

Standard Reporting Template

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

Practice Name: Dr Goodison & Partners

Practice Code: J 82051

Signed on behalf of practice: Dr Simon Goodison

Date: 27/03/2015

Signed on behalf of PPG: Mark Pam

Date: 27/03/2015

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

Does the Practice have a PPG? YES
Method of engagement with PPG: Face to face, Email, Other (please specify) Regular face to face meetings every 2 months with PPG and regular emails and bi-annual meetings with virtual PRG
Number of members of PPG: Including PRG - 333

Detail the gender mix of practice population and PPG:

%	Male	Female
Practice	50	50
PRG	41	59

Detail of age mix of practice population and PPG:

%	<14	15-24	25-34	35-44	45-54	55-64	65-74	> 75
Practice	15	10	12	14	16	13	10	8
PRG	1	5	12	16	16	20	20	12

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	97.4	.23		.38	.34	.25		.14
PRG	95			1	2			

	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice	.20	.04	.07	.49	.26	.15	.05			
PRG				1	1					

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:

Invitations to join PPG and PRG are given to all new patients registering at the practice. We also advertise our Patient Participation Group and Patient Reference Group in our regular newsletters, website, local magazine which is delivered to the villages we cover and waiting room. We have a regular annual flu day (Saturday) where we vaccinate approximately 1500 patients and our PPG are in the waiting room ready to talk to patients about the groups and give out leaflets.

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:

National Patient Survey
Patient Feedback on length of time to wait for an appointment
Friends and Family Test
Patient Complaints and suggestions.
Regular feedback from PPG and PRG

How frequently were these reviewed with the PRG?

Meetings in June, September 2014 and February 2015. Regular emails to the groups plus final draft version which was sent to PPG and PRG on 20th March 2015 for final approval.

3. Action plan priority areas and implementation

Priority area 1
<p>Description of priority area:</p> <p>To reduce waiting times for appointments</p>
<p>What actions were taken to address the priority?</p> <p>Implement actions to reduce the number of patients who do not attend. We have included a 'cancellation line' which terminates in an answerphone where patients can leave a message cancelling their appointment. This enables us to offer cancelled appointments to another patient, by cutting down on DNAs.</p> <p>Publicised through regular meetings with PPG and communication with PRG. Information included on website, media screen in waiting room and in monthly Practice Newsletter and Patient Leaflet given to all new patients.</p> <p>Sending letters to patients who DNA informing them that they did not cancel their appointment.</p> <p>Continuing monthly audits of DNA figures which include appointment type and age/sex of patient.</p>
<p>Result of actions and impact on patients and carers (including how publicised):</p> <p>Action Plan in place for last few months and we have already noticed a small drop in DNA figures. We hope to improve upon this as time goes on. We will be reviewing our patients who continually DNA. We will write to our patients to ask them the reason for their non-attendance and stating we would like to provide help and support to enable them to attend their booked appointment. Also encouraging our patients to cancel their appointment when they cannot attend.</p>

Priority area 2

Description of priority area:

Review confidentiality at reception

What actions were taken to address the priority?

Discussed at Staff Meeting on 20th January 2015.

There has always been a private room adjacent to reception where patients/visitors can speak in private and this is advertised in the waiting room. New information has been displayed in the waiting room, on website, in Newsletter and Practice Leaflet regarding availability of separate room for private discussion.

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

We have increased the size of our posters and advertised in a more prominent position in the waiting room. This is to enable our patients to be aware of the facility to speak in confidence and privately with one of our receptionists or an administrator. We also advertise this facility in our regular Newsletter and on our website.

Priority area 3

Description of priority area:

What actions were taken to address the priority?

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

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):

ACTION PLAN 2012 – 2013

- Issues Raised : **Continuity for patients** - The practice has continued to encourage and promote patients to see the same health care professional where possible in order to improve continuity. We advertise this on our website, waiting room, newsletter and the health care professionals are also advising the patients to do this.
- Practice Communication Skills** - The Health Care Professionals (HCP) have organised Away Days to help them review their communication skills. Some Professionals used colleagues from other practices to sit in on their consultations, others used video feedback. They found this very interesting and helpful which they discussed at a Practice Partners Meeting.
- Expand the PRG** - Recruiting at every opportunity i.e point of patient registration, annual flu days and advertising. In 2012 we had 174 members – to date we have 333 members

ACTION PLAN 2013 – 2014

- Issues raised: **Patients who do not attend (DNA)** - We regularly audit all DNAs for HCPs and the results are displayed monthly in our practice, on our website, newsletter. On a positive note we also display the numbers of patients who did attend during the month.
- Length of waiting time for GP of patient choice or any GP** - If we can improve the DNA figures this will allow more appointment availability. The practice has increased patient telephone consultations into GP/Nurse working day which gives patients more access

4. PPG Sign Off

Report signed off by PPG: YES

Date of sign off: 27th March 2015

How has the practice engaged with the PPG:

Regular 2 monthly meetings & AGM
Plus 2 meetings to discuss DNAs
Plus email contact

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

Brochures given out at Reception, PPG information included on website and details included in Practice Leaflet given to new patients. Information included on media screen in waiting room. Details in waiting room of F&FT with i-Pad and paper copies. Working towards becoming a Dementia Friendly Practice. We have produced a questionnaire for children. We have included a poster on the doors of all clinical rooms. Information leaflet given to Hamble Good Neighbours who transport patients to surgery.

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

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

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

Following a meeting with our telephone supplier we have initiated an automated cancellation line to allow patients to cancel their appointments easily which will free up these appointments for others.

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

We have a very good relationship with our PPG and PRG. They are very proactive and are always happy to attend meetings and give valuable feedback.

Our PPG is now 13 years old and we are still recruiting new members.