NHS England – North (Yorkshire & The Humber) Area Team

2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: Valley View Surgery

Practice Code: B83626

Signed on behalf of practice: Frances Berry Date: 30th March 2015

Signed on behalf of PPG: Date:

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

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| Does the Practice have a PPG? Unfortunately, we no longer have a PPG. We tried for three years to establish a PPG but unfortunately, although we held regular meetings, just the same very few patients engaged. We have held some meetings where no patients at all turned up. After discussion with the CCG lead on patient engagement this year we have elected to work with Practice Champions and to try to increase patient involvement through these. This has been very successful – we think, partly, because this has been organised outside the practice and the champions themselves are now becoming trained volunteers so that they can help the practice and patients with new ideas. | |
| Method of engagement with PPG: Face to face, Email, Other (please specify) | |
| Number of members of PPG: see above | |
| Detail the gender mix of practice population and PPG:   |  |  |  | | --- | --- | --- | | % | Male | Female | | Practice | 3208 | 3101 | | PRG |  |  | | Detail of age mix of practice population and PPG:   |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | | % | <16 | 17-24 | 25-34 | 35-44 | 45-54 | 55-64 | 65-74 | > 75 | | Practice | 2219 | 785 | 1163 | 902 | 525 | 371 | 177 | 167 | | PRG |  |  |  |  |  |  |  |  | |
| 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 | 463 | 11 | 2 | 118 | 8 | 7 | 57 | 24 | | PRG |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | |  | Asian/Asian British | | | | | Black/African/Caribbean/Black British | | | Other | | |  | Indian | Pakistani | Bangladeshi | Chinese | Other  Asian | African | Caribbean | Other Black | Arab | Any other | | Practice | 111 | 3030 | 882 | 0 | 46 | 16 | 0 | 0 | 4 | 88 | | PRG |  |  |  |  |  |  |  |  |  |  | | |
| 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:  Patients were invited to apply to be a Practice Champion by SMS. Notices were also placed in the waiting area inviting patients to join the group. Leaflets were also available in the waiting area. | |
| 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: | |

1. Review of patient feedback

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| Outline the sources of feedback that were reviewed during the year:  NHS Choices  Complaints  Comments |
| How frequently were these reviewed with the PRG?  Due to our problems interesting patients in the PRG, these changes are being fed back to the Practice Champions who will be asked to comment and make any new suggestions. We hope to discuss the above quarterly with the Practice Champions – they have already attended a staff meeting to discuss relevant issues. |

1. Action plan priority areas and implementation

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| Priority area 1 |
| Description of priority area:  Appointment availability |
| What actions were taken to address the priority?  We have introduced a different telephone triage system and an open blood test clinic which runs Monday to Thursday. |
| Result of actions and impact on patients and carers (including how publicised):  The new telephone triage system seems to be working well with face to face appointment slots available for the clinicians to book into if necessary after triage.  The blood test clinic means that any patient seeing a doctor or nurse practitioner can have a blood test on the same day rather than having to book an appointment and return to the practice on another day. |

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| Priority area 2 |
| Description of priority area:  DNA’s |
| What actions were taken to address the priority?  Patients are contacted by letter and SMS to explain the consequences of unused appointments on other patients (e.g., lack of appointments for people who need them). We have posters in the surgery detailing how many DNA’s there are each month and this is also included on our practice web site. |
| Result of actions and impact on patients and carers (including how publicised):  Our DNA rates have fallen although this may also be the result of open surgeries and open access blood test clinics. |

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| Priority area 3 |
| Description of priority area:  Self help for patients |
| What actions were taken to address the priority?  Our local pharmacies are part of the Pharmacy First scheme and reception staff are directing patients to the pharmacies for the agreed list of minor ailments.  One of our practice champions has recently had training for giving smoking cessation advice and was available in the practice on No Smoking Day.  It is hoped that different organisations, Age Concern etc., will be able to attend the practice to introduce patients to their services.  Researching local voluntary/community groups who can offer services to our patients. One group in particular has been very useful for our female patients and the CCG has funded the service for this year. |
| Result of actions and impact on patients and carers (including how publicised):  The Pharmacy First scheme has been publicised by posters and on our web site and by our reception staff direct to patients. It is also publicised in the pharmacies.  Apart from a few patients who have been to see a doctor/nurse practitioner immediately after seeing the pharmacist (and vice versa), some of our patients appear to have made good use of the Pharmacy First scheme. Hopefully the scheme will continue to run.  The greater knowledge of voluntary/community organisations has meant that we are able to offer alternatives to regular appointments with our clinicians. The patients who have used these services have, for the majority, reported finding them very useful. |

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 practice champions are running their own survey this year. This is still in progress and we expect to have feedback from them when this is completed.

Patients still have concerns around the availability of appointments although we run open surgeries every morning. We are participating in the “access scheme” at the moment and we will be very interested to see the final results when these are available.

There have been comments in the past about our reception staff – this year the majority of our staff have attended customer training courses which were funded by the CCG. We have just one member of staff who is still on a waiting list for the next training session. We have discussed the training in a staff meeting with three members of the Champions Group. The champions mentioned a few points about the appointment system and it was suggested that we could manage the queuing of patients differently and they also suggested introducing an open surgery in the afternoons. They suggested thinking of ways and coming back to us with more ideas at future meetings.

Customer care training will be part of the induction procedure for all new staff. Staff will have regular updates (every 12 months).

Different ways of working at the front reception desk were suggested for example, taking a little more time with each patient and dealing with their problem before moving on to the next patient. Staff, with the support from the Practice Champions, to spend a little more time explaining the system to patients.

1. PPG Sign Off

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| Report signed off by PPG: NO, please see comments above.  Date of sign off: |
| How has the practice engaged with the PPG:  How has the practice made efforts to engage with seldom heard groups in the practice population?  Has the practice received patient and carer feedback from a variety of sources?  Was the PPG involved in the agreement of 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?  Do you have any other comments about the PPG or practice in relation to this area of work?  Please see previous comments regarding the engagement of the PPG and the work that the practice is now doing with the Practice Champions which is proving successful. |