



NHS England (Wessex)

2015/16 Patient Participation Enhanced Service – Reporting Template

Practice Code:J81087

Date:31.03.2016

Introduction

A Patient Participation Group (PRG) is typically a group of volunteers from the practice population who meet regularly with the Practice Manager and one or more of the GPs in the practice. Their role is to act as a liaison between the practice and the patient population, looking at the services the practice offers and how these might be improved and made more accessible in order to ensure that the patient experience is a positive one.

A Virtual Patient Participation Group has the same function, but communication is via email.

Practice / PPG Population

%	Male	Female
Practice	49.9%	50.1%
PPG	36.8%	63.2%

Age Mix of Practice / PPG Population

%	0 – 9	10 – 19	20 – 29	30 – 39	40 – 49	50 - 59	60 – 69	70 – 79	80 – 89	90 – 99	100 +
Practice	11.3%	11.3%	12.4%	12.3%	14.6%	16.3%	11.4%	6.4%	3.2%	0.6%	/
PPG	/	2.6%	19.7%	11.8%	17.1%	17.1%	9.2%	17.1%	5.3%	/	/

Ethnic Background of Practice / PPG Population

	White				Mixed / Multiple Ethnic Groups			
	British/Mixed	Irish	Gypsy or Irish Traveller	Other White	White & Black Caribbean	White & Black African	White & Asian	Other Mixed
Practice	92%	0.23%	/	1.61%	0.01%	0.09%	0.6%	1.4%
PPG	88.2%	/	/	5.2%	/	1.3%	/	/

	Asian / Asian British					Black/African/Caribbean/Black British				Other
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any Other
Practice	0.3%	0.02%	0.06%	0.37%	0.04%	/	/	0.04%	/	3.4%
PPG	/	/	/	/	/	/	/	/	/	5.2%

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 patients have not left the practice. When we contact the PPG via email we check if they are happy to remain in the group, and amend our records accordingly.

Information Analysed

The Patient Participation Group members have been contacted three times this year via email in the form of questionnaires to ascertain what improvements/suggestions they have.

We have also analysed feedback from the Friends & Family Test; Patient Complaints; NHS Choices and the comments section on our Practice Website.

Areas Identified for Improvements / Summary of Change

The improvements identified were based on the information analysed in the above, and through regular contact with the PPG members via email.

Improvement Suggested	Progress
To implement a different way of calling the patients into the consulting rooms.	The JX media system was installed in August 2015, after initial teething problems with the sound levels and display information, it has proved to be a very successful addition to the practice, the feedback from patients has been very positive particularly those patients that are hard of hearing.
To provide additional customer service training to all reception staff.	Training courses covering communication and customer service were researched. A 'learning lunch' was decided upon as it was the most convenient way to deliver this to the team with the least disruption to the practice. The training took place on 20 th January 2016 all staff attended, and although they felt they didn't learn anything new, it reiterated what skills were required when interacting with patients. It highlighted the importance of listening and engaging with patients, and to look at scenario's from the patient's point of view to enable them to deal with difficult situations and scenarios.

Improvements Suggested	Progress
To display details and photographs of all clinicians and reception staff and have a general tidy up of the waiting rooms.	Display boards were sourced for both practice sites and displayed in a prominent area with pictures and names of all clinicians and staff to enable patients to easily identify them. Three other notice boards were sourced to display current information more clearly, including Patient Participation Group feedback / suggestions and Friends and Family results. Patients have given very positive feedback regarding the new boards it has helped them to identify staff more easily, and to see information on the boards more clearly.
To source chairs with arms to help less abled patients to get up and down.	Two chairs were sourced initially; these have been a welcome addition to the waiting area particularly for the less abled patients. More chairs will be provided as and when the current furniture needs replacing.
To consider a porch on the side of the pharmacy entrance to reduce the wind and cold in the waiting area.	Quotations have been obtained from several contractors regarding this, this has yet to be agreed and finalised.
To dispose of the fish tank	Patients felt that the fish tank was inappropriate for the waiting area as children would bang on the tank; it was difficult to stop this happening.
To source and display new room / door signs	With the Doctors often sharing or moving rooms the name signs were laminated and stuck to the door. New door signs have been sourced which slot in and out of a 'holder'

The PPG were consulted at each stage of the additions / improvements; firstly asking for their feedback / suggestions, secondly informing them of the most popular suggestions, and thirdly when the improvements had taken place asking them for their opinions on the changes.

