

# Annex C: Standard Reporting Template

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

Practice Name: Dr S Butler & Partners, Western Road Surgery

Practice Code: F81013

Practice website address: [www.westernroadsurgery.co.uk](http://www.westernroadsurgery.co.uk)

Signed on behalf of practice: Julie Jackson, Practice Manager



Date: 18.3.2015

Signed on behalf of PPG: Charles Novis, Chair



Date: 18.3.2015

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

Does the Practice have a PPG? YES
Method of engagement with PPG & PRG: Face to Face and Email

Number of members of PPG & PRG: 338

Detail the gender mix of practice population and PPG/PRG:

%	Male	Female
Practice	48	52
PRG	34	67

Detail of age mix of practice population and PPG:

%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
Practice	2089	803	1082	1503	1720	1102	1120	1041
PRG	0	4	20	47	90	40	83	54

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	153			86			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	1			1	1					95
PRG										

Describe steps taken to ensure that the PPG & PRG is representative of the practice population in terms of gender, age and ethnic background and other members of the practice population:

The Practice continually strives to encourage engagement from all patients and advertises widely, as noted below. Our population has a mainly white, British ethnicity and we have a minimal number of hard to reach groups. We have an active Patient Participation Group who come into the surgery to promote themselves and advise people of the opportunity of working with the Practice from both a face to face and "virtual" point of view.

Our engagement methods are summarised as follows:

- Advertised on website asking patients to “Have their say” and join the PPG or PRG



PPG POSTER.doc

- Advertised in Practice
- PPG work within the surgery to advertise and promote themselves and wider PRG



Patient Group



Patient Group

- Newsletters Newsletter March 2011 Newsletter August 2011

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:

Patient National Survey  
Friends and Family Test  
PRG "Survey" - Improving Services

How frequently were these reviewed with the PPG

For the 14-15 PPG DES, the PPG agreed to discuss the Patient National Survey in both August & October and this will then be a quarterly Agenda Item for the new financial year: When discussed it was agreed that the performance rating for the Practice was consistently high and the national survey did not tell the Patient Group anything they did not know already. The National Survey is also particularly disappointing given that the number of responses received are usually low in comparison to the number of responses that are received when the PPG/Practice undertakes an in-house survey. The only area for considering improvement was access to the Surgery by telephone but given that changes had already been made in the past the group agreed that concentrating on accessing the surgery in other ways would be beneficial.

Friends and Family Test: This was discussed in August and both the Practice Manager and one of the PPG members attended a training event in regard to implementation of the FFT. The results will be a quarterly Agenda item from January 2015.

The PPG felt the key input for identifying and developing any priority was the source of the Practice itself. 'Improving Services' was an in-house objective agreed with the PPG whereby all PPG & PRG members were contacted to discuss how to improve our services and were asked about the three plans of action. This happened once in the year and, although not quite a survey, gave a valuable input into addressing our action plans. The results of this are embedded herein:



PPG and PRG  
discussion document f

### 3. Action plan priority areas and implementation

#### Priority area 1

##### Description of priority area:

Web GP & E-Consultations: As previously noted above the Practice, PPG & PRG, wanted to consider how to improve access to the surgery to enable access not just by telephone or the standard on-line system. The Practice and Chair of the PPG were given a demonstration at the area's locality meeting of a new system called Web-GP whereby patients could be enabled to access the surgery to receive an e-consultation. The service would also enable patients to research their own medical conditions; find out what a pharmacy could do to help them with their condition or to receive 24/7 medical advice from 111 by logging their request through the e-consult system.

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

The Practice and PPG agreed that this was an innovative idea and they contacted the wider PRG for their input as well. The Web-GP system was purchased by the local Clinical Commissioning Group and it was agreed that this would go live in February 2015.

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

The Practice has publicised this on the Practice Website, in the Practice Leaflet and in the waiting area. The marketing includes a large display as patients walk into the surgery and leaflets which are available in Reception. Whilst the practice has only received a small number of e-consultations it believes that going forward it gives patients an alternative method of managing their healthcare. 50% of the e-consultations received were able to be managed and responded to by either phone or email whilst the other 50% did require appointments at the surgery.

The local CCG has reviewed what is happening with regard to this venture across the locality and has informed the Practice that the project appears to be working for those Practices who have implemented this and the Practice and PPG/PRG would hope to see the number of e-consultations increase. In addition the CCG have informed that patients have started to use the other functions of the web-gp system, including reviewing "what the pharmacy can do".

## Priority area 2

### Description of priority area:

Reducing impact on telephone calls by introducing email responses for non-clinical matters.

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

The Practice worked with the PPG & PRG to ask whether accessing the practice by email would benefit patients and reduce the need for contacting the surgery by telephone for those who had access to a computer. The aim would be to enable patients to email routine enquiries such as “when are my child’s next vaccinations due”; “what do I need to do regarding travel vaccinations”; does the surgery have a specific family planning clinic or can I book in with any nurse”; “who do I see if I am interested in giving up smoking” etc. This was agreed and, as Priority Area One was implemented in February, it was agreed that Priority Area 2 would be implemented in March 15.

