

Derbyshire & Nottinghamshire Area Team

2014/15 Patient Participation Enhanced Service REPORT

Practice Name: Thornbrook Surgery

Practice Code: C81063

Signed on behalf of practice: Matt Berry

Date: 27/03/2015

Signed on behalf of PPG: Jan Coverley, Maggie Bristow, Owen Bristow

Date: 27/03/2015

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 |
| Number of members of PPG: 10 |

Detail the gender mix of practice population and PPG:

| % | Male | Female |
|----------|------|--------|
| Practice | 50 | 50 |
| PPG | 60 | 40 |

Detail of age mix of practice population and PPG:

| % | <16 | 17-24 | 25-34 | 35-44 | 45-54 | 55-64 | 65-74 | > 75 |
|----------|-----|-------|-------|-------|-------|-------|-------|------|
| Practice | 18 | 8 | 10 | 11 | 16 | 15 | 15 | 9 |
| PPG | 0 | 0 | 8 | 8 | 8 | 17 | 33 | 17 |

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 | 99 | 0.5 | 0 | 0 | 0.1 | 0.1 | 0.1 | 0.2 |
| PPG | 100 | 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 | 0.04 | 0.06 | 0.04 | 0.11 | 0.01 | 0.02 | 0.07 | 0.02 | 0.02 | 0.02 |
| PPG | 0 | 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:

The main variance is in the age and ethnicity areas. The PPG members felt able to represent all of the age brackets as within the group they had direct links to people within the age brackets not represented (grandchildren, children, parents, grandparents). Similarly, many of the PPG members are also members of other local groups/committees (WI, Chapel Vision, Pharmacist, Hospice volunteers & Hospital volunteer etc). All areas discussed are covered in detail with a variation of de Bono's Six Thinking hats to ensure each area of the practice population is considered.

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?

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:

Feedback received from PPG at meetings through the year

Analysis of complaints + comments.

PPG undertook patient survey in October 2014.

How frequently were these reviewed with the PPG?

Feedback at PPG meetings discussed at the time and followed up where appropriate.

Results and report from the survey shared with the PPG and discussed at PPG meetings.

3. Action plan priority areas and implementation

| Priority area 1 |
|---|
| <p><i>Description of priority area:</i> Education and Communication of Thornbrook Surgery appointment system.</p> |
| <p><i>What actions were taken to address the priority?</i> The planned actions are:</p> <ul style="list-style-type: none">• Produce a flyer explaining the triage system, appropriate use of services and appointments.• Publish details of when each GP is present and undertaking appointments – the majority of the GPs are not in the practice every day and these details will help patients who are seeking continuity of care.• The practice team to continue with the issuing of appointment required slips and to internally investigate if this process can be improved/expanded. |
| <p><i>Result of actions and impact on patients and carers:</i> This work is still being undertaken and will be monitored and reviewed by the Patient Participation Group and the practice.</p> <p><i>How were these actions publicised?</i> Updates on progress will be published on the Thornbrook Surgery Website in the Patient Participation Group section.</p> |

Priority area 2

Description of priority area:

Work with the Practice to reduce the number of 'Did Not Attend' instances.

What actions were taken to address the priority?

The planned actions are:

- Patient Participation Group to compose a paragraph to be included in a letter sent to patients who regularly miss appointments.
- Patient Participation Group to be supplied with 'Did Not Attend' figures, figures to be reported monthly.
- Practice to consider measures that could be introduced to encourage patients to contact the practice as soon as they are aware they are unable to attend and similarly a system to discourage patients from repeatedly not attending.
- The practice team to consider altering the way they communicate appointments to patients – asking for confirmation that the patient will contact the practice should they be unable to attend.

Result of actions and impact on patients and carers:

This work is still being undertaken and will be monitored and reviewed by the Patient Participation Group and the practice.

How were these actions publicised?

Updates on progress will be published on the Thornbrook Surgery Website in the Patient Participation Group section.

