

# Derbyshire & Nottinghamshire Area Team

## 2014/15 Patient Participation Enhanced Service REPORT

Practice Name: Oakenhall Medical Practice

Practice Code: C84095

Signed on behalf of practice: Lisa Ellison (Practice Manager)

Date: 24/03/2015

Signed on behalf of PPG: Anne Scudder (Chairperson)

Date: 24/03/2015

### 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, Other (please specify) This practice has an established face to face Patient Participation Group. The PPG first met on the 11 <sup>th</sup> October 2011.
Number of members of PPG: 14

Detail the gender mix of practice population and PPG:

%	Male	Female
Practice	50 % (3585)	50% (3577)
PPG	64%	36%

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%	10%	12%	12%	17%	11%	12%	8%
PPG	0	0	0	0	6%	29%	29%	36%

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	68%	0.4%	0 %	25%	0.4%	0.3%	0.3%	0.7%
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	0.6%	0.06%	0.04%	0.3%	1%	1%	0.6%	0.5%	0%	0.8%
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 practice has systematically collected data on ethnicity during normal patient consultations and at new registration. We do not have a complete practice profile, but data already attained is representative.

The practice list shows a population of 50% Males and 50% females. The Patient Participation Group shows a current representation of 64% male and 36% female, which therefore shows a comparable representation to the practice population base.

Ethnic grouping is reflected by both the practice's profile and the current member numbers of the Patient Participation Group

The membership of the Patient Participation Group is reflected in the older age group, but does not currently represent the younger practice population. The practice continues to promote the Patient Participation Group to all patients within the practice population and wishes to continue to recruit younger members.

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 – please refer to Page 2 for Details on age mix of Practice Population.

*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:*

Sources of feedback include patient comments on patient verbal comments made in surgery and over the telephone, NHS Choices, practice generic email facility, Friends and Family Test and Patient Autumn Survey 2014.

*How frequently were these reviewed with the PRG?*

The Patient Participation Group meets bimonthly. All feedback is discussed in each meeting as the information has become available. Discussions included any actions/improvements the practice has taken in response to feedback/comments made. The practice continues to report on actions/improvements made in the followings meeting as a measure of success or to identify when adjustments have needed to be made.

### 3. Action plan priority areas and implementation

Priority area 1
<p><i>Description of priority area:</i></p> <p>Practice Communication/Information to Patients.</p> <p>The Patient Participation Group discussed the need for ongoing communication and information to patients on current and new services available at the practice, as well as basic information such as opening hours and availability of appointments, to services provided by the practice – online booking of appointments and prescriptions, Electronic Prescription Service, New Leaf Smoking Cessation Service, and Chronic Disease Clinics.</p>
<p><i>What actions were taken to address the priority?</i></p> <p>The Patient Participation Group and the Practice agreed to information sharing with patients by the following means:</p> <ul style="list-style-type: none"><li>• Newsletters</li><li>• Posters</li><li>• Patient Call-In System</li><li>• Practice website</li><li>• On Appointment Cards</li><li>• Patient Survey</li></ul> <p>The Patient Participation Group and the practice agreed to continue with the Autumn Patient Survey as a means of information sharing and as a measure of success. This was performed during September, October and November 2014. The surveys were available in practice and during the scheduled Flu Clinics. The practice endeavoured to obtain the opinions from a wide range of patients, to ensure complete patient representation.</p>

*Result of actions and impact on patients and carers:*

The Patient Participation Group discussed the need to continue with the Autumn Patient Survey, as a measure of success:

**About the practice**

Since April 2014 the practice is now offering patients an additional service of booking appointments and requesting prescriptions online. Have you registered for the online service? **Yes 27% No 73%**

If your answer to the above was 'YES', please answer this question. Did you find it easy and convenient to book your online appointment?

