

South Yorkshire and Bassetlaw Area Team
2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: Sothall and Bighton Health Centre

Practice Code: C88023

Signed on behalf of practice: Dr T D Williams

Date: 12.3.15

Signed on behalf of PPG: Mrs Catherine Davies

Date: 25.3.15

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

Does the Practice have a PPG? YES																																					
Method of engagement with PPG: Face to face, Email, Other (please specify) We have quarterly meetings at the practice. PPG members are notified by email and the meetings are advertised with prominent posters in the waiting areas at both practice sites and also on the website.																																					
Number of members of PPG: 29																																					
Detail the gender mix of practice population and PPG: <table border="1" style="margin-left: 20px; border-collapse: collapse; width: 100%;"> <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>5117</td> <td>5252</td> </tr> <tr> <td>PRG</td> <td>48</td> <td>52</td> </tr> </tbody> </table>	%	Male	Female	Practice	5117	5252	PRG	48	52	Detail of age mix of practice population and PPG: <table border="1" style="margin-left: 20px; border-collapse: collapse; width: 100%;"> <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>1952</td> <td>1036</td> <td>1264</td> <td>1357</td> <td>1764</td> <td>1291</td> <td>1006</td> <td>699</td> </tr> <tr> <td>PRG</td> <td>0</td> <td>2</td> <td>1</td> <td>0</td> <td>2</td> <td>6</td> <td>8</td> <td>10</td> </tr> </tbody> </table>	%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75	Practice	1952	1036	1264	1357	1764	1291	1006	699	PRG	0	2	1	0	2	6	8	10
%	Male	Female																																			
Practice	5117	5252																																			
PRG	48	52																																			
%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75																													
Practice	1952	1036	1264	1357	1764	1291	1006	699																													
PRG	0	2	1	0	2	6	8	10																													

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	5332	5	0	60	35	7	20	29
PRG	29	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	Not stated
Practice	27	9	0	22	0	17	15	1	1	4789
PRG	0	0	0	0	0	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:

We are aware that the older and retired population are over represented in our PPG. Steps taken to increase representation of other groups have been to invite patients in person, advertise the meetings (targeting baby clinic in particular). With the proposed changes to the provision of primary care from one site as opposed to two, we have engaged in a significant consultation exercise which has reached many more of our population than the usual PPG membership and included additional meetings. On the 14/8/14 35 attended and on 4/9/14 53 attended including local councillors and the local MP. One of the action points this year is consider how the existing members might canvas opinion from a wider spectrum of the population and bring their views along to the PPG to improve the dialogue with as yet under-represented members of the practice population. We have gone beyond the above parameters to ensure that we also hear from patients with disability, chronic illness and carer status by issuing an anonymous questionnaire to include these details to our PPG members. Results are as follows:

Out of 23 PPG Members returning questionnaires...

17% are carers

91% have a long-term condition (such as blood pressure, heart or lung disease, arthritis or pain etc.)

9% have a mental health condition

48% have a disability

70% have attended the surgery at least 4 times in the last 12 months

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:

2. Review of patient feedback

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

1. Patient consultation

We have engaged in a 3 month consultation with our practice population concerning the potential closure of one of the practice sites due to reduced funding anticipated from the PMS review as well as a number of other issues concerned with the provision of a sustainable practice for the local population. Specifically, these have included: difficulties in the recruitment and retention of clinical staff and the need to provide flexible opening hours for patients and high quality training for the next generation of GPs and hospital doctors.

The practice population were informed of the consultation questionnaire via public meetings, articles in the local press, posters at the surgeries, pharmacies and local supermarket as well as by hand during home visits and on prescriptions. 640 responses to the consultation question were received and analysed and the results are detailed separately on our website. As well as seeking opinion on this question specifically, many patients commented more generally on the provision of medical services and these have been collated and informed the discussion and action plan from the PPG meeting on 12.3.15.

These comments about the current service were shared with the PPG and included concerns about the following:

Transport between the two practice sites

The appointments system

The feel of the Sothall Building

More on line booking

Shorter closing at lunch times

Difficult parking

Consider opening the phone lines earlier than 8.30.

Have a sit and wait option rather than appointments

At the PPG planning meeting 12.3.15, it was acknowledged that getting appointments especially with a particular doctor was a challenge. However, it was universally agreed that the daily telephone triage service ensured that all those who needed to be seen on the day were and most people seemed happy to make use of this service. Although none of the above areas was prioritised by the PPG, they will remain areas for consideration through the next year. There was no appetite for a 'sit and wait' appointment option within the PPG.

2. Friends and Family test

Having undertaken to use these as part of the national program, we have collated the responses from patients and used these to inform the discussion at the PPG.

It was recognised at the latest PPG meeting, that this form of feedback had only been available for a relatively short time and the number of responses were modest. It was also highlighted that there may be better places to put the response cards in the surgery to make the most of this method of feedback.

Out 51 responses

75% were extremely likely and a further 16% were likely to recommend the surgery to family and friends.

2% were neither likely or unlikely and a further 2% were unlikely to recommend the surgery. Another 2% didn't know and 2% were extremely unlikely to recommend the surgery.

