

Standard Reporting Template

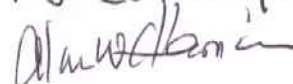
NHS England (Wessex)
2014/15 Patient Participation Enhanced Service

Practice Name: The Apples Medical Centre

Practice Code: J81029

Signed on behalf of practice: P.J. Connings

Date: 19-3-15

Signed on behalf of PPG:  (Alan Harrison)

Date: 20-3-15

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, Other (please specify) **Quarterly meetings S.A.F. (Sherborne Apples Forum S.A.F.) and Email**

Number of members of PPG: **7 members on the committee / 196 current virtual members**

Detail the gender mix of practice population and PPG:

| % | Male | Female |
|----------|--------------|--------------|
| Practice | 2407 (42.6%) | 2774 (49.1%) |
| PRG | 73 (1.3%) | 123 (2.2%) |

Detail of age mix of practice population and PPG:

| % | <16 | 17-24 | 25-34 | 35-44 | 45-54 | 55-64 | 65-74 | > 75 |
|----------|-----------|----------|------------|-----------|-------------|-------------|-------------|-------------|
| Practice | 682 (12%) | 393 (7%) | 354 (6.3%) | 451 (8%) | 710 (12.6%) | 742 (13.2%) | 880 (15.6%) | 928 (16.5%) |
| PRG | 0 | 0 | 12 (0.2%) | 26 (0.5%) | 22 (0.4%) | 19 (0.3%) | 67 (1.2%) | 50 (0.9%) |

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 | 4770 | 2 | 0 | 0 | 2 | 5 | 32 | 0 |
| PRG | 186 | 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 | 20 | 2 | 4 | 24 | 0 | 0 | 0 | 0 | 0 | 0 |
| PRG | 1 | 0 | 0 | 0 | 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:

Our practice SAF is representative of both gender and ethnicity.

We are working with the NHS Dorset Clinical Commissioning Groups Patient & Public Involvement Development Worker for North Dorset, our point of contact attends our meetings to discuss opportunities to engage and increase the level of engagement with the many different practice groups.

Contacted the Comprehensive School (Gryphon School) as well as Leweston Girls' School (the School's doctor 109 pupils) with regards to Sixth form students that maybe interested (work in progress)

At our Flu clinic in October 2014, our S.A.F. promoted the forum, our Chair and Vice-Chair attended along with a few members of the forum plus the NHS Dorset CCG Patient & Public Involvement Development Worker. Leading on from this we advertised the forum in the local Sherborne Times and in the Blackmore Vale Magazine.

Our quarterly Newsletter is distributed to our patients, displayed in the waiting (for the patients who do not have internet access) sent via email to the patients, who have signed up for our 'Virtual patient group', the Newsletter is also displayed on our website. We have set up a Facebook page which we advertise on the Website/Newsletter, trying to engage our younger patients.

In February 2015 we carried out our Forum questionnaire; this was handed out to patients attending the surgery, displayed on our website and emailed to our 'Virtual Patient group'.

We are planning on a presence at community groups and events outside the surgery i.e. Sherborne Health Forum and the Sherborne Health and Well Being Event.

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?

N/A

2. Review of patient feedback

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

In 2013/2014 we carried out our Annual Patient Survey, questions that were used for the questionnaire were guided by the PPG (S.A.F. not founded at this time), using the results from the questionnaire we were able to produce an Action plan that was displayed in the Waiting room and on the Website, all patients were able to read and to comment on the Action plan.

One of the outcomes of the questionnaire/action plan was a quarterly practice Newsletter, this was implemented in July 2014, the Newsletter keeps the patients up to date with the changes to the practice and provides information and services that the practice provides, our Newsletter advertises our S.A.F./'Virtual Group', we ask patients to feedback their thoughts on the articles. We are also a member of the N.A.P.P (National Association of Patient Participation) their Newsletter is emailed to the 'Virtual Patient Group'.

We have a designated Notice Board for S.A.F, where the current Newsletter and minutes of the recent Meetings are displayed.

