

# Annex C: Standard Reporting Template

## Essex Area Team 2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: ROBERT FREW MEDICAL PARTNERS

Practice Code: F81036

Practice website address: [www.robertfrewsurgery.com](http://www.robertfrewsurgery.com)

Signed on behalf of practice: 

Date: 26/3/15

Signed on behalf of PPG:

Date:

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

Does the Practice have a PPG? YES
Method of engagement with PPG: <i>Face to face</i>
Number of members of PPG: 21

Detail the gender mix of practice population and PPG:

%	Male	Female
Practice	6849	7221
PRG	9	12

Detail of age mix of practice population and PPG:

%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
Practice	3054	1088	1681	2163	2028	1468	1397	1191
PRG	0	0	1	1	2	3	12	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	8820	82	2	148	61	71	39	3
PRG	18	0	0	0	0	0	0	0

	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice	65	16	20	77	19	39	12	9	1	9
PRG	0	1	0	0	0	0	1	0	1	0

## 2. Review of patient feedback

How frequently were these reviewed with the PRG?

*As and when necessary at monthly meetings with Complaints and Suggestions, Monthly with Friends and Family, Annually with National Patient Survey.*

### 3. Action plan priority areas and implementation

#### Priority area 1

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

*Telephone calls taking too long to answer.*

*Complaints about the telephone system have increased citing the length of time it takes to get through to a receptionist. Only 46% of patients on The 2014 national patient survey found it easy to get through to the receptionist. This is compared to 71.8% national average results on the survey.*

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

*The PPG has a member who is employed by our telephone service provider and has been working with the management team to understand peak usage times so that additional staff can be utilised at the most needed time. He has also been investigating the possibility that there is a fault in the system.*

*We are also installing new software, called Patient Partner which enables patients to book, check and cancel appointments via the telephone without speaking to a receptionist. Patients can also request repeat prescriptions using this software.*

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

*Due to technical issues, the new Patient Partner system will not be up and running until early April 2015. The practice team continues to work with the telephone system provider to ensure that at peak times, where possible, all lines are manned to be able to answer the calls as quickly as possible.*

## Priority area 2

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

*Complaints about having to wait 5 days for a pre bookable appointment have increased with patients complaining on NHS Choices. However The 2014 National Patient Survey results indicate that 82% found that they could book a convenient appointment compared to 85.4% national average and that 75% of patients were satisfied that they could get to see or speak to a clinician.*

*The pressure on A&E was also highlighted to the PPG and the need to stop patients attending when they should be attending their own practice.*

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

*The group felt that the National Patient Survey results were good in this area but were concerned about the pressure on A&E. A presentation of WebGP was given to the PPG. The PPG had tried the dummy system with mixed results. However the group felt that the practice should trial WebGP to see if this helped access and also helped to take the pressure off A & E*

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

*WebGP has been in place since January. We have had one report so far from the company which shows 237 users for the period 1.1/15 – 1/3/15. Of these 237, 49 used self-help guides, 22 used Pharmacy self-help guides and 9 requested an e consult. These results will be feed back to the PPG at their next monthly meeting for the group to discuss. Once more results have been fed back to the practice over the next few months it will help the group decide if this service is having a positive influence on access. These results will be published on the practice Web site and within the surgery via posters.*

### Priority area 3

**Description of priority area:**

*Comments had been made by patients regarding the poor decoration within the practice*

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

*The practice has had subsidence issues and had been reluctant to spend money on decoration when underpinning was required and once that had been finished the insurance company would sanction some decoration. The PPG agreed that this was the most sensible step to take and wait till the underpinning had finished before planning a schedule of decoration. The PPG members have offered to help the practice with decorating and a decorating schedule has been put together to commence when the contractors have completed their work.*

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

*The underpinning finished w/c 16/3/15 and decoration of rooms affected by cracks has commenced. Two consulting rooms have been completed and further work is scheduled for w/e 27/3/15. Posters had been placed in the waiting areas explaining the underpinning and apologising for any inconvenience. Posters are now displayed advising on the commencement of re decoration. Patients have already commented on the fresh new look of the rooms which have been redecorated.*

## 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):

In 2012/13 access was the key issue area identified. To help improve access the practice piloted an Online Booking System, a Repeat Prescription Online Service and an SMS Text Appointments Confirmation and Appointments Reminder service. Having again in 2013/14 identified access as a key issue and having audited the take up for online registration for the above services being 15% of the practice population the practice agreed with the PPG to continue with the service but to publicise the service further to try and increase the uptake. Patients had identified the problem with obtaining follow up appointments especially with the same GP so the practice agreed with the PPG to introduce follow up sheets to be given to the patient by the doctor they had seen to enable them to book a follow up appointment straight away. A recent audit of the online service shows an increased uptake of the service to 21.5% of the practice population registered for the service and 16.2% registered for SMS text messages.

4. PPG Sign Off

**Report signed off by PPG: YES**

Date of sign off: 27/3/15

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

The PPG meet every month with their own set agenda. Representatives, including a GP from the practice attend these meetings to help advise on issues and give information and where agreed implement changes.

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

*All new patients are informed of the PPG and asked if they would be interested in joining. New patients include all the hard to reach groups. The practice has also met with residential home managers. The PPG have their own notice board in a prominent position in the waiting area and posters explaining what the PPG is and inviting patients to join are displayed there.*

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

*The practice looked Complaints, Suggestions, NHS Choices, The National Patient Survey and The Friends and Family Test results to gain feedback from patients. The practice also met with Residential Home managers.*

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

*A working group from the PPG was tasked to look at complaints, comments, NHS Choices, The National Patient Survey and Friends and Family Test results to identify priority areas. This group feed back to the main PPG who decided on the 3 priority areas.*

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

*Some patients have verbally commented positively on the two newly decorated consultation rooms and how fresh and clean they look. As stated above other areas are due to be decorated in a short while.*

*The WebGP system has been in place three months now. As stated above the initial reports show a good uptake in signing into system and using Self Help guides and Pharmacy advice. However it is impossible to know whether the patients who took on line advice or Pharmacy advice also came to see a GP. It has not been in use long enough to see any difference in A & E attendances or whether it has had an impact on availability of appointments.*

*It is yet to be shown whether The Patient Partner Telephone System will improve telephone access. It has been advised by the company that it may take up to 6 months for the system to start showing an improvement in the telephone access as patients take a while to know that the new service is available despite notices in the practice and messages on scripts informing patients of the service.*

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

*The PPG overall are happy with the service provided by the practice and understand the financial constraints on General Practice. They therefore like to look at the bigger picture and campaign for service provision in the locality as a whole. With this in mind the PPG in the past have met with PCT leaders regarding the Phlebotomy service within the area and have recently held a meeting with Wickford Councillors to discuss service provision in the area. They are joining with other PPGs in Wickford to campaign against the lack of General Practice provision with additional housing developments planned which will affect all patient groups.*