3. NHS Choices

Dr Williams is notified of any comments posted on NHS choices and undertakes to respond to these in a timely manner. The comments and responses can be seen on the NHS choices website.

How frequently were these reviewed with the PRG?

Feedback is reviewed at least annually at present as a survey was normally undertaken towards the end of the year on this basis to inform the action plan. However with the friends and family test, we anticipate having an item on the agenda at each quarterly meeting to discuss patient feedback and any appropriate actions taken. These will of course be minuted and posted on the website and available for the practice population at each site in paper format. Comments posted on NHS choices are responded to within 1 week and normally more quickly than that. Any issues arising from these comments are reviewed at the monthly team meeting.

3. Action plan priority areas and implementation

Priority area 1
<p>Description of priority area:</p> <p>Develop Community Champions to offer peer support within the local area</p>
<p>What actions were taken to address the priority?</p> <p>This was suggested at the PPG meeting 12.3.15 and all agreed that this would be a very useful addition to the medical services currently offered by the surgery. This may include linking people who wish to with others with a similar health condition for mutual support and may be an add-on to the successful DESMOND scheme for patients with diabetes.</p> <p>Actions undertaken</p> <ol style="list-style-type: none">1. Dr Williams to discuss at team meeting2. Dr Williams to contact Gareth Johnstone at the CCG who has experience of best practice in recruitment of community champions.3. Discuss at the next quarterly PPG meeting concerning next steps.
<p>Result of actions and impact on patients and carers (including how publicised):</p> <p>None as this is a new action plan. The progress will form part of the quarterly PPG agenda.</p>

Priority area 2

Description of priority area:

Increase the representation of the wider practice population at the PPG

What actions were taken to address the priority?

1. Use the Family and Friends question cards and collect responses through the year (see above for the last quarter). These will be collated prior to each quarterly PPG meeting and become a regular agenda item for discussion.
2. Develop a stronger link with the Beighton Lifestyle centre, where information can be shared
3. Take on a stall at the Beighton Gala, that will be manned by volunteers from the PPG and the practice team. This could raise the profile of the PPG and be linked to some health promotion.

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

The results of the Friends and Family test will be available in the minutes of the quarterly PPG meetings on the website and on paper at each practice site.

The overall results will be discussed in next year's report and publicised in the same way.

Priority area 3

Description of priority area:

Electronic Prescribing to allow patients to simply attend the pharmacy of their choice for their repeat prescriptions

What actions were taken to address the priority?

1. Agreed at PPG meeting to investigate further and unanimous agreement that would be useful service.
2. Discussed with our practice pharmacist Sarah to set up the scheme based on the benefit from experience of elsewhere in the city where it has worked well.
3. A clinician and administrator from the surgery will also visit other surgeries where this has worked well to learn from their experience.

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

The PPG will be advised of how this is progressing quarterly. The practice will be informed on prescriptions, at the pharmacies and during consultations where appropriate, when this system is running and available.

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):

The Priority Areas for last year are listed below and the progress made towards them detailed under each.

1. On-line booking for doctor appointments.

Having successfully piloted online booking for Nurse and Health Care Assistant appointments, a number of appointments were made available for doctor appointments daily to book in advance. This service had been used and found very helpful by some members of the PPG, although some appointments were still un-booked and therefore released for patients to book on the day. It is likely that some patients remain unaware of these despite being publicised on the website, news-letter and at the PPG. It was also acknowledged that despite this being a national requirement, only about 1/3 of patients wanted on-line booking in the last survey.

2. Re-arrange waiting room seating at Sothall to improve confidentiality at the desk.

In discussion with staff, it was agreed that we had to balance patient privacy and safety – with the receptionist being able to see the waiting room and patients clearly. It was acknowledged that the ‘please wait here’ sign had improved the situation and the addition of potted plants as an aesthetic screen would help further.

3. Doctors Profiles on the website

The doctor’s names, qualifications and areas of special interest or expertise have been put on the sothall.net website. This may allow some patients to choose more accurately who might be best clinician for them to see for their condition. It was requested at the PPG meeting 12.3.15 that these should also be available on paper for those without internet and copies have been made available at each practice site.

4. Recruiting a nurse practitioner

Despite advertising we have not received suitable applicants for this role which reflects the national shortage of practice nurses and GPs. We are continuing to look at alternatives, one of which maybe a physician assistant. The PPG were supportive of this proposal and although our experience of them is limited, it would be worth considering.

5. Reception Staff training

Although not part of last year’s plan, the reception staff have had further in-house training on conflict resolution as part of our on-going commitment to deliver excellent customer service.

4. PPG Sign Off

Report signed off by PPG: YES

Date of sign off: 25.3.15

How has the practice engaged with the PPG:

We have quarterly meetings at the practice. PPG members are notified by email and the meetings are advertised with prominent posters in the waiting areas at both practice sites and also on the website.

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

We are aware that the older and retired population are over represented in our PPG. Steps taken to increase representation of other groups have been to invite patients in person, advertise the meetings (targeting baby clinic in particular

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

Yes – as per page 3 No2

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

Yes – as per Page 6 No3

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

As per Page 7 priority area No 3

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

