

Derbyshire & Nottinghamshire Area Team

2014/15 Patient Participation Enhanced Service REPORT

Practice Name: Whittington Moor Surgery

Practice Code: C81044

Signed on behalf of practice: Valerie Johnson, Practice Manager

Date: 16.3.15

Signed on behalf of PPG: Sybil Waplington, Chairman

Date: 16.3.15

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 meetings every couple of months on a Monday evening.
Number of members of PPG: 25

Detail the gender mix of practice population and PPG:

%	Male	Female
Practice	3740 50%	3741 50%
PPG	9	16

Detail of age mix of practice population and PPG:

%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
Practice	1304 18%	700 9%	907 12%	907 12%	1296 17%	924 12%	774 10%	669 9%
PPG	0	0	0	2	7	4	11	1

Detail the ethnic background of your practice population and PRG:

%	White				Mixed/ multiple ethnic groups			
	British	Irish	Gypsy or Irish traveller	Other	White &black Caribbean	White &black African	White &Asian	Other mixed
Practice	90%			10%				
PPG	24				1			

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

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:

We have targeted family planning and vaccination clinics to try and attract the younger age groups. We succeeded in this with the patient survey returns but no new young members have joined the PPG. The PPG continue to review this at their meetings to see if there are ways in which we can involve younger members. We have asked that members invite friends and family members to our meetings. We will look at a virtual group again this year – one of the PPG members is keen to take on this role and has been invited to discuss this with our IT Lead. We always advertise for new members on our Practice Newsletter which is available on the Website and via Reception.

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:

The PPG designed a survey in 2013. We decided to distribute this again in 2014 so that we could compare the two years. The 2013 was good but the 2014 survey was even better. We also had a better response rate in 2014. 96% of patients would recommend Whittington Moor Surgery to someone who moved into the area. Results summarised January 2015.

We have also received the analysis of the National GP Patient Survey by NHS North Derbyshire CCG. Comparing the survey with the previous year's survey, we have improved in all areas. 93% of patients would recommend Whittington Moor Surgery to someone who moved into the area. Results summarised January 2015.

The Friends and Family Test has been available electronically and by paper since December 2014. Results are downloaded to NHS England on a monthly basis.

The PPG met in Jan 2014, April 2014, June 2014, August 2014, September 2014, October 2014 and March 2015.

Some patients had requested that we hold some educational sessions. We therefore organised sessions as follows. They were advertised within the practice, on the website and in Newsletters.

28th April - Medicines Management; ways to reduce wastage, how much it costs and how we can reduce costs.

15th September – Waistwise; healthy eating, portion sizes, lowering health risks and losing weight. Waistwise left their advertising banner in the surgery and this has encouraged patients to seek help and guidance from the GP.

A summary of the above presentations were outlined in our Newsletter.

2nd March – Derbyshire Health United; The 111 Service. This presentation was cancelled owing to lack of patient response.

How frequently were these reviewed with the PRG?

We review and give an update at every PPG meeting.

3. Action plan priority areas and implementation

Priority area 1

Description of priority area:

Telephone answering and Access

What actions were taken to address the priority?

More staff answering the telephones. –

All administration staff available (including the Practice Manager and Deputy Practice Manager) to answer the telephones at our busiest time – between 8.00am and 8.45am.

After further discussion with the PPG, we have further reduced the number of options to choose from when telephoning the surgery.

We have made quite a few changes this year for patients to access the surgery:-

Patients were able to book on line for GP Registrars. Patients are now able to book on line for all doctors.

We have changed some of our 10 minute on-the-day appointments to five minute telephone slots for patients to speak to a doctor. These slots can be changed back to 10 minute on- the-day appointments if necessary and based on demand.

We have been offering 10 day pre-bookable appointments for some time. We are now offering next day bookings and patients can book 6 weeks in advance from February 2015.

We have received Winter Planning funding once again from the CCG and have used this additional funding to employ locum doctors and to extend the working hours of our existing doctors offering more appointments for patients.

