

Patient Participation Enhanced Service 2014/15 Annex D: Standard Reporting Template

London Region North West Area Team

Complete and return to: england.lon-nw-claims@nhs.net by no later than 31 March 2015

Practice Name: **Otterfield Medical Centre**

Practice Code: **E86027**

Signed on behalf of practice:



Mrs J Nijjar (Email: j.nijjar@nhs.net)

Date: 19/03/2015

Signed on behalf of PPG:



Mr M Rackstraw (Email: martin@davinabutler.com)

Date: 19/03/2015

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

Does the Practice have a PPG? YES / NO:

Yes

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

- Face to Face
- Email
- Telephone

Number of members of PPG:

12

Detail the gender mix of practice population and PPG:

%	Male	Female
Practice	50.2%	49.8%
PRG	58.3%	41.7%

Detail of age mix of practice population and PPG:

%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
Practice	23.0%	10%	17%	15%	4%	8%	6%	7%
PRG				1	2	4	4	1

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	33.1%	0.4%		1.2%	1.1%	0.6%	0.6%	1.2%
PRG	7							

%	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice	20.1%	1.8%	0.4%	0.7%	0.2%	0.7%	0.4%			
PRG	4	1								

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 Practice promotes the PRG quite aggressively and regularly 'advertises' for new members to join the group- particularly younger patients and Asian patients. Currently there are adverts for patients to join the PRG on the website and also in the comprehensive Practice leaflet which is issued to all new patients on joining the Practice. In addition, all patients are informally asked during New Patient Medical Checks and Surgery Consultations.

Because of the high prevalence of chronic diseases the Practice sought to recruit members to join the PRG who suffered one or

more chronic disease and currently the PRG has members within it who suffer from diabetes, hypertension, and heart disease. The perspective of these patients is crucial as they experience far more of the surgery's services than other 'well' patients and more often than not experience a range of community and secondary services.

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?

YES/NO:

Yes

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

Managers of the Care Homes were included and attended the PRG meetings

2. Review of patient feedback

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

- In-house patient survey (342 respondents)
- GP Patient Survey (MORI)
- Friends and Family Test
- NHS Choices

How frequently were these reviewed with the PRG?
Quarterly

3. Action plan priority areas and implementation : **A** (Access), **B** (Best Practice), **C** (Care Plan for at risk patients)

Priority area 1

Description of priority area:

Access: Improvement in Access to GP Practice Services

What actions were taken to address the priority?

Priority improvement area	Proposed action	Outcome
Opening Hours	Consider extension of opening hours	Current Opening Hours: Monday to Friday – 8am to 6.30pm Saturday 9am to 11.30am Extension of opening hours is under consideration, but unable to implement because of lack of resources.
Telephone access	Configure additional extensions and staff to cover periods of peak activity.	Additional extensions and staff to cover will be made available as soon as possible.

Develop the use of online booking for appointments and ordering repeat prescriptions	Use of online booking of GP and Practice Nurse appointments and ordering of repeat prescriptions.	Completed. Will be reviewed in 6 monthly.
Increase the number of pre-bookable appointments	Practice team to review the appointment system	Implemented
Availability of appointments:	Requirement: Weekly 70 appointment slots per 1000 registered patient. Currently 475 slots are available.	Mixed Face to Face and Telephone consultation had been introduced in response to the survey findings. Internal cover is provided during leave. There is likely to be reduction in number of bookable appointments, but urgent appointments will be increased.
Improve access to practice GP and nursing services outside core hours (8.00am – 6.30pm)	Availability of Extended Hours Service on Saturday morning.	Completed.

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

Priority area	Practice survey score	Action plan
Q26 Open at convenient times?	Yes - 82%	Opens on Saturday morning – GP and Practice Nurse are available to provide clinical care.
Q27 Additional hours requested	Before 8 am – 18% After 6.30pm – 22% On a Saturday – 28% On a Sunday – 13%	Resources are not available as at present to provide services during additional hours.

Q18 How book appointments	By Phone – 80%	Online booking for appointment is available and will be promoted
Q13 How easy to get through to practice on phone	Easy to get through - 68%	Additional extensions and staff to cover during peak activity will be introduced within 6 months.
Q22 How quickly seen? (any doctor)	Same/next day – 66% 2/4 days – 22%	Introduction of telephone consultation is likely to address this area.

