

# Derbyshire & Nottinghamshire Area Team

## 2014/15 Patient Participation Enhanced Service REPORT

**Practice Name:** The Jubilee Practice

**Practice Code:** C84613

**Signed on behalf of practice:** Rachel Rowland, Practice Manager      **Date:** 25/03/2015

**Signed on behalf of PPG:** D.Gifford, Chair of PPG      **Date:** 25/03/2015

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

**Does the Practice have a PPG?** Yes

**Method of engagement with PPG:** PPG meetings are face to face and are currently held monthly. Liaison continues between meetings via e-mail, telephone calls and face to face contact with PPG chair.

**Number of members of PPG:** 7

Detail the gender mix of practice population and PPG:

	Male	Female
Practice	1124	1146
PPG	5	2

Detail of age mix of practice population and PPG:

	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
Practice	376	151	161	253	378	327	330	294
PPG	0	0	0	0	1	0	4	2

Detail the ethnic background of your practice population and PRG:

	White				Mixed/ multiple ethnic groups			
	British	Irish	Gypsy or Irish traveller	Other white	White & black Caribbean	White & black African	White & Asian	Other mixed
Practice	943	2	0	226	2	3	0	1
PPG	7	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	2	1	0	4	1	0	2	0	0	2
PPG	0	0	0	0	0	0	0	0	0	0

\*Please note that not all patients have declared their ethnicity or have a record of their ethnicity recorded within their patient record.

**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 PPG is made up of 7 members aged 53-86 years. The Practice population differs slightly from the Patient Group profile as we do not have any members from younger age brackets currently on the PPG. However, the PPG profile does reflect the large number of patients aged 63-85 years in the practice profile.

The Patient Group is representative of our high numbers of British/White patients. However, we do not currently have anyone in the group representing the

other ethnic origins in our practice profile.

The Patient Group would always consider changing current meeting times and venue to allow patients to be able to attend meetings. At present the majority of our Patient Group is of retirement age and therefore our current meeting time reflect this. We would also consider alternative ways of involving patients who could not attend meetings frequently, such as a 'virtual' patient group. The idea of a virtual patient group has been advertised through patient newsletters, on repeat prescription counterfoils but there has been no interest in a virtual patient group.

We would like to encourage patients from the younger age brackets and patients from other ethnic origins to be involved in the Patient Group. We have previously tried to communicate with the younger population by advertising the Patient Group in the local schools and put up posters in the local playgroups. We have also included information about the patient group in our regular newsletter, on notice boards in the practice, on Friends and Family Test Questionnaire and also on the repeat prescription counterfoil. Unfortunately we have been unable to recruit any younger members or patients from other ethnic backgrounds. Our PPG members have also attended our annual flu clinics to talk to patients attending about the PPG.

**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

*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:***

Feedback from the PPG members at PPG meetings  
Feedback and comments received at the annual flu clinic  
Feedback from Friends and Family Test results and comments.

***How frequently were these reviewed with the PRG?***

Feedback is regularly reviewed by the PPG at the monthly meetings.

### 3. Action plan priority areas and implementation

#### Priority area 1

**Description of priority area:**

Compliant premises for The Jubilee Practice which meets the needs of patients.

**What actions were taken to address the priority?**

New premises have been part of the PPG discussions for a while. We have discussed the reasons why the practice requires new premises with the PPG and they have supported this practice decision. The PPG chair has also been in attendance at a meeting where discussions were held between the Parish Council chair, local MP, NHS England, The Jubilee Practice and The Ivy Medical Group. The information discussed at this meeting was then fed back to the PPG and views and opinions of the PPG were obtained. The minutes of the feedback meeting were also put onto the PPG page on our website for patients not wishing to be actively involved with the PPG to read. The PPG have also acted as a voice for our patients and many members have regularly been asked questions or given comments about the premises development by patients who do not attend the meetings, these comments have been raised and discussed at the PPG meetings.

The Practice has tried to keep the PPG up to date with progress of the premises business cases as much as possible, whilst respecting business confidentialities. This action will continue to stay on our action plan and discussed regularly at the PPG meetings for the foreseeable future.

