

Leicestershire and Lincolnshire Area Team
2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: Old Leake Medical Centre

Practice Code: C83049

Signed on behalf of practice: *S Chambers*

Date: *5.2.15*

Signed on behalf of PPG: *E.M. Ewison*

Date: *5th February 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, Email, Other (please specify) Face to face (PPG) and via email (vPPG)																																					
Number of members of PPG: 11 PPG members and 115 Virtual members (vPPG)																																					
Detail the gender mix of practice population and PPG:	Detail of age mix of practice population and PPG:																																				
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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	98.02	0.01	0	0.2	0.10	0.12	0	0
PPG	91.3	1.6	0	0.8	0	0	0	0

	Asian/Asian British				Black/African/Caribbean/Black British			Other		
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice	0.21	0.03	0	0.01	0.24	0	0	0	0.01	1.05
PPG	0	0	0	0	0.8	0	0	0	0	5.6

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 advertise the Patient group on the PPG noticeboard in the waiting room, on the website and in every practice newsletter. We also enclose a PPG application form in every new patient registration pack.

As can be seen from the figures over 98% of the practice population is white British and the vast majority of the PPG (91.3%) is also white British. We have also managed to gain representatives from the other ethnic categories to ensure the PPG is representative of the practice population.

Are there any specific characteristics of your practice population which means that other groups should be included in the PRG?
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:

1. Friends and Family Test cards
2. Feedback given to PPG members
3. CQC feedback forms
4. Patient Survey

How frequently were these reviewed with the PRG?

Feedback 1 and 2 every meeting – standard agenda item

Feedback 3 – when CQC visited

Feedback 4 – end of patient survey Jan 2015

3. Action plan priority areas and implementation

Priority area 1

Description of priority area:

The survey highlighted that often the automated telephone system (Patient Partner) does not have appointments available. This was because GP Registrar appointments are not added to the system as they are only here temporarily.

What actions were taken to address the priority?

It was agreed that as the GP Registrars provide a significant number of appointments, these would be added to the automated telephone system.

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

By adding GP Registrar appointments to Patient Partner, it has significantly increased the number of pre-bookable appointments which can be accessed via the automated telephone system 24 hours a day, 7 days a week. This means that more patients can make their appointments outside of core hours, cutting down the number of phone calls received during the day and improving access to patients who need to speak to a Receptionist.

Priority area 2

Description of priority area:

The survey highlighted that the GP Registrars do not have appointments offered on SystemOnline (the online self-service appointment system for patients). This was because GP Registrar appointments are not added to the system as they are only here temporarily.

What actions were taken to address the priority?

It was agreed that as the GP Registrars provide a significant number of appointments and often patients want to make an appointment with the GP they have been seeing, these would be added to SystemOnline.

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

By adding GP Registrar appointments to SystemOnline, it has significantly increased the number of pre-bookable appointments which can be booked online 24 hours a day, 7 days a week. This means that more patients can make their appointments outside of core hours, cutting down the number of phone calls received during the day and improving access to patients who need to speak to a Receptionist. It also means patients get continuity of care as they can select the GP they have been seeing.

Priority area 3

Description of priority area:

The patient survey highlighted that patients feel that children playing in the waiting room make too much noise and some of the toys they have to play with compound the problem. This was discussed with the Patient Group and it was agreed that new quieter toys would be purchased.

What actions were taken to address the priority?

All noisy toys were removed from the practice which included a xylophone and various battery operated toys. These were replaced with non-electronic toys and books to make the waiting room quieter.

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

Patients are more comfortable in the waiting room as children are entertained but the toys do not make additional noise.

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):

2011

All actions were completed and continue to be implemented however we have made further improve to the following:

- Practice Nurses rooms – these have had a complete refurbishment so that we now have an up to date treatment room with adjoining dirty utility.

2012

All actions were completed and continue to be implemented. For example, patients can still order their repeat medication through our automated phone system out of hours and we continue to hold Evening educational events with dates already been booked for 2015.

2013

- All actions were completed and continue to be implemented. For example the practice continues to use the card payment machine, with more and more patients now taking advantage of the service.
- Work commenced on The Meadows and the practice has worked closely with Boston Mayflower to ensure minimum disruption to patients and services at the Medical Centre.

PPG Sign Off

<p>Report signed off by PPG: Yes</p> <p>Date of sign off: 5.2.14</p> <p>Has the report been published on the practice website? Yes</p> <p>How has the practice engaged with the PPG:</p> <p>Through e-mail, Telephone, Face to Face at Bi-monthly meetings and the minutes and at the Education meetings that are held three /four times a year.</p> <p>How has the practice made efforts to engage with seldom heard groups in the practice population?</p> <p>With the virtual PPG Group through e-mail, other groups being invited to the PPG meetings of which their comments and remarks are put into the minutes. A PPG notice board is also in the waiting room of the practice.</p> <p>Has the practice received patient and carer feedback from a variety of sources?</p> <p>Through Practice surveys that are undertaken annually, through friends and Family card (these are discussed and are given consideration were appropriate action is taken) verbally through the PPG members and CQC</p> <p>Was the PPG involved in the agreement of priority areas and the resulting action plan?</p> <p>All of the priority areas are discussed at the PPG group meetings were all members have the opportunity to voice their opinions.</p> <p>How has the service offered to patients and carers improved as a result of the implementation of the action plan?</p> <p>GP registrars were not allocated appointment dates and time on the <u>systemOnline</u>. The registrars now have appointments times</p>

available on the system and patients can pre-book appointment slots 24/7.

Children noisy toys in the waiting room, these have been replaced by new quieter ones. Alteration to treatment room to provide better privacy for patients.

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

The PPG and Practice staff work well in harmony. The PPG have supported the practice with regard to a new build as the current surgery is far too small.

All staff receive excellent training and work well supplying services such as 5 mornings of phlebotomy, two oral anticoagulant clinics, minor surgery and nurses' clinics for diabetes, asthma, atrial fibrillation etc.

The PPG are very fortunate to have the Practice Manager and her staff who keep the group well informed.