practice Manager with telephone feedback also discussed. Verbal feedback given to GP's also relayed at the meeting.

How frequently were these reviewed with the PRG? Every two months

2. Action plan priority areas and implementation

Priority area 1
<p>Description of priority area: Ability of patients to get through to the Practice using the telephone system.</p>
<p>What actions were taken to address the priority?</p> <p>The telephone system has been in place for a number of years and was becoming ever more difficult to maintain. The Partners agreed to a significant investment in a new internet based system future proofing the Practice for the years ahead in order to improve the service for patients. New system installed in Oct 14. Telephone calls and the system can now be managed in a varying number of ways by Practice staff rather than external agents with calls being recorded for training and feedback purposes.</p>
<p>Result of actions and impact on patients and carers (including how publicised):</p> <p>Patients informed through the TV screen and by receptionists as they called in. PPG informed prior to installation. Initial service 'dropped' a number of times when first installed and engineers called in to refine cabling which resolved the problem temporarily. The PPG requested they be informed of where they are the queue when calling in and to lengthen the amount of time 'oh hold' before calls stopped which has been actioned and positive feedback received. Unfortunately the ability of the current internet based provider to manage the volume of calls across the whole network (UK wide) has proved to be unreliable. The Practice management team are currently in the process of reviewing the system with the company who co-ordinated the initial installation but it is likely that the current system will be replaced within the next month. Further work will look at Practice response times in light of heavy telephone traffic. Patients will be informed when a final decision to ensure any replacement system can cope when call volume.</p>

Priority area 2

Description of priority area:

Availability of GP appointments (Retirement of one partner and loss of one salaried GP due to maternity leave)

What actions were taken to address the priority?

Recruitment of new salaried GP's working on a 'part time' basis (no full time salaried GP's available). Additional Locum cover employed in order to address the retirement of one Partner by offering more appointments over and above those the partner managed in order to support less experienced salaried GP's. Maternity locum also employed. Comprehensive review of working arrangements across all GP's in Dec 14. Employment of new salaried GP in Jan 15 to allow part time GPs to work in teams of three groups of two across the week to cover any gaps and encourage better team working; improve efficiency; facilitate better communication and enhance patient access. Practice patient lists across all GP's have been revised to even workload and reduce GP stress. In addition the Practice has maximised funds available to employ further locums to cover the winter period, targeting employment at times when A&E attendances were at their highest. Telephone triage has been encouraged with patients to enable GP's to release appointments for those who require to be seen 'on the day'. Locum cover for annual leave and training has been revised to extend the time cover is required where locums are available.

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

New team working advertised on the Practice TV screen and patients informed by email/letter of their GP changing. All patients calling in are reminded of the 'Pairing' of GP's and staff explain that they have access to either of the pair as required. The new system is currently still 'bedding in' and unfortunately there has been higher than average GP sickness but to date there has been a more efficient use of appointments and less DNA's overall. Patients, although initially reluctant to have a phone call, now have a better understanding of its usefulness and ability to help appropriately without the necessity of a face to face appointment on occasions.

Priority area 3

Description of priority area:

Revision of Practice Information to assist patients to understand the services on offer and how best to access them in addition to updating information following the retirement of a partner and employment of salaried GP's.

What actions were taken to address the priority?

The Practice booklet has been completely revised and re-published. The PPG commented on the draft prior to publication and comments/amendments were incorporated prior to printing.

The introduction of a TV screen in the Patient waiting area in which patients are informed of services; asked for comments; advised of the PPG; clinical campaigns such as Flu and shingles were advertised; new GP's and changes to the telephone system etc. all included. Slides reviewed and changed at least every two months but more frequently as required.

New website commissioned with more up to date information and links to web appointments – new site in the process of being revised further to add up to date information.

Partners have agreed for assistance for the Practice Manager in the form of Media/Photography work experience students to come to the Practice in the summer of 2015 to look at ways of improving communication and enhancing current communication tools. It is hoped that this will lead to better access for some of the harder to reach populations (such as teenagers).

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

The booklet is advertised at the reception Desk, TV screen and JX board. It will be included in the new website. In addition patients were all handed a copy and the three Flu clinic sessions run in 2004. Copies available at Reception desk at all times. Positive feedback received to date.

TV screen proved very useful for getting quick messages across and keeping patients informed – to be developed further over the summer of 2015

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):

TEST RESULTS: The Practice now has SUNQUEST installed making the ability to view results much more efficient and faster for the GP's and so subsequently better able to respond to patient requests for results.

ON SITE PHARMACY: Patients view and concerns have been taken into consideration and incorporated into discussions with a local Pharmacy. It is hoped the Pharmacy will open on site in the summer of 2015.

FRONT DOOR ACCESS: Despite discussions with the landlord we have been unable to reach agreement about any possible upgrade to the front doors to allow easier access. The PPG has agreed to look into possible options for funding to assist with costs and the Practice Manager is looking into any options for NHS Funding.

3. PPG Sign Off

Report signed off by PPG: YES/NO

Date of sign off: 16 April 2015 (copy for comments sent 30 Mar 15)

How has the practice engaged with the PPG: Regular email correspondence: Three monthly face to face meetings

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

PPG advertised for members in the local paper to try and gain a wider audience in addition to that within Practice/website etc. One member with a particular interest in mental health attends the CCG wide PPG where he is able to champion mental health issues in addition to feeding back to the Practice CCG.

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

Yes – two suggestion boxes, PPG Feedback, via reception, via Practice Manager.

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

Yes, discussed and agreed prior to publication

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

Communication with patients on a daily basis has improved with changes to services and new developments widely advertised. Patients have been encouraged to comment and have been more forthcoming than in previous years. The PPG has grown in strength and stature with feedback going directly to the Chairman rather than through the Practice Manager. There is also a PPG specific notice board and suggestion box for patients to access. PPG members have gained a greater understanding of the workload and pressures the Practice is under and the daily background work that is being done to address the needs of patients; their comments and concerns have been taken into consideration when looking at changes within the Practice particularly the restructuring of the salaried GP's work patterns.

Patients with part time GP's have benefited from improved communication and efficiency between GP 'Pairs' and greater flexibility when making an appointment. Although not fully up to speed the new telephone system has streamlined some processes for the Receptionists which has in turn improved their efficiency when managing the daily workload of the Practice. The ability to deal with greater elements of the phone system internally means that any changes have been made speedily in response to patients' comments/requests. It is hoped that this will be developed further when the current service is upgraded.

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

Further work that has been undertaken as a result of discussions within the PPG: relocation of the outdoor bell to better enable wheelchair bound patients to contact reception as required; posters placed in key locations within reception outlining the intolerance of aggressive behaviour towards Practice staff; three high backed chairs specifically purchased for the less able funded through a local charity and a clock for the waiting room.