From October 2014 we joined the Friends and Family Test. This allows patients to give feedback/comments about the surgery. Business cards containing how to submit feedback online was handed out to the patients by the clinicians, for the patient to submit at a later date, we also gave the patient a paper based option to fill in and post in the designated post box. Results are collected weekly and submitted to iwantgreatcare.com that calculated the results and enter the data on to their website under The Apples Medical Centre, we also advertised this site via our Website where patients could see the last three reviews - The Practice also welcomes feedback to be posted on NHS Choices, under The Apples Medical Centre.

There is a Suggestion box in the Waiting Room where we welcome any suggestions/comments from our patients; these are discussed at our S.A.F meetings and during the GPs weekly meeting.

During the Flu Clinic many patients had the option of talking to our S.A.F members with regards to their comments/suggestions.

Patients also have the opportunity to provide ad-hoc feedback to any staff members or directly with the Practice Manager.

How frequently were these reviewed with the PRG?

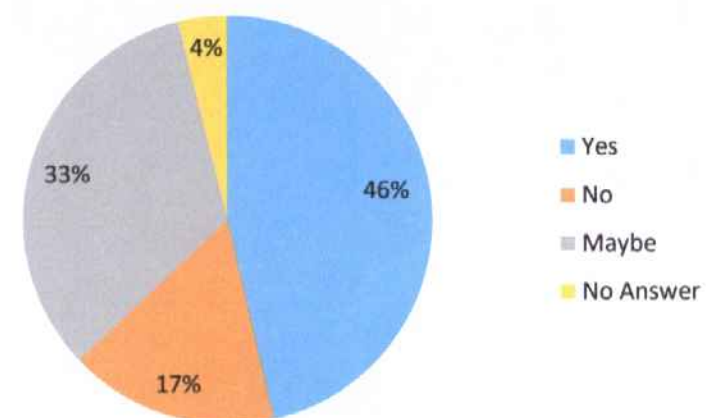
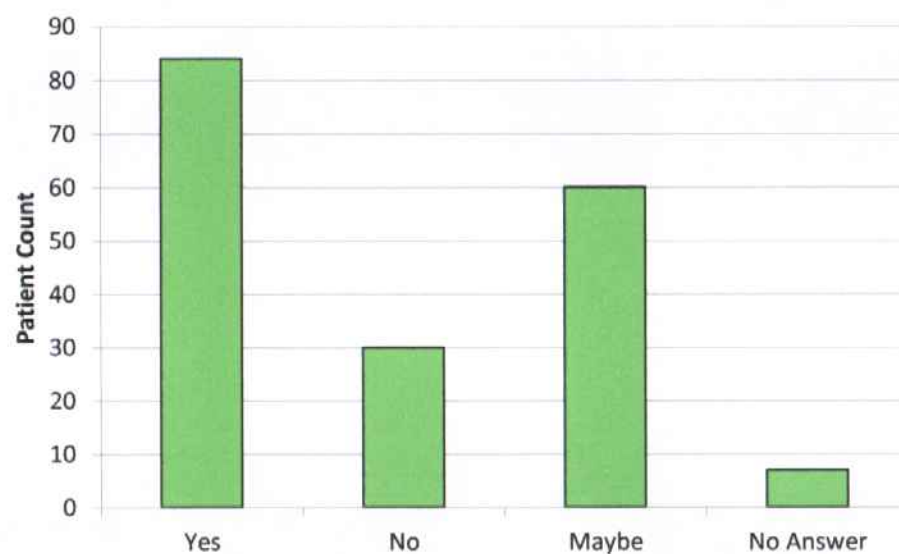
Friends and Family Test results are collated and reviewed weekly. The results are advertised on iwantgreatcare.com and the last three feedbacks are advertised via the practice website. Monthly results are calculated and submitted to NHS England for their data. The results are displayed in the quarterly practice Newsletter and discussed at the SAF meetings.

Other feedback from other options are also discussed at the S.A.F meetings, GP weekly meeting and staff monthly meetings, we share the feedback.

