

Surrey and Sussex Area Team

2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: Lightwater Surgery

Practice Code: H81130

Signed on behalf of practice: Dr M A Saeed Date: 23rd March 2015

Signed on behalf of PPG: Mrs W A Date: 23rd March 2015

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): **Primarily face to face but also E-mail.** | |
| Number of members of PPG: **9**, **(2 members recently left, 3 prospective new members, managed to recruit a teenager!)** | |
| Detail the gender mix of practice population and PPG:   |  |  |  | | --- | --- | --- | | % | Male | Female | | Practice | **50** | **50** | | PRG approx | **22** | **78** | | Detail of age mix of practice population and PPG:   |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | | % | <16 | 17-24 | 25-34 | 35-44 | 45-54 | 55-64 | 65-74 | > 75 | | Practice | **20** | **8** | **10** | **14** | **18** | **12** | **10** | **8** | | PRG approx | **11** | **-** | **-** | **11** | **-** | **11** | **56** | **11** | |
| 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 | **85** | **0.5** | **<0.5** | **4** | **0.5** | **0.5** | **<0.5** | **<0.5** | | PRG | **89** | **-** | **-** | **-** | **-** | **-** | **-** | **11** |  |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | |  | Asian/Asian British | | | | | Black/African/Caribbean/Black British | | | Other | | |  | Indian | Pakistani | Bangladeshi | Chinese | Other  Asian | African | Caribbean | Other Black | Arab | Any other | | **Practice** | **0.7** | **<0.5** | **<0.5** | **<0.5** | **0.5** | **<0.5** | **<0.5** | **<0.5** | **0.7** | **<3** | | **PRG** | **-** | **-** | **-** | **-** | **-** | **-** | **-** | **-** | **-** |  | | |
| 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:  **Despite the practice population growing (>11,000 patients now), the demographics and ethnicity remain similar. The practice is within a predominately Caucasian, middle class area with low social deprivation. As you can see there is a predominately young population, with low unemployment.**  **In order to recruit to the PPG, we had previously placed adverts on our electronic noticeboard. We specifically appealed to the younger generation, to come forward and generally to the whole community. Requests were also made on our website, where patients could also see the PPG report and previous Annual Questionnaire results. Our receptionists handed out leaflets to patients who presented at reception and attached them to repeat prescriptions. One of our existing members put an advert in one of the village magazines “Roundabout”, urging patients to join. Notices were also placed on the “village community message screen”, requesting those interested to come forward. During consultations if the opportunity arose, we asked patients if they would be keen to take part. We needed younger patients so targeted new parents at the Baby Immunisation clinics. We also tried to approach patients who were over 16 and their parents, to give a more balanced picture. As one can imagine, there was a lack of interest in this generation. The reality is many PPGs across the country have struggled to recruit patients who are bringing up families, as there is a lack of time availability. Having said all of this, we are pleased to announce that we have a 16 year old, who has recently joined. We will be looking forward to see how their prospective will help shape things for the future.** | |
| 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** | |

1. Review of patient feedback

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| Outline the sources of feedback that were reviewed during the year:  **In previous years we have used our in house “annual patient questionnaire”, to gather feedback. This has always entailed a very large administrative task. So this year we opted to use feedback cards incorporating the “friends and family test”, placed in reception. This surprisingly took a few months to take off. Initially we were getting a handful of responses per month, but with better advertising, and more strategic placement, these numbers have begun to increase.** |
| How frequently were these reviewed with the PRG?  **During the PPG meetings (6-8 weekly) a précis of the findings were shown, as going through and handing round cards is inefficient. We thought that people, who had a complaint, were going to be more likely to fill them in; but this was not the case. 47 patients filled in the feedback forms (in total since Nov 2014-March 2015) 45 patients said they would recommend the surgery to friends and family= *almost 96%*, 1 patient was ambivalent, and 1 patient said they would not recommend the practice.**  **The individual comments were about: praising the doctors and nurses, the practice team, for all their care and support and comments about the lovely building. Areas for improvement included comments about booking appointments, access, and the phone system: these highlighted the priority areas that we will continue to monitor with the PPG over the next year.** |

1. Action plan priority areas and implementation

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| Priority area 1 |
| Description of priority area: **IMPROVING ACCESS- longer working hours** |
| What actions were taken to address the priority?  **The practice has decided to work with its neighbouring practices Heatherside and Park House surgeries. We have provided on extra appointments during the day, and amongst the practices have a daily rota to provide extra evening appointments. One of the practices is available until 8pm, for any emergencies which may arise after 6.30pm, for the local population.** |
| Result of actions and impact on patients and carers (including how publicised):  **This has been advertised on our website, and other practices in the CCG are now following suit. This will hopefully lead to enhanced patient care and continuity. Informal feedback to all staff involved, has shown higher satisfaction, especially as there are more appointments available to those who find it difficult seeing a doctor in more traditional hours. This should result in a fall in unnecessary A+E attendances.** |

