

Derbyshire & Nottinghamshire Area Team

2014/15 Patient Participation Enhanced Service REPORT

Practice Name: The Arthur Medical Centre

Practice Code: C81017

Signed on behalf of practice: John Cloughton, Practice Manager

Date: 2nd March 2015

Signed on behalf of PPG: Ross Watson, Chairman

Date: 2nd 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 meetings with PPG Committee, 9 meeting in the last year. Email and postal contact with the wider Patient Reference Group (PRG).

Number of members of PPG: 12 PPG Committee Members, 151 PRG Members

Detail the gender mix of practice population and PPG:

%	Male	Female
Practice	49.8	50.2
PPG/PRG	37.0	63.0

Detail of age mix of practice population and PPG:

%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
Practice	17.3	7.4	11.8	12.9	16.1	14.4	11.8	8.3
PPG/PRG	3.3	2.0	6.0	9.9	11.9	17.2	35.1	14.6

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	90.2	0.4		2.2	0.4	0.1		
PPG/PRG	97.3	2.0			0.7			

%	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice	0.5	0.1		0.1	0.3					5.8 not stated
PPG/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:

Discussed with PPG and recognised need for more male and younger representatives. Discussed with 4 other PPGs in the area and with others at NAPP Annual Conference where noted as a common issue but no innovative solutions forthcoming. Continue to put best endeavours into promoting need for balancing members. Aiming to use PPG Awareness Week on 1st to 6th June 2015 to promote and recruit.

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:

Input from Department of Health Surveys, Health Watch, Friends and Family Test, and Patient suggestions & complaints are regularly reviewed and discussed at PPG Meetings. Patient feedback to CQC Inspectors during their routine surveillance visit on 1st Dec 2014 was discussed at the following PPG Meeting. Patient feedback on travel to the surgery and parking is currently being sought by a specific patient survey. In addition patient feedback is sought via an open PPG Annual General Meeting.

How frequently were these reviewed with the PRG?

Feedback generally reviewed as it becomes available at routine PPG Meetings. Complaints are reviewed annually in association with the practice's annual review procedure.

3. Action plan priority areas and implementation

Priority area 1
<p><i>Description of priority area:</i></p> <p>Review and develop the patient appointment system.</p>
<p><i>What actions were taken to address the priority?</i></p> <p>Discussions with the PPG taking into account patient feedback and their own observations. Debate with all clinical staff and reception team to formulate development ideas to address PPG/patient feedback, their own observations and methods of meeting increased demand. Revised approach developed and acted out with reception team before launch in June 2014. Ongoing observations of changes to key indicators and feedback in order to make any further finer “tweaks” to the approach and staff rotas. Further review with PPG.</p>
<p><i>Result of actions and impact on patients and carers:</i></p> <p>New approach launched in June. Clearer system for patients. Improved availability of appointments. Improved system for telephone discussion with clinicians. Access reviewed during winter pressure period and improvement maintained.</p> <p><i>How were these actions publicised?</i></p> <p>Via normal dialogue with patients making appointments.</p>

Priority area 2

Description of priority area:

Assessment of current premises and identification of future needs.

What actions were taken to address the priority?

Discussions with PPG to develop their assessment of strengths and weaknesses of current situation. Those observations along with practice input used to brief an architect. Land development and premises extension plans produced by architect and debated with PPG. All information used for discussions with local parish council regarding land issues etc. Survey of patients launched to explore travel habits and views on parking.

PPG formal input used to form part of the bid to NHS England for premises development funding submitted in February 2015.

Result of actions and impact on patients and carers:

Awaiting response from NHS England. If proposed developments are ultimately possible the practice will then have the capacity to meet the growing level of demand which will increase dramatically with local housing developments. Capacity to host additional patient services close to the community will be improved. Better physical access externally and internally would be addressed. Waiting areas would benefit to improvements in comfort and confidentiality.

How were these actions publicised?

At this stage it is too early to provide detailed wider public announcements.

Priority area 3

Description of priority area:

Improved engagement with carers.

What actions were taken to address the priority?

Discussions with PPG. Derbyshire Carers Association invited to attend meeting with PPG. Plans formulated for a Carers Forum to discuss needs and ideas with local carers. Involvement of Care Co-ordinator (new non-clinical role at the practice designed to bring together solutions for patients with more complex needs).

Result of actions and impact on patients and carers:

Initial Carers Forum meeting led to a regular monthly meeting sponsored jointly by the PPG and Derbyshire Carers Association. Attendees benefit from facilitated discussions, input from external guest speakers and mutual support.

Improved information for carers in the waiting room and encouragement for patients that are carers to register as such.

How were these actions publicised?

Carers Forum initially publicised on Noticeboards, Website and by Newsletter.

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):

General Patient Education and Communication. Displayscreen installed in waiting room, development of message content increasing and ongoing. Practice Brochure updated. "How to get the most from your GP Surgery" leaflet developed.

Specific communications. NHS 111 now better promoted. Signage to Lift improved. Phlebotomy service choices more visibly explained.

Website. Following requests for an additional website for pharmacy, development was commissioned in February 2015.

Online services and options now operational and scheduled for improved promotion.

Upgrade of waiting room floor intended but now on hold whilst awaiting result of premises development bid mentioned above.

4. PPG Sign Off

Report signed off by PPG: YES

Date of sign off: 2nd 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?

By involving PPG, interaction with a group of 5 PPGs in the area, encouraging attendance at NAPP conference for ideas and innovation. Promotion by Newsletter, Annual Open Meeting, Carers' Forum and with further activity planned around PPG Awareness Week and a themed lecture evening in the Autumn.

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

Yes, we can validate the response given to Question 2 above.

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

Yes, agreed and then followed up at formal PPG Meetings.

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

Improvements to the appointment system and carer support.

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

The Arthur Medical Centre is very pro-active and involves the PPG in action planning, through consultation and discussion on a regular basis.

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