

Annex D: Standard Reporting Template

Thames Valley Area Team
2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: Woodley Centre Surgery

Practice Code: K81051

Signed on behalf of practice: Date: 30/3/15

Signed on behalf of PPG: Date: 30/5/15

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 in meetings, via email and email of surveys to Patient Sounding Board											
Number of members of PPG: 5											
Detail the gender mix of practice population and PPG:				Detail of age mix of practice population and PPG:							
%	Male	Female									
Practice	48	52	%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
PRG	1	4	Practice	22	8	14	15	15	10	9	7
			PRG		1			1	1	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	7803	70	0	1	33	55	58	65
PRG	4							

	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice	569	1	4	5	128	110	33	21	1	10
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:

- We invite individuals to offer their services and have had a total of 13 members over the 3 years.
- Our Patient Sounding Board comprises 1565 members who are willing to be emailed surgery surveys, comprising 14% of the practice list, roughly comparable in age and ethnicity to our practice ethnic background and gender division.

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:

- National Patient Survey 2015
- HealthWatch secret shopper deaf patients survey
- Friends and Family Test
- Annual surgery patient survey

How frequently were these reviewed with the PRG?
Generally discussed at each meeting

3. Action plan priority areas and implementation

Priority area 1
<p data-bbox="203 432 589 464">Description of priority area:</p> <p data-bbox="203 504 913 536">To introduce and publicise online appointment booking</p>
<p data-bbox="203 684 887 716">What actions were taken to address the priority?</p> <p data-bbox="203 756 2029 860">We had a computer upgrade to EmisWeb in December 2013, which meant we could introduce online appointment booking: this went live in March 2014. Following online registration, patients could book with any GP or health care assistant up to 4 weeks in advance. We reserved 2 GP slots and 2HCA slots per morning session initially and monitored take-up.</p>
<p data-bbox="203 1080 1312 1112">Result of actions and impact on patients and carers (including how publicised):</p> <p data-bbox="203 1152 2018 1224">Take up over the first month was slow but 10 months later almost all the online booking slots are used. Many patients find this an easy way to book but occasionally arrive at the wrong surgery although this is clearly indicated when booking.</p> <p data-bbox="203 1224 987 1256">We intend to increase the availability of these appointments.</p> <p data-bbox="203 1256 2018 1327">We publicised this via our summer 2014 newsletter, on our website, in consultations and when booking appointments over the telephone or face to face.</p>

Priority area 2

Description of priority area:

To increase the availability of telephone triage appointments

What actions were taken to address the priority?

Until September 2014 only our Woodley patients had access to a 5 morning a week 'triage' GP session, generally from 8.30-10.40am at 5 minute intervals. With the introduction of our central call centre based in the Woodley Surgery, all patients have access to this service. The total number of appointments has also been increased.

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

It is now easier to access a GP via the telephone, who can then triage the problem appropriately. The receptionists can offer this as an alternative if unable to pre-book face to face appointments.

We publicised this service through our newsletters, previous patient surveys and in consultations, often asking patients to arrange a telephone consultation for a follow-up on that particular doctor's triage morning, so improving continuity of care.

Priority area 3

Description of priority area:

To improve the online repeat prescribing service

What actions were taken to address the priority?

We originally introduced online requests for repeat prescriptions in 2013 via our website which was popular but limited in its scope. We added the EPS (Electronic Prescribing Service) in September 2014 which allows more communication by the patient who can then collect their prescription directly from the pharmacist.

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

This generally works well, saving patients and carers time although the local pharmacies can struggle with the volume of demand at times. EPS also appears to save patients phoning reception with their request or prescription queries, as they can add a short message. GPs like it as it is now easier to communicate with the patient and pharmacist via a message box. We have published this through posters in reception and on our website. Local pharmacists have also been helpful with publicity.

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):

Our most important priority over the past 3 years has been trying to improve access to GP appointments which is an important factor in overall satisfaction with this surgery. In September 2014 we introduced extra telephone lines (a 50% increase), installed queue numbering and monitoring via the telephone exchange of the number of patients experiencing the engaged tone. Despite this and increased receptionists on duty at busy times, general patient satisfaction has declined, from 85% in 2014 who would recommend us to friends and family, to 80% in our latest email survey to our Patient Sounding Board (315 responses).

The surgery team are coping with a 10% increase in patient numbers over the past 2 years but we intend to introduce further measures to reduce frustration with the appointment system.

We aim to increase the percentage of patients finding it easy to get through on the telephone from 70% in our 2015 email survey (60% in the 2015 National GP Patient Survey). We obviously have work to do.

4. PPG Sign Off

Report signed off by PPG: YES

Date of sign off: 30/3/15

How has the practice engaged with the PPG:

Regular meetings, contact by email on certain topics when necessary

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

At the last meeting we wanted to target a minority group that gets overlooked and the suggestion was 'carers'; trying to identify those registered at this surgery who look after someone registered elsewhere.

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

Suggestion boxes, survey

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

Yes. We have looked at the results of the survey and decided which areas need to be targeted

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

New call centre and phone triage to help people get appointments as soon as possible- unfortunately patient numbers are increasing so we are working hard to stand still.

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

Our priority areas for 2015/16 are likely to be

1)improving the ease of access to the surgery via the telephone

2)improving the experience of making an appointment- face to face, via the telephone or online

3) displaying photos of the staff- starting with the doctors with a short summary, in the 2 reception areas