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| Priority area 2 |
| Description of priority area: **TELEPHONE SYSTEM**  **Patients have really taken up on using “Patient Partner”- the automated telephone system; which allows patients to make an appointment, before the practice is even open.**  **However the practice only has x4 telephone lines coming into the surgery. Consequently when busy, there can be a delay in connections when making an appointment.** |
| What actions were taken to address the priority?  **The practice has installed a new modem. We now have x6 telephone lines coming into the building. To help enable swifter connections, the telephone system is ‘cloud based’ with a universal 01276 number.** |
| Result of actions and impact on patients and carers (including how publicised):  **Patients have commented how the automated system is faster, therefore enabling the booking appointment process smoother and easier for all. The new phone number is advertised on the website, practice leaflet, electronic board and on the surgery doors as you enter.** |

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| Priority area 3 |
| Description of priority area: **AWARENESS EVENTS AND TECHNOLOGY**  **The PPG has previously held events relating to increasing awareness about certain issues, and simultaneously bring the practice population closer to the surgery. Previous events include “Carers”, “Post-Natal Depression” (which has led to the creation of a local PND group in Lightwater) “getting the most from your Pharmacy”. The PPG feel this is a good way, to maintain communication with the public**  **It has been apparent from feedback, that we need to improve the “patient experience”, and need to improve the technology side, for example the surgery website was beginning to look dated and some feedback suggested it was becoming more difficult to use.** |
| What actions were taken to address the priority?  **Dr Saeed held an event talking about “Getting the most from your practice”; this was very successful with a good turnout. We aim to continue to hold awareness events in the future. We are currently looking to put on a “Mental Health” awareness event and possibly a “Women’s Health” event.**  **Our website needed an upgrade and this has occurred, hopefully this will make it easier for patients to book appointments online as well. To further enhance the patient experience, we set up text reminders for patient appointments, in an effort to also reduce missed appointments. This can be very frustrating for all, especially for patients who are trying to make one. We aim to introduce texting patients their blood results; when this comes through, it should reduce the calls to the surgery and allowing the reception team to concentrate on other tasks. This should also decrease the number of patients, who book an appointment just to receive their results.**  **We are designing and app for the practice; we are confident patients will find this useful.** |
| Result of actions and impact on patients and carers (including how publicised):  **In addition to what has been mentioned above, all of this has been advertised on our waiting room information screen, the local pharmacies, and our website, the village information screen. These endeavours should bring the practice and its patients together; streamlining the patient journey.** |

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):

**Since the inauguration of the PPG, it was decided the recurring main themes for the priority areas should be centred around:**

**Access**

**Continuity of Care**

**Telephone System**

**We have over time added some other areas of interest too:**

**Fundraising**

**Organising Awareness Events**

**Keeping abreast of changes in the NHS**

**Access has improved with introducing the ability to book appointments online, introducing an automated booking system. We have created more appointments, by working harder and opening longer and working with neighbouring practices. The number of missed appointments should reduce with text reminders for appointments. This goes hand in hand with continuity of care which will also improve as a result.**

**The phone system has been upgraded twice and is faster and more efficient with a universal number, which should suit all. We think that with all the measures placed in situ, that there would be very few other ways to improve upon it.**

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| **The “self check-in” screen in Reception has continued to be popular and allows the Reception staff to keep on top of their other duties including answering phone calls more quickly and making appointments. We have continued to advertise the role of other healthcare professionals in the practice who can provide additional help (such as blood pressure testing), thereby freeing up appointment times. This is slowly disseminating through the public. To help increase access further, we promote the use of booking appointments online, again on our electronic noticeboard and when new patients register at the practice they are given online access forms to submit.**  **We still advertise the usage of phone consultations which do not require face to face consultations, thus freeing up appointments for more pressing matters. The practice allows appointments to be booked up to 4 weeks in advance, this has also increased access.**  **Many of the PPG members have attended local CCG meetings. These public engagement events are very useful as they allow patients to be involved in policy implementation for their area. Patients can also learn about what medical issues are being concentrated on. More information on this can be found on the Surrey Heath CCG website. Our PPG members could also disseminate information too if required**  How has the practice engaged with the PPG? :  **The practice and PPG continue to strive to engage with seldom heard groups in the practice population by advertising in the waiting room/ village information screen, village magazines and website. The PPG have at every opportunity tried to promote their work and this year will be represented at the Village Fete. We have tried to promote how there is support for patients who are carers, and have a member of the PPG who is actively involved with this. There are several promotions during Baby clinics, to enhance awareness in our younger population.**  **We continue to receive informal feedback from patients, but will continue to gauge feedback from our suggestions box and continue to discuss the resultant themes with the PPG. These will continue to shape the main priority areas for the PPG. It was decided that there were no obvious new avenues to go down, this year so will keep our priorities as last year.**  **It is clearly evident that with all the positive and productive changes the practice has introduced over the last few years has led to a slicker experience for all those using the surgery and an enhanced patient pathway. The PPG and the practice will continue to work together to ensure better healthcare for all.**   1. PPG Sign off   Report signed off by PPG: **YES**  Date of sign off: 23rd March 2015 (Mrs W A) |