

East Anglia Area Team
2014/15 Patient Participation Enhanced Service Reporting Template

Practice Name: Cherry Hinton & Brookfields Medical Centre

Practice Code: D81025

Signed on behalf of practice:

Date:

Signed on behalf of PPG/PRG:

Date:

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)	Online
Number of members of PPG:	25

Detail the gender mix of practice population and PPG:

%	Male	Female
Practice	50.40	49.6
PPG	36	64

Detail of age mix of practice population and PPG:

%	<16	17-24	25-34	35-44	45-54	55-64	65-74	>75
Practice	19	9	17	15	14	11	9	7
PPG	0	0	8	12	20	40	16	4

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	19	0.80	0	13.45	0.85	0.73	0.70	0.79
PPG	44	0	0	8	0	0	0	0

Please be aware that 12% of our population choose not to provide this information to the practice, although opportunity is given at registration and during consultations where appropriate.

	Asian/ Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any Other
Practice	4.79	0.87	1.74	2.69	4.10	0.84	0.50	0.22	0	0
PPG	4	0	4	8	4	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 ensures the patient forum is published within the practice as well as on the website so any patient who comes into contact with us has the opportunity to contribute their views through the patient forum or via other methods of communication.

The group is not quite representative of the population and this is addressed later in the report, under priority area 2.

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 (Lesbian Gay Bisexual Transgender) community? YES/NO

If you have answered yes, please outline measures taken to include those specific groups and whether those measures were successful: **N/A**

2. Review of patient feedback

Outline the sources of feedback that were reviewed during the year:

The practice has reviewed patient feedback received via NHS choices, through comment cards left in the practice, via comments received via the practice's website and through friends and family response cards. The practice was also inspected by the CQC and the report was made available on our website and discussed internally with the whole team.

How frequently were these reviewed with the PPG?

These have not been reviewed with the Patient Forum, see later in this report.

3. Action plan priority areas and implementation

Priority area 1
<p>Description of priority area:</p> <p>Telephone system</p>
<p>What actions were taken to address the priority?</p> <p>The practice telephone contract is coming to an end this Spring and therefore the online patient forum was contacted to obtain insight into what features were important to them; they were asked to comment on specific telephone system design questions as well as being given the opportunity to give any other general comments they wanted to make.</p>
<p>Result of actions and impact on patients and carers (including how publicised):</p> <p>The submissions from telephone providers have been reviewed in the context of the feedback received through the forum and discussions. Dialogue with both the companies and the patient forum continue to ensure a system is acquired that suits both the practice budget and the requirements of the patient forum.</p>
Priority area 2
<p>Description of priority area:</p> <p>Lack of patient involvement in the Patient Forum / reconfiguration of the group and communication</p>
<p>What actions were taken to address the priority?</p> <p>The physical PPG was dissolved and the existing members were transferred to the online forum.</p> <p>The practice also introduced a register of patients who could sign up to receive newsletters/emails from the practice, as this was one of the methods of communication the PPG survey identified as desirable (81% selected this option as their preferred methods to be consulted on practice for related matters).</p> <p>We have also promoted the online forum and newsletter facilities to all newly registered patients as part of their registration pack.</p> <p>The practice feels there is continued work to do here – while there is the availability to sign up on line to receive newsletters and/or be part of the online group as well as this being advertised in the surgery take up is still quite low. We are considering a household mail out as a one-off update for patients – this is currently under consideration by the online group.</p>

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

As a result of conversion to an online group patient numbers have improved from 3 people in the physical group to 25 online members, making us more representative and more likely to gain feedback on items raised. Although the practice acknowledge there is still some way to go to make the online group more representative of its population.

Priority area 3

Description of priority area:

Appointment availability

What actions were taken to address the priority?

All GP appointments whether pre-bookable or book on day have made available to patients online – this was not previously the case. The intention of this is to give patients greater access to the appointments we have available.

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

Those who have an account can access more appointments at any time of day, any day of the week, thus giving them more accessibility to us.

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):

Please find below comments based on the action plan agreed last year:

One of the issues raised last year was the difficulty for patients getting through in the morning when the phone lines are busiest. A solution to this has been explored through the telephone system procurement and we hope allowing callers to get through to the first available receptionist (at either site) rather than the first available person at their chosen site will relieve some of the pressure. We have also deployed an additional member of staff to assist telephone call answering first thing.

Last year the number of patients taking part in the physical patient forum had dwindled significantly and improvements have been made on this – see priority 2 above.

The removal of extended access was due to be re-assessed, however continued GP partner recruitment issues have meant it is not possible for us to re-introduce this service. The practice is currently advertising for a new GP.

4. PPG Sign Off

Report signed off by PPG: YES/NO

Date of sign off:

How has the practice engaged with the PPG:

The practice has sort their involvement through email communication as indicated is the preference.

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

The practice hopes the variety of communication methods available to our patients ensures that everyone will have a mechanism of communication that suits them. We do not have any particular group with specific needs.

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?

The physical patient forum was involved in the agreement of the priorities prior to its agreed dissolution.

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

We hope patients feel it is easier to book appointments –this ease of access should continue to grow through continued uptake and promotion of the online booking services. We also anticipate the installation of the new telephone service should reduce waiting times on the telephone. We will continue to monitor this.

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

The practice finds it difficult to engage patients in more regular and general activity e.g. a physical meeting to review patient feedback for example; it is quite hard to do this via email. Indications by the last PPG survey suggest this is perhaps not entirely wanted by patients either - only 23% of patients surveyed wanted to be involved via a physical meeting, and 67% want to be consulted about proposed practice changes rather than any other information set and a huge 81% wanted our interactions to be electronic. The practice is very happy to receive feedback from patients and will continue to seek this whether it is regarding service design, or individual patient experiences. We will of course offer physical meetings for any specific topics as the practice or online patient forum deem useful and continue to monitor the appetite for patient involvement methodologies.