

Local Participation Report 2013/14

Introduction

This report summarises the main areas which the PPG have focussed on over the last twelve months. PPG meetings are usually held bi-monthly. There were 6 PPG meetings during the 2013/14 financial year

Profile of current PPG members and representative mix

The composition of the PPG group is as follows:

16 members overall

8 women and 8 men

From a mix of ethnic backgrounds

10 White British

4 Asian or African

2 Eastern European

Varied ages ranging from 34 -79

1 is a disabled/wheelchair user

There were some 'virtual members' of the PPG too with whom communication was mainly via e-mail as those members did not attend the PPG meetings. Based on the general consensus amongst those who regularly attend the meetings, it was decided in January 2014 to restrict the PPG membership for the time-being solely to those PPG members who could attend. The timing of the meetings was also reviewed to ensure that it suited the majority of members.

At a meeting on 26.2.13 the need to have representation by younger people had been discussed. It had also been acknowledged that the Practice has quite a high number of patients from Eastern European countries (particularly from Poland) which were not represented on the PPG.

Various methods were used with a view to encouraging participation from younger patients and Eastern Europeans which included:

1. A message on our Jayex board
2. Request on our website
3. Notification to all of the clinical staff asking for their help in raising the profile of the PPG particularly to patients between 18-25 and those from Eastern Europe who may be interested in joining the group
4. Existing PPG members and Practice/Reception Managers mentioning the PPG when engaging with patients from those 2 particular groups.
5. Recruitment of 2 multi lingual GP's who are able to speak key Eastern European languages and therefore help raise awareness about the PPG

As a direct result 2 members from the Eastern European community subsequently joined the PPG. As this brought the total number to 16 in the group as a whole this was decided at the most recent meeting to be an adequate number. It continues to be the aim to involve younger people at some point.

Priority issues addressed during 2013/14

The main topics which were identified within the March 2013 Local Practice Survey and 2013 PPG Group Actions Report formed the main themes of PPG meetings during 2013/14 as detailed in the minutes from each meeting.

- Appointments
 - The number of GP's at the Practice has been increased to 10 (4 of whom are female as the fact that previously we only had 1 female GP had been raised as a problem by some of the PPG/other patients)
 - Surveys were conducted to seek patients' views about our appointment system. PPG members were asked to participate too and their feedback had been sought when the survey was being drafted
 - Results from that survey together with feedback via other channels helped to shape a comprehensive appointment review and key changes which came into effect in March 2014. All aspects relating to this were discussed with the PPG leading up to that review and again at the March 2014 PPG meeting. Since then, the range of pre-bookable appointments has been further extended with online appointment bookings also being launched too.
 - Access channels for the booking of appointments have also been improved .At the main reception desk (having sought the views of the PPG) the queuing system has been improved. The Self check in screen has also been enhanced. Working patterns of reception staff have been revised to ensure that these match patient demand/peak times
- Telephones
 - Following the introduction of a landline number (as an alternative to the 0844) in September 2012 further enhancements have been made to the telephone system to help to improve the patient experience. Call recording has also been introduced which has enabled the quality of calls to be monitored by the Practice/Reception Managers which has also featured as a discussion item during 2013/14 PPG meetings. The participation of PPG members in a 'Mystery Shopping exercise' was also encouraged with each member having been provided with standard templates to use if/when doing any such exercise.
- Website
 - Prior to the launch of a new, much improved website in August, an audit of the original site had been undertaken by the Reception Manager and the PPG group were also asked to do an independent check and provide feedback. The comments from PPG members fed into the website review to ensure that the new site was more user friendly and contained up to date, useful information and links. The new site includes the option for patients to provide online feedback which has also proved to be useful. The PPG have been informed of the planned developments of the site over the coming months (online appointments being the first strand)
- Miscellaneous topics -A range of other subjects have formed part of the discussions with the PPG over the 2013/14 year which have included the following:
 - Car parking facilities
 - Children's Play Area –the PPG were consulted about all aspects and approved the final designs too

- Telephone triaging of appointments
- Music volume/channels audible within waiting areas
- Reading material in main reception

Updates are also issued to the PPG between meeting dates and their views are sought on topics that may arise in the intervening periods. One example of this is the patient information sheet which had been drafted for patients in readiness for the appointment changes which came into effect as at 3rd March. The PPG were provided with information beforehand in case they had any queries which they wished to raise. There are open lines of communication (via email/telephone/adhoc face to face discussions) between any PPG members and the Practice/Reception Managers if they wish to bring any matters to our attention in the intervening period between meetings. This has proved useful and ensures that there is regular contact with accessibility to a Manager throughout the working week on any patient related issue or suggestion which a PPG member wishes to convey from their individual perspective or on behalf of other patients.

