

Derbyshire & Nottinghamshire Area Team

2014/15 Patient Participation Enhanced Service REPORT

Practice Name: RHR Medical Centre

Practice Code: C84680

Signed on behalf of practice: Yvette Beighton

Date: 20.3.2015

Signed on behalf of PPG: Sharon Goddard

Date: 27 March 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: Face to face, Email, Other (please specify) Face to Face Meetings Face to Face discussions at the PPG meeting, Tried to engage patients in virtual PPG group via email.
Number of members of PPG: 4 – 6 patients

Detail the gender mix of practice population and PPG:

%	Male	Female
Practice	1450	1485
PPG	1	5

Detail of age mix of practice population and PPG:

%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
Practice	959	331	500	355	360	217	127	60
PPG					2	2	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	334	3		24	128	50	5	19
PPG	4							

%	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice	6	26	0	2	5	115	37	7	0	0
PPG							2			

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:

RHR Medical Centre welcome all their practice population to the Patient Participation meeting, we advertise meeting dates on our Patient Information screen in our waiting room, We put posters up in reception also, we also send a poster to our local chemist when our PPG group are meeting, we ask patients while in our surgery if they would wish to come along, we tried to engage young mums, we advertise our PPG Meeting on our Website and also on NHS Choices, We also advertise a Virtual Participation if patients can't get to the meeting but still can have their say.

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:

We reviewed the patient survey questionnaire feedback from one questionnaire and discussed any changes if any could be made to the next one being sent out

How we would improve communications between patients and RHR Medical Centre

How we could improve our DNA rate

We discussed NHS choices and how RHR Medical had received negative comments and no good and that even the members had tried to add positive comments was having problems.

We reviewed our local pharmacies in our area
We reviewed our Suggestion box
Having a kids corner
Improving the surgery waiting room
We discussed Family and friends questions
New services available
On line prescriptions, appointment booking
Electronic Prescriptions

How frequently were these reviewed with the PRG?

We hold regular PPG meetings to discuss all aspects of our Surgery and also sometimes the surrounding area, We have tried to engage more members to our meetings but sometimes 2 out of the 6 members only attend, We do advertise our meetings on Patient information screen, on Posters, on Website, and posters sent to local chemists, We send SMS texts to our members when our next meetings are. We always discuss the last meeting actions if other members didn't attend last meeting.

3. Action plan priority areas and implementation

Priority area 1

Description of priority area:

Appointment availability and DNA for RHR Medical Centre

What actions were taken to address the priority?

During this last year our Patient Participation group have discussed the Patient satisfaction survey, We met in June 2014 and discussed our patient satisfaction survey and asked our representatives if there was any other questions we could ask our patients but our representatives said just ask the same again in couple of months

In August 2014, our patient participation group met and we discussed we had had our Practice visit and our Practice Objective was Patient Engagement particularly in relation to experience of making an appointments. We discussed our appointment system, that we have same day 24, 48, hour and 4 weeks advance booking appointments and when all same day appointments have gone patients are then put onto our triage system for doctor on call to ring them back during other patients or after surgery.

Patient Participation group discussed that our surgery offered a wide variety of appointments

Result of actions and impact on patients and carers:

From the survey we learnt that more patients are accessing our website and patients are more aware of our GP telephone consultations which doubled in the two surveys so more patients don't have to wait for appointments are dealt with the same day.

There was also an increase in patients who are now aware in the Text Messaging Service and we are using MJOG and patients are cancelling their appointments through that service and slowly our DNA rate is going down.

The negative feedback we discussed, was that our patients would like us to open at weekends and also that sometimes patients did like to see same doctor but although we do try to book same doctor it's not already possible if you want a certain day and they also would like to see Dr.Sharma but she can get booked up because every other patient wants to see her. We do if a patient only wants to see Dr Sharma put onto our Triage system and ask Dr Sharma when she can see them but this can certainly make Dr Sharma surgeries very long at times. We discussed that yes it's nice to see same doctor and patients like the consistency of seeing same doctor but as the representatives pointed out if patient is ill than they would see any doctor.

Basically we discussed that we didn't have much negative feedback and generally our patients were happy with the service we provide maybe in the future we will open weekends but for the time being our opening hours will stay the same til NHS England inform us of any difference.

And that Dr Sharma does do 9 sessions already and can't physically do any more surgeries per week and patients will have to see other doctors if Dr Sharma is fully booked.

