

Derbyshire & Nottinghamshire Area Team

2014/15 Patient Participation Enhanced Service REPORT

Practice Name: St Luke's Surgery

Practice Code: C84136

Signed on behalf of practice: Jennet Simpson

Date: 10 March 2015

Signed on behalf of PPG: Janet Norris

Date: 10 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 at quarterly meetings held within the practice and contact via email and post
Number of members of PPG: Currently 19

Detail the gender mix of practice population and PPG:

%	Male	Female
Practice	53%	47%
PPG	42%	57%

Detail of age mix of practice population and PPG:

%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
Practice	20%	10%	17%	14%	12%	9%	5%	4%
PPG	0	0	2	1	2	2	8	4

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	52%	1%	0%	14%	3%	1%	1%	1%
PPG	88%	0%	0%	0%	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	4%	13%	0%	1%	2%	4%	11%	2%	1%	
0%	6%	0%	6%	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:

This particular issue is something the group has addressed well. We are aware that generally younger patients have more time constraints, and as can be seen the majority of the PPG members are in the 65+ age range, with 3 members in the under 44 age range. However following a recent recruitment drive 4 new members joined one of which has an Indian ethnic background, representing a proportion of the patients at St Luke's. Overall the group represents the practice population well

The practice advertises the PPG and the meeting dates on the practice web site, the television screen in the waiting room, plus the Annual report is made available in the waiting room. The practice has a Polish GP who attracts more Eastern European patients and we have staff and other GP's who can speak Asian languages which addresses some of the language barriers with the increasing amount of non-English speaking patients.

The PPG has previously discussed altering their meeting times to attract members of the community who work during the daytime, however the afternoon is more convenient for the current members, plus consideration towards remaining open when the health centre is closed needs to be considered, therefore it was agreed the current meeting time would remain as it is. This was discussed again at the March 2015 meeting

The Group held a new member recruitment day which successfully resulted in an additional four new prospective members, two of whom attended the June meeting and have also attended subsequent meetings and remain active members

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?

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

The drop-in sessions held on 20th May 2014, were designed to attract new patient members, explain more about the group and the members roles which did have a positive impact and was an attempt to recruit other members of the local community

There are practices closer to the universities, who provide the majority of care for the student population. Unfortunately the level of unemployment and deprivation in the local area is high, as this section of society often has lower morale or self esteem it may explain the lack of representation from this particular group.

The majority of patients are within the 25-54 age range, there has been an increase in membership within this age bracket and also patients do not need to attend meetings to have their say and as such any responses from surveys and friends and family results are fed back to the group.

2. Review of patient feedback

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

Following the last survey and report developed by the previous practice manager, the PPG are pleased the following areas of concern have been addressed over this last year, this feedback came directly from the patients in the previous report and has been actioned as below

- The Website was updated and is agreed to be attractive and lively
- Quarterly Newsletters are now produced
- Improved appointment availability through three morning open appointments with clinicians
- Telephone appointment line now open from 0815 and dedicated staffing for telephone appointments improves patient access to appointments
- Dedicated diabetic nurse gives improved access for patients with diabetes and easier access to other nursing staff for patients
- Information and involvement of patients improved
- Local pharmacists encouraged to play a larger role in promoting *Pharmacy First*
- Increased PPG membership

It is important to note that despite the lack of practice manager for a number of months and some significant key staff changes, the PPG continued to meet and review practice progress, they highlighted areas such as booking on line which had improved, the PPG members had stated they found the process user friendly which has increased accessibility, it was also agreed that availability should remain for those without internet access or computers; this was recorded in the minutes from September 2014.

The minutes also stated that there had not been a newsletter due to the amount of staff changes within the practice. This was addressed and the newsletters are now produced quarterly.

The practice is very open and listens well to feedback. There is a survey board within the practice which patients are able to write their comments on and has been in place for many years, this has since been replaced with the friends and family test which has received excellent feedback in December, January and February

PPG members are extremely active within the local NHS community. Members attend City Care patient experience groups regularly; they are also active members in other community groups including Health Watch and age UK Nottingham, and share copies of the PPG meeting minutes. The chair has been involved in research projects in particular communication with parents and carers, advance care planning and exploring perspectives on dying alone, and frail older people in palliative care. This itself allows the members to remain up to date with many of the latest changes

Issues identified above such as attracting younger patients and complaints about appointments are issues for other practices. For this reason a member of our PPG has been proactive in bringing together PPG members from all Robin Hood Practices to discuss these wider issues. This individual is a patient rep for the Robin Hood Cluster and a member of the consultative group "People's Council" as a result of his membership at St Luke's. He has also attended a recent mental health review meeting specifically for children and younger people

How frequently were these reviewed with the PRG?

