

Patient Participation Group

Report on action points and progress

March 2015

2014/15 Patient Participation Enhanced Service Report

Practice Name: **West Pottergate Medical Practice**

Practice Code: **D82106**

Signed on behalf of practice:

Date:

Signed on behalf of PPG:

Date:

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:	8

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 maintain posters in the waiting room. Best recruitment is via GP invitation to patients. We are going to run this again to gain some more members.

The meetings are also arranged late afternoon/early evening to appeal to after work en route home and before evening events might start in order to make it as convenient as possible for the widest range of participants.

We are now considering an online group as well as members willing to attend occasional meetings. We feel this will appeal more to younger demographics.

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 (Lesbian Gay Bisexual Transgender) community? YES/NO

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:

Complaints register
Patient comments left at reception
Friends & family comments

How frequently were these reviewed with the PPG?

We review Friends and Family at each meeting. In the past, patient survey results have been shared and discussed in depth at PPG meetings.

3. Action plan priority areas and implementation

Priority area 1

Description of priority area:

Nursing resource including minor illness to enhance GP services for wider patient population.

What actions were taken to address the priority?

- New team recruited in April 2014 with increased hours plus a nurse prescriber as Lead Nurse
- HCA clinics increased together with training to offer wider range of services

- Training and routine for infection control compliance improved

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

- Facilitates access and more choice on appointment times for patients.
- Better training for HCA's to support procedures such as dressings
- INR monitoring and dosing improved – speed and reliability for dosing results

Priority area 2

Description of priority area:

Reception – access during lunch time 1:00 – 2:00 period

What actions were taken to address the priority?

- Patient feedback and comments sought
- Access to phone monitored
- Practice leaflet updated

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

- Allows for improved staff cover morning and afternoon, with “light” cover for one hour only. Previously light cover meant phones/visitors response was adversely affected.
- Training for staff using briefing sessions to help identify and relate to patient/carer issues and be sensitive to needs. Comments about reception are very positive and the staff often go the extra mile to ensure patients are cared for.

Priority area 3

Description of priority area:

Incoming telephone lines

What actions were taken to address the priority?

- Replaced the 0844 number
- Retained all the call management features
- Limited options to 3 so patients are not left waiting too long

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

- Significant reduction (elimination) in adverse comments and complaints about the cost of calls.
- Features and call response times sustained at the previous level, i.e. no loss or deterioration in service
- Happier staff and PPG!

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):

West Pottergate Medical Practice (WPMP) is a relatively small practice. Patient numbers have grown this last year and, at the same time, two senior partners have either retired or reduced their sessions significantly. Patients have had to adapt to new GPs over the past 2 years. This has introduced a destabilising risk for patients who have been used to their “usual GP” for some 30 years. We are pleased to report the Friends & Family Test, introduced this year, provides nearly 100% Very Likely to recommend.

The extent of changes to the NHS has been embraced and, with relatively limited resources as a smaller practice, WPMP has sustained its reputation for excellent access and a very high level of service for patients and carers. Administrative/reception staff has been increased to help improve service and work flow, which does still get challenged at certain peak times. Improved follow-up on a range of conditions, as well as named GP for over 75's and care plans, is something we are proud of as a practice.

The practice also engaged a full time Office Supervisor who has the skills and authority to respond to changing demands and prioritise effectively so we can respond efficiently to patient needs, both from incoming calls as well as in person.

At a recent PPG meeting we asked our group to comment on any aspect of the practice's services they felt needed to be improved and the response was overwhelmingly supportive of the clinicians and staff in every aspect