**Yes 75% No 25%**

The practice offers many service, we would like to assess if you are aware of these services. Please tick all boxes that apply

New Leaf Cessation Service	1%
Chronic Disease Clinics including Diabetes, Heart Disease and Respiratory	29%
Patient Self Service Blood Pressure Clinic	26%
GP Telephone Consultations	20%
Emergency Telephone Line for home visit requests and emergency advice	24%

The Patient Participation Group helped in the delivery of the Autumn Survey in particular with attendance at the Saturday Morning Flu Clinics. The Members of the group took the opportunity to identify their role within the practice, the importance of obtaining patient's opinions and how their opinions were reflected by the Patient Group and Practice team for ongoing improvement in management of the practice and the services we provide. The Patient Participation Group Members also provided each patient with a Newsletter which identified the results of the previous year's survey and information of the practices services. The Flu clinics were identified as a good source to enable representation of the practice population, which includes carers, vulnerable patients, gender, age, and ethnic background, also patients who are not regular attenders at the practice. This resulted in:

- The practice has seen an increase in the numbers of patient's registering for online appointments and prescription service.
- The number of patients assisted in GP Telephone consultations has risen
- The number of patients using the emergency telephone line for home visits and emergencies has risen.

*How were these actions publicised?*

The actions, results and impact on patient care is fed back as the information becomes available during Patient Participation Groups bimonthly meetings, this information is recorded in the minutes of the meeting. All meeting minutes are available on the practice website and in the practice. Newsletters are produced periodically and available in the practice in the main reception area, or handed out during patient clinics e.g. flu clinics. Any relevant information/practice issues are also discussed within People's Cabinet meetings by the Patient Participation Group Representatives. Actions are also publicised in Posters within the main reception area. The Patient Participation Enhanced Service Report for 2014/15 will also be available to patient via the practice website and in the practice.

Priority area 2

*Description of priority area:*

Patient Access to the Practice

The Patient Participation Group discussed that a key improvement area would be to continue to promote patient access to the practice. In particular the availability of appointments, prescriptions which enabled contact with the GP Partners and patient services.

*What actions were taken to address the priority?*

Actions to address this priority were taken as follows:

- The practice in April 2014 migrated the computer system from EMIS to SystmOne software. The practice wished to take advantage of information sharing with primary care, receiving electronic information from surrounding NHS facilities, (hospitals, Out of Hours services, East Midlands Ambulance Service: better management of the practice appointment system; enabling online appointments; prescriptions (in line with contractual requirements); and better management of practice systems to enable improvements to patient access in a variety of forms).

- The Practice implemented a new telephone system in June 2014, with more telephone lines, to improve waiting times on the telephone and enabling more patients to have access to the practice at the same time.
- The Practice implemented the Electronic Prescription Service in October 2014 to improve prescription systems, by the electronic transfer of prescriptions to the patient's nominated pharmacy.
- The Practice implemented an improved service of transferring patient records electronically during the registration process.
- The Practice wished to increase the number of patients registering for online appointments and prescriptions.
- The Practice wished to continue to promote the availability of GP telephone consultations.

The Patient Participation Group and the Practice agreed to information sharing with patients of the implementations and services by the following means:

- Newsletters
- Posters
- Patient Call-In System
- Practice website
- On Appointment Cards
- Patient Survey

The Patient Participation Group and the practice agreed to continue with the Autumn Patient Survey as a means of information sharing and as a measure of success. This was performed during September, October and November 2014. The surveys were available in practice and during the scheduled Flu Clinics. The practice endeavoured to obtain the opinions from a wide range of patients ensure complete patient representation.

*Result of actions and impact on patients and carers:*

The Patient Participation Group discussed the need to continue with the Autumn Patient Survey, as a measure of success:

**About the practice**

We improved the telephone system in June 2014 and now have three of the reception team answering the telephone from 8am with this in mind, do you feel?

This has improved your ability to book an appointment? **63%**

This has not improved your ability to book an appointment? **14%**

This is not applicable to you at this time? **8%**

Since April 2014 the practice is now offering patients an additional service of booking appointments and requesting prescriptions online. Have you registered for the online service? **Yes 27% No 73%**

If your answer to the above was 'YES', please answer this question. Did you find it easy and convenient to book your online appointment?

