

# Derbyshire & Nottinghamshire Area Team

## 2014/15 Patient Participation Enhanced Service REPORT

**Practice Name:** Newbold Surgery

**Practice Code:** C81015

Signed on behalf of practice: *R Carrington* Mrs Rachael Carrington – Practice Manager

Date: 16.03.15

Signed on behalf of PPG: *S Jenkinson* Miss Susan Jenkinson – PPG Secretary

Date: 16.03.15

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

Does the Practice have a PPG? <b>YES</b>
Method of engagement with PPG: <b>Face to face, Email and Letter</b>
Number of members of PPG: <b>35</b>

Detail the gender mix of practice population and PPG:

%	Male	Female
Practice	49.1%	50.9%
PPG	45.7%	54.3%

Detail of age mix of practice population and PPG:

%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
Practice	17%	8.3%	11.3%	12%	14.6%	13.6%	12.4%	10.8%
PPG	0%	5.7%	0%	8.5%	2.9%	25.7%	42.9%	14.3%

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	96.8%	0.13%	0%	1.34%	0.34%	0.08%	0.18%	0.31%
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	0.13%	0.1%	0%	0.13%	0.21%	0.02%	0.08%	0%	0.05%	0.1%
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:

**Newbold PPG remains representative to the practice population. The practice has a high % of age 35+ Patients who are white British and the PPG reflects this trend. The split of Male and Female members shows very little variation to that of the practice population. Both Carers and Disabled groups are also represented within our 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**

*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:*

**Members attended locality meetings and share wider patient views.**

**Members canvassed patients face to face in the waiting room and at flu clinics for opinions, learning and recruitment.**

**Encouraged use of the touch screen in Reception for appointment audit.**

**Secretary emailed requests for feedback from virtual members.**

**Use of suggestion box**

**Paper Questionnaire re Telephone Access**

**Complaints Review**

*How frequently were these reviewed with the PRG?*

**All feedback is reviewed at PPG meetings which take place between 6 and 8 week intervals in practice. Information is shared in the minutes which are also circulated to virtual members.**

### 3. Action plan priority areas and implementation

Priority area 1
<p><i>Description of priority area:</i></p> <p><b>A more robust system around DNA's (Do Not Attend) – The practice had little in place to deal with DNA's as when audited in the past they had very few and no cause for concern. An audit in 2014 revealed a significant increase in wasted appointment time which both the group and Practice wished to address as a priority.</b></p>
<p><i>What actions were taken to address the priority?</i></p> <p><b>Members were asked to help the practice identify an action plan to address the issue. It was decided to implement the sending of text messages to patients to remind them of their appointment. These were sent 24hours before with a reminder to cancel if they could no longer attend. Text messages were also sent to patients who DNA'd asking them to ensure they cancel in future.</b></p> <p><b>A message was put in the Practice Newsletter from the PPG requesting their cooperation with the campaign.</b></p> <p><b>A message was put on the Practice website and Practice Leaflet to ensure new patients are aware of their responsibility to cancel unwanted appointments.</b></p> <p><b>A poster was displayed in the waiting room each month raising awareness to patients of the amount of wasted GP and Nurse appointment time and the impact this has on their waiting times.</b></p> <p><b>A 6 monthly audit was presented to the group to monitor the impact of the changes</b></p>
<p><i>Result of actions and impact on patients and carers:</i></p> <p><b>The practice saw a decrease in wasted appointments.</b></p> <p><b>Fewer DNA's resulted in additional capacity for all and a reduction in waiting times.</b></p> <p><i>How were these actions publicised?</i></p> <p><b>Publicised to members at meetings and via minutes</b></p> <p><b>Display in waiting room</b></p> <p><b>Messages on website and in newsletter</b></p>

## Priority area 2

*Description of priority area:*

### **Monitoring and Improvement of Appointment System**

*What actions were taken to address the priority?*

**Newbold PPG proactively works with the Practice to ensure our appointment system works for the majority of our patients. They canvas patient's opinions and preference and the Practice then tailors the system to try to accommodate this.**

**An audit was done to ensure the practice has a sensible amount of both pre-bookable and on the day appointments according to patient demand.**

**On-Line appointments were made available this year. We will continue to monitor these as they increase in popularity.**

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

**Better and easier access to appointments.**

**Continued monitoring allows the practice to adapt the appointment system and accommodate any changes in trends.**

**As a practice we work with our Patient Group to ensure the opinions of our patients are taken in to consideration when making changes to the appointment system. Our aim is to have a system in place which suits the majority of our practice population and as a result gives patients a positive experience when accessing an appointment.**

*How were these actions publicised?*

**PPG meeting and minutes**

**Web-site, year-end report**

### Priority area 3

*Description of priority area:*

#### **Telephone Access and Patient Experience**

*What actions were taken to address the priority?*

**PPG Members canvased opinions of both patients and practice staff to ascertain what all users would ideally want from a new telephone system. Findings were reviewed with the group, a GP Partner, Practice Manager and Patient Services Manager.**

**Suppliers were contacted and different systems were reviewed to establish suitability.**

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

**This is an ongoing priority. There is a substantial cost implication to the practice for the installation of a new telephone system which will achieve all of the objectives highlighted.**

**The practice has applied for funding to assist with this however the GP Partners have agreed that even without further funding, they wish to go ahead with an improved system to improve patient experience around telephone access.**

**The impact for patients will be an improved system with easier access. This system will be implemented based on the You said.... We did.... The Outcome Was.... culture of PPG's working closely with their Practice providing a better service and experience for patients.**

*How were these actions publicised?*

**Face to Face with patients in waiting room  
PPG meeting and minutes**

## **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):

**There have been continued improvements to the waiting room and Reception area's with the purchase of a clock, bubble tube, leaflet display and bookcase from PPG funds. These all contribute to a more pleasant relaxed experience for patients when they visit the Practice.**

**Newbold PPG continues to fund raise for non-essential items which are suggested by patients for patients. These are always welcomed and well received.**

**The group is included in discussions around changes in both their own Practice and also the wider CCG issues around improvement to services.**

**Their opinions have been sought regarding future services for the Primary Care Development Group, Implementation of Friends and Family Test, how to motivate others around Medicines Management, educating patients regarding waste, over ordering and stockpiling.**

#### 4. PPG Sign Off

Report signed off by PPG: **YES**

Date of sign off: 16.03.15

How has the practice engaged with the PPG: **6-8 weekly meetings attended by GP and Practice Manager**

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

**Emails to virtual group, website updates, newsletter, waiting room displays, friends and family opinions, PPG Group.**

**The practice has both Carer, Disabled and Learning Disability members on its PPG.**

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

**Yes – Suggestion Box, Paper Questionnaires, Friends and Family, PPG Member Feedback via meetings and email, Face to Face, Complaints Procedure.**

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

**Yes**

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

**Fewer DNAs therefore additional capacity**  
**Increased patient awareness**  
**Better on-line facilities**  
**Proposed new telephone system**  
**Improved environment for patients visiting the practice**

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

**Newbold has a very proactive and supportive PPG. This can only be achieved with a friendly and cooperative partnership which is mutually beneficial to the Surgery and its patients. We are satisfied that the practice listens to our views and values our contributions.**

**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)