Views of registered patients

For the 2013/14 financial year the Local Practice survey was co-ordinated by CFEP UK surveys.

The surveys were actively promoted on the Jayex board and the website and survey forms were issued to patients for completion after their consultation with the medical team member on the day of their appointment. As at the date of the most recent PPG meeting we hadn't received the results back in respect of this year's survey. It is therefore the main agenda item for the next meeting (in May). The 2014/15 Action Plan will also be agreed at that meeting prior to being publicised in our reception area and on our website. The report summarising the 2013/14 results have since been received and circulated to the PPG and added to our website. The posters are also now on display in reception. Our planned Spring 2014 Newsletter will also include a summary of the findings as occurred with the previous year's survey.

Other feedback mechanisms which have been introduced during the year include comment cards (after the PPG were provided with various drafts to express which they preferred). Online feedback forms as mentioned above and the Reception Manager's office is located within the main waiting area which enables patients/PPG members to call in and speak to her about any matters they wish to bring to her or the Practice Manager's attention.

Actions taken in respect of the March 2013 Local Practice Survey

The findings and patients comments included the following themes all of which have been the subject of PPG meetings and have been addressed during the course of the 2013/14 year

- Ability to pre-book > extent of prebookable appointments was radically increased wef 3.3.14 across all GPs
- More doctors > Boosted to 10 GPs
- More people to answer phones > working patterns reviewed/new staff recruited
- Local number to ring > introduced in September 2012.

- Cheaper call costs : local number already .Next we are intending to move away from using the 0844 number completely and consider further triaging of calls
- More privacy at reception desk > new queuing system
- More female doctors > Boosted from 1 to 4
- Self –check in > enhanced so now gives expected waiting time
- Queuing system > revised on phones and at front desk
- Online appointments > Now active
- Evening appointments for those who work or able to book in advance >More now available wef 3.3.14
- Delays at pharmacy >liaison meetings occurring with the pharmacy
- Seeing GP of choice > increased scope to pre-book now with all 10 GPs
- Telephone manner > calls recorded >quality of calls checking is done and any training needs promptly addressed
- Music overbearing in reception > channel changed
- Too long on phone > staff working patterns revised > phone system enhanced > further improvements being planned and extended access channels will help (e.g. website)
- Clarity about appointment options > appointment information sheet produced and updates will be included on website and in quarterly newsletters
- Choice of who you see >Pre-bookable appointments with all GP's

Intended actions in respect of the March 2014 Local Practice Survey

The results, patient comments and findings of the most recent (March 2014) Local Practice survey will be discussed at the May PPG meeting. The required actions will be considered, agreed and documented with specific actions, level of priority and targets dates. The Action Plan will then be made available in main reception and on the Practice website. Details will also be included in the subsequent quarterly patient newsletter. The Action Plan points will then be covered at the bi-monthly meetings with progress being tracked and achievements and any issues clearly noted.

Having viewed the comments provided within the March 2014 survey we are confident that our continuing drive to further enhance the telephone system will considerably improve access. Having recently introduced some significant changes to our appointment system (which has increased the patient choice by offering a more varied range of appointment options) we anticipate that patient satisfaction will gradually improve in relation to appointments generally (particularly as we will be closely monitoring the uptake of appointments, along with patient feedback in case we need to make further changes. A planned review of the DNA (Did Not Attend) process with increased usage of SMS reminders should also enhance the overall patient experience.

The creation of a dedicated, more private health promotion area (as discussed with the PPG already) is likely to be another useful service for patients. The recent introduction of online appointments will also help to provide extended access.

Opening times and extended hours

Details of our opening times and out of hours arrangements, along with valid contact numbers (including our landline number) are included on our website and are on display in our main reception area.

The Practice is open continuously from 8 am to 6.30pm Monday –Friday (excluding bank holidays)and offers extended opening hours on Mondays, Tuesdays and Fridays. There is a Duty Doctor available until 6.30pm each day for patients needing to be seen or if any urgent matters arise. We include details of the 111 service in our automated out of hours telephone message. All patients with an up to date mobile phone number were informed about the 111 service by SMS text message.

On a few occasions during the year (when we close to accommodate training and staff meetings) we arrange for cover to be provided by Prime Care. At such times calls are automatically diverted so it remains a seamless service for patients.

Conclusion

We look forward to continuing to work with our active PPG by addressing the points identified within the latest Local Practice survey. This process will help us to shape and improve services further, by us addressing each of the findings in turn appropriately prioritised as a number of subjects have been commented upon by patients.

Consideration may also be given to conducting a short survey later in the year to obtain feedback from patients on progress achieved to date. This will help us to gauge whether the right focus is being placed on what matters and will enable us to review the Action Plan and re-assess our priorities for the remainder of the year, in conjunction with PPG members.

Minutes from each PPG meeting are available on our website.