

Standard Reporting Template

Devon, Cornwall and Isles of Scilly Area Team
 2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: Southernhay House Surgery

Practice Code: L83058

Signed on behalf of practice: Practice Manager Date: 30.03.2015

Signed on behalf of PPG: PPG Members Date: 30.03.2015

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

Does the Practice have a PPG? <i>YES</i>											
Method of engagement with PPG: <i>Email and phone call</i>											
Number of members of PPG: <i>5</i>											
Detail the gender mix of practice population and PPG:				Detail of age mix of practice population and PPG:							
%	Male	Female									
Practice	49	51	%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
PRG	20	80	Practice	16	9	18	14	13	11	10	9
			PRG			20	20	40			20

Detail the ethnic background of your practice population and PRG:

We have ethnicity recorded for 44% of our patients. Of these 73% are white/mixed British. We have not had permission from the members of our PPG to disclose their ethnicity.

	White				Mixed/ multiple ethnic groups			
	British	Irish	Gypsy or Irish traveller	Other white	White &black Caribbean	White &black African	White &Asian	Other mixed
Practice	73	2	0	15	0.5	0.4	0	1
PRG								

	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice	0.9	0.06	0.4	1	1.7	0.7	0.06	0.05		3.5
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:

The majority of our recruitment activity is through:

- *Posters. (We have these displayed in both surgery sites in both English and Polish advertising our PPG in the waiting rooms)*
- *Website (We advertise our PPG on our surgery website that includes a link which automatically directs our patients to the 'Sign Up Form')*
- *Patient Survey & SMS Text Message (When we were advertising our recent patient survey we sent over 1700 text messages to patients, age ranging between 0 & 91 years, who had consented to this service asking them to complete it. Once we had received all of our results we sent another text message requesting patients comment on the survey and also asked them if they would like to become a member of our PPG)*
- *Prescriptions (We added a message to our prescriptions advertising our survey and PPG)*
- *Surgery News Letter*

The above recruitment methods are directed to the whole practice population with the exception of our text messaging service, as we are only able to text patients who have signed up this service.

Searches:

Once a year we review the demographic profile for the practice population by running a search to see if it has changed significantly and whether we need to

change our recruitment activities to attract members of under-represented groups.

Meeting Methods:

Our current PPG is a Virtual Group. We would be more than happy to hold group meetings, but so far, have found that our members find it easier to be contacted via phone call or email.

Are there any specific characteristics of your practice population which means that other groups should be included in the PPG?

Yes

If you have answered yes, please outline measures taken to include those specific groups and whether those measures were successful:

Students and others aged 18-30

-Information about PPG to be included as an option in our registration packs

Mother & Baby/ Toddler

-GPs & Practice Nurse to be reminded about our PPG

Non English speaking patients

-Display posters advertising the PPG in different languages.

Unfortunately we have not had any success in recruiting new members from any of the above groups. We are now going to include an option on our registration form asking if they wish to join our PPG. We are currently exploring a translation service via our website.

2. Review of patient feedback

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

- Online Services
- Automated Phone System
- Appointment availability
- PPG advertising

How frequently were these reviewed with the PRG? *As agreed with the PPG we review feedback annually unless a matter is considered more pressing. We are however in contact with our PPG throughout the year.*

3. Action plan priority areas and implementation

Priority area 1

Description of priority area:

Appointment availability

Our patient survey showed that some patients felt they were unable to get appointments with a nurse or a doctor in the time scale they would like, and so we aim to improve this. We continue to follow up on actions agreed as part of our 2014 report:

- *Reception to ask patients the reason why when they miss an appointment to see if we can offer any help to remind them of potential future appointments.*
- *GPs may choose to raise non-attendances with frequent non-attenders to offer options of support*

N.B. During our survey period had a nurse vacancy and despite our best efforts we were unable to secure full nurse locum cover.

What actions were taken to address the priority?

- *Nursing appointment shortage - As a practice we will regularly review our appointment demand & capacity. Whilst we have been short staffed with our nurses we have recruited an extra phlebotomist. We have now also recruited our new practice nurse who is due to start in April.*

- *GP appointment shortage – again we regularly review our appointment demand & capacity and adjust our routine and urgent appointments where necessary in order to manage our caseload.*
- *We continue to promote our SystmOnline Services as an alternative way of booking and cancelling appointments (this can be managed out of surgery hours) as well as the mobile text messaging service which will confirm an appointment at the time of booking and send a reminder to the patient the day before the appointment.*
- *Every month we display a poster at both sites which shows patients how many appointments are wasted and how much time overall this amounts to. We hope that this will prompt patients into taking more care attending their appointments, but will also explain to those patients having to wait a long time for an appointment that there is unfortunately a large amount wasted.*

With these systems in place we hope to see a decrease in the amount of missed appointments. We would ask all patients that wished to sign up to our online and SMS services to report to reception.