3. Action plan priority areas and implementation

Priority area :Length of Appointment times

Description of priority area: 15 minutes appointment slots – 46% agreed that they would prefer to have 15 min slots



What actions were taken to address the priority:

- One Doctor decided he would trial longer appointment times for each patient, still to see the same number of patients during the morning surgery, this was implemented early 2014

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

- After a couple of months we reviewed the new time slots we decided that it was working well, patients feedback was very positive
- Leading on from this success another doctor extended his appointment time to 15 minutes per patient; this was implemented in April 2014.
- No negative knock on effect to patients or carers, only positive feedback having a longer consultation time with the doctor – few comments from the patients:

'Patient consultation has increased as well as communications'

'15 mins slots very useful'

- Advertised on the Website – patients can book online which displays the doctor's appointment times
- This is reviewed regularly during the GP meetings.

Priority area 2: Communication to the Patients

Description of priority area: Communication with the Patients.

What actions were taken to address the priority?

- Quarterly Newsletter - To improve our communication to our patients it was agreed that the Practice Manager would take on this role.
- The first Newsletter was distributed to the Patient Group via email, as well as published on the Website and in paper form in the waiting room – a notice was put up in the Waiting Room to inform patients of the Newsletter and where to locate it - Date of the first Newsletter 1st July 2014.
- We are trialling texting blood results to a selected number of patients
- Several patients are emailing the reception with requests of the GP, who response via the reception email address on a ad-hoc basis
- We have installed a label printer at Reception, which gives the time and date of the appointment and is not subject to human error.

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

- Positive information from Patients. The Website has a link to all the Newsletters; a copy is displayed in our local community Hospital.
- Positive impact on patients, service information obtained quickly
- The Newsletter is reviewed by all staff members for feedback, clinical information, carer information, Clinical Commissioning Updates.
- Patients are positive about the use of text messaging with regards to the reminders for their appointments/Results

Priority area 3: Surgery Times

Description of priority area:

Doctors surgery time – following on from Patients feedback we introduced new Doctor hours, each Doctor started their morning surgery earlier at 8.30am

What actions were taken to address the priority?

- Due to work commitments of some our patients it was discussed at the Doctors weekly meetings that we would start morning surgery earlier.

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

- Opening times advertised on the Website and Waiting Room
- Knock on effect to the Dispensary and the Nursing team; the Dispensary opening times match the morning surgery times along with the Nurses morning surgery of 8.30am. This new arrangement had a knock on effect to the Dispensary as we decided to close the Dispensary later on extended surgery days; Mondays and Tuesdays; this was advertised in the Newsletter, Waiting room and Website.
- Positive knock on effect to Patients and Carers, improved times for Patients and Carers to attend the surgery or to pick up medication.

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 issues:

Opening hours – we have made major steps to improve our opening hours (as detailed above) this will be monitoring continuously.

Online access/Booking Appointments & Ordering Prescriptions – Advertised in the Waiting Room and on line, on-going process.

More information in the Waiting Room – this is an area that we have improved, consistently updating posters/leaflets general information to the patients, display relevant monthly topics e.g. no smoking

Communications via Receptionist to Patients –

- Informing the patients on arrival when there is a delay in seeing their GP
- Text and emailing messaging

4. PPG Sign Off

Report signed off by PPG: YES

Date of sign off: 20/3/2015

How has the practice engaged with the PPG: Face to face quarterly meeting/Emails to Virtual Patient Group i.e. NAPP newsletters, Practice Newsletters, inviting to attend the S.A.F. group/meetings also emailed the current Patient Survey

How has the practice made efforts to engage with seldom heard groups in the practice population? Contact with the local school and with the private school, Patient and Public Engagement office attends the meetings, engages in Community Events due to be held in the Summer

Has the practice received patient and carer feedback from a variety of sources? Friends and Family Test, Annual Patient survey, Suggestion box in the Waiting Room, responses from the Newsletter, emails from patients

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

How has the service offered to patients and carers improved as a result of the implementation of the action plan? Positively improved due to the longer consultation times, improved and longer opening times of the Dispensary, earlier starting times from the Clinicians, and better communication with patients.

Do you have any other comments about the PPG or practice in relation to this area of work? The S.A.F is work in progress as we only started meeting last summer, using the results from the questionnaire will give us areas to work towards, however we have had a positive start with committed members.