

Patient Participation Reporting Template 2014-2015

Practices are required to submit the patient participation report detailed below.

Please submit an electronic version of this report to england.bgswh-primarycare@nhs.net by **31st March 2015**

If you have any queries, please contact Harriet Gill – england.bgswh-primarycare@nhs.net

Practice details: Ridge Green Medical Centre

Practice code: J83064

Stage one – validate that the patient group is representative

Demonstrates that the PRG is representative by providing information on the practice profile:

Does the Practice have a PPG YES/NO	YES <input checked="" type="checkbox"/>	NO <input type="checkbox"/>
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Practice population profile	PRG profile	Difference
Age		
% 18 – 24 – 8.2	% 18 – 24 – 0	8.2
% 25 – 34 – 14.1	% 25 – 34 - 0	14.1

Practice population profile	PRG profile	Difference
% 35 – 44 – 14.8	% 35 – 44 - 10	4.8
% 45 – 54 – 17.04	% 45 – 54 – 10	7.04
% 55 – 64 – 11.57	% 55 – 64 – 40	28.43
%65 – 74 -5.88	%65 – 74 -25	19.1
%75 – 84 -2.84	%75 – 84 -10	7.16
% Over 85 -0.87	% Over 85 - 5	4.13
Ethnicity		
White	White	
% British Group – 88	% British Group -85	3
% Irish -0.25	% Irish -0	0.25
Mixed	Mixed	
% White & Black Caribbean -0.3	% White & Black Caribbean -0	0.3
% White & Black African -1.5	% White & Black African -0	1.5

Practice population profile	PRG profile	Difference
% White & Asian -0.12	% White & Asian -0	0.12
Asian or Asian British	Asian or Asian British	
% Indian -3.5	% Indian -10	6.5
% Pakistani -0.7	% Pakistani -0	0.7
% Bangladeshi -0.02	% Bangladeshi -0	0.02
Black or Black British	Black or Black British	
% Caribbean -0.38	% Caribbean -0	0.38
% African -0.97	% African -0	0.97
Chinese or other ethnic Group	Chinese or other ethnic Group	
% Chinese -0.63	% Chinese -0	0.63
& Any Other -3.5	& Any Other -5	1.5
Gender		
% Male -49.8	% Male -50	0.2

Practice population profile	PRG profile	Difference
% Female -50.2	% Female -50	0.2

<p>Differences between the practice population and members of the PRG</p> <p>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:</p>	<p>Widely advertised to ensure as many people who may benefit from being on the PPG have access to it. This is online and on poster form at both practices.</p>
<p>Are there any specific characteristics of your practice population which means that other groups should be included in the PPG? Eg a large student population, significant number of Jobseekers, large numbers of nursing homes, or a LGBT community</p> <p>YES <input type="radio"/> NO <input checked="" type="checkbox"/></p>	<p>If you have answered YES, please outline measures taken to include these specific groups and whether those measures were successful:</p>
<p>Is the group virtual or face-to-face?</p>	<p>Face-to-face</p>
<p>How many members are there on the PRG?</p>	<p>20</p>

Step 2 – Review Patient Feedback	
Outline the sources of feedback that were reviewed during the year:	One to one, online and written feedback from the friends and family survey and additional questions. Feedback from the patient focus group at Freshbrook Community Centre and also from MPs, local councillors and individual patients. 3 PPG meetings including one ad hoc meeting due to changes in Freshbrook surgery opening times.
How Frequently were these reviewed with your PRG	Reviewed at both meetings through the year.

Priority Area 1	
Describe the priority area:	Text Messaging reminder of booked patient appointments.
Why was this priority identified:	The group felt that the DNA rate for both practices were high and this was a waste of resources. This waste was driven by patients simply not cancelling their unwanted appointments.
What actions were taken to address this priority	Push to increase the number of people being reminded of their appointment using the text reminder service
What were the results of the actions and what impact on patients and carers.	The reminders regarding encouraging patients to cancel unwanted appointments were made on right hand side of prescriptions and online. We also reminded the reception staff to more routinely use the text reminder service.
How was this publicised.	Text messaging was publicised online, on the repeat prescriptions sheet and in the surgery and through minutes of the meeting online.

