

Standard Reporting Template – Patient Participation DES 2014/15

Surrey & Sussex Area Team

Practice Name **Seaside Medical Centre**

Practice Code **G81017**

Signed on behalf of practice

Date **31.03.15**

Dr Robert Wicks, Senior Partner

Signed on behalf of PPG

Date **31.03.15**

Helen Turner, PPG Member

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

Does the Practice have a PPG? YES / NO	Yes
Method of engagement with PPG: Face to face, Email, Other (please specify)	Face to Face Email
Number of members of PPG:	8 Members who meet every 2 months 21 Members who are virtual members 17 patients have requested to become virtual members during our recent survey and are currently being set up.

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	49.77	50.23	Practice	18.1	10.02	12.01	16.07	14.2	12.9	8.6	8.1
PPG	40	60	PPG	0	5	25	10	10	20	20	10

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	4051	29			6	29	2	
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	76	10	30	18	10	29	7	9	6	50
PPG	1				1					2

The above figures are based on a total of 4362 patients of whom we currently have a record of ethnicity for, approximately 38% of our total practice population. This is because we only started gathering this data when we introduced our clinical system some years ago.

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:

Our Patient Participation Group is a good representation of our patients. They are a diverse group in age, sex, and ethnicity. Some of our members work and some actively engage in various local volunteer groups including the local Hospital. We have some carers in our group and all of our members live locally.

To ensure our patient group is representative of our patients our doctors initially asked patients personally to join our group. Over the years we have found it increasingly difficult to ensure commitment from younger patients to attend meetings in the evening so we have set up a virtual patients group through our website and changed our meetings to the day time. One of our members who attends our bi-monthly meetings is now responsible for communicating with the virtual group to update them and get feedback and views. The virtual group have a younger profile; we will continue to actively work towards increasing the number of face to face and virtual group members throughout the year by advertising on our notice board, meeting patients through various patient group activities, communicating in our practice booklet and our quarterly newsletter and on our website. We have had 2 new members join our group this year. Thousands of patients request our newsletter be sent electronically which we do every quarter. We have a Patient Representative Group information desk and notice board in our reception area and we asked patients who filled in our survey if they were interested in joining the group.

Two of our members have attended the PPG CCG Forum and are actively developing a scheme to reduce medicines wastage which they feel passionately about. They intend to engage many patients in this project.

Two members attended the PPG Development Day held in October 2014 and fed back to the group at the meeting that followed.

Are there any specific characteristics of your practice population which means that other groups should be included in the PPG? E.g. large student population, significant number of jobseekers, large numbers of nursing homes or a LGBT community? YES/NO

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 Group Members gathered feedback from their Patient Group Feedback/Comment Box situated on their desk in the Practice reception area.
- Results of our internal Patient Survey held annually throughout March.
- Feedback since December from the Practice F&F Test
- Results of the National NHS England Patient Satisfaction Survey 2014
- Feedback through Seaside Medical Centre Website
- Rankings and feedback on the NHS Choices Website
- Feedback received at the reception desk or over the phone by our reception team

How frequently were these reviewed with the PRG?

Bi-monthly.

3. Action plan priority areas and implementation

Priority area 1

Description of priority area:

Refurbishment of our Reception Area

1. We were continually getting feedback from patients who had mobility problems, were frail or who were using prams that they had difficulty accessing our building through our heavy front doors. For a number of years the patient group felt that it was a priority to sort this problem out.
2. We had no hearing loop or suitable desk level for wheelchair users.

3. Patients feedback that privacy at the desk was important to them.

What actions were taken to address the priority:

1. We finally secured funding and therefore replaced our manual doors with automatic front doors to resolve this problem.
2. This has been introduced this year with a front desk refurbishment.
3. We have therefore removed the glass speaker screens and made the desk design more open so that patients do not need to raise their voices to be heard, we have put up a respect privacy sign at the desk.

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

The changes and improvements to the front doors and reception desk area have been publicised in the Practice Newsletter and are visible to all patients who attend the Practice. The Patient Group and reception team have had very positive feedback regarding the changes.

Priority area 2

Description of priority area:

Appointment Availability

Lack of appointment availability for patients at a time suitable to them with a particular GP during certain times of the year when GPs are taking annual leave

What actions were taken to address the priority:

Patients can see any doctor at the Practice and can get an appointment with any doctor on the same day. However we have found that at certain times of the year the number of doctors on annual leave can have an effect on patient access and we receive complaints and feedback that patients cannot get an appointment at a time that suits them with the particular doctor that they want to see.

