

## Standard Reporting Template

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

**Practice Name:** Birchwood Medical Centre

**Practice Code:** J81087

**Signed on behalf of practice:** Dr David Goodworth

**Date:** 26.03.2015

**Signed on behalf of PPG:** D Redfern

**Date:** 26.03.2015

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

<b>Does the Practice have a PPG?</b> YES
<b>Method of engagement with PPG:</b> Email
<b>Number of members of PPG:</b> 43

**Detail the gender mix of practice population and PPG:**

%	Male	Female
<b>Practice</b>	49.9%	50.1%
<b>PRG</b>	32.6%	67.4%

**Detail of age mix of practice population and PPG:**

%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
<b>Practice</b>	19.2%	9.7%	13.1%	12.4%	17.2%	13.1%	9.1%	6.2%
<b>PRG</b>	0%	4.7%	16.3%	9.3%	16.3%	20.9%	18.6%	13.9%

**Detail the ethnic background of your practice population and PRG:**

	White				Mixed/ multiple ethnic groups			
	British/ Mixed	Irish	Gypsy or Irish traveller	Other white	White &black Caribbean	White &black African	White &Asian	Other mixed
<b>Practice</b>	91.18%	0.22%		1.66%	0.01%	0.09%	0.10%	1.43%
<b>PRG</b>	91%	/	/	4%	/	/	/	/

	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
<b>Practice</b>	0.30%	0.02%	0.05%	0.39%	0.54%			0.03%		4
<b>PRG</b>	/	/	/	/	/	/	/	/	/	5%

**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 constantly recruiting new members to the PPG, by including a question asking if they would be interested in joining the group on the Practice Registration form. We also display posters regarding the group in the Practice Reception area and have up to date information on the Practice Website.

To ensure the list of members is kept up to date; a check is carried out periodically to make sure that patients have not left the Practice; and any new Registration Forms that detail a patient wanting to join the group are passed to a specific person to update the members list.

The current members were asked if they wanted to remain in the group before asking for their comments and suggestions for this year's improvements. A small number of patients declined to remain in the group due to other commitments.

**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:**

Comments from the recently introduced Friends & Family Test; Patient Complaints; Suggestions from patients via the Comments section on our Practice website and emails from patients.

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

The Practice has had a very difficult year during 2014. Two of our four GP Partners have left the Practice, our Practice Manager and Assistant Practice Manager also retired, all of which during a period of 6 months! We have since recruited 3 x salaried GP's to replace the Partners, a new Practice Manager and a Practice Administrator.

We have, however, still managed to maintain regular contact with the members of our PRG and as a result, have identified the 3 areas named above for improvement within the practice.

### 3. Action plan priority areas and implementation

Priority area 1
<p><b>Description of priority area:</b></p> <p>To implement a new system of calling the patients into the consulting rooms.</p>
<p><b>What actions were taken to address the priority?</b></p> <p>A meeting was scheduled with all Doctors/clinicians to discuss the difficulties patients were experiencing with the current system. A JX media system was suggested; this system would allow patients to see their name as well as hear when they are called. We will also be able to display current themes/information such as flu clinics, shingles, diabetic updates, staff changes etc.</p>
<p><b>Result of actions and impact on patients and carers (including how publicised):</b></p> <p>All patients within the group were emailed to seek their agreement with the most popular suggestions; an appointment was booked with a JX representative to give a demonstration of how the system works.</p>

## Priority area 2

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

To source 2 new chairs with arms in order to assist less able patients to get up easier out of the chair.

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

A meeting was scheduled with all Doctors/clinicians to discuss the difficulties less able bodies patients were experiencing with using the current chairs.

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

All patients within the group were emailed to seek their agreement before going ahead with the most popular suggestions; the chairs will be sourced by an administrator within the practice and put into the waiting room.

### Priority area 3

**Description of priority area:**

To provide details including photographs of all clinicians and reception staff and to have a general tidy up of the Waiting Rooms.

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

A meeting was scheduled with all doctors/clinicians to discuss the benefits to patients of pictures and names of all staff being displayed.

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

All patients within the group were emailed to seek their agreement before going ahead with the most popular suggestions; a board will be sourced and up to date pictures of all staff will be taken and displayed in the reception area. We will also be implementing a topical notice board into the Waiting Room where we can advertise any relevant current information.

**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 years:**

The touch screen that was installed at the Creekmoor surgery has been a success. Initially some of the elderly patients struggled to understand the logging in procedure. Our receptionists assisted those patients; by taking them through each step until they were confident.

We introduced SMS text reminders to Patients in February 2015; it is too early to say whether this has had a positive impact on the amount of DNA's the practice has each month, however, we are currently monitoring this. Although patient feedback has been positive overall, there was some initial confusion when a patient requested a call back from a clinic which did not have specific appointment times. We have, therefore, removed the SMS text reminders from this type of clinic.

The system for calling patients to consulting rooms has been discussed; we are in the process of sourcing an audio/visual system, which will also display current clinic information i.e. flu/shingles etc.



#### 4. PPG Sign Off

**Report signed off by PPG: YES**

**Date of sign off: 26.03.2015**

**How has the practice engaged with the PPG:**

Via email.

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

We recently introduced Friends & Family Test, which we advertised in the waiting area and also spoke to patients to encourage them to comment when they came to the reception desk. We also listen to any patient complaints/emails to ensure any suggestions are considered and implemented where ever possible.

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

Yes; emails, practice website, verbally, and through friends and family.

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

Yes all members of the patient group were emailed with details of the four most popular suggestions for their agreement before the final report was published. Below are some of the comments received:

*It all sounds very sensible and do-able.*

*I was very pleased about the Tannoy system as I know many people have difficulty hearing some of the quieter voices...I have seen a similar system in place at a Dental practice and it works very well.*

*Also for people getting up out of the chairs with difficulty it should help enormously....very thoughtful. As to a board being put up for identification well this is a nice thing to do.*

*I think the suggestions are very sensible and can only enhance the excellent service already provided.*

*I agree with the proposed changes. They are very much needed.*

*The suggestions put forward are all good ideas.*

*I agree with some of the comments made, doctor Goodworth can be heard because he speaks loud enough but others we do have to strain to hear, and the seats can be improved, the visual aspect would be a good idea.*

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

Patients and carers will be able to both hear and see their names being called and the room they should go to. They will also see current themes/information such as flu clinics, shingles, diabetic updates, staff changes etc. Patients will also be able to see the names and faces of all staff; this will benefit those patients who would like to see the same person but have forgotten who they saw. The new chairs will assist both patients and carers to get in and out of them more easily.

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

No