Previous surveys have been completed and reviewed annually, the friends and family test is fed back quarterly, the comments are typed separately for the members to review which was actioned in March 2015 as the practice began the survey in December 2014 so 3 months data has already been collated
The above issues are discussed and reviewed at the quarterly meetings, Dr Amin (Senior Partner) attends the meetings to begin with and now the practice has a permanent manager who also remains at the meetings too

3. Action plan priority areas and implementation

Priority area 1

Description of priority area:

Continue to offer accessible appointments for all patients

What actions were taken to address the priority?

The telephone appointment line opened from 0815 the previous year as a trial, and due to the success it has continued with dedicated staffing for telephone appointments. Appointment booking on line has further improved and the late evening appointments are now pre bookable on line too.

Result of actions and impact on patients and carers:

Appointment booking is now easier and more accessible for patients with restricted time and who wish to access on line service

How were these actions publicised?

Practice web site, Television screen, PPG minutes and newsletter

Priority area 2

Description of priority area:

Continue to build upon PPG membership and representation

What actions were taken to address the priority?

The drop in sessions held on 20th May 2014, were designed to attract new patient members, explain more about the group and the members roles which did have a positive impact and was an attempt to recruit other members of the local community.

Result of actions and impact on patients and carers:

4 new members were introduced to the group, this was clearly a success and the group has very good representation now

How were these actions publicised?

Web site, meeting minutes, waiting room television screen and annual newsletter

Priority area 3

Description of priority area:

Website improvement to be more user friendly

What actions were taken to address the priority?

The website has been made more user friendly, lively and attractive. It is kept up to date and monitored regularly, any changes are updated by the staff member assigned the role

Result of actions and impact on patients and carers:

It is easier to see what services the practice offers, appointments can be pre booked easily

How were these actions publicised?

Practice Newsletter, PPG report and meeting minutes, website and television screen in the waiting room. Membership is available through reception staff too for those who prefer not to use on line services

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):

Previous years have identified issues regarding appointment booking, this was addressed through allowing the telephone appointment bookings to commence at 08:15am and the doors to the practice opening at 08:30am, this was a trial which is now permanent. The practice now offers on line appointment booking for 3 morning appointments per clinician, this information was well advertised at the time and is still advertised and continues to remain a success

A diabetic specialist nurse did hold monthly clinics with an additional 6 appointments, however the success of this was challenging as the Nurse only works part time. It has since been agreed that appointments will be offered at any point and not on specific dates. – Access will further improve with the commencement of on line prescription ordering and access to the a summary of patients records available through the website by April 2015

Communication issues have been addressed by adding useful information to the quarterly newsletter, which is uploaded to the web site and also placed in the waiting room. There was a dedicated person assigned to complete the newsletter which we are in the process of changing again due to staffing changes. Also the group review the newsletter when created and make suggestions as required

4. PPG Sign Off

Report signed off by PPG: YES

Date of sign off: 10/3/15

How has the practice engaged with the PPG:

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

Improved website for those who prefer on line access, television screen is regularly updated with news and events, the quarterly newsletter is produced in time and reviewed by the PPG. The PPG was at one point advertised on the bottom of prescriptions. The PPG is an extremely active group within the local community and are very supportive of changes and engaging with the practice. Plus the open event was a success

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

The web site now has the friends and family test to complete; they have just begun to use the test messaging service which also sends out the test via sms to be completed. There is a survey board in the waiting room and the practice is very open to discussions with the patients

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

Yes, this was by the survey originally completed and the group are aware that they can feedback to the practice manager, reception team and senior partner at any time. All aspects of the practice are discussed quarterly and any reports completed and their findings are fed back to the group including the friends and family test now

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

Access for GP's for patients has been a significant improvement and something that is recorded on many of the friends and family responses. The web site is easy to use now and kept up to date with relevant information and on line booking addresses the patients who have busier lives and prefer to use this service

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

St Luke's PPG is an extremely active and engaging group. They are keen and enthusiastic and are a very approachable group. Their involvement in so many local community NHS projects and groups makes them very forward thinking and aware of the current NHS climate and changes.

As an active group they have some practical and sensible ideas and solutions and are a pleasure to work with.

As a new manager I have asked the group to think about ideas for practice improvement for the next year and they have already suggested that they may be interested to see what the practice has to offer in terms of services for children and young people with mental health issues to intervene earlier and prevent problems developing

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