**Yes 75% No 25%**

The Patient Participation Group helped in the delivery of the Autumn Survey in particular with attendance at the Saturday Morning Flu Clinics. The members of the group took the opportunity to identify their role within the practice, the importance of obtaining patient's opinions and how their opinions were reflected by the Patient Group and Practice team for ongoing improvement in the management of the practice and the services we provide. They also provided each patient with a Newsletter which identified the results of the previous year's survey and information of the practices services. The Flu clinics were identified as a good source to enable representation of the practice population, which includes carers, vulnerable patients, gender, age, and ethnic background, also patients who are not regular attenders at the practice. This resulted in:

- The practice has seen an increase in the numbers of patient's registering for online appointments and prescription service.
- The number of patients assisted in GP Telephone consultations has risen
- The number of patients using the emergency telephone line for home visits and emergencies has risen.



*How were these actions publicised?*

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### Priority area 3

#### *Description of priority area:*

Patient Participation Group Involvement in Practice Activities.

The Patient Participation Group wished to become further involved in practice activities. Group members had already assisted in flu clinics in previous years and wished to extend their role; not only to advertise the importance of patient participation and continued patient feedback and opinions, but to actively become involved in other areas of practice systems.

#### *What actions were taken to address the priority?*

The Patient Participation Group was invited to become involved in the following ways:

- Assistance in flu clinics, particularly with the Patient Autumn Survey for 2014, and information sharing verbally and with Newsletters.
- Attendance at the surgery during the Computer migration in April 2014 and the introduction of the new patient self-check in touch screen.
- Assistance with practice annual Health and Safety Risk Assessment

Future involvement includes:

- Assistance and attendance during Care Quality Commission practice inspection.
- Assistance in Autumn 2015 Flu clinics
- Working Lunches "How can we help?" with practice GP's
- Assistance with preparation for online summary care records patient registration.
- Assistance and continuing discussions regarding appointments missed and not cancelled. This will include regular feedback to the Patient Participation Group and action taken by the publication of poster and information on patient call in display board in the Patient Waiting room.

*Result of actions and impact on patients and carers:*

The Patient Participation Group helped in the delivery of the Autumn Survey in particular with attendance at the Saturday Morning Flu Clinics. The Members of the group took the opportunity to identify their role within the practice, the importance of obtaining patient's opinions and how their opinions were reflected upon by the Patient Group and Practice team for ongoing improvement in management of the practice and the services we provide. They also provided each patient with a Newsletter which identified the results of the previous year's survey and information of the practice's services. The Flu clinics were identified as a good source to enable representation of the practice population, which includes carers, vulnerable patients, gender, age, and ethnic background, also patients who are not regular attenders at the practice. This resulted in:

- The practice has seen an increase in the numbers of patient's registering for online appointments and prescription service.
- The number of patients assisted in GP Telephone consultations has risen
- The number of patients using the emergency telephone line for home visits and emergencies has risen.

The Patient Participation Group members assisted during the migration of the computer system with regards to the patient touch screen. This assistance allowed practice staff to receive their training in the new computer system, and therefore was invaluable for patient care subsequently.

The Patient Participation Group Members assisted the practice in the annual Health and Safety Risk Assessment in January 2015. The Group not only reflected on issues such as trip hazards, but reflected on patients who access the practice, due to their conditions; such as vulnerability, visual impairment, and physical disability.

*How were these actions publicised?*

The actions, results and impact on patient care is fed back as the information becomes available during Patient Participation Groups bimonthly meetings; this information is recorded in the minutes of the meeting. All meeting minutes are available on the practice website and in the practice. Newsletters are produced periodically and available in the practice in the main reception area, or handed out during patient clinics e.g. flu clinics. Any relevant information/practice issues are also discussed within People's Cabinet meetings by the Patient Participation Group Representatives. Actions are also publicised in Posters within the main reception area. The Patient Participation Enhanced Service Report for 2014/15 will also be available to patients via the practice website and in the practice.

