

Annex C: Standard Reporting Template

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

Practice Name: **Market Cross Surgery, Bourne Road, Corby Glen, Lincolnshire, NG33 4BB**

Practice Code: **C83649**

Signed on behalf of Practice:  **Tracey Senescall, Practice Manager** Date: 26.03.2015

Signed on behalf of PPG:  **Mr Mike Taylor, Chair** Date: 26.03.2015

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, via Email, via Telephone																																					
Number of members of PPG: 20																																					
Detail the gender mix of practice population and PPG: <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 10px;"> <thead> <tr> <th style="width: 20%;">%</th> <th style="width: 30%;">Male</th> <th style="width: 30%;">Female</th> </tr> </thead> <tbody> <tr> <td>Practice</td> <td>48.9</td> <td>51.1</td> </tr> <tr> <td>PPG</td> <td>40</td> <td>60</td> </tr> </tbody> </table>	%	Male	Female	Practice	48.9	51.1	PPG	40	60	Detail of age mix of practice population and PPG: <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 10px;"> <thead> <tr> <th style="width: 10%;">%</th> <th style="width: 10%;"><16</th> <th style="width: 10%;">17-24</th> <th style="width: 10%;">25-34</th> <th style="width: 10%;">35-44</th> <th style="width: 10%;">45-54</th> <th style="width: 10%;">55-64</th> <th style="width: 10%;">65-74</th> <th style="width: 10%;">> 75</th> </tr> </thead> <tbody> <tr> <td>Practice</td> <td>20.1</td> <td>7.5</td> <td>8.6</td> <td>12.2</td> <td>16.4</td> <td>14.9</td> <td>12.7</td> <td>7.6</td> </tr> <tr> <td>PPG</td> <td>0</td> <td>0</td> <td>0</td> <td>10</td> <td>20</td> <td>35</td> <td>25</td> <td>10</td> </tr> </tbody> </table>	%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75	Practice	20.1	7.5	8.6	12.2	16.4	14.9	12.7	7.6	PPG	0	0	0	10	20	35	25	10
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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	3461	12		32	2			
PPG	19							

	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice	8			6		2	2		2	701 (unknown)
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:

We consider the group reflects our patient population well in terms of gender, age, disability and ethnic background.

Younger members within the age ranges of Under 16, 17-24 and 25-34 would be welcomed and, despite campaigns targeting patients within this age range, we have been unsuccessful in recruiting new 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? **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:

Feedback from the following sources has been reviewed:

NHS Choices

Healthwatch

Comments within the PPG

Comments taken from our Annual GP Survey

Friends and Family Test

Verbal Feedback/Comments

Written Feedback/Comments

Formal Complaints

Website Comments Form

Emails direct to GP/Practice Manager/Reception Team/Dispensary Team

How frequently were these reviewed with the PRG?

Quarterly.

Outcome of Annual GP Survey discussed at February 2015 meeting.

3. Action plan priority areas and implementation

Priority area 1
<p>Description of priority area:</p> <p>See a Practitioner within 48 hours. This action came from our Annual GP Survey.</p>
<p>What actions were taken to address the priority?</p> <p>We have made available more “same day access” appointments for patients requiring urgent same day treatment, not suitable for reviews or complex issues.</p>
<p>Result of actions and impact on patients and carers (including how publicised):</p> <p>Reception staff offer these appointments when patients ring requesting a same day appointment. These appointments are also used if it is felt a “soon” routine appointment is unavailable.</p> <p>The benefit of this access is our patients can see a clinician on the same day for urgent treatment. However, we have noticed that over a period of time these appointments are regularly being booked for non-urgent illness and complex issues.</p>

Priority area 2

Description of priority area:

See Practitioner of Choice.

This action has been received in the form of written and verbal comments. It was also highlighted in our Annual GP Survey.

What actions were taken to address the priority?

Dr J B Elder has been the Senior GP at Market Cross Surgery for over 20 years resulting in a greater percentage of our patient population wanting to specifically see him. We have also experienced considerable difficulty in recruiting GPs due to our rural locality and the opportunities newly qualified GPs are offered abroad.

The Practice has maintained cancellation lists for specific Doctors to try and resolve this issue.

Patients are reminded to book follow-up appointments with the GP at the end of their consultation rather than waiting for results and then trying to book their appointment.

We continue with our campaign to recruit a suitable GP and try as much as possible to use the same Locum GPs for continuity of patient care.

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

This is an ongoing dilemma however it is hoped that with the eventual recruitment of a suitable GP the frustrations of patient's not being able to see their GP of choice will ease.

Patients do ask for certain clinicians when they make their appointment and are facilitated as much as possible. On-line access to book Doctor appointments is also available for patients to book ahead with their chosen GP.

Priority area 3

Description of priority area:

Reducing Missed Appointments.

