

Derbyshire & Nottinghamshire Area Team

2014/15 Patient Participation Enhanced Service REPORT

Practice Name: Clay Cross Medical Centre

Practice Code: C81056

Signed on behalf of practice: A Howe

Date: 11/3/15

Signed on behalf of PPG: Mr R Cann

Date: 11/3/15

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) Face to face, and Email
Number of members of PPG: 13

Detail the gender mix of practice population and PPG:

%	Male	Female
Practice	50.21	49.79
PPG	4	9

Detail of age mix of practice population and PPG:

%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
Practice	15	8.2	10.8	10.5	14.8	14	15	11.5
PPG				1	4	1	5	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	57.3%	0.2%	0	0.5%	0.7%	0.3%	.13%	40.87%
PPG	12			1				

%	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice	19	1	0	9	0	16	3	0	0	0
PPG	0	0	0	0	0	0	0	0	0	0

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 sent out invitations for patient' show cannot attend the PRG meetings to be contactable for their opinions via email and telephone, and we have a contact list of a further 10 patients who do cover the less represented groups.

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 Satisfaction survey
Online comments
Friends and Family Questionnaire

How frequently were these reviewed with the PRG?

Patient's comments are discussed as they come through, and the patient satisfaction survey is discussed at the beginning and end of every year.

3. Action plan priority areas and implementation

Priority area 1
<p><i>Description of priority area:</i></p> <p>Improvement to telephone system</p>
<p><i>What actions were taken to address the priority?</i></p> <p>A meeting was held with the PRG to collate the point on where the system seems to be failing, and to bring any comments forward. It was agreed that the telephone system would be reviewed with the supplier.</p>
<p><i>Result of actions and impact on patients and carers:</i></p> <p>The practice had found it difficult to get out of contractual agreements with the current supplier, so had extra lines put in by the current supplier, and notice given to the current supplier to withdraw from contract in August 2015. Practice has had other contractors in and agreed on another supplier for the future.</p> <p><i>How were these actions publicised?</i></p> <p>PRG meeting minutes, Practice Newsletter and website</p>

Priority area 2

Description of priority area:

Improvement of Practices Branch Sites

What actions were taken to address the priority?

As part of the patient satisfaction survey, patients at these sites were asked further questions related to the sites.

Result of actions and impact on patients and carers:

The PRG and practice agreed that the practice would improve its facilities and services at the branch sites. In meetings and discussions it was agreed due to budgetary constraints and constraints by NHS England, we would look for funding to help facilitate this.

The practice has applied for a improvement grant.

How were these actions publicised?

PRG meeting minutes, and practice website

Priority area 3

Description of priority area:

Improvement to appointments/access

What actions were taken to address the priority?

It was agreed that we would bring in an outside organisation to review our practice

Result of actions and impact on patients and carers:

Ongoing as the company will be coming to the practice in April 2015, and we hope they will do a study of how the practice works, and give feedback and guidance of future working.

How were these actions publicised?

Practice Newsletter and website

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):

You said You would like better access to the appointments

We did Upgraded the telephone system in with the new build, and put two further lines in. Reviewed our staff skill mix and re arranged and incorporated new clinics to help facilitate the right clinician for the right problem.

The outcome was Better access to appointments, and the right clinician.

4. PPG Sign Off

Report signed off by PPG: YES

Date of sign off: 11th March 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?

We have sent out invitations for patient's who cannot attend the PRG meetings to be contactable for their opinions via email and telephone, and we have a contact list of a further 10 patients who do cover the less represented groups.

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

We put the survey on our website to be completed online. Handed questionnaires out to patients who attended surgery appointments at our branch sites, and had a survey machine at the Clay Cross site. Posted them out to a random age demographic.

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

The PPG and practice representatives had a meeting and part of the agenda was to discuss the need for the survey, and what the most relevant questions were that needed to be on the survey; to help meet the future needs of our patient demographic. It was agreed to use last year's patient survey questions to enable us to compare results, and to split the sites to get a detailed picture of what patients wanted at each site.

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

We have been able to increase clinical sessions on Mondays and triage sessions on Fridays to try and satisfy the need of the patients from their and the PRG's comments following the action planning.

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

This is an ongoing piece of work to support the improvement of access for our patients with the changing needs, and staffing levels of the practice demographic.

Please submit completed report to the Area Team via email no later than 31 March 2015 to:

- Derbyshire practices: e.derbyshirenottinghamshire-gpderbys@nhs.net
- Nottinghamshire practices: e.derbyshirenottinghamshire-gpnotts@nhs.net

