Standard Reporting Template

Devon, Cornwall and Isles of Scilly Area Team

2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: Hill Barton Surgery

Practice Code: L83143

Signed on behalf of practice: *Dr C. Lascelles* Date: 23 03 15

Signed on behalf of PPG: *Mrs Fiona Criss*  Date: 25 03 15

1. Prerequisite of Enhanced Service – Develop/Maintain a Patient Participation Group (PPG)

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| Does the Practice have a PPG? YES | |
| Method of engagement with PPG: Face to face, Email, Other (please specify) face to face, email and practice website | |
| Number of members of PPG: 18 | |
| Detail the gender mix of practice population and PPG:   |  |  |  | | --- | --- | --- | | % | Male | Female | | Practice | 49% | 51% | | PRG | 44% | 58% | | Detail of age mix of practice population and PPG:   |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | | % | <16 | 17-24 | 25-34 | 35-44 | 45-54 | 55-64 | 65-74 | > 75 | | Practice | 21% | 8% | 13% | 15% | 20% | 10% | 8% | 5% | | PRG | 0% | 0% | 0% | 2% | 38% | 16% | 33% | 11% | |
| 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 | 92% | 0.3% | 0% | 4.4% | 0.1% | 0.1% | 0.4% | 0.2% | | PRG | 78.5% |  |  | 16% |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | |  | Asian/Asian British | | | | | Black/African/Caribbean/Black British | | | Other | | |  | Indian | Pakistani | Bangladeshi | Chinese | Other  Asian | African | Caribbean | Other Black | Arab | Any other | | Practice | 1.3% | 0% | 0.2% | 0.5% | 0/6% | 0.5% | 0.1% | 0.1% | 0% | 1% | | PRG |  |  |  |  | 5.5% |  |  |  |  |  | | |
| 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 PPG and its existence has been advertised both on posters in the waiting room and on the practice website and patients are invited to join and participate in the group either by coming to the meetings or giving feedback by e-mail or in the written or on the 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  If you have answered yes, please outline measures taken to include those specific groups and whether those measures were successful:  NO | |

1. Review of patient feedback

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| Outline the sources of feedback that were reviewed during the year:  The CFEP survey was carried out during the month of February 2015 and the information from this survey was discussed with the PPG at the meetings both in 24th November 2014 and also on Monday 9th March 2015 by the members of the PPG present. The CFEP survey company (UK Surveys) was used for the survey and the Patient Participation Group were in agreement that this was the most suitable UK Survey Group to use for the purposes of patient and practice feedback and overall practice scores. |
| How frequently were these reviewed with the PRG?  The PRG reviewed these sources of feedback twice yearly at the PPG meetings and the opportunity was made to give feedback by e-mail or in the written form or other communication through the surgery and the practice website. |

Action plan priority areas and implementation

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| Priority area 1 |
| Description of priority area:  Waiting times: this was a priority area and discussed with the PRG at length. Waiting times were looked at and ways in which to shorten the length of time patients had to wait for an appointment were discussed. |
| What actions were taken to address the priority?  Some alterations were made over the last few months in some of the doctor’s surgeries changing the times of the coffee breaks put into place in order to try to address the waiting times for patients. |
| Result of actions and impact on patients and carers (including how publicised):  It was found that waiting times had improved in fact compared with the previous CFEP survey the waiting time had improved slightly as a result of this and this information was publicised on the website and in the minutes of the PPG meeting and changes will continue to be made for other doctor surgeries in order to improve waiting times. |

