

# Standard Reporting Template

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

Practice Name: CANUTE SURGERY

Practice Code: J82182

Signed on behalf of practice: Mrs Carole Penney

Date: 26.03.2015

Signed on behalf of PPG: Mrs Jayne Cruise

Date: 26.03.2015

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

Does the Practice have a PPG? <b>YES</b>											
Method of engagement with PPG: Face to face, Email, Other (please specify) <b>Virtual Group – Survey based using Survey Monkey and via email, letter and website</b>											
Number of members of PPG: <b>29</b>											
Detail the gender mix of practice population and PPG:					Detail of age mix of practice population and PPG:						
%	Male	Female									
Practice	48	52	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75	
PPG	42	58	Practice	21	10	16	14	13	12	9	5
			PPG	0	4	7	17	27	24	14	7

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	86	0.7	0	8.8	0.8	0.3	1.0	0.4
PPG	98	0	0	1	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	0.8	0	0.2	0	0.2	1.0	0.3	0.1	0.1	0
PPG	0	0	0	0	0	0	0	0	1	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:

**We continue to advertise our PPG and encourage all our practice population equally to join. We have an invitation to join our PPG on our website, posters in and around the Surgery, letters, with application forms at reception desk. Our reception staff talk to patients re the PPG, including encouraging new patients to become members. At different times throughout the year we post a message on the right hand side of prescriptions. Our Community Nursing Team are also encouraged to hand out our flyers to housebound patients.**

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**

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

**We have a large number of nursing/care homes in our practice area. The whole practice team, the community district nursing team and the home managers have been asked to encourage those residents who have the mental capacity, to engage and join our PPG. We have one member who is a nursing home resident but the uptake has been disappointing. Next year we intend to look into using the Easy Read format of the GMC patient questionnaire to use with the nursing/care home residents to engage with them for feedback.**

## 2. Review of patient feedback

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

- **NHS Choices, Friends and Family Test, verbal feedback received in-person and by telephone at the practice, by letter, by email and via the practice website**
- **In September 2014 we designed a “What’s next” questionnaire to get an idea of priority areas that members of our PPG wanted us to review. The choices we gave, based on feedback from the other sources listed above were: Appointments Not Attended, Obtaining Results on the Phone, Waiting Room Environment, General Cleanliness, Practice Team or asked them to specify Any Other area. We emailed and posted out the questionnaire to our PPG and received 18 responses. Of the 18 responses received 44% wanted to review obtaining results by telephone and 31% wanted to review appointments not attended. One “other” area requested was not to close the practice premises over the lunchtime period.**
- **In January 2015 we sent a further questionnaire via Survey Monkey offering suggestions/solutions as to how these**

areas could be addressed. We asked our PPG whether they were in favour or not of our recommendations and if they had any other suggestions. We received 10 responses, all in favour of our recommended plans to address their areas of concern and no other suggestions, comments were made.  
Results of all questionnaires are available in reception and on the website

How frequently were these reviewed with the PPG? **Bi-annual**

3. Action plan priority areas and implementation

Priority area 1

Description of priority area:

**Patients booking, then not attending appointments (DNA's)**

What actions were taken to address the priority?

- 1. We sent information/warning letters to patients who "Do Not Attend" three appointments within a six month period. We then give the patient a chance to say why they have not attended and discuss. If they then continue to "Did Not Attend" GP to review and potentially send a request to remove the patient from the practice list.**
- 2. Receptionists collect/update mobile phone numbers then we use the mobile phone "Text" reminder system for patients with mobile phone numbers on our system for appointments made**
- 3. Advertised the number of "Did not attends" in the reception area, using the patient information screen system.**

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

- 1. We monitored to see if it reduced the number of DNA's at all. Some reduction noted.**
- 2. Of the patients and carers who received letters, no further DNA's noted.**
- 3. Results, including the number of DNA's per month advertised in the reception area**

## Priority area 2

Description of priority area:

**Ease of telephone access for enquiries and obtaining results**

What actions were taken to address the priority?

- 1. An new additional enquiry telephone line was made available**
- 2. Staff rota amended to ensure adequate staff cover for additional line**

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

- 1. Additional separate telephone line made it easier for patients and carers to be able to get through to the practice to obtain results and make enquiries**
- 2. New additional enquiry telephone line number advertised in waiting room on the patient information screen and posters, on the website, a note was added to the right side of the prescriptions**

### Priority area 3

Description of priority area:

**Practice premises closed over lunchtime period**

What actions were taken to address the priority?

- 1. Following a direct request from a member of our PPG, we discussed at a Practice Meeting keeping the building open over the lunchtime period and decided to do so from February 2015.**
- 2. Reception staff rota amended to provide reception cover**

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

- 1. Full access to the practice premises from 8am – 6.30pm**
- 2. Patients and carers are able to present at reception to book/ cancel appointments, request/collect repeat prescriptions, obtain test results, make enquiries.**
- 3. New premises opening times were advertised in waiting room on the patient information screen and posters, on the website, a note was added to the right side of the prescriptions and the PPG was notified by email/letter**

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):

- 1. The installation of a computer programmable information system has been a positive asset and a huge success, both for the practice and the patients. We are able to pass on information about the practice and clinical information. We have an annual programme to highlight monthly medical campaigns e.g Stoptober, Breast Cancer Awareness Month etc. It has also been used to advertise and increase the up-take of vaccination programmes.**
- 2. The installation of 3D healthy lifestyle boards has been well received. Our healthcare assistant uses these to promote healthy living eg, diet, exercise and smoking cessation etc**
- 3. Waiting room comfort was raised as an issue. The practice waiting room was decorated and now all the chairs have been recovered.**

#### 4. PPG Sign Off

Report signed off by PPG: **YES**/NO

On 18<sup>th</sup> March an email was sent via Survey Monkey to our PPG. This email included a link to the results of the previous surveys and a link to this report and asked for feedback on this report to be given within 5 days. A copy of the draft report was also available on the website.

By 26<sup>th</sup> March, only 3 responses had been received, all had seen the report but had no comments to make regarding the content. A copy of this signed off report is now available on the website

Date of sign off: 26.03.2015

How has the practice engaged with the PPG: **Virtually on-line, by email and letter**

How has the practice made efforts to engage with seldom heard groups in the practice population? **Yes, attempts with appropriate care/nursing home patients, which will be continued as detailed in Q1 of this report.**

Has the practice received patient and carer feedback from a variety of sources? **Yes, as detailed in Q2 of this report.**

Was the PPG involved in the agreement of priority areas and the resulting action plan? **Yes, as detailed in Q2 or this report.**

How has the service offered to patients and carers improved as a result of the implementation of the action plan? **Patients who DNA apts are monitored and reviewed, resulting in fewer DNA's and therefore more apt availability. Additional telephone line/staff rota amended to increase telephone contact availability. Access to the surgery premises is now available over the lunchtime period.**

Do you have any other comments about the PPG or practice in relation to this area of work? **No**