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

This has been implemented and is being publicised on the Practice website and in the surgery. It is still too early to measure success but the PPG & Practice plan to keep the PRG and patients informed of progress through email and newsletters. As the Practice has a registered population of nearly 10,500 patients any endeavour of this nature will take some time to receive a fair amount of measured outcomes however, our PPG will be implementing a patient survey in the summer of 2015, in order to review patients views. A copy of our patient leaflet advertising the service is embedded herein:



ACCESS TO NEW  
SERVICES FOR OUR P

### Priority area 3

#### Description of priority area:

In keeping with the theme of the other two priority areas the Practice and PPG/PRG are considering provision of test results by email/on-line systems.

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

The wider PRG were contacted in regard to this matter as the Practice and PPG need to consider all the information governance that will have to support such an initiative. Contact with the PRG was paramount to ensuring that it was an area that they felt would improve access to the surgery given that in the past years, the Practice had worked with the PRG to extend the telephone access to patients for receiving their test results.

The PRG were accepting of this idea and the Practice has implemented a system whereby patients can register their email address with the Surgery for receipt of test results. This ensures that a disclaimer can be completed at the time of registration for information governance purposes. A copy of our patient leaflet in respect of this is embedded in the section above.

Result of actions and impact on patients and carers (including how publicised): This has been publicised through the Practice Website, In the Surgery and via email to the wider PRG. Whilst it is too early to establish what impact it has had on access to the surgery we will share feedback through all forums over the coming months and the PPG will be undertaking a survey in the summer of 2015 to receive feedback from all patients/groups.

## 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):

To advertise the different types of appointments, including telephone consultation, more prominently. Completed

To change the prescription telephone line to a start time of 9.30 in order to free up the first hour for receiving calls for appointments. Completed

To advertise more tailored information relating to certain health requirements i.e. pregnancy, on the Practice website. Completed June 2012

To trial on-line appointments for the Nurses and for flu appointments. Completed

To advertise and give more information about using the on-line service. Completed

To consider and investigate putting speed restrictions around the premises. Being undertaken when premises have external decoration.

To publicise the specification for use of the Out of Hours service. Completed

To continue to invest and develop staff at the Surgery. Completed as an action point but on-going training is implemented for all staff

To implement email contact during the flu campaign. Completed

To implement a marketing campaign for the Out of Hours services available. Completed and a "Choose Well" leaflet was developed

To advertise Saturday Surgery more prominently. Completed

To ensure that appointment capacity vs demand from patients is monitored regularly. Completed and ongoing

Pilot test results being available every afternoon from 1.00pm and Saturday mornings. Completed and now ongoing

Ensure all frontline staff have a general understanding of test results. Completed.

Provide a newsletter and information in the Surgery giving general health & topical information. Completed.



#### 4. PPG Sign Off

Report signed off by PPG: YES

Date of sign off: 18.3.15

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

The PPG have met in May, August & October of 2014 and in January 2015. Each meeting is attended by members of the Patient Participation Group, a GP from the Practice and the Practice Manager.

The PRG were contacted via email in the latter part of 2014 to receive their thoughts and views regarding the three action points and they have subsequently been updated on progress.

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

The Practice is situated in an affluent and predominantly white, British, area and does not have a notable number of hard to reach groups. We truly believe that all our patients are valued equally and therefore we consider that our proactive methods of engagement include the practice population as a whole. We believe by advertising the PPG/PRG proactively in the surgery through the various forms of posters, leaflets and websites we are doing what we can to encourage new members from all walks of life.

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

Feedback to the Practice is received in the form of suggestions (via a box in the waiting room); email contact with PPG/PRG; face to face contact with patients and PPG; Friends and Family Test. The Practice also undertakes an annual complaints review where we look at any complaint or compliment received in the practice to ensure that we learn appropriate lessons that may come from the outcome of this review.

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

Yes; there was discussion and agreement of the action plans at the PPG meetings and the wider PRG were contacted for their thoughts and agreement to the implemented priorities.

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

It is too early in the year to say whether there has or will be any great impact on the service but the whole idea of developing these areas is to aim to reduce the number of telephone calls to the surgery for things that could be dealt with through electronic means for those who choose and are able to use a computer. The Practice and PPG hope that this will free up the telephone lines for more clinically appropriate matters. As stated it is early days in the implementation of the plan but the PPG looks to see if the new services benefit the large number of commuters who are on the Practice list and they will be undertaking a survey of patients, in this regard, in the summer of 2015.

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

The Practice is committed to working with the PPG and PRG to ensure that there is a high standard of engagement for communication between patients and the Practice; to share innovative ideas for developing both patient groups and the practice; and to work together for the benefit and provision of healthcare for the patients registered at this surgery.

The Practice encourages it's PPG to represent them on the CCG's various Patient Engagement Groups.