

Standard Reporting Template – Patient Participation DES 2014/15

Surrey & Sussex Area Team

Practice Name: Gossops Green Medical

Practice Code: H82033

Signed on behalf of practice: Helen Hatcher

Date: 25.2.15

Signed on behalf of PPG: Roger Gibson

Date: 16.3.15

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

Does the Practice have a PPG? YES / NO	Yes
Method of engagement with PPG: Face to face, Email, Other (please specify)	Face to face and email
Number of members of PPG:	6

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	3345 (50%)	3340 (50%)	Practice	1386 (21%)	637 (9.5%)	1028 (15%)	892 (13%)	943 (14%)	757 (11%)	482 (7%)	560 (8%)
PPG	3 pts	3 pts	PPG				1			2	3

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	304 (27%)	5 (0.4%)		125 (11%)	14 (1%)	29 (2.5%)	17 (1.5%)	30 (2.6%)
PPG	5							

Information recorded on 1121 pts out of list size 6800 at 25.2.15

%	Asian/ Asian British					Black / African / Caribbean / Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any Other
Practice	258 (23%)	140 (12.4%)	8 (0.7%)	44 (3.9%)	5 (0.4%)	39 (3.5%)	13 (1.2%)	8 (0.7%)	72 (6.4%)	18 (1.6%)
PPG	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:

The practice has had a virtual PRG group since 2012 and decided that it would be good to have a PPG that met formally face to face with the Senior Partner and Practice Manager to discuss practice issues, patient's comments, feedback from patient questionnaires and anything else the group members decide to bring. The Practice has had posters up in the reception area advertising that we have a PPG group and if you would like to get involved to let reception know. There is information about the group on the practice website and if people would like to join how to apply. The live PPG group has met three times since Oct 2014. The Senior Partner has also been informing ethnic minorities of the group and also the younger population with families as the Practice and the PPG would like some more patients to join the group.

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/NO

There are no other specific characteristics of our population other than a number of diverse ethnic minority groups that we will continue to inform about the group.

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:

Friends and family test – information since December 2014
360 degree – Patient Satisfaction Survey – in house – Dec/Jan 2015
National Patient Satisfaction survey results - 2014
Comments, suggestions and complaints

How frequently were these reviewed with the PRG/PPG?

The 360 degree Patient Satisfaction Survey were reviewed in January at the PPG meeting (this is the third meeting). The PPG group was involved with the patient survey and shown and asked their thoughts before the practice ran the survey during December and January, the highest demand period in General Practice.

The Friends and family test information will be discussed at the next meeting in April, along with the National survey results.

3. Action plan priority areas and implementation

Priority area 1
Description of priority area:
<p>Change and upgrade the telephone system and move away from 0844 telephone number to all calls being received through a local number. New contract signed will be fully operational by April 2015.</p> <p>The practice although has an alternative local telephone number is informed that the local number is often engaged and busy. With the new upgrade all patients will be able to call into a local telephone number and be advised of what place they are in the queue so they can call back if they wish to.</p>
What actions were taken to address the priority:
<p>Practice Manager met with a number of telephone system suppliers and spent time working through the best solution for the practice for the future. Contract has just been signed and the new upgrade with the local number to call will be fully operational by April 2015.</p>
Result of actions and impact on patients and carers (including how publicised):
<p>The patients will be pleased to hear that the practice will have a local number for all incoming calls to be received into the practice on. There will be posters put up in due course and information added to the right hand side of prescriptions and on the website and TV screen.</p> <p>It will have a big impact as a number of patients have reported in our survey that they would like local number as it is busy and engaged often at the busy times.</p>

Priority area 2

Description of priority area:

See practitioner of choice

What actions were taken to address the priority:

The practice is striving to make further improvements here. The number of patients with access to booking appointments online has doubled since last year and we continue to promote and advertise this route as it is far quicker and easier for patients that do not need to be seen on the same day.

We will continue to strive to make improvements as this scored the lowest score on our Patient survey results,

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

Priority area 3

Description of priority area:

Water in the waiting room

What actions were taken to address the priority:

The Practice Manager is currently looking into the best way to provide water in the 2 waiting room areas and the costs

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

Patients have commented that they would appreciate water being available in the waiting room areas

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
<p>Telephone access improves – we introduced a local alternative telephone number, also we have over 800 patients signed up to use the online appointment bookings and requesting repeat medication.</p> <p>Speaking to a practitioner on the phone – in January 2014 we introduced a doctor and nurse telephone triage system which has increased access to patients by 30%, later comments in the 2014 practice survey results showed that patients were appreciating the new service.</p> <p>Seeing practitioner of choice – appointments can be pre booked in advance up to one month ahead with GPs and with the nurses up to 6 weeks. So if patients are able to book online or wait, greater choice is available.</p>

4. PPG Sign Off

Report signed off by PPG: YES / NO	YES
Date of sign off:	16/3/2015
How has the practice engaged with the PPG:	Practice has identified patients willing to serve as members of the PPG and arranged regular meetings with Senior Partner and Practice Manager to discuss how the practice is operating.
How has the practice made efforts to engage with seldom heard groups in the practice population?	The largest ethnic minority group amongst patients is represented on the PPG. Practice is making efforts to identify and encourage people with other areas of interest and/or involvement to join it.
Has the practice received patient and carer feedback from a variety of sources?	Yes – principally from patient surveys (e.g.friends and family test and the recent patient satisfaction survey), but also informally through comments, suggestions, etc
Was the PPG involved in the agreement of priority area and the resulting action plan?	Since inception in October 2014 the PPG has been involved in discussions on items identified as priority areas (especially Area 1 above) and the implementation of solutions

<p>How has the service offered to patients and carers improved as a result of the implementation of the action plan?</p>	<p>Revised telephone arrangements offer a more convenient service to patients and carers. In addition, the introduction of new arrangements has enabled the practice to improve the service available.</p>
<p>Do you have any other comments about the PPG or practice in relation to this area of work?</p>	<p>The PPG is in its early stages and I hope that we shall be able to give more detailed and relevant input as time goes on.</p>