

## Standard Reporting Template

NHS England (Wessex)  
2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: Chineham Medical Practice

Practice Code: J82218

Signed on behalf of practice: Miss Emma Trimnell, Practice Manager

Date: 27 March 2015

Signed on behalf of PPG: Mrs Karen Ashton, Chair of the PPG

Date: 27 March 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: Face to face with PPG, Email with PRG
Number of members of PPG: 7 patient reps on PPG, 94 reps on PRG

Detail the gender mix of practice population and PPG:

%	Male	Female
Practice	49%	51%
PRG	21%	79%

Detail of age mix of practice population and PPG:

%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
Practice	22%	8%	15%	18%	16%	11%	6%	4%
PRG	0	6%	11%	14%	16%	17%	23%	13%

Detail the ethnic background of your practice population and PRG: **The ethnicity is unknown for 5758 patients**

	White				Mixed/ multiple ethnic groups			
	British	Irish	Gypsy or Irish traveller	Other white	White &black Caribbean	White &black African	White &Asian	Other mixed
Practice	5177	16		113	4	18	19	7
PRG	87				1			

	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice	177	28	9	71	22	60	24	1		125
PRG	5			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:

- Advertise for new members on display screens, in local village magazines, practice newsletters and via the practice website.

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 survey
- Friends and family test
- Suggestions box
- Patient complaints
- PPG and PRG discussions
- CCG / Alliance PRG discussions
- Disease specific groups e.g. Breathe Easy

How frequently were these reviewed with the PRG?

- Suggestions are reviewed as and when they come up (meet 6 weekly).
- Friends and Family Test results are reviewed at each PPG meeting (since December 2014)
- The patient survey was an annual survey and the results were reviewed in April 2014 action plan implemented 2014/15

### 3. Action plan priority areas and implementation

Priority area 1
<p>Description of priority area:</p> <ul style="list-style-type: none"><li>• To continue to improve information and communication.</li></ul>
<p>What actions were taken to address the priority?</p> <ul style="list-style-type: none"><li>• Redesigned our website in April to make it more informative and user friendly</li><li>• TV screens are now updated on a regular basis.</li><li>• Produced more regular newsletters (bi-monthly)</li><li>• Advertised in the local newsletters such as Chineham Chat e.g. advertised flu clinics</li><li>• Run health promotion campaigns in the waiting room e.g. antibiotics campaign</li><li>• Introduced Friends and Family test using second question to elicit what is important to our registered population</li><li>• Implemented new practice IT system that gives more options for people to be “self managing”</li><li>• Introduced e-prescribing enabling people to manage their medications more efficiently at their own convenience</li><li>• Made practice space available for Dementia Clinic run by Alzheimer’s Society to support individuals and their carers experiencing the consequences of this diagnosis</li></ul>
<p>Result of actions and impact on patients and carers (including how publicised):</p> <ul style="list-style-type: none"><li>• Patients are more knowledgeable and kept up to date with local and national issues.</li><li>• Greater use of on line facilities and therefore more convenience for patients</li></ul>

## Priority area 2

### Description of priority area:

- To streamline the process helping people make personal contact via the telephone more easily

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

- New telephone system introduced in June 2014 which is able to handle the increase in the volume of calls
- Automated option system so that people are directed to the person in the team most equipped to resolve their query
- Ordering prescriptions via the telephone has been phased out to free up the lines.
- Worked with PPG to encourage patients to use the online patient access system to book appointments.
- Analysed incoming calls in more detail to look at average wait times, etc.

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

- Although “early days”, patients notice a difference when calling the practice – reduced time spent “in the cloud”.
- Statistics are displayed on the waiting room TV screen and in the newsletter to inform patients of how many calls are received per month increasing their understanding and insight of demand pressures.

### Priority area 3

#### Description of priority area:

- To improve privacy in the reception area

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

- Touch screen booking in to reduce number of people queuing at the reception desk able to “overhear” another patients conversation
- Patient records moved to a different part of the building freeing up space.
- Reception area redesigned and refurbished and a small internal office built.

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

- Patients feel that there is more confidentiality and privacy.

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):

**Access to appointments**

Trialled using the skills of a “same day” GP to speak directly to all patients requesting an urgent same day appointment to make it possible for people to get prompt access in a convenient way.

**Improving information and communication**

Information highlighted in the newsletter, practice leaflet, reception area and facebook.

**Length of time people wait for their consultation**

Raised awareness as to how patients can get the most out of the appointment time available

**Helping people who wish to manage their own health using technology**

More flexible approach to online booking and prescription requests including children and young people up to age 13. Raised awareness with patients.

#### 4. PPG Sign Off

Report signed off by PPG: YES

Date of sign off: 24 March 2015

How has the practice engaged with the PPG:

- Reviewed terms of reference of the group
- Agreed action plan
- Regular 6 weekly meeting to progress involvement and engagement activities
- Listening to the opinions and views of the group to test ideas and feedback changes and issues
- Rotational involvement of partners so that practice team meet and are aware of the group

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

- The locality of our area does not have any remarkable features. 90% of our registered population is aged less than 65 years. Our PRG is a good balance of working age and older adults

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

- Yes – see above

Was the PPG involved in the agreement of priority areas 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?

- Increased range of services via on line access
- More people choosing to use on-line facilities thereby releasing capacity for those who don't or are unable to
- More targeted access to same day appointment

- People with urgent needs can be supported in a timely manner
- Increased convenience
- Increased privacy and dignity in reception area

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

The concept of PRG relies on people being willing to volunteer. Although we have maintained a core group of people who make time to support the practice, it has at times been a challenge to involve them in ways that they are able to feel they make a difference. Nevertheless their enthusiasm is undaunted. Currently the members are supporting health and wellbeing campaign,