

Standard Reporting Template

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

Practice Name: CRESCENT SURGERY

Practice Code: J 81624

Signed on behalf of practice: RACHEL CARTER

Date: 27.03.15

Signed on behalf of PPG:

Date: 27.03.15

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) FACE TO FACE / LETTER / TELEPHONE
Number of members of PPG: 15

Detail the gender mix of practice population and PPG:

%	Male	Female
Practice	55	45
PRG	8	7

Detail of age mix of practice population and PPG:

%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
Practice	13	8	19	16	16	12	9	7
PRG				3	1	3	6	2

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	45.2	0.3	0	11.7	0.1	0.3	0.2	29.6
PRG	12	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	0	0	0	0.5	2.4	0.5	0.2	3	3	3
PRG				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:

The Crescent PPG is advertised to all patients as follows:

- A poster is displayed in the reception area, inviting patients to be involved
- A supply of forms are freely available at reception
- Information is given out to all new patients when registering at the Practice
- Periodically, leaflets are included with prescriptions
- Information on 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? YES/NO

- NO – Crescent Surgery is all-embracing and has a broad spectrum of patients with information available to all. However, this will be reviewed periodically.

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:

Process:

- Patients complete a form and hand to reception
- Completed forms are then passed to the Practice Manager who acts as the co-ordinator
- Practice Manager then contacts the Patient by letter, enclosing a copy of the constitution and stamped addressed letter inviting feedback

In addition to this, the co-ordinator has developed good customer relations with patients, over many years and operates an 'open-

door 'policy. A patient may not want to be part of the PPG but may want to offer suggestions for improvement. These suggestions are then cascaded to the group for consideration. One example of this is regarding the telephone lines as detailed in this report

How frequently were these reviewed with the PRG?

- The co-ordinator contacted the members to share feedback from others for their opinion. This was organised opportunistically (face to face) and formally by telephone as the preferred method of correspondence as not all patients have an email facility.

3. Action plan priority areas and implementation

Priority area 1

Description of priority area:

Crescent Surgery re-located to the Boscombe and Springbourne Health Centre - which was developed by the Primary Care Trust - in 2012. As a Health Centre, it is home to many other services which are not connected to the Crescent Surgery. The telephone system was installed before the surgery re-located to this site and there are five telephone lines coming into the Centre. Crescent Surgery reception staff are responsible for answering all calls coming into the building in addition to providing a 'meet and greet' service for all visitors. Concerns have been raised that sometimes calls are not answered in a timely manner – answering within three rings has always been the target but with increased pressures and demands on the service generally this is not always achieved.

What actions were taken to address the priority?

- Discussion with GP's and Operations Manager to improve the system
- Operations Manager in discussion with system supplier
- A suggestion to introduce a 'call manager' system to reassure the caller that their call will be answered shortly

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

- Work in progress

Priority area 2

Description of priority area:

Waiting room for patient's is very open and GP/nurse call patients through for appointment. Confidentiality is protected but a suggestion has been put forward for consideration of introducing some form of electronic indicator or numbered queuing system.

What actions were taken to address the priority?

- Initial discussion with senior partner
- Information has been cascaded to the Operations Manager who will take this forward for discussion at clinical / business meeting

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

- Discussions are ongoing
- If a new system is introduced at some point in the future, this will be advertised on our website and on surgery noticeboard

Priority area 3

Description of priority area:

Facility for online booking of appointments. This area for improvement was discussed face to face with a member of the PPG and it was explained that this priority was already in place and was indeed advertised on the website and in-house.

What actions were taken to address the priority?

This patient was delighted to be given his password to facilitate online booking but it was noted that improvements in patient awareness were required:

- Website to be reviewed
- In-house advertising improved by purchase of new notice boards for display in waiting room but space is restricted
- Development of power point presentation to be developed in waiting area

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

- A more streamlined, modern, convenient and efficient service for patients will be developed over time.

General comment – co-ordinator

This was a very reassuring exercise as Crescent Surgery strives to offer the best possible service to its patients and one member made the following comment:

“Dear Rachel

Thank you for your letter and S.A.E. Both (...*wife's name*) and I have nothing but praise for the Crescent Surgery, doctors, nurses, staff and the attention and surroundings we and our family have enjoyed for over 50 years! We are pleased to be members of the PPG

You ask for any suggestions to improve your already excellent services. Without knowing all the factors involved, perhaps some electronic indication or numbered queuing system for when Dr or nurse is ready for next appointment.....”

Progress on previous years

First year

4. PPG Sign Off

Report signed off by PPG: YES

Date of sign off: 27.03.15

How has the practice engaged with the PPG: YES

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

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

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?

- Website to be reviewed
- In-house advertising improved by purchase of new notice boards for display in waiting room
- Advertising services by development of power point presentation in waiting area work in progress

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

This was a worthwhile exercise and allowed time to focus on the needs of the practice to implement change and improve services.

