

Annex C: Standard Reporting Template

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

Practice Name: **STOCK SURGERY**

Practice Code: **F81040**

Practice website address: www.stocksurgery.co.uk

Signed on behalf of practice:

Date:

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: Face to face, Email, Other (please specify) E-MAIL & ANNUAL MEETING
Number of members of PPG: 60

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	3846							
PRG	60							

	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice										
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 PPG is represents all backgrounds and is split between male and female, we encourage all age groups and ethnic backgrounds to join and constantly strive to encourage patients to join. We currently have 60 patients who have been willing to participate on-line and we communicate with these patients via e-mail. This group of patients have specifically given their details for the purposes of active participation in our PPG. Last year we updated our website and the application to become a member of the Patient Participation Group is now available online. We also encourage patients to attend our meetings and interact with us face to face and leaflets are available at reception for patients to fill in.

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

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

The Practice has an elderly demographic and whilst we encourage patient's to join on line we do appreciate that not everyone has a computer and the Practice Manager is always willing to listen to patient feedback regardless of whether they are a member of the group or not as quite often patients like to talk on a one to one basis rather than in a group and also like to praise the surgery as well as express their concerns.

2. Review of patient feedback

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

FRIENDS & FAMILY TEST RESULTS JAN/FEB/MARCH 2015

The Friends & Family test started in January 2015 and for the first few months we have had a good response with only one patient who completed a form on-line said they would not recommend us to their family and friends.

Examples of feedback:

“Very obliging & friendly receptionists and excellent doctors”

“Always had a service second to none at this practice”

“Helpful Courteous staff”

“All staff very motivated, knowledgeable and caring”

We take great pride in trying to be as helpful as we can to our patients and it is encouraging to see that, so far, we have had only positive feedback from this test

GP National Survey

The GP Patient Survey is an independent survey run by Ipsos MORI on behalf of NHS England. The survey is sent out to over a million people across the UK. The results show how people feel about their GP practice. The whole of the results can be seen on <https://gp-patient.co.uk> .

Stock Surgery Survey results.

What the Practice does best

93% of respondents would recommend this surgery to someone new to the area

Local (CCG) average: **76%**

98% of respondents say the last GP they saw or spoke to was good at explaining tests and treatments

Local (CCG) average: **84%**

77% of respondents with a preferred GP usually get to see or speak to that GP

Local (CCG) average: **63%**

36% of respondents usually wait 15 minutes or less after their appointment time to be seen.

Local (CCG) average: **64%**

88% of respondents were able to get an appointment to see or speak to someone the last time they tried

Local (CCG) average: **87%**

93% of respondents say the last appointment they got was convenient

Local (CCG) average: **91%**

95% found our receptionists helpful.

100% said that the nurses were good at giving enough time.

95% said that the doctors were good listeners.

97% said they had trust in the doctors and nurses.

There is room for improvement in the following areas:

We do try and keep our waiting times down but 63% of responders had to wait for longer than 15 minutes.

12% of responders were not able to get an appointment at a time to suit them and had to come at an inconvenient time.

Overall we are pleased with the results and are happy to see that most responders are happy with our service.

We try our best to accommodate everyone but can appreciate patient's frustrations at not being able to obtain an appointment to suit them and also appreciate that people work out of the area and can only come to the surgery in the evening.

We are always changing the way we use our appointment rotas and try to fit most people in who feel they need to be seen on the day.

Looking at the survey as a whole we are pleased to see that the responses have been mainly positive and continue daily to improve the way we work for our patients.

How frequently were these reviewed with the PRG?

Meeting held annually and quarterly online newsletters

Members of the PPG are encouraged to always speak to the PM with in problems on an ad hoc basis

3. Action plan priority areas and implementation

Priority area 1

Description of priority area:

To have more practice leaflets/newsletters produced

What actions were taken to address the priority?

Print more leaflets/newsletters and make available at reception for those patients who prefer not to use their computer

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

To monitor patient feedback and continue to encourage patients to use the website which is updated regularly

Priority area 2

Description of priority area:

Patients struggling to hear name being called in waiting room

What actions were taken to address the priority?

Many of our patients struggle to hear their name being called over the tannoy system, especially at busy periods and when all the phones are ringing a suggestion was made to have a caller display in the waiting room. We are still looking into this, however the reception team are generally very good at looking at the appointment list and send the next patient to wait outside the clinicians room.