## 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):

The following improvement areas were identified in the Patient Participation Report for 2013/14:

- Practice Communication
- Telephone Consultations
- Review of Appointments System
- Introduction of new systems i.e. Migration of patient computer system and patient self-check in screen

### Practice Communication

It was identified, that an improvement area included the continuing use of patient communication, via newsletters, practice website and opportunistically through reception staff.

It is evident from the results of the Autumn Patient Survey 2014, that more patients are becoming aware of services offered in the practice and increasing number of patient registering for online appointments and prescriptions.

### Telephone Consultations

The practice has offered GP consultations for many years, but due to a steady increase in the practice patient list size and increased patient demand for patient access to the service, it was decided to offer this opportunistically by reception staff.

In January 2015 the practice made further progress, following a review of the appointments systems in place, reception staff now offer any patient, who is not able to obtain a convenient appointment, a GP telephone consultation.

### Review of Appointment System

The practice implemented a full appointments system in July 2013. Previously the practice offered a morning “wait your turn” surgery and a booked evening surgery. Following this implementation, the Practice has worked with the Patient Participation Group to monitor and review the appointments system and act upon any changes in patient demand. The Patient Participation Group in conjunction with the practice felt that this continued to be a key improvement area.

In January 2015 the practice reviewed the appointments system due to continued high patient demand over the winter months; as a consequence reception staff now offer any patient, who is not able to obtain a convenient appointment, a GP telephone consultation.

### Introduction of new systems i.e. Migration of patient computer system and patient self-check in screen

Due to the implementation of a new patient computer system and self-check in screen. The Patient Participation Group felt it was important to ensure that patients were fully informed how the practice was managing the practice during the implementation period.

Posters, Newsletters and regular updating of the practice website were performed with changing information, prior and during the implementation period. Further information was provided on the patient call in screen, posters and Practice Website following advertising new services e.g. online appointments and prescription requesting service.

#### 4. PPG Sign Off

Report signed off by PPG: YES

Date of sign off: 12<sup>th</sup> of March 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 makes efforts to engage with seldom heard groups through the practice website, newsletters, posters and practice leaflet. The practice website's home page has a section called 'News From the Practice' which is updated regularly and contains seasonal information e.g. flu clinics. Dates of Bank Holidays closures and any other information on forthcoming events.*

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

*The practice received patient and carer feedback from a variety of sources including:*

Over the telephone, NHS Choices, practice generic email facility, Friends and Family Test and Patient Autumn Survey 2014.

- *Verbal via the telephone, receptionist, GP, Practice Nurses, attached Primary Care Team Members e.g. District Nurses.*
- *NHS Choices comments*
- *Practice generic email facility*
- *Friends and Family Test Responses*
- *Patient Autumn Survey 2014.*

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

*All Patient Participation Group members were fully consulted engaged in discussions and in agreement with the priority areas 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?*

*The practice is committed to engaging and providing high standards of quality care to our patients. The practice continues to review our practice systems throughout the year. Since 2014, the practice has improved the service offered to patients and carers in the following areas:*

- *Increased nursing and healthcare assistant appointments.*
- *Increased the number of GP telephone consultations*
- *Increased the number of telephone lines, enabling more receptionists to facilitate telephone calls*
- *Engagement in improvements in computer systems offering online appointments booking and prescription requesting.*

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

The practice values the commitment made by our Patient Participation Group and their engagement with the practice, to provide continual improvement in practice management and patient care.

**Please submit completed report to the Area Team via email no later than 31 March 2015 to:**

- Derbyshire practices: [e.derbyshirenottinghamshire-gpderbys@nhs.net](mailto:e.derbyshirenottinghamshire-gpderbys@nhs.net)
- Nottinghamshire practices: [e.derbyshirenottinghamshire-gpnotts@nhs.net](mailto:e.derbyshirenottinghamshire-gpnotts@nhs.net)