Priority area 2

Description of priority area:

Surgery improvements – discussions over the past year due to patients suggestions for improvement:

Waiting room decoration

Water drinks machine in Waiting room

Café in entrance Hall

CQC works

What actions were taken to address the priority?

It was discussed at our PPG meeting, that our Reception waiting room could do with a freshen up, it was discussed with Dr Sharma that the PPG group had asked it possible, so Dr Sharma employed a painter to re-decorate the entire reception area and entrance Hall to the Surgery.

We discussed at our meeting if it possible for a drinks machine for patients, I had informed them that we did in fact have a water dispenser in the waiting room but had to have it removed due to children leaving the handle down and water overflowing onto the carpet and that due to Health and Safety had to be removed, We do however if patients ask for water we have disposable cups and our reception staff are happy to provide this for our patients

We discussed about the Café suggestion from our Suggestion box but this would involve major alterations to the surgery and someone to look after the café and also the Health and Safety aspects.

We discussed at our meeting, how the new vinyl floors in the Clinical room and Treatment room and nurse room looked better than previous and we was awaiting for new sinks and work surface to be completed.

Result of actions and impact on patients and carers:

We had a great feedback from our Reception being painted and our patients and PPG meeting were very pleased with the colours picked and how welcoming the Reception looked after the make over.

PPG could understand why we wouldn't install a new water dispenser in Reception and said it was very good that could still get a drink if need

Although this would be an improvement for our patients, We are purpose built medical surgery and not an Health Centre

PPG were happy with the new flooring and also now we had the work completed with the new sinks and work surfaces and how much of an improvement they had made.

How were these actions publicised?

The changes will be put into our Newsletter letter but as patients come to the surgery will see our new improvements

Priority area 3

Description of priority area:

Boost Patient participation Group – look at different ways to improve our Patient Participation Group

What actions were taken to address the priority?

We discussed how we can get more patients to engage in our PPG group

We will develop a New PPG Leaflet that is separate to our Newsletter so that patients don't just get half way through newsletter and give up reading it

We discussed that I will invite the Patient representative that I see at our Norcomm cluster meeting along to our next PPG meeting
On our feedback from our Patient survey regarding our Patient participation which we did two of over a 6 month period on both surveys we gave out 30 patient satisfaction survey each time

1st survey 13 out of 30 given back was NOT interested in the PPG and in the 2nd survey 20 out of 30 NOT interested on joining.

Try to engage Carers to attend our PPG if the patients can't attend themselves.

Virtual PPG group

Result of actions and impact on patients and carers:

The group suggested I make the wording bigger on Patient Information screen bigger which has now been done

We are in the process of developing the New PPG Leaflet for which we are going to discuss at our next PPG meeting.

I have designed a questionnaire/poster for the Reception desk to give out to all patients, young mothers, vulnerable patients, different ethnic groups, mental health patients

In the process of asking at next norcomm meeting the patient representative to come and help with our PPG

Designed new Carer's poster for patients to inform us if they are Carer's and has now been included on RHR Medical Centre New patient form

To promote patients in virtual PPG group

How were these actions publicised?

RHR Medical Centre website, Patient information Screen in the waiting area, our new PPG leaflet,

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):

Improved the Reception waiting room – decorated now but also now has flat screen TV for that patients can't listen to Receptionist at reception or on phone

Triage system raised in previous years now fully up and running and helps with our appointments system because patients are not being asked to ring back

We have new nurse now since December 2014 and were discussed at June 2014 PPG meeting and she works everyday so patients can always see a nurse for anything within her range of work

On Line systems are now fully available and patients are engaging in on Line systems such as Booking appointments, Prescriptions and now patient summary

4. PPG Sign Off

Report signed off by PPG: YES

Date of sign off: 23rd 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?

We have engaged with the Patient Survey and also on Website and on Patient Information screen

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

The PPG looked at the national Survey

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

yes

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

Patients are happy with new decoration and improved clinical rooms

AQPS offer to patients so patients don't have to go elsewhere for services

Patients can book on appointment and order prescription on Line while we are closed

Patients know that if they can't get an appointment same day they are put onto a triage system and either rang with consultation over the telephone or asked to come later that day

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

To continue to engage more patients to the PPG – more of a diverse patient representation which is very hard with our high deprived practice population

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

- Derbyshire practices: e.derbyshiren Nottinghamshire-gpderbys@nhs.net
- Nottinghamshire practices: e.derbyshiren Nottinghamshire-gpnotts@nhs.net