Priority area 3

Description of priority area:

Increase membership of the Patient Participation Group and increase independence of group.

What actions were taken to address the priority?

The planned actions are:

- Patient Participation Group to engage in a publicity and recruitment drive.
- The next meeting of the Patient Participation Group will be to designate officers of the group and agree a format for meetings, when and where they take place.
- The practice team to offer support to the Patient Participation Group in terms of meeting room booking, access to the premises for PPG meetings and publication of material on the website or in paper form.

Result of actions and impact on patients and carers:

This work is still being undertaken and will be monitored and reviewed by the Patient Participation Group and the practice.

How were these actions publicised?

Updates on progress will be published on the Thornbrook Surgery Website in the Patient Participation Group section.

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):

“You said We did The outcome was”

You said..that more patients now use mobile phones, devices and email for communication

We did... launched a campaign to register patients for online services as part of the registration for this collected mobile phone numbers and email address.

The outcome wasup to date contact information for patients with more ways for the practice to communicate information to patients (eg. Flu Clinic dates).

You said..that the flu clinic dates could have been more widely communicated

We did... produced a banner which was displayed in the market place, put posters on lampposts in Chapel-en-le-Frith and Chinley, placed posters in local supermarkets, pharmacies, post offices and other shops. Used SMS messaging to communicate to groups of patients.

The outcome was this is still work in progress and whilst the flu clinics for 2014 were more widely publicised than before it has been agreed to increase this for 2015 with lamppost posters in the surrounding villages.

You said..you liked the new website but it would be helpful to have more information regarding appointments and roles

We did... continued to develop the website and investigate the best way to communicate the appointment system to patients.

The outcome was this is still work in progress and is to be further developed as part of priority 1 from this year’s report.

You said..you would like the Patient Participation Group to improve links with the local community

We did... The practice contacted the local high school and college with a view to recruiting some students on to the Patient Participation Group, unfortunately there was not any interest in this venture at the time

The outcome wasthis area is still a focus and will be worked on through 2015 by the Patient Participation Group as part of priority 3 from this year’s report.

In addition to these improvements from the survey, there were other areas that patients had raised in the ‘Extra Information’ area of the survey. Several of these ideas are under consideration or have been implemented. These include:

Plans to improve the pavement access to the surgery are currently being reviewed - the aim being to connect the pavement to the surgery path as patients currently have to step onto the car park to access the surgery.

With the above, consideration of a bike rack or similar for those who cycle to the surgery.

Increased promotion of the hand sanitizer gel at the Thornbrook and Chinley sites.

The Patient Participation Group continues to be heavily involved in meetings across the High Peak and Derbyshire. These include public consultations such as the Healthier Together program and meetings held with patient representatives from the other surgeries in the High Peak.

4. PPG Sign Off

Report signed off by PPG: YES

Date of sign off: 27/03/2015

How has the practice engaged with the PPG:

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

The practice utilises the fact that the PPG members feel able to represent many groups within the practice population as they have direct links to people within the age brackets not represented (grandchildren, children, parents, grandparents) and are also members of other local groups/committees (WI, Chapel Vision, Pharmacist, Hospice volunteers & Hospital volunteer etc).

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

The practice has received feedback directly from the PPG members, this has been concerns/comments/praise from members themselves, that patients have passed on to the PPG and also feedback from joint PPG meetings/local health events.

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

The PPG was directly involved in the agreement of the priority areas and action plan in a PPG attended by one of the GP Partners and the Practice Manager.

How has the service offered to patients and carers improved as a result of the implementation of the action plan?

The action plan was agreed in March 2015 – the PPG is confident that the excellent services provided to patients will continue to improve as a result of the action plan.

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

The PPG and practice continue to work very positively together with agreement on all areas and joint commitment to continue improving the practice and the services it offers. The practice recognises the hard work undertaken by the PPG members to further improve Thornbrook Surgery and also the hours they commit to attending local health events to improve the services locally.