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| Priority area 2 |
| Description of priority area:  This was discussed with the PPG and several issues were raised including the number of posters in the waiting room as well as the decoration of the waiting room and the condition of the chairs and wallpaper as well as the suggestion of water in the waiting room. |
| What actions were taken to address the priority?  There have been some changes to the posters which are put up in the waiting room and some further information regarding the existence of the PPG and online prescribing and patient services have been advertised in the waiting room and further changes were discussed in the providing the number of posters and refreshing the current information that is in the waiting room for patients. |
| Result of actions and impact on patients and carers (including how publicised):  It was agreed that results of the most recent survey would be publicised on a poster in the waiting room as well as the existence of the PPG the practice website and the availability of online services. The results of these actions and impact on patients and carers was discussed with the PPG and it was agreed that 6 additional questions would be added to the most recent CFEP survey.  These included following questions:-  1 “Did you know there was a facility to book online appointments via the practice website”.  2. “If you have used the online appointment booking services please rate how satisfied you were with it”.  3. “Did you know there was a facility to obtain repeat prescriptions online”.  4. “If you have used the online prescribing service please rate how satisfied you were with it”.  5. “Did you know the practice has a Patient Participation Group”.  6. “Are you aware that information from the PPG is publicised online on the practice website”.  The results of this survey report and the results of the findings of these questions were publicised on the practice website. |

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| Priority area 3 |
| Description of priority area:  Telephone access and ability to speak to a doctor on the phone:  . |
| What actions were taken to address the priority?  Actions that were taken to address this priority CFEP survey looked at the satisfaction with telephone access and was discussed with the group and actions were taken to inform patients of the availability of online booking of both appointments and telephone consultations with a GP. |
| Result of actions and impact on patients and carers (including how publicised):  This was advertised on the website and also information put in the waiting room for patients to become more aware of its availability  Priority Area No. 4 – Online prescribing  Actions taken to address this priority information was publicised on the website regarding the last CFEP survey results of the additional 6 questions and the results of actions and impact on patients and carers were publicised on the website and posters in the waiting room giving information on online prescribing services was added. |

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):

**Overall the patient survey results in 2014/15 were 88% which is an improvement on the previous years findings of 84%. It was found that waiting times were still the area of lowest practice scores and these differed most from the benchmark mean scores however there were improvements in many areas including high satisfaction with respect shown, recommendation confidence in the ability of warmth of greeting, satisfaction with visit, consideration and concern for patients, ability to listen, self care and reassurance and explanation as well as respect for privacy and confidentiality and time for visit. There was high satisfaction with reception staff.**

**There were significant improvements in the opening hours satisfaction and telephone access and ability to see practitioner of choice.**

**There has been more awareness of the existence of the PPG and of the ability for patients to give feedback and input into the running of Hill Barton Surgery and give feedback to the practice on ways in which improvements can be made. There have been significant alterations made to several areas including the structure of appointment times in order to reduce waiting times. There have been significant changes made on the availability of online services (online prescribing, online booking of appointments and online booking of telephone consultations) with a GP.**

**The PRG discussed the friends and family feedback and the recent introduction of weekend working for Hill Barton Surgery has been open on two weekends over the last few months.**

**Awareness of the Exeter wide Patient Participation Group was also discussed and patients were welcome to attend these meetings and give feedback to the group.**

1. PPG Sign Off

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| Report signed off by PPG: YES  Date of sign off: 25 03 15 |
| 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 has engaged with the PPG both in face to face PPG meetings `as well as feedback and e-mail communication with PPG members. There have been invitations to join the PPG as advertised on the practice posters and practice website and new members are welcome from all areas of the practice population including seldom heard groups. Efforts have been made to engage with all groups by having information sharing through both posters, website information and e-mail communication.  Has the practice received patient and carer feedback from a variety of sources?  There has been feedback through the CFEP survey and the friends and family questionnaire which is reviewed monthly as well as e-mail communication and a suggestions box.  Was the PPG involved in the agreement of priority areas and the resulting action plan?  The PPG discussed at the meetings the priority areas for change and agreed an action plan. The areas for action were as listed above.  How has the service offered to patients and carers improved as a result of the implementation of the action plan?  There have been significant improvements overall on the patient ratings following the CFEP survey results and the additional 6 questions which were added to the last survey have shown further room for improvement on making patients aware of the existence of the PPG and online services.  Do you have any other comments about the PPG or practice in relation to this area of work?  The PPG is welcome to additional new members across all groups of the practice population and will continue to advertise its existence and publicise its findings on the patient website and in the waiting room and continue to review the practice performance through the CFEP survey company. This was agreed within the PPG to be a valid and agreed tool for the purposes reviewing all areas of patient feedback regarding Hill Barton Surgery. |