Priority Area 2	
Describe the priority area:	To recruit more GPs to the practice.
Why was this priority identified:	Reduction in opening hours had become necessary due to the lack of GPs at Freshbrook surgery. 2 PPG meetings, public consultation meeting and face to face discussions.
What actions were taken to address this priority	Recruitment attempts both online and written with widely advertised campaign taking advice from the LMC.
What were the results of the actions and what impact on patients and carers.	We reported our recruitment aims to the group and our current staffing levels. We had advertised and interviewed candidates. We had appointed 3 candidates but only 2 were able to take up position. The impact was being able to sustain a service but not yet to be able to open Freshbrook back to 5 day opening.
How was this publicised.	Online report and individual letters to every household registered by the affected branch.

Priority Area 3	
Describe the priority area:	Improve online booking of appointments
Why was this priority identified:	At a face to face meeting with a group of Patients representatives at Freshbrook

	Community Hall.
What actions were taken to address this priority	Unable to book online appointments easily meant a barrier to cancelling or booking appointments and that patients could only book using the telephone. The online booking system was updated to allow both Freshbrook and Ridge Green availability of appointments and multiple clinicians added to the available list.
What were the results of the actions and what impact on patients and carers.	Easier to book appointments with clinicians across both sites for any registered patient through the online service.
How was this publicised.	This was discussed in our latest PPG meeting and the system was tested to show it was working. Online services are publicised on the right hand side of prescriptions and online as well as in the surgery notice LED.
Progress on previous years	
If you have participated in this scheme for more than one year, outline progress made on the issues raised in the previous year (s)	
<p>Year 1 DNA rate remains high and this is a perpetual problem each year. We have discussed many ways of solving this with reminders, texts, phone backs, letters to deduct and escalated letters. However the problems encountered have been substantial. Advice from the local MP and other practices have not helped. We are currently working on improving the ease with which appointments can be cancelled before resorting again to deductions for non attenders. We did however have excellent feedback from the group on the overall quality of the existing service and we made efforts to maintain this quality of access, satisfaction with clinicians and satisfaction with the service overall. This has been shown to be good with excellent FFT survey this year.</p> <p>Year 2 Extended hours: - we are still waiting to recruit GPs to help provide additional support to run extended hours service in the evening and weekends.</p> <p>Recruitment of patients to online services is going well and receptionists are reminded to offer this as widely as possible. Our website and scripts (right hand side reminders) target patients to sign up for the service. Over 1200 patients have now signed up for online services with 30-40</p>	

people accessing the service per day which is excellent.

PPG Sign Off	
Has the report been signed off by the PPG	Yes, Signatures below:
What date was this report signed off:	

Signatories from PPG:

How has the practice engaged with the PPG
<p>How has the practice made efforts to engage with seldom heard groups in the practice population?</p> <p>All members of the PPG are emailed or written to invite them to attend or give their agenda items prior to each meeting. Posters and online invites are renewed throughout the year to encourage patients to join the PPG.</p>
<p>Has the practice received patient and carer feedback from a variety of sources</p> <p>Yes, this has been through face to face, electronic and written feedback as well as through a focus group and through the PPG members both in meetings and outside of meetings.</p>
<p>How was the PPG involved the agreement of the priority areas and the resulting action plan?</p> <p>Through a planning meeting earlier in the year with an update and agreement of the wording of survey questions.</p>

<p>How has the service offered to patients and carers improved as a result of the implementation of the action plan?</p> <p>The service was reviewed to be of excellent quality by members of the PPG on both meetings and over several years. The results of the interventions have been discussed at meetings. Some areas remain difficult to resolved due to national agendas and problems outside of the remit of this group.</p>
<p>Do you have any other comments about the PPF or practice in relation to this area of work?</p> <p>None.</p>
<p>Name of Individual Completing this Document: Amrita Dwivedi</p>
<p>Role: Practice Manager</p>
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