

# The Charnwood Practice

## 2014/15 Patient Participation – Report

Practice Name: The Charnwood Practice

Practice Code: C82667

Signed on behalf of practice:



Date: 6/3/2015

Signed on behalf of PPG:



Date: 06/03/2015

### 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, Email, Telephone											
Number of members of PPG: 12											
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	50%	50%	Practice	24%	11%	15%	15%	12%	11%	6%	6%
PPG	50%	50%	PPG			9%	25%	25%	25%	8%	8%

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	24%	0%	0%	2%	1%	0%	0%	1%
PPG	58%	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	50%	7%	2%	0%	2%	2%	2%	4%	0%	3%
PPG	34%	0%	0%	0%	0%	0%	8%	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:

The PPG is open to all Patients from the Surgery. All newly registered patients are made aware of the PPG group. PPG group membership is clearly advertised within the Surgery on noticeboards, patient callboards and the website.

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:

- Friends and Family Test (monthly)
- Complaints (monthly)
- Significant Events (monthly)
- Leicester City PPG – this is the city wide PPG forum, The Charnwood Practice PPG members regularly attend these meetings and feedback information related to City-wide PPG matters.

Note: 51049 total consultations of all types. (12 month rolling figure).

How frequently were these reviewed with the PRG?

- There were 6 face-to-face PPG meetings during the year:
  - 7<sup>th</sup> Feb 2015
  - 6<sup>th</sup> Dec 2014
  - 18<sup>th</sup> Oct 2014
  - 16<sup>th</sup> Aug 2014
  - 07<sup>th</sup> June 2014
  - 12<sup>th</sup> April 2014

### 3. Action plan priority areas and implementation

Priority area 1
<p>Description of priority area:</p> <ul style="list-style-type: none"><li>• Display PPG member photographs in order to better promote the PPG Group.</li></ul>
<p>What actions were taken to address the priority?</p> <p>The Practice website lacked the flexibility to adequately display PPG member photographs. The Practice reviewed and procured a new website.</p> <ul style="list-style-type: none"><li>• PPG member photographs are displayed on the Practice website (all subject to members consent).</li></ul>
<p>Result of actions and impact on patients and carers (including how publicised):</p> <ul style="list-style-type: none"><li>• Better promotion of the PPG.</li><li>• The website allows easier access to information that will benefit patients.</li><li>• Website access statistics show a 50% increase in the number of visits to the site over the last 2 months.</li><li>• Online service users forms are being completed which has opened up a new access channel for patients to interact with the Practice.</li></ul>

## Priority area 2

### Description of priority area:

- Staff customer service training.

### What actions were taken to address the priority?

- In-house Customer Service training developed and delivered on an ongoing basis.
- Continued support of apprentice staff.
- Name badges introduced.
- Greater visibility of complaints / significant events and FFT information for sharing and discussion with PPG members.

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

- There had been a significant change in staffing within the administration team. The new team have undergone significant training and support. The number of complaints has significantly reduced over the past 6 months.
- Improved customer service for all patients.

### Priority area 3

#### Description of priority area:

- Clinic configuration change to improve 'on the day access' for patients requiring access to medical services.

#### What actions were taken to address the priority?

- Morning 'Sit & Wait' clinic change to Minor Illness and Injury Clinic with pre-bookable appointments. Appointment slots increased from 5 to 10 minutes.
- Morning and Afternoon Paramedic Practitioner Clinic introduced, pre-bookable appointment slots for Minor Illness.

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

- Reduced wait time for patients.
- Longer appointment times with the clinician.
- Evened the number of patients arriving and waiting in the reception area. Health and Safety risk reduced.

## 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):

The PPG has been operating for a number of years and is proactive and supportive of the Practice.

The Practice Management team value the PPG involvement with notable achievements:

- Support during the implementation of Patient Partner and the resolution of legacy telephone issues.
- Support during CQC inspection.
- Performing 'secret shopper' exercises to give feedback on customer service quality.
- Actively participating in the Leicester City PRG and providing feedback at the Surgery PPG meetings.
- Encouraged wider staff involvement in the PPG resulting in regular attendance of GP, Nurse and Admin representation.
- A 'critical friend' to offer insight into patient issues, observations of the Surgery across all aspects of the Surgery processes.

The PPG have continued to provide this valued level of support during the year, building upon previous successes.

#### 4. PPG Sign Off

Report signed off by PPG: YES

Date of sign off: 06/03/2015

Has the report been published on the practice website? YES

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 communication channel introduced via the website, including PPG photographs.
- Improved feedback mechanisms with the implementation of the Friends and Family Test (FFT) with paper based and web based options.

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

- Regular PPG meetings.
- FFT.
- Complaints procedure.
- Safeguarding notifications.
- Health Visitor engagement.
- Ongoing proactive management of over 400 care plans targeting those patients that are at risk of A&E attendance and those with multiple long term disease conditions, including Dementia, Learning Difficulties and Mental Health. Focus has also been prioritised for housebound, care home, nursing home and residential home patients.

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

- Regular ongoing review and discussion of actions plans via an action log.



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

Specific improvements covering:

- Customer Service.
- Access to a clinician.
- Promotion of the PPG.

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

- Ongoing engagement between the PPG and the Practice is key to support the Practice develop plans over the next 5 years in order to meet the challenges faced across the Healthcare economy and continue to improve access to services; improve efficiency; and improve the effectiveness of services delivered.