How Patients Have Been Engaged

**The Birchwood Practice Patient Survey
2015/2016 Q2**

1. Do you feel the reception area is welcoming and easily accessible?

(please specify any changes you feel would be of benefit to patients)

2. Is there any additional support or information we could offer you?

(please specify what you would like to see, and any support you feel would benefit patients)

3. Are there any other areas within the practice that you feel could be improved?

(please specify any other area that would benefit the practice and patients)

Patient Participation Group Questionnaire Results Q2 - 2015-2016

Question 1	Question 2	Question 3
<p>Do you feel the reception area is welcoming and easily accessible?</p>	<p>Is there any additional support or information we could offer you?</p>	<p>Are there any other areas within the practice that you feel could be improved?</p>
<p>The general opinion for both Creekmoor and Oakdale reception was very positive. It was felt that at times there was a lack of presence at the reception desk; this has been addressed and there should now be a member of staff at the reception desk at all times. However when there are no clinics running it may be necessary for staff to undertake tasks away from the desk; there is a bell to call for attention should this be the case.</p>	<p>The general opinion was no for both sites. It was felt that information on services and extended hours could be displayed; a new calling system has been implemented with a visual screen, this is also used to display current relevant information regarding both of the above.</p> <p>It was also felt that we should provide appointments for fasting blood tests; we do offer blood appointments three times a week, however these are limited and are offered to patients that cannot get to the hospital. It was felt that we should offer a daily drop in clinic for those patients that need a last minute appointment; the surgery always has emergency appointments available for those patients with emergency conditions. There is also a doctor on call to assess your condition via the telephone and if necessary an appointment will be offered.</p>	<p>The general opinion was positive for both sites. It was felt that the receptionists would benefit from some additional training in communication and general practice information, this has been arranged and will be delivered early in the new year.</p>

**The Birchwood Practice Patient Survey
2015/2016 Q3**

1. Do you feel the implementation of the new 'patient calling system has been a success?

(Please specify if there are any changes that would be of benefit to patients)

2. Have the new chairs been of benefit to less able bodied patients?

(Please specify if there are any additional aids that would benefit patients)

3. Have the additional 'information boards' displaying staff names and picture's, helped you to identify clinicians and practice staff?

(Please specify if there is any other information that you would like to see displayed)

Patient Participation Group Questionnaire Results Q3 - 2015-2016

Question 1	Question 2	Question 3
<p>Do you feel the implementation of the new patient calling system has been a success?</p>	<p>Have the new chairs been of benefit to less able bodied patients?</p>	<p>Have the additional 'information boards' displaying staff names and picture's, helped you to identify clinicians and practice staff?</p>
<p>The general opinion was that the new calling system has been an excellent addition to the waiting area. It has enabled patients to not only hear clearly but to also see who is being called and to which room.</p>	<p>The general opinion of the new chairs with arms has been very positive patients feel they are an enormous help to those who need additional support getting up out of a chair. Patients also feel they look much smarter and it has been suggested that we have more.</p>	<p>Although some patients have not noticed the boards those patients that have, have given very positive feedback. It has enabled patients to identify permanent members of staff, and to put a face to the name of each Doctor.</p>

The Birchwood Practice Patient Survey 2015/2016 Q4

Over the last year through communication with the Patient Participation Group we have acted on the groups suggestions and made the following changes:

1. A new patient calling system/screen was installed
2. Some new chairs were purchased for the waiting room
3. New information boards for displaying current information
4. Photo boards to display staff details
5. Room signs
6. Additional training for receptionists in customer care/communication skills
7. Disposed of the fish tank

Taking into consideration the above, are there any other changes/improvements you would like to see to enhance your experience at the surgery?

Patient Participation Group Questionnaire Results Q4 - 2015-2016

Taking into consideration below, are there any other changes/improvements you would like to see to enhance your experience at the surgery?						
A new patient calling system/screen was installed	Some new chairs were purchased for the waiting room	New information boards for displaying current information	Photo boards to display staff details	Room signs	Additional training for receptionists in customer care/communication skills	Disposed of the fish tank
<p>The general opinion was that the patients are happy with the surgery and the improvements made this year; the majority could not think of any other changes at this time. However the lack of car parking spaces was mentioned and the poor quality of the 'overspill' car park surface. Patients also felt quiet relaxing music in the waiting room would be a benefit, and more magazines to read. It has also been suggested that there is some sort of extractor fan in the waiting room at Oakdale to aid air flow.</p>						

Action Plan for 2016 / 2017

Number	Title	Description	Aims	Completed by whom	Timescale
1	Communication	To contact all existing members of the PPG to inform them 2015/2016 report is complete. To thank them for their continued support and to ask if they are happy to continue with the group.	To contact all existing members via email and post.	Senior Practice Administrator	31.04.2016
2	Communication	To contact the Patient Participation Group regularly throughout the coming year to ask opinions / suggestions for the practice.	Contact the PPG quarterly via email.	Senior Practice Administrator	June 2016 September 2016 December 2016 March 2017
3	Communication	Make posters to advertise the PPG to all patients to try to increase the number of participants.	Posters in waiting room, reception area and Practice Website.	Senior Practice Administrator	31.05.2016
4	Premises	To move forward with the Porch extension on the waiting room.	To liaise with the Partners, Practice manager, and builder to seek agreement for works to be carried out.	Partners and Practice Manager	31.07.2016
5	Communication	To utilise the Jayex Communication system in the waiting room to update patients on current information/clinics/etc.	To spend time updating the Jayex Communication boards to display relevant / current information for patients.	Senior Practice Administrator	31.06.2016