One of our administration staff is undergoing training in Phlebotomy at Chesterfield Royal Hospital in order for her to be able to do blood tests. This will help the current phlebotomist's workload and we will have additional cover when the phlebotomist is on annual leave.

Result of actions and impact on patients and carers:

WMS Survey - Very easy to get through on the phone **2013 = 78% 2014 = 86%.**

ND CCG Survey – Easy to get through on the phone **2013 = 72% 2014 = 80%.**

How were these actions publicised?

We publicised these actions on our Noticeboards, Website, Newsletter, discussion with staff at a QUEST meeting and discussion with the PPG. Our Newsletter was also available to collect from Reception.

Priority area 2

Description of priority area:

Waiting Times

What actions were taken to address the priority?

Improvement in the less than 5 minute category and the (I don't normally have to wait too long) there was a 9% decrease in the 5-15 minute wait to be seen.

We will inform patients via our Newsletter that sometimes the on-call doctor is called out on an emergency. When patients book in to see a doctor, reception will inform them if the doctor is running late. If there is a long delay the patient will be given the opportunity to rebook the appointment or to see another doctor

We have purchased an electronic booking in system which allows patients to book themselves in and not queue at reception. We have also purchased a display stand for reception for displaying current patient/practice information. The display stand is also used for keeping patients back from the reception desk, therefore improving confidentiality for the patient at the desk.

Result of actions and impact on patients and carers:

WMS Survey - I don't normally have to wait too long to be seen- **2013 = 74%** **2014 = 82%**.

How were these actions publicised?

We publicised these actions on our Noticeboards, Website, Newsletter, discussion with staff at a QUEST meeting and discussion with the PPG.

Our Newsletter was also available to collect from Reception.

Priority area 3

Description of priority area:

Opening Hours

What actions were taken to address the priority?

We already have extensive Extended Hours for GPs and Practice Nurses. We currently open Wednesday morning every week and Saturday morning once per month. Patients have requested that we open in an evening. From January 2014 we now have GP and PN appointments available on alternate Tuesday evenings from 6.30pm-8.00pm.

Result of actions and impact on patients and carers:

WMS Survey – Satisfied with opening hours – **2013 = 89% 2014 = 94%**.

ND CCG Survey – What additional opening hours would make it easier for you to see or speak to someone? 23.2% would like the surgery to be open after 6.30pm.

How were these actions publicised?

We publicised these actions on our Noticeboards, Website, Newsletter, discussion with staff at a QUEST meeting and discussion with the PPG.

Our Newsletter was also available to collect from Reception.

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):

All areas have improved from 2013 to 2014

WMS Survey comparison:-	2013	2014
Very easy to get through on the phone	78%	86%
Able to see a doctor or nurse of choice	60%	61%
Very good experience of making an appointment	74%	76%
Less than 5 minute wait to be seen	7%	20%
I don't normally have to wait too long	74%	83%
Satisfied with opening hours	89%	94%
Overall good experience at the surgery	89%	94%
Would recommend a new person to register at WMS	89%	96%
Patients can overhear me at Reception	76%	90%

4. PPG Sign Off

Report signed off by PPG: YES

Date of sign off: 16.3.2015

How has the practice engaged with the PPG:

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

Clinicians have tried to persuade new members to join during consultations.

Our IT lead will meet with a member of the PPG to discuss a Virtual PPG or some kind of Facebook forum to try and engage with younger patients.

To advertise any changes we use various forums – Website, Newsletter, Noticeboards, Repeat Prescriptions and displays.

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

We receive feedback from our PPG meetings.

We have a suggestion/comments box available in the surgery.

Patients are encouraged to speak to the Practice Manager regarding ideas for further improvement.

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

Yes, the PPG designed our Questionnaire in 2013 and we used it again in 2014.

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

See above with regard to percentages, also increased extended hours access, increase number of staff on telephones at the busiest times.

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

No

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