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

Patients are sent to wait outside GP consulting room

Priority area 3

Description of priority area:

To reduce our 'Did Not Attend' appointments

What actions were taken to address the priority?

Discussed at PG meeting - The group were pleased to see the practice puts up a monthly notice saying how many patients fail to turn up for their appointments and were shocked at how many there were. We explained that the figure is slowly reducing due to our sms text reminder service facility which reminds patients of their appointments

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

To continue to monitor appointment system and continue to use the reminder service working towards a reduction further on our DNA's

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):

1: Again as in previous years some patients felt that the radio was intrusive and unnecessary; we again reported that the radio helped for confidentiality in that consultations could not be overheard. This year we have had very few complaints about the music and generally patients felt that this was a good thing which most seemed to enjoy. We still feel that overall patients are happy with the radio.

2: One of the biggest complaints from patient's, that were added on to the comments from the survey last year was the use of our 0844 number with patients often experiencing long delays getting through to the practice especially at peak times and was proving expensive to those patients using a mobile phone. We are pleased to say that after long discussions with our phone company and at a considerable personal expense to the doctors, we have now switched over to a local number. This was from the 1st July 2014 and we have had a brilliant feedback from patients regarding this

3: The appointment system again drew a big response from patients and whilst this is a problem during peak times we have seen a considerable rise in patients using our on-line service. In January 2014 we had 70 (1.84% of our population) using this service and a year later in January 2015 this has risen to 807 patients (21% of our patient population, and this figure will continue to rise throughout the coming year.

The next day appointment service is continuing to work well and overall the complaints about the system are now minimal and we continue to meet regularly with the doctors to try and improve the way we work.

4: The practice looked into the purchase of a caller display system as many of the patient's struggle to hear the tannoy especially when the reception is busy and all the phones are ringing. We have obtained quotes for this but unfortunately it is an expensive piece of equipment which our local CCG also cannot fund. We are continuing to look into this and if we can obtain a second hand screen at a reasonable price then the practice will consider the purchase of one of these.

Our receptionists are very good at knowing who is next in line for the doctors and often ask the patient to sit outside the doctor's room where they will be able to hear the tannoy.

5: We continue to try and add members to our PPG group both on-line and at reception where we have a form which can be filled out with patient e-mail address and contact numbers. The Practice Manager is always willing to listen to patient feedback regardless of whether they are a member of the group or not as quite often patients like to talk on a one to one basis rather than in a group and also like to praise the surgery as well as express their concerns.

4. PPG Sign Off

Report signed off by PPG: YES/NO

Date of sign off:

How has the practice engaged with the PPG:

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

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

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

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

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

The practice continues to encourage all patients to be members of the PPG. We are always trying to find new ways of recruiting patients regardless of gender, age and ethnicity. We mostly have positive feedback from patients, family members and carers and are always happy to meet with patients and carers to hear their views and try to provide a service to suit everyone in these challenging times.

The PPG have been involved in the agreement of priority areas and have been a help with the implementation of our action plans and this has resulted in better patient/doctor relationships and a more open door attitude to meeting with our patients.

Overall the PPG has been an excellent way of building new relationships with our patients and we feel that as well as helping us to get a better understanding of how our patients feel, they now have a forum to be able to express their views and change certain ways that we work with a joint view to have greater patient care.

We attended on behalf of the practice a Mid-Essex PPG meeting held on March 19th at Oaklands Park museum, all members were invited and it was chaired by Caroline Russell who is the chief accountable officer for our Clinical Commissioning Group.

It was interesting to hear patient's views from other surgeries and to hear the CCG respond personally to concerns raised.

The CCG was well represented and the Chief Pharmacist was also around to take any questions from patients.

Dr Acorn response to Patient feedback from various sources

We continue to feel very proud of the service we provide at Stock Surgery and aim to provide our services with compassion and in a friendly professional manner.

It is great to see all our efforts resulting in virtually universal praise of our services.

The one source of negative comments from previous years has been rectified as we have improved phone access in 2 ways:

- 1: Spreading the phone traffic by asking patients to call for urgent appointments at 8.00 am and non-urgent from 10:00 am.
- 2: Paid for our system to be accessed by a local number.

We continue to work hard behind the scenes to maintain a high quality of care for all our patients and to improve the patient experience when our service is used.

Dr Hopgood and I are extremely grateful for all the hard work and enthusiasm from the team here at Stock Surgery and also all the efforts from our Patient Participation Group.

Dr David Acorn