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

In recruiting an extra phlebotomist we managed to release nursing time.

Our new practice nurse will also be working more hours than our previous nurse, and so in the future, we should hopefully see an improvement in nurse appointment availability. Several patients have mentioned that they would like to be able to book nurse appointments online - unfortunately this is not a service we would be able offer for two reasons. 1) Our nurses all specialise in different areas. 2) Different procedures take different amounts of time. The online system does not facilitate this.

Patients are able to now have an insight in to how often people do not attend their appointments from the posters we display and we have noticed this is having an effect as many patients are commenting on the figures.

Patients are able to sign up to our online and SMS services so they can be reminded of future appointments.

We currently have 1400 patients signed up for our online service and 1700 sign up for our SMS service both of which are an increase from last year.

We plan to install a whiteboard in the waiting room so we can update our patients with key information and encourage informal feedback.

Priority area 2

Description of priority area:

Telephone calls

How quickly a telephone call is answered from the queuing system.

What actions were taken to address the priority?

In 2014 our patient survey showed that none of our patients said that their phone calls were answered 'not very quickly' – this year the figure has unfortunately risen to 8 patients who felt that their telephone calls were not answered very quickly.

We would ask all patients to try and avoid calling the surgery between 8.30am and 9.30am unless the call is medically urgent as this seems to be our busiest time.

We continue to advertise our online service and SMS service which include patients being able to book and cancel appointments online and order prescriptions.

We have an option system when a patient rings the surgery so that we can filter calls to the correct teams. We hope that if patients listen carefully to these options and select the most appropriate option then the phone calls will be answered more efficiently by the relevant staff member.

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

We continue to see a rise in the number of patients opting to sign up to our Online/SMS Services, and so we hope to see an increase in booking and cancelling appointments online, which should in turn, free up our phone line.

As our phone lines are busiest between 8.30am and 9.30am we ensure our 10 phone lines are manned.

We have also had additional phone lines installed which has 10 active phone lines, compared to the 3 we previously had in 2013.

It has been commented that our phone messages are too long; this is because when the system was introduced we wanted to support patients in selecting the right phone line and thus having the call answered sooner. Although this has been in place for 2 years, we still find that patients are selecting an

inappropriate option. We are open to trialling a reduced length message to see if this helps patient's perception of call waiting time. We will circulate fliers in order to remind our patients the details of each option.

Priority area 3

Description of priority area:

PPG Advertising

Increase profile of PPG with patients, the practice staff and community teams.

- *Actions to reach seldom heard groups*
- *PPG meetings*
- *Refresh PPG communications within the practice (practice leaflet, registration forms, website, posters, newsletter)*

What actions were taken to address the priority?

- *Patient Survey circulated to 1700 patients via SMS*
- *We give students the option of becoming members of our PPG at registration.*
- *We advertise the PPG widely on our website, prescriptions, waiting rooms, newsletter and posters in different languages*
- *We advertised our PPG in the local newspaper*
- *To drum up interest for our PPG we ran a competition*

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

We had a high number of patients complete our most recent survey and so we recognise that we have people willing to give feedback. These numbers do not reflect the amount of patients in our PPG and we believe this could be due to patients not fully understanding the role of a PPG member or the time commitment involved. We plan to promote to what is involved in being a member of our PPG including the role, time commitment, benefits to the practice and other patients.

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):

We have had a significant rise in patients being more satisfied with our automated telephone system. Last year 27% of patients said they were very happy with the system, this year we have 43.5 % patients who are very happy.

Last year only 45% of the patients who completed the survey had used our text messaging service, this year we have 83.5 % patients who use it, all saying that they find it useful.

Patients have reported to the practice that they are very happy with our online services and this year we are happy to see that another 200 patients have joined up to this service. We still promote our SMS text messaging service to our patients and have seen a significant rise in patients using this service. This year we are exploring further uses for online and text facilities e.g. Invites for reviews, results

4. PPG Sign Off

Report signed off by PPG: *YES*

Date of sign off: 30.03.2015

How has the practice engaged with the PPG:

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

- *Information about PPG to be offered to students in registration packs and GP presentations*
- *GPs and Nurses have been reminded to mention it to patients they feel may be interested in the PPG in an appointment*
- *We have advertised our PPG in the St Leonards local newspaper.*

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

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?

- Availability and usage of online services have increase*
- We have tried to advertise our PPG group more within the practice*

Do you have any other comments about the PPG or practice in relation to this area of work? *Not at this time.*