

CHURCHWOOD MEDICAL PRACTICE

Standard Reporting Template – Patient Participation DES 2014/15

Surrey & Sussex Area Team

Practice Name: Churchwood Medical Practice

Practice Code: G81105

Signed on behalf of practice: Judith Coverta

Date: 31/03/2015

Signed on behalf of PPG : Penelope Rose

Date: 31/05/2015

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

Does the Practice have a PPG? YES	YES
Method of engagement with PPG: Face to face, Email, Other (please specify)	FACE TO FACE MEETINGS / EMAIL AND/OR LETTERS / COPIES OF AGENDAS AND NOTES OF MEETINGS
Number of members of PPG:	18

Detail the gender mix of practice, population and PPG:			Detail of age mix of practice population and PPG:								
%	Male	Female	%	<16	17-24	25-34	35-44	45-54	55-64	65-74	>75
Practice	49.8	51.2	Practice	21	11	12	11	14	13	10	7
PPG	39	51	PPG	0	6	6	6	17	0	33	27

Detail the ethnic background of your practice population and PPG:

White					Mixed/ multiple ethnic groups			
%	British	Irish	Gypsy or Irish Traveller	Other white	White Black & Caribbean	White & black African	White & Asian	Other mixed
Practice	Ethnicity information has not been recorded for every patient therefore and data would not be accurate							
PPG	Ethnicity information has not been recorded for every patient therefore and data would not be accurate							

Asian/ Asian British					Black / African / Caribbean / Black British			Other		
%	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any Other
Practice	Ethnicity information has not been recorded for every patient therefore and data would not be accurate									
PPG	Ethnicity information has not been recorded for every patient therefore and data would not be accurate									

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:

Some of our members are historic. We have used a variety of initiatives to increase our membership and to try and ensure it is representative of our practice:

- We have a Patient Participation Group section on our website and invite patients to attend
- The Practice Manager has recruited patients waiting / booking into appointments
- We have invited patients to attend when they have raised a concern regarding changes to service provision
- We have included an article about the PPG in our practice newsletter
- We have included an article about the PPG in our practice brochure
- We have provided information about the PPG within our new patient registration form
- Our receptionists have been encouraged to invite patients to join the PPG when the book in for an appointment
- We have a message as part of our introductory telephone message

Are there any specific characteristics of your practice population which means that other groups should be included in the PPG? e.g. large student population, significant number of jobseekers, large numbers of nursing homes or a LGBT community? YES

We are in an area of deprivation; however we have a mix of patients in both private, private rental and social housing.

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

We have used the above measures to try and ensure that we include patients that are from a range of backgrounds to ensure that we represent the diversity of our practice population. The practice manager has invited patients who are from more socially deprived backgrounds to attend our PPG. We have an informal meeting and ensure we provide catering.

2. Review of patient feedback

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

Patient feedback from our practice suggestion box
Friends and Family data
CQC Report Intelligent Monitoring Report
Views of the members – e.g feedback on current service provision, changes to the practice website
Feedback from annual patient survey

How frequently were these reviewed with the PRG?

During the PPG meetings – which are held either bi/ tri-monthly.
The practice manager has also written out to members via letter / email on an ad hoc basis.

3. Action plan priority areas and implementation

Priority area 1

Description of priority area:

Improving Access – Communication

What actions were taken to address the priority:

- Our practice website has been reviewed and updated
- Our telephony system has a pre-recorded message providing clear and concise information

- about our appointment line and our enquiry line
- Re-introduced a patient newsletter
- Reviewed and updated our practice brochure
- Installed a practice noticeboard outside the building so that patients can read about any changes / updates within the practice
- We are currently introducing a patient information folder into the reception area
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Result of actions and impact on patients and carers (including how publicised):

These changes have made significant improvements to the way we communicate with our patients. Changes to the design of our website were reviewed by our PPG members before we went live. Our PPG members also review, amend and approve our communications material before it is published.

We have informed patients about the changes by putting up information on our noticeboard and through our new website.

Priority area 2

Description of priority area:

Patient Access - Appointments

What actions were taken to address the priority:

- Updated telephony system
- Introduced an objective into each receptionists personal development plan to answer the telephone within 3 rings
- Changed the way we book appointments – our telephone lines now open at 8 am so that patients can book an appointment (this was previously 8.30). Patients no longer have to queue outside the practice to get an early appointment; they can now phone the practice instead.
- Actively encourage and supported patients to use the Patient Access Service
- Included clear and concise information about the Patient Access Service on our website
- Extended the GP session times

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

- More patients are seen with the extended session times
- Patients no longer have to queue outside the practice to get an early appointment; they can now phone the practice instead. This has significantly reduced the queues outside the building which when the weather is bad is not in the best interests of the patient.
- Changes to the appointment system have been publicised through our practice newsletter,

on our website and on our newsletter

Priority area 3

Description of priority area:

Improving Access – Clinical Facilities. Patients who needed nurse / HCA appointments were required to use a stair case to the lower ground floor of the building if a GP room was not available.

What actions were taken to address the priority:

- Conversion of the ground floor practice manager's office into a clinical treatment room

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

- This project is nearing completion; however it will have a significant impact on patients and carers as it will ensure that there is a purpose built clinical treatment at ground level which will be accessible to all members of our practice.

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)

Free text

Unfortunately I was not the Practice Manager in previous years and therefore am unable to review the progress made. However against the previous year's action plan we have achieved the following:

Action 1: Practice to extend morning clinics by one hour from 10:30 to 11:30. We have achieved this action.

Action 2. Practice to continue registering patients for online booking option as part of our strategy to free up telephone lines in the morning and improve patient access. We have achieved this action and have significantly increased the number of patients who are registered for the online patient access service.

Action 3. Improvements in staff numbers to support the booking of appointments. – Although our clinical system has been changed, with the changes to our telephony system and the increase in numbers of patients using the telephone or online appointment system we do not need to increase the number of staff on reception.

Action 4. The Partners to increase the number of clinics they offer in May to reduce the need to employ locums unless necessary. We have achieved this action and have used a locum only very occasionally (less than three times during the year).

4. PPG Sign Off

Report signed off by PPG: YES	Judith Coverta
Date of sign off:	31/03/2015
How has the practice engaged with the PPG:	Meetings, email and letters.
How has the practice made efforts to engage with seldom heard groups in the practice population?	Asked patients to participate using a variety of media, however it is difficult to engage all groups.
Has the practice received patient and carer feedback from a variety of sources?	Yes
Was the PPG involved in the agreement of priority area 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?	As stated above by the Practice Manager – these have been worthwhile improvements to the service.
Do you have any other comments about the PPG or practice in relation to this area of work?	This is excellent practice in the view of the PPG who have worked hard with the practice to identify problems and to introduce changes.