

Derbyshire & Nottinghamshire Area Team
2014/15 Patient Participation Enhanced Service REPORT

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

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| Does the Practice have a PPG? YES |
| Method of engagement with PPG: Face to face, Email, Other (please specify) Face to face. Email. Practice website. |
| Number of members of PPG: 22 |

| <p>Detail the gender mix of practice population and PPG:</p> <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 10px;"> <thead> <tr> <th style="width: 20%;">%</th> <th style="width: 30%;">Male</th> <th style="width: 30%;">Female</th> </tr> </thead> <tbody> <tr> <td>Practice</td> <td style="text-align: center;">49.7%</td> <td style="text-align: center;">50.3%</td> </tr> <tr> <td>PPG</td> <td style="text-align: center;">50%</td> <td style="text-align: center;">50%</td> </tr> </tbody> </table> | % | Male | Female | Practice | 49.7% | 50.3% | PPG | 50% | 50% | <p>Detail of age mix of practice population and PPG:</p> <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 10px;"> <thead> <tr> <th style="width: 10%;">%</th> <th style="width: 10%;"><16</th> <th style="width: 10%;">17-24</th> <th style="width: 10%;">25-34</th> <th style="width: 10%;">35-44</th> <th style="width: 10%;">45-54</th> <th style="width: 10%;">55-64</th> <th style="width: 10%;">65-74</th> <th style="width: 10%;">> 75</th> </tr> </thead> <tbody> <tr> <td>Practice</td> <td style="text-align: center;">19%</td> <td style="text-align: center;">8%</td> <td style="text-align: center;">19%</td> <td style="text-align: center;">16%</td> <td style="text-align: center;">13%</td> <td style="text-align: center;">8%</td> <td style="text-align: center;">8%</td> <td style="text-align: center;">9%</td> </tr> <tr> <td>PPG</td> <td></td> <td></td> <td></td> <td></td> <td style="text-align: center;">5%</td> <td style="text-align: center;">18%</td> <td style="text-align: center;">41%</td> <td style="text-align: center;">36%</td> </tr> </tbody> </table> | % | <16 | 17-24 | 25-34 | 35-44 | 45-54 | 55-64 | 65-74 | > 75 | Practice | 19% | 8% | 19% | 16% | 13% | 8% | 8% | 9% | PPG | | | | | 5% | 18% | 41% | 36% |
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| % | Male | Female | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Practice | 49.7% | 50.3% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| PPG | 50% | 50% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| % | <16 | 17-24 | 25-34 | 35-44 | 45-54 | 55-64 | 65-74 | > 75 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Practice | 19% | 8% | 19% | 16% | 13% | 8% | 8% | 9% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| PPG | | | | | 5% | 18% | 41% | 36% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

Detail the ethnic background of your practice population and PRG:

The Practice has recently started to capture ethnicity data however the data set is incomplete as it only relates to newly registered patients.

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:

All newly registered patients are invited to join the PPG. Details of the PPG meetings are posted onto the website. Information board in the waiting areas informing patients of the group. Patients who have passed on feedback are invited to join the group. Flyer distributed with the latest survey giving details on the purpose of the group and details of the next meeting.

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

Our population is predominately white British and an aging population which is reflected in the PPG.

2. Review of patient feedback

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

Patient survey.

Positive feedback and complaints given in the practice.

Online feedback

PPG information morning in the practice is being established

How frequently were these reviewed with the PRG?

There have been on-going discussions with the PRG relating to the feedback from patients and sources of feedback. The PRG also set up working groups with patients to gather feedback and help design services that are fit for purpose.

The CCG Patient Reference Group suggested a uniform approach to the annual survey and this was agreed by the 12 member practices. The information is still being collated and will be presented at PRG in late spring 2015.

PPG members have also been involved with a number of 'mystery shopper' events across the 12 practices with the results being discussed both at PRG and local practice level.

3. Action plan priority areas and implementation

Priority area 1

Description of priority area: Reception area and front waiting room. Redesigning the reception & front waiting room to enhance the patient experience and enable efficient administration.

What actions were taken to address the priority?

The reception area has been redesigned to ensure that workflow is more efficient. It has also enabled confidentiality to be improved with the patient phone calls now being taken away from the reception desk.

The area has been opened up and the wooden frame that enclosed the reception staff removed, creating an open plan area which removed the 'barriers' between the reception staff and the patients. The reception desk is now fit for purpose and allows for greater wheelchair access.

The waiting room has also been refurbished creating a calmer more confidential environment with the chairs facing away from the

reception area.

Result of actions and impact on patients and carers:

Enhanced patient experience, better access for wheelchair and buggy uses.

How were these actions publicised?

Via the Practice website.

Priority area 2

Description of priority area:

A dedicated PPG champion to coordinate & develop the PPG, investing both time and energy into the development of the PPG.

What actions were taken to address the priority?

During annual appraisals our IT manager spoke of a desire to enhance the PPG, bringing in her unique skillset and exceptional IT knowledge to help make the PPG visible to members of our population who are unable to attend the regular meetings. Joanne Taylor was appointed as our PPG Champion and has taken time to introduce herself to the group and begin to develop an understanding of the needs to the Practice population via the group.

Result of actions and impact on patients and carers:

The coordination of the group, with regular contact with the existing members.

Development of IT to extract feedback from members of the practice population who aren't able to attend the regular meetings. Bringing the vision of the group to the population via the website and online campaigns.

How were these actions publicised?

Within the waiting room and via the Practice website.

Priority area 3

Description of priority area: Advertise the group locally.

What actions were taken to address the priority?

A press conference with the local paper and photographer was undertaken.

Result of actions and impact on patients and carers:

Contact made with patients and carers who don't regularly attend the Practice. Giving information on how to get involved in the group and that if patients and carers are unable to attend the group or prefer not to become a member of the group the practice welcomes all types of feedback from our patients and carers.

How were these actions publicised?

Via the PPG minutes in the waiting room and the minutes published on the website.

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):

Review existing hours. An early morning surgery on a Wednesday at 07:15 has been established.

Thursday afternoon opening – This has become permanent after an initial trial.

Online services – Access to online booking of appointments and repeat prescriptions is now available.

Reception – An automated arrivals screen has been purchased and installed in the waiting area.

4. PPG Sign Off

Report signed off by PPG: YES

Date of sign off: 17/03/15

How has the practice engaged with the PPG:

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

PPG feel the Practice engage well with all patients, listen to PPG as a whole and involved them in decisions.

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

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

Yes, PPG were involved in reception refurbishment planning and decision making. They have met with Joanne Taylor who has discussed areas she wishes to develop in order to raise the profile of the group and involve a wider cross section of the Practice population and to give the group more direction. Two members of the group attended the press release to again raise the profile of the group.

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

The Practice listened to feedback from surveys, and feedback at meetings. The reception area is much open, appointments are more readily available and opening hours have been revised to meet the needs of more patients within the Practice.

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

The PPG would like more direction. They feel they are involved and listened to and feel there is more they could contribute and are looking forward to working with Jo Taylor to continue to develop the group.

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