**Result of actions and impact on patients and carers:**

The actions taken have raised more awareness of the need for new premises and advised patients and carers of the improvements we aspire to achieve by developing new premises. As a result of the PPG members attending Parish Council meetings and also the Chair attending a stakeholder meeting, the PPG have had some discussions about potential sites for new premises and given their initial views on the advantages and disadvantages of these sites. If the PPG felt that we needed to consult a wider group of patients regarding this priority, we would hold a larger meeting which would be advertised on notice boards within the practice, flyers in the practice, on notices around the villages we cover and also through the Parish Council to encourage attendance and the sharing of views/comments.

**How were these actions publicised?**

The discussions held at PPG meetings have been added to the PPG section of our website and summary information has been included in the quarterly newsletter and on notice boards.

## Priority area 2

### **Description of priority area:**

Confidentiality in reception – Due to the open layout of the reception and waiting room area there is reduced confidentiality for patients at reception.

### **What actions were taken to address the priority?**

The PPG discussed the actions which could be reasonably taken by the Practice to improve confidentiality in the waiting room and reception area. The actions which have been taken as a result of the discussions are:-

- A notice has been placed by the reception desk which advises patients that they can have a confidential conversation away from reception on request.
- A notice has been put up on the reception desk which advises patients to respect the confidentiality of the person in front of them by not standing too close to them whilst they are at reception
- Receptionists have been reminded to continue to be aware of the level of their voice when talking to patients at reception and when on the telephone.
- Receptionists have been reminded to not repeat patient details whilst on the telephone, therefore increasing the confidentiality for the person on the telephone.

### **Result of actions and impact on patients and carers:**

A number of patients have asked for a private conversation away from reception which shows that patients are now aware of this facility. The implementation of the actions has increased in the amount of confidentiality patients and carers have whilst on the telephone to the practice or whilst in the surgery. Unfortunately due to the layout of the reception confidentiality cannot be increased any further as structural changes would be required, however this will be dealt with as part of the Practice premises development agenda and resolve any issues relating to confidentiality in the waiting room or at reception.

### **How were these actions publicised?**

The actions have been publicised by creating clear notices within reception, adding the information regarding the ability to have a private conversation away from reception to our website and also including it in the patient quarterly newsletter.

### Priority area 3

**Description of priority area:**

Increase patients' awareness of the appointment system so that the system to make an appointment is clearer and therefore easier to make an appointment. Also to make patients aware of levels of Do not Attend (DNA) rate so that this is reduced and therefore freeing up appointments for those patients who require one.

**What actions were taken to address the priority?**

Following the first Practice Survey undertaken in 2012 which showed patients were not aware how to book make the most appropriate appointment, the Practice in conjunction with the PPG updated the Practice Leaflet. The priority this year has been to ensure that patients are aware that the practice leaflet had been updated as comments from patients potentially showed that they were not aware of this. After discussions with the PPG about how to raise awareness of the information related to booking appointments, the Practice have advertised the updated Patient Leaflet by adding information to repeat prescription counterfoils, updating the Practice website, ensuring that a supply of patient leaflet is constantly available within the reception area, through information in the patient newsletter and by verbally advising patients. This year we have also added the ability to book GP appointments online through our website and therefore this has improved access when booking appointments.

We have also continued to work on advising patients on the number of DNA's each month. This has been done through putting up posters highlighting the amount of time wasted by patients who have not attended their appointment each month, the practice set up an SMS service to remind patients of their appointment time but also to remind patients when they have not attended an appointment. The Practice has also worked with the PPG on devising a letter which is to be sent to patients when they do not attend appointment twice or more times.

**Result of actions and impact on patients and carers:**

The appointment system and how to book appointments in different situations is now more understandable and therefore by increasing knowledge of the appointment system it has made it easier for patients and carers to gain an appointment. With the addition of the booking an appointment online through our website we have also improved our access for patients making an appointment.

