

Kent & Medway Area Team
2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: Wigmore & Hempstead Medical Centres

Practice Code: G82226

Signed on behalf of practice: *Kelly J Mills*

Date: 25/03/2015

Signed on behalf of PPG: Email confirmation of sign off by PPG Members

Date: 26/03/2015

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

For reporting purposes statistics and information provided includes details, demographics and opinions of patients registered at both our Wigmore and Hempstead sites.

Does the Practice have a PPG? YES / NO - **YES**

Method of engagement with PPG: Face to face, Email, Other (please specify) **Face to face and Email**

Number of members of PPG: 8

Detail the gender mix of practice population and PPG:

%	Male	Female
Practice	2315	2332
PPG	5	3

Detail of age mix of practice population and PPG:

%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
Practice	736	375	516	546	604	659	696	472
PPG		1			1		2	4

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 have tried to connect with all members of the practice population regardless of age, gender or ethnic origin. The current PPG is made up of patients who are committed to attending as many of the PPG meetings as they are able to. The Practice has created a dedicated room for PPG members to hold their meeting which has given us more flexibility to offer meeting times that will enable a wider demographic of patients to attend. The current PPG is constantly looking at ways of engaging with a wider range of the practice population. We have adverts on our website, notices within the practice, messages within the Friends and Family Test and some members of the PPG actively approach other patients whenever they are in the surgery to promote the PPG and what it does.

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?

None of which we are aware.

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

Our Practice population is varied with patients from all ethnic backgrounds, widespread age ranges, patients in nursing homes, care homes and parents with children of school age to name a few. The PPG has helped to introduce the Practice Charities of the year. Views were taken from PPG members as well as all members of the surgery team and we nominated the Oliver Fisher Special Care Baby Unit and The Wisdom Hospice as our chosen charities. Over the course of the next 12 months we will be running fundraising events within the practice as well as outside and are looking to engage with our practice population whilst doing so. We are exploring the options of coffee afternoons as a way of bring different age and ethnic groups together and we will use these opportunities to engage with patients about their views on the practice and what improvements can be made.

2. Review of patient feedback

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

Friends and Family Test results (FFT):- We reviewed the FFT data and discussed during a PPG Meeting Comments made were put into positive and negative groups. The negative comments were mostly regarding appointment availability and access to the surgery phone lines at 8.30 for on the day appointments; there was also a comment made about the time keeping of the GP which was interpreted as surgery running late. The group felt that the issue with appointments may be addressed once the uptake of the online appointment service has increased but that this also seems to be a nationwide issue and is more about the pressures put onto the GP service as a whole rather than an individual practice issue.

There were significantly more positive comments made about the practice which were generalised as patients being satisfied with the services provided, Staff being friendly, polite and helpful, Dr's being supportive, caring and listening and patients overall being very pleased with the surgery, it's staff and services. The PPG commended the surgery on this and felt it was a true reflection of patient opinion.

FFT December 2014

Question 1.

How likely are you to recommend our GP practice to friends and family if they needed similar care or treatment

Base Quantity	Extremely Likely	Likely	Neither Likely nor unlikely	Unlikely	Extremely Unlikely	Don't Know
62	40	18	1	3	0	0
	64%	29%	1.60%	4.80%		

Question 2.

What was your reason for visiting the Surgery today?

GP Visit	Nurse Visit	Admin Visit
43	19	
69%	30%	

Question 3.

How would you rate your experience today?

Excellent	Good	Satisfactory	Poor	Unacceptable
43	13	4		
69%	20.90%	6.40%		

PPG member suggestions: - The PPG has been involved with setting up a meeting with a representative from Bluebird care to arrange a talk on dementia; this project is on-going and has been used as one of our priority areas. They have also been involved with looking at ways we can raise awareness to patients of using the appropriate service and that A&E or the GP surgery is not the only option available to patients in most cases. This is an area we would like to develop further over the coming year.

Verbal communications from patients: - Suggestions from patients that have been approached by PPG members have been discussed and as a result of this we have made small changes within the practice such as introducing wall mounted hand sanitizer in both of the surgeries for patients use. The Practice is also looking at ways of improving the reception and waiting area at our Hempstead branch.

Complaints: - The process for complaints has been discussed with the PPG and an anonymised sample of the complaints we have received has been discussed with members. We talked about the type of complaints we get and how the practice deals with them. We also discussed time scales for responding to complaint and how we use the lessons learnt from them.

How frequently were these reviewed with the PPG?

We have held 5 PPG meetings across the year where we have discussed all aspects of surgery life, how it affects patients, surgery staff and why the PPG is so important. The PPG has worked with the practice to review our FFT data, help promote changes and the introductions of new processes and all current members have been committed to attending as many of the meetings as possible. Thoughts and ideas have been exchanged through the Practice Manager via email in between meeting dates and we had an additional meeting to be able to review the FFT data in more depth to be able to produce our report.

3. Action plan priority areas and implementation

Priority area 1
Description of priority area: Raising patients' awareness of dementia from the perspective of the patient and the carer.
What actions were taken to address the priority? The topic has been discussed at several PPG meetings. A representative from Bluebird Care is attending on 23rd April 2015 to give a talk to the PPG about dementia.
Result of actions and impact on patients and carers (including how publicised): The PPG has arranged for a presentation to the group on Dementia and we will be looking at advertising an additional presentation to the wider patient community. The aim of this is to benefit patients in increasing their awareness of dementia, how it is diagnosed and the effects it has on the patient and their family or carers. We are also hoping that it will help dissolve some of the myths surrounding dementia.

Priority area 2

Description of priority area: **Online services**

What actions were taken to address the priority?

The PPG and the Practice discussed the benefits to be gained from all areas of online services. Online appointments have been activated as well as online repeat prescriptions.

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

Patients are now able to access advance booking appointments with all of the GP partners through the online service. This will increase the availability and suitability of appointments for the patients.

Patients can order their repeat prescriptions via the online service which benefits carers also as there will be less journeys for them to make in order to obtain prescriptions.

The PPG and the Practice recognise that as popularity for this service increases we will need to increase the amount of appointments available via the online service so this is an area that will continue to be monitored over the coming year.

It is being publicised within the practice, to all new patients and also on our surgery website.

Priority area 3

Description of priority area:

Accessing phlebotomy services within the Practice.

What actions were taken to address the priority?

A phlebotomist has been employed for 2 sessions per week at the Woodside branch.

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

Patients can access phlebotomy services within their own Surgery via a bookable appointment system which patients have told us they prefer. Patients who see a GP on the day of the blood clinics that require bloods taken can have everything done on the same day at one site.

The service is publicised within the surgery and we are looking at amending our website details to promote this service also.

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):

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:

5 meetings in the past 12 months as well as emails.

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

Survey Monkey and emails and PPG members approaching patients whenever they are in the Surgery.

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

Paper Friends and Family Test, Emails and Verbally.

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?

The practice has increased the ways in which patients can access the surgery and its services. More PPG members mean that we have a wider view of patients' opinions.

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

The action plan and priority areas are constantly under review. The PPG is working hard to continue to engage the wider practice community and find ways of increasing patient involvement. PPG members speak with patients whenever they visit the surgery and bring any comments made to the meetings as areas of

potential improvement.