

Standard Reporting Template – Patient Participation DES 2014/15

Surrey & Sussex Area Team

Practice Name The Grove Medical Centre

Practice Code H81066

Signed on behalf of practice Dr P Warwicker Date 18/03/2015

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 through regular meetings throughout the year
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	7087	6870	Practice	3401	1318	1980	2315	2155	1418	950	985
PPG	2	4	PPG			1	2	1	1		1

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								
PPG	3	1		1				

Asian/ Asian British					Black / African / Caribbean / Black British			Other		
%	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any Other
Practice										
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:

When selecting members for our PPG we have tried to be representative of our practice population. We feel we have succeeded in this regarding age and gender, but have not been so successful with ethnic background due to lack of volunteers.

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

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:

We received feedback from patients in a number of ways, either by email, letter and face to face. The main areas of concern from patients were the appointment and telephone system. The evaluation process involves responses in addition to discussion with the PPG.

How frequently were these reviewed with the PRG?

At each PPG meeting.

3. Action plan priority areas and implementation

Priority area 1
Description of priority area: Telephone system – Antiquated system over 20 years old. Problems for patients trying to get through and stressful for reception staff who were answering <u>all</u> incoming calls to the practice.
What actions were taken to address the priority: We took on board all the comments and purchased a new fully automated system from BT which was installed on 22/12/2014.
Result of actions and impact on patients and carers (including how publicised): A more efficient system, giving patients the option to select the department they require making the patient experience much better. We publicised the change in the practice through the television screen, by posters and face to face. Reception staff have noticed a great improvement in being able to deal with patients on the telephone in a timely and efficient manner.

Priority area 2

Description of priority area:

Appointment System – With the change in Partnership from 1 7 2014 there was a need for both patients and staff to modify the system in order to improve the service to patients. On discussion with the PPG the feedback was not completely positive in that the main difficulty was patient ability to pre-book appointments and the need to increase our on line facility. We had also received complaints directly from patients regarding this.

What actions were taken to address the priority:

We took the feedback on board and adjusted the session formats to allow more pre-bookable appointments by reducing the urgent and book on the day availability. Throughout the winter months, the surgery was full to capacity but we are pleased to report that we were able to accommodate most patients. We have also made a lot more appointments available on line through patient access.

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

We have actively encouraged our patients to register for on line access by publicising this on our TV screen in the waiting room, on the website and face to face in the surgery. So far, we have received positive feedback re the changes we have made and generally patient's requests for appointments are being met.

This is an ongoing process and will continue to review the appointment system on a regular basis. We welcome patient feedback through any route and will always try to accommodate whenever possible.

Priority area 3

Description of priority area:

Patient Car Park – Lack of designated parking spaces – Bike Rack.

This was brought to our attention through the PPG.

What actions were taken to address the priority:

We discussed the comments made by the PPG and employed a company to line the parking spaces in the patient car park.

The PPG also requested that we provide a bike rack for patient use. We purchased a bike rack and it has been installed outside the main building.

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

The parking facility has been greatly improved in that we can accommodate more cars as patients are parking in a considerate manner within the lines. This has increased the capacity which, especially during busy periods, has made the patient experience much better.

The bike rack has also proved to be very popular with some of our patients as their bike can now be secure whilst they are visiting the medical centre.

We fed back to patients via the PPG, our television screen and face to face

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

4. PPG Sign Off

Report signed off by PPG: YES / NO	
Date of sign off:	
How has the practice engaged with the PPG:	
How has the practice made efforts to engage with seldom heard groups in the practice population?	
Has the practice received patient and carer feedback from a variety of sources?	
Was the PPG involved in the agreement of priority area and the resulting action plan?	
How has the service offered to patients and carers improved as a result of the implementation of the action plan?	
Do you have any other comments about the PPG or practice in relation to this area of work?	