

Annex C

**Arden, Herefordshire and Worcestershire Area Team
Patient Participation Enhanced Service 2014/15 – Reporting Template**

Practice Name: **Elbury Moor Medical Centre**

Practice Code: **M81017**

Signed on behalf of practice: G.R. Johnson – signed electronically Date: 24.3.15

Signed on behalf of PPG: Mrs Jan Whitcombe Date: 24.3.15

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

Does the Practice have a PPG? YES / NO												
Method of engagement with PPG: Face to face, and virtual for those who cannot make the face to face meetings												
Number of members of PPG: Twenty Six												
Detail the gender mix of practice population and PPG:				Detail of age mix of practice population and PPG:								
	%	Male	Female		<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
	Practice	50.16%	49.83%		23.5	10.0	14.6	13.7	13.9	10.1	6.9	5.3
	PPG	16%	84%		0	4	0	15	19	23	23	16

Annex C

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								
PPG	95	0	0	0	0	0	0	0

	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice										
PPG	0	5	0	0	0	0	0	0	0	0

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 Practice only has 1.6% mixed or other ethnic groups.
- The Practice advertises for members of the PPG through its newsletter, web site and on rolling screens within the waiting rooms. In addition GP's ask patients during consultations [if this is appropriate]. We also have a "community champion" who signposts patients to various non-medical services [Age concern, bereavement counselling, housing benefits etc] This champion also asks patients if they would like to be a member of the PPG.

Annex C

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/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 Practice undertook an access and reception survey during a week period in March of 2014. The results of this were fed back to the PPG and the outcomes discussed. The minutes of the meeting are embedded in this section.



Minutes 16 April
2014.docx

How frequently were these reviewed with the PRG?

These were reviewed by the PPG in April and published on the practice web site during May - July

Annex C

--

3. Action plan priority areas and implementation

Priority area 1
<p>Description of priority area:</p> <p>Nursing Services. Audit of start times and improve efficiency of service.</p>
<p>What actions were taken to address the priority?</p> <ul style="list-style-type: none">• An audit of the last 12 months of nurses start times for consultations was undertaken.• Each Practice Nurse was audited and the data collated and presented to the PPG.
<p>Result of actions and impact on patients and carers (including how publicised):</p> <p>The result of the audit was that it proved that the average wait time for a Practice Nurse was less than 7minutes, with the longest wait recorded being 45 minutes. The impact of this audit was two-fold</p> <ol style="list-style-type: none">1. It demonstrated to the PPG that the Practice was committed to providing an efficient service to its patients.2. It served as a good indication that the Practice Nurse usually ran on time, but that overruns cannot be avoided

PPG reporting template 14-15 Microsoft 97-03 version (1)

Annex C

3. It served as a good learning tool for the Practice Nurses to confirm their time-keeping

Priority area 2

Description of priority area:

Improve the telephone system for answering – ie what number you are in the queue, and improve efficiency in answering.

What actions were taken to address the priority?

A tendering process was undertaken with four major telephone suppliers to identify the most appropriate telephone system which would incorporate:

- Call Queuing feedback to callers – Tell the caller what number they were in the que
- Provide call recording at the touch of a button – to be able to record incoming calls where appropriate
- Provide a call monitoring facility – to record the number of calls entering the system to allow for the appropriate audits to take place to ensure the level of personnel answering calls was adequate
- To provide off site access to the answering system – so messages can be added from off site – in such conditions as bad weather – road works effecting access to the Practice etc

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

Annex C

- The tendering process identified a suitable system, however in November when the PMS to GMS financial implications became clear the Practice could not afford the capital outlay of a new system.
- This was reported to the PPG at the first available opportunity and the PPG agreed to put this priority area on hold until additional funds could be sought and a clearer way forward on Practice income could be ascertained.
- Since this the Practice Manager has been in touch with the preferred supplier and is negotiating a new system which is affordable - this new system cannot provide all of the functionality at present but this is being reviewed by the preferred supplier
- This information was published on the practice web site in the PPG meeting minutes.
- To alleviate some of the pressure on the phone system – patients calling in – additional internal staff have been seconded to reception during 0800 – 0900 to ensure calls are answered as soon as possible. Currently there are up to 6 members of staff in reception during the period 0800 – 0900.

Annex C

Priority area 3
<p>Description of priority area:</p> <ul style="list-style-type: none">• Advertise EPS and the process to be involved including the nomination process
<p>What actions were taken to address the priority?</p> <ul style="list-style-type: none">• A meeting was set up with the EPS authority in May to explore the way forward• The Practice agreed to go forward with an implementation date of 01 October 2014• A patient awareness campaign was undertaken in the Practice from Jun – Sept 2014. The campaign covered the following areas:<ul style="list-style-type: none">○ Advertising on notice boards○ Advertising of the practice newsletter○ Advertising on the rolling screen in reception○ Advertising on the prescription form• Training for staff was conducted in September and the system went live on 01 October 2014.• The number of patients accessing the system is increasing
<p>Result of actions and impact on patients and carers (including how publicised):</p> <ul style="list-style-type: none">• The progress was recorded in the minutes of the PPG meetings and published on the practice web site• The impact for patients has been mixed; the majority of them find the system very good but there are issues whereby certain prescriptions cannot be sent electronically, this results in some of the prescription going to the pharmacy of choice electronically and some of the prescription having to be collected from the Practice [controlled drugs etc]

Annex C

- Some patients are being confused by pharmacies who sign up the patients for EPS

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):

N/A

Annex C

4. PPG Sign Off

Report signed off by PPG: YES/NO

Date of sign off:

Has the report been published on the practice website? YES/NO

How has the practice engaged with the PPG:

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

- The Practice advertises the PPG in the newsletters, in materiel within the Practice as well as on the rolling screens within the waiting areas.

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

- The Practices invited the lead of the GP Carer support advisor to attend meetings. Lysa attended the January meeting and was very complimentary about the meeting. Lisa will now be invited to every PPG meeting.

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

- Yes – the PPG discussed priority areas, and then agreed the action plans on subsequent meetings

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

- The action plan has successfully integrated EPS to the Practice with a smooth flow of information going out to patients which has led to only a few minor hiccups in the project. This service has improved the delivery of prescriptions to the chosen pharmacist on behalf of the patients.
- The audit of nurses provided good feed back to the PPG on the efficiency of the nurses, which has confirmed the excellent service the nurses offer to the patients and carers.
- The need for an improved telephone system is still extant and will be worked on in the new year. The provision of additional resource to reception from 0800 – 0900 will also increase patient experience by providing additional capacity in this area.

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

- No

Annex C

Please return this completed report template to the generic email box – england.ahwat-pc@nhs.net no later than 31st March 2015. No payments will be made to a practice under the terms of this ES if the report is not submitted by 31st March 2015.