The introduction of the strategies to reduce the number of DNA's has made patients more aware of the impact of them not attending an appointment. This has slightly reduced the amount of DNA's we have each month but we will continue to implement the actions above to improve this further. The reduction in the amount of DNA appointments has therefore improved access to appointments for those who require them.

**How were these actions publicised?**

The actions have been publicised in the patient newsletter, in the reception area, via repeat prescription counterfoils, on our website and through verbal communication.

## 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)

Issues Raised	Action Taken	Outcome
The appointment system was difficult to understand and therefore difficult to get an appointment	Updated the practice leaflet in conjunction with the PPG so that the information system is current, easily understandable and defines what to expect from the appointment system.	Patients are now more satisfied with the process for obtaining an appointment. We now have a more understandable patient leaflet which clearly defines the appointment system.
There were a lot of patients who do not attend for their appointments at the surgery, which could be used by another patient if it had been cancelled	Highlighted the number of patients who have missed an appointment with a clinician at the practice every 3 months. We have also begun to remind patients about their appointments via text message and alert patients via text message should they miss an appointment.	Patients have been made aware of the need to cancel appointment when they do not require it. There has been a slight reduction in the number of patients not attending their appointment.
The amount of time waiting in the practice for an appointment is sometimes longer than patient has expected to wait.	Ensure that receptionists inform patients when the doctor is running more than 20 minutes late, in order to keep patients aware of the waiting time or give the opportunity to rebook an appointment.	Receptionists are aware that in the event of a doctor running behind time, patients should always be informed of this and the approximate waiting time.
Services provided in the community are not well published by the Practice.	Updated information within the practice leaflet and website to highlight the services which are provided in the community.	Patients are now more satisfied with their understanding of the community services which are provided. There are still a number of people who do not know what services are provided in the community and therefore the practice will continue to make patients aware of these through our website, newsletters and practice leaflet.
Raise awareness of the online repeat ordering service and online appointment booking service	We have advertised the online repeat ordering service and online appointment booking service in a few different ways. We have put information on posters within the practice, on the repeat prescription counterfoil, in the newsletter, on our website and we have been speaking to patients about the online service.	The number of patients who have signed up for online services has increased significantly over the past year. We are confident that patients will continue to sign up to the online repeat ordering service.

#### 4. PPG Sign Off

Report signed off by PPG: YES

Date of sign off: 24<sup>th</sup> March 2015

##### **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 has tried to engage with seldom heard groups within the practice population by adding information about the PPG to the repeat prescription counterfoils, advertising the PPG through the Practice newsletter and also on the Friends and Family Test forms which are available to every patient and putting notices onto the parish, school and play group noticeboards. The PPG have also supported us to engage with seldom heard groups by attending our annual flu vaccination clinic and speaking to patients to gain their comments, concerns and also advertising the PPG meeting. The PPG have also encouraged patients to attend the PPG when they have asked them to raise a comment at the PPG meeting. Unfortunately we have not seen an increase in the membership of the PPG despite our efforts but we will continue to think of new effective ways of doing this.

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

The Practice has used a wide range of methods to communicate and engage with patients. These include direct contact, our website, face to face contact and comments on Friends and Family Test.

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

The Practice has involved the PPG in agreeing all priority areas and the resulting actions to improve the priority area concerns.

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

See comments in priority area boxes above.

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

The PPG meetings routinely discuss local priorities, often in direct response to patient feedback but also by contributions from PPG members. The Group are keen to continue to ensure that local issues relating to the Practice are their main priority and are not lost as a result of the changing NHS and national challenges for Primary Care. The PPG believe that maintaining an internal practice focus is a major benefit to the patients they represent.

**Please submit completed report to the Area Team via email no later than 31 March 2015 to:**

- Derbyshire practices: [e.derbyshirenottinghamshire-gpderbys@nhs.net](mailto:e.derbyshirenottinghamshire-gpderbys@nhs.net)
- Nottinghamshire practices: [e.derbyshirenottinghamshire-gpnotts@nhs.net](mailto:e.derbyshirenottinghamshire-gpnotts@nhs.net)