Based on this feedback we have reviewed our GP timetable and have spread out the GPs annual leave over the 12 months limiting annual leave in the months that are more popular and busier in general due to winter bugs.

We have also promoted the early morning phone triage service from 8am, and have encouraged patients to book ahead as we now have appointments available on our clinical system for 3 months in advance.

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

We have changed our holiday calendar for this coming year so this will have a positive effect on access as the year progresses and patients should see the difference.

Many patients did not know that they could speak to a doctor from 8am to 9am or that they could book appointments so far in advance and we have increased this awareness through our patient communications.

Priority area 3

Description of priority area:

Getting through on the phone

Some patients who having problems getting through on the phone in the morning between 8.30am and 10.00am

What actions were taken to address the priority:

- We recruited an additional team member, they have now left and we are in the process of recruiting a new team member to answer the phones.
- Increased advertising of the on-line appointment system and use of the automated phone system.
- We are currently reviewing a quote to upgrade our phone system so patients are informed where they are in the queue when they are on hold

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

We had very few complaints regarding getting through on the phone earlier in the year however these have increased since we have lost our team member and are in the process of recruiting a replacement. There were a number of comments in our recent patient survey regarding this. We have seen use of the automated phone system decline and will continue to promote this as an alternative. 3% of our patients surveyed recently use the system. On-line appointment bookings have increased and we will continue to raise awareness of this service. In our survey only 7% of patients asked said they use the on-line booking service.

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)

Free text

1. Some patients asked us to review privacy at the desk when they are booking an appointment with a Nurse.
Progress: We discussed this with both the Patient Group Members and the Reception team and agreed it would be best to use a pen and paper for those instances where additional privacy is required, this system is used by the reception team while working at the desk. We have also introduced a sign asking patients to respect privacy and stand back while at the desk waiting to be seen
2. A small percentage of patients found it difficult to book appointments and there were some comments with regard to difficulty getting through on the phone at 8.30am.
Progress: We increased the number of reception team members who answer the phone between 8.30am and 9.30am; this was working well until the team member left and we are currently recruiting to fill the position again.
3. Many Patients did not know the complete list of services that the practice has to offer. We looked at ways to improve communication of our services.
Progress: We introduced information screens into our waiting rooms which communicate all of our services as well as the latest information on health. We have begun work on our Facebook page and will have a separate page for the Patient Group. We introduced an information A-board in the reception area which is updated regularly. The Patient Group members created a directory of local community services such as self-help groups, workshops and activities for all age groups which they keep up-to-date throughout the year, there is a copy in each waiting room.

4. Some Patients requested support on living a healthier lifestyle.

ProgressWe scheduled BMI Check and Health Advice Open Mornings run by our NHS Health Trainer; we also run a weekly Health Trainer clinic which we advertise at reception and throughout the practice. We have doubled the amount of NHS Health Checks of patients who fit those criteria.

4. PPG Sign Off

Report signed off by PPG: YES / NO	Yes
Date of sign off:	31.03.15
How has the practice engaged with the PPG:	Members of the Practice meet bi-monthly with the PPG to discuss any issues arising from surveys, comment cards, the F&F Test, patient talks and events and discuss anything of relevance which occurs during the year.
How has the practice made efforts to engage with seldom heard groups in the practice population?	As well as advertising extensively in the newsletter, on the website and with posters, the PPG members sometimes man the PPG desk in reception to make themselves known to those attending the surgery that may not have access to the internet. We are also developing our on-line group going from 21 to 38 members introducing a more regular process to gain their views on various aspects of the service we offer. We hope to reach a younger population through starting a Facebook page which the PPG members will edit.
Has the practice received patient and carer feedback from a variety of sources?	We receive feedback from surveys, the Friends & Family Test, through our website, NHS Choices, comment cards on the PPG desk and talking to patients.
Was the PPG involved in the agreement of priority area and the resulting action plan?	Yes, always
How has the service offered to patients and carers improved as a result of the implementation of the action plan?	The improvements to the front entrance and reception area have improved access, privacy, infection control and the welcoming environment. Patient communications have improved greatly regarding services at the Practice and in the local community. Patient events/health talks and checks have worked very well and patient access is generally very good except during a

	<p>couple of months in the year which is been addressed through changes to the GPs holiday calendar.</p>
<p>Do you have any other comments about the PPG or practice in relation to this area of work?</p>	<p>The PPG will be working closely with the CCG and the Practices in the Locality to raise awareness of medicine wastage. They will also continue to schedule patient events to promote healthier lifestyle and wellbeing.</p>