This action came from verbal comments received from patients about the availability of pre-bookable appointments and also general discussions within the surgery.

What actions were taken to address the priority?

Missed Appointments impacts greatly on the number of appointments we routinely have available for other patients. As we are regularly not informed patients are unable to attend their appointment we are not in a position to offer this appointment to other patients.

We brought this issue to the attention of our PPG who were shocked by the number of missed/wasted appointments and were very concerned not only at the impact this had on other patients waiting for an appointment but also on the wasted time of the GP/Clinician.

The practice regularly monitors Missed Appointments and displays notices in the waiting room advising the number of appointments missed, equating this to wasted GP/Clinician time. We also encourage patients to keep their appointment or inform us if they are unable to attend.

We have also collaborated with Healthwatch by providing “Did Not Attend” statistics and carried out a “Did Not Attend” survey on behalf of Healthwatch during the month of August 2014.

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

The results of Missed Appointments are displayed via notices in the waiting room.

Text messaging has been considered to remind patients of their appointment, however NHS funding for this is no longer available therefore we are reviewing this service.

Our PPG have suggested sending out a letter to repeat offenders – this is currently being looked into by the Partners and Practice Manager.

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 Year's Action Plan:

Appointment satisfaction:

No agreed action agreed at time. Following our Annual GP Survey, we scored 74% (compared to a similar practice list size which was 69% and when compared to all practices 68%). Our score for last year was 72% therefore no further action at this time.

See Practitioner within 48 hours:

Same Day Access (Sit & Wait) Clinic introduced. Proven to be very successful for both patients' and Clinicians. This clinic will continue.

See Practitioner of Choice:

Ongoing issues due to unsuccessful recruitment of a further GP and the use of Locum GPs, as detailed above. Campaign to recruit a further GP continues which will ease the present situation.

Speak to Practitioner on the phone:

More telephone appointments have been introduced and have proven popular and successful. Issues remain surrounding the expectation that practitioners are available for non-urgent ring backs within short time periods, however, we continue to reinforce what is considered to be a sensible timescale.

Email consultations do not take place. General email exchange between patients and the practice is carried out regarding appointments/ medication requests or any other general enquiry only.

Text messaging has been considered at length, however, as NHS funding for this service is no longer available it is felt this service will no longer be viable.

Waiting Time:

Unfortunately, this issue remains. The main problem is trying to keep within the consultation time of 10 minutes and the often complex cases presented to the practitioner. Alerts are put on screen for "double" appointment time if there is a specific reason known which may cause delays to try to ease the situation.

4. PPG Sign Off

Report signed off by PPG: **YES**

Date of sign off: **26.03.2015**

Has the report been published on the practice website? **YES**

How has the practice engaged with the PPG:

- Quarterly meetings (approx).
- Telephone contact.
- Email discussions if specific issue raised by either Practice or PPG, directly through PPG Chair.
- Agendas/Minutes distributed to members.

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

- Awareness of PPG heightened through different clinics eg, Flu Clinic.
- Notices in Waiting Room
- Direct invitation through members of staff, existing PPG members and Clinicians/Practitioners.

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

- Feedback is essential therefore we encourage patients and carers to comment on any aspect of the care/treatment they receive.
- Patients and carers comment through GP consultations, through our Reception team at the time of making appointments, Dispensary when discussing/ordering medication, Medical Secretary through the referral process, whilst attending for medical treatments and any other service provided by the practice. Letters and cards are regularly sent in praising us for our caring and professional service. We also regularly receive verbal feedback.
- Feedback through Friends and Family questionnaires.
- Monthly patient feedback through Healthwatch.

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

- Yes, the main event is during the PPG meeting held after the Annual GP Survey where results are discussed and the way forward agreed. This meeting was held on 24 February 2015.
- Priority areas remain on Agenda/Minutes for continued discussion/agreement/review until resolved.

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

- The “Same Day Access” (Sit & Wait) Clinic has proved a success with positive feedback.
- The results of the Annual GP Survey for this year evidenced a higher quality of service following the implementation of last year’s Action Plan and an increase in overall patient satisfaction with our service from 89% to 90%.
- The general feedback from our patients is an appreciation of the level of service we offer and the quality of care they receive.

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

- We are grateful to our PPG for the continued support it offers the practice and our patients.
- All practice staff are committed and dedicated in offering a high quality caring service. We are open to suggestions and comments to improve our service for the benefit of our patients.
- We remain concerned about the number of missed appointments as this is an area we generally do not receive comments/ feedback/reasons. We remain unsure as to how to tackle this without causing further distress to our patients but it is an area that will continue to be monitored and discussed within the practice and with our PPG to find a solution.

Please return this completed report template to the generic email box – england.leiclincsmedical@nhs.net no later than 31st March 2015. No payments will be made to a practice under the terms of this ES if the report is not submitted by 31st March 2015.