Improvement needs to done on telephone access and pre-bookable appointments. Introduction of telephone consultation will be our practice priority in near future. This is likely to address improvement in GP Access and reduction in A&E attendances.

Priority area 2

Description of priority area:

Best practice: Keeping with GMC requirements

What actions were taken to address the priority?

1. adequately assess the patient's conditions, taking account of their history (including the symptoms and psychological, social factors), their views; where necessary, examine the patient
2. promptly provide or arrange suitable advice, investigations or treatment where necessary
3. refer a patient to another practitioner when this serves the patient's needs.
4. prescribe drugs or treatment, including repeat prescriptions, only when we have adequate knowledge of the patient's health and are satisfied that the drugs or treatment serve the patient's needs
5. provide effective treatments based on the best available evidence

- 6. consult colleagues where appropriate
- 7. respect the patient's right to seek a second opinion

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

Patients were asked in the recent survey about their experience with their doctor/nurse. Most patients felt their GP was good at the followings:

Questions	Practice Score	National Score
Q5. GP Assessing your medical condition	98%	85%
Q6. GP Explaining your condition and treatment	98%	82%
Q7. GP Involving you in decision	98%	82%
Q8. GP Providing or arranging treatment	94%	83%
Q9. Do you have confidence the GP is honest	97%	92%

- The vast majority of patients (97%) have trust and confidence on their GP

The majority of patients are similarly very positive about their experience of their nurse.

Questions	Practice Score	National Score
Q31. Nurse Giving enough time	99%	80%
Q32. Listening to you?	100%	79%
Q33. Explaining your condition and treatment	97%	78%
Q34. Nurse Involving in decisions	94%	66%
Q35. Nurse providing treatment	89%	76%

- The vast majority of patients (97%) have trust and confidence on their Nurse
- The results were publicised on the surgery website and waiting room poster.
- Above results show majority of our patients are more than happy about the services provided to them.

Priority area 3

Description of priority area:

Care: Personalised care to prevent “Unplanned admissions and A&E attendances”

What actions were taken to address the priority?

1. Identification of at risk patients
2. Education and self-management intensification
3. Personalised care plan
4. Integrated Care – Multidisciplinary Team care provision
5. Care Coordination
6. Post-discharge review

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

1. At risk patients had been identified, using BIRT2 tool, practice knowledge and care home residents.
2. Personalised care plan had been drawn, carers and service providers are made aware
3. Monthly MDT meeting is held to review and monitor progress
4. Review of care plan especially after unplanned admissions.
5. Patient experience and feedback will be measured through survey.

Progress on previous years

Is this the first year your practice has participated in this scheme?

YES/NO:

No

If you have participated in this scheme for more than one year, outline progress made on issue raised in previous year (s):

- We are encouraging patients to book their appointments on line by advertising the service
- Electronic prescribing service is now available, resulting prescriptions going directly to the chemist so there will be less time spent filing prescriptions.
- Appointment reminder via text message
- Changing 0844 number to local geographical 01895 number benefiting cheaper call charges for the caller.
- Introduction of Saturday morning surgery
- Increased available appointment slots to meet the demands
- Introduction of telephone consultation
- Introduction of online repeat prescription requests
- Introduction of Family and Friends Test
- Yearly patient survey to measure patient experience and feedback.

4. PPG Sign Off

Report signed off by PPG:

YES/NO - Yes

Date of sign off: 19/03/2015

How has the practice engaged with the PPG:

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

- Waiting room poster
- Currently there are adverts for patients to join the PRG on the website
- Comprehensive Practice leaflet which is issued to all new patients on joining the Practice.
- In addition, all patients are informally asked during New Patient Medical Checks and Surgery Consultations.

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

- GPAQ – Practice survey
- GP Patient survey (MORI)
- Friends and Family Test
- Verbal feedback
- Complaints
- NHS Choices

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

Yes

- Access and availability of appointments – Additional telephone line and extensions, introduction of telephone consultation
- Best care provided by GPs and nurses – Evidenced by recent patient survey outcome
- Care provision enhancement to manage patients with complex conditions

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

- More patients are using online facilities (booking appointments), so for those patients taking advantage of this service, the service to those patients has improved.
- Online request for repeat prescription will follow soon
- We will continue to publicise online facilities to encourage more patients to take advantage of this facility.
- Increase in available appointment slots
- Telephone consultation will be introduced soon to cope with increasing demand

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

We value all the feedback and ideas that come from the Patient Group to help the practice improve its services for patients.

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