

The NHS Commissioning Board East Anglia Area Team
2014/15 Patient Participation Enhanced Service Reporting Template

Practice Name: BILDESTON HEALTH CENTRE

Practice Code: D83006

Signed on behalf of practice: DR MARK HAINSWORTH

Date:

Signed on behalf of PPG/PRG:

Date:

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

Does the Practice have a PPG? YES / NO	YES
Method of engagement with PPG: Face to face, Email, Other (please specify)	FACE TO FACE EMAIL
Number of members of PPG:	50

Detail the gender mix of practice population and PPG:			Detail of age mix of practice population and PPG:								
%	Male	Female	%	<16	17-24	25-34	35-44	45-54	55-64	65-74	>75
Practice	3336	3433	Prac	1101	507	522	679	1069	1008	1053	762
PPG	9	41	PPG	0	1	2	10	3	26	8	0

Detail the ethnic background of your practice population and PPG:

	White				Mixed/ multiple ethnic groups			
	British	Irish	Gypsy or Irish traveller	Other White	White & Black Caribbean	White & Black African	White & Asian	Other mixed
Practice	170	1	1	14	2	1	0	2
PPG	40	2	0	8	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	1	0	0	1	1	1	1	0	0
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:

Details of the PPG are shown on the waiting room screen, advertised around the building and included in the local parish magazine.

An invitation to join the PPG is included within the New Patient Registration Pack and also on the Bildeston Health Centre website.

<http://www.bildestonhealthcentre.co.uk/>

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 (Lesbian Gay Bisexual Transgender) community?

YES

If you have answered yes, please outline measures taken to include those specific groups and whether those measures were successful:

We are a rural practice, and also have a predominantly elderly population. We have attempted to engage different groups, by actively inviting patients face to face at the reception desk, but still have problems engaging with members from differing groups.

2. Review of patient feedback

Outline the sources of feedback that were reviewed during the year:

The Practice Survey was discussed at the PPG meetings and also a representative attended at the annual Flu Clinics to discuss the survey and also attempt to recruit candidates.

A representative of the PPG attended events held by FOBs (Friends of Bildeston Health Centre), to discuss the survey and also to try and recruit members.

We have a 'comments and suggestions' box in the waiting room, and this is emptied and the contents discussed at the monthly partners meeting.

How frequently were these reviewed with the PPG?

Initially, we held our PPG meetings monthly, but this proved problematic and members stopped attending, as we have a mainly rural and elderly population, it was decided to reduced meetings to 3 monthly and we have found this works . We have a predominantly virtual group, with a key core of members. Minutes, reports and the survey are sent to the whole group at their personal email address, and these are also posted on the website.

3. Action plan priority areas and implementation

Priority area 1

Description of priority area:

Practice Website

What actions were taken to address the priority?

A new Practice Website was available available from 1st December 2014. The new website incorporates many online features including:

- (1) Appointment booking**
- (2) Ordering Prescriptions**
- (3) Registration**
- (4) Travel forms**
- (5) Update contact details**

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

Since the 'go live' of the new website we have had a large amount of patients registering for the online services. There has been a resoundingly positive reaction to this.

Since the reminder on the waiting room screen, we have had more patients changing to other doctors when the waiting times are long.

The general response to the survey was positive. The PPG members are sent a copy of the survey, the results and comments, and asked for their comments and suggestions. These are discussed at our next meeting (Wednesday 25th February 2015).

After the meeting, the Action Plan and Report, and minutes of the meeting, are emailed to the members of the PPG, and also published on the practice website.

Priority area 2

Description of priority area:

Morning Surgery – long wait

What actions were taken to address the priority?

On the whole patients are happy with the Open Access morning surgery, but sometimes there is a long wait. GP/Partner suggested placing a reminder on the waiting room screen reminding patients that they can move to another practitioner with a shorter waiting time. Reminder placed on the waiting room screen and poster in reception area from December 2014.

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

Since the reminder on the waiting room screen, we have had more patients changing to other doctors when the waiting times are long.

The general response to the survey was positive. The PPG members are sent a copy of the survey, the results and comments, and asked for their comments and suggestions. These are discussed at our next meeting (Wednesday 25th February 2015).

After the meeting, the Action Plan and Report, and minutes of the meeting, are emailed to the members of the PPG, and also published on the practice website.

Priority area 3

Description of priority area:

Complaints Procedure / New Registration Procedure

What actions were taken to address the priority?

There was one comment registered on the survey regards the new registration procedure and also the complaints procedure. This was found to be a misunderstanding, but meant that we had to review both procedures.

We have Customer Service and Telephone manner training planned for April 2015 and also Complaints Procedure and Difficult Patient training planned for later in the year.

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

The general response to the survey was positive. The PPG members are sent a copy of the survey, the results and comments, and asked for their comments and suggestions. These are discussed at our next meeting (Wednesday 25th February 2015).

After the meeting, the Action Plan and Report, and minutes of the meeting, are emailed to the members of the PPG, and also published on the practice website.

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):

Waiting time for appointments

In the last year we have seen the retirement of a part-time GP/ Partner, and in view of this we have employed a full-time Advanced Nurse Practitioner. This means that we have 5 x full-time Practitioners, 3 x GP/Partners and 1 x Advanced Nurse Practitioner, and 1 x FY2 doctor.

Parking

We are unable to solve this problem. To minimise parking issues we could move to booked appointments at morning surgery but this would be unpopular, as proved in previous surveys, when patients were offered this choice.

4. PPG Sign Off

Report signed off by PPG:

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?

The practice attempts to engage with seldom hear groups but trying to target them at the reception desk when they attend the practice for an appointment. We have posters advertising the PPG group around the practice and also on the waiting room screen.

Members of the PPG group attend the flu clinics and also at social gathering held by our 'Friends of Bildeston Society'.

The results of the survey were discussed at our November meeting with suggestions and actions acted upon. The minutes, action plan and report being discussed at the February 2015 meeting.

As a result of comments made the practice looked at the website, which was old and not performing actively, and made the decision to replace it. We now have a fully functioning website with the facility to provide online appointment booking, online ordering of prescriptions, application of travel advice, and pre-registration on new patients.

At our meeting in February we have invited our Lead for Carers, to try and raise the awareness of what we can offer to Family Carers as a practice. Our Advanced Nurse Practitioner will be attending to explain his role in the practice and our PPG Lead will be discussing the Family and Friend Test.