North Yorkshire and Humber Area Team

2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: The Oswald Road Medical Centre

Practice Code: B81090

Signed on behalf of practice: Dr S Kurien-George Date: 19.3.15

Signed on behalf of PPG: Mr P Axe Date: 19.3.15

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, Post | |
| Number of members of PPG: 17 | |
| Detail the gender mix of practice population and PPG:   |  |  |  | | --- | --- | --- | | % | Male | Female | | Practice | 2305 | 2213 | | PRG | 8 | 9 | | Detail of age mix of practice population and PPG:   |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | | % | <16 | 17-24 | 25-34 | 35-44 | 45-54 | 55-64 | 65-74 | > 75 | | Practice | 925 | 456 | 636 | 518 | 698 | 512 | 388 | 385 | | PRG |  |  |  | 1 | 1 | 2 | 7 | 6 | |
| 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 | 3310 | 19 | 0 | 174 | 2 | 2 | 16 | 21 | | PRG | 16 |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | |  | Asian/Asian British | | | | | Black/African/Caribbean/Black British | | | Other | | |  | Indian | Pakistani | Bangladeshi | Chinese | Other  Asian | African | Caribbean | Other Black | Arab | Any other | | Practice | 160 | 137 | 599 | 27 | 30 | 6 | 2 | 2 | 11 | 0 | | 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:  Since April 2011 The Oswald Road Medical Centre has formed a PPG in compliance with the DES guidelines compiled by NHS North Lincolnshire. The PPG is managed on a day to day basic by the Patients involved, GP’s, Practice Manager and staff who inform the PPG about any issues of concern and practice developments. We have continued to advertise the PPG on the notice board and electronic Jayax Board in the waiting room and also on the practice website informing patients of latest minutes from meetings and when the next meeting is. In order to encourage new members to join the group the practice designed a form to attach to the new patient registration pack advising of the group and requesting that the patient provide their contact details/email address if interested. There were several new patients who expressed an interest and the practice had four new members join the PPG group in the last few months. The practice staff continue to promote the PPG opportunistically. | |
| 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:   * Patient Satisfaction Survey * FFT |
| How frequently were these reviewed with the PRG? Quarterly |

1. Action plan priority areas and implementation

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| Priority area 1 |
| * Description of priority area: Can’t pre-book appointments on the same day |
| * What actions were taken to address the priority? * there are 3 pre-bookable appointments every clinic however there is the facility to be at the front door at 8.20am to be one   of the first seen if no appointments available.   * Also the practice are now offering online appointments via the System Online service giving the patients the facility to logon and   book rather than phone the surgery. |
| Result of actions and impact on patients and carers (including how publicised):  Better access to the surgery i.e. less busy phone lines. Patients now have several options that allow them to make an appointment and can access the GP on the day if necessary. This is promoted on the practice website, practice literature and the electronic Jayex board in the waiting room. |

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| Priority area 2 |
| Description of priority area: Telephone – patients ability to get through on phone line |
| What actions were taken to address the priority?   * Practice actively encouraging online ordering to reduce impact on phone lines * New leaflet to give to patients to advertise this. Practice will continue to actively promote other methods of ordering repeats. * Also Practice will be introducing electronic prescribing later in the year where a patient chooses a pharmacy and all the ordering * is done electronically therefore reducing the need for the patient to contact the surgery. |
| Result of actions and impact on patients and carers (including how publicised):  Better access to the surgery i.e. less busy phone lines. Patients have better experience of getting through on the phone. This is promoted on the practice website, practice literature and the electronic Jayex board in the waiting room. |

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| Priority area 3 |
| Description of priority area:   * Many positive comments * There was a comment from a patient following the PPG meeting regarding the time for obtaining test results being too restrictive. |
| What actions were taken to address the priority?   * Continue giving good quality service as now. * Original time for obtaining results was 3-4pm but after taking the patient’s comments into consideration the time has been changed to 3-6pm and advertised as such in the surgery literature and on the surgery website |
| Result of actions and impact on patients and carers (including how publicised):   * Patients receive good quality service and care * Better access for patients to receive their test results. This is promoted on the practice website, practice literature and the electronic Jayex board in the waiting room. |

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):

* Issue with the Surgery building not being compliant with increasing patient list, Health and Safety: Surgery has undergone major renovations in 2012 – PPG were fully informed of the process. PPG wrote support letter to PCT.
* Issue with parking around the surgery: Surgery now has new car park at the back of the surgery – PPG member came to mark out spaces for vehicles
* Issue around patient access to the surgery: As a result the surgery has developed a practice website which includes Online prescription service. Also introduction of a factsheet which is handed out from reception with surgery times, when to ring for results etc. Introduction of a new display board/calling in system in reception (Jayax) which was fully discussed with PPG members.
* Issues raised from patient survey feedback – PPG fully engaged in the development of an action plan.
* As a result of attending the PPG meetings some of our PPG members have represented the practice and attended the CCG Stakeholder Evenings, the End of Life Care sub meeting. Also one member became a representative on the NHS111 introduction scheme.
* Attended a Presentation by Ian Reekie – N Lincs PPG Engagement Lead in Patient and Public Involvement
* Other areas discussed were: Informing the group of Hospital Parking Tariff, discussion regarding Bruce Keogh review, discussion re A&E attendances and discussion re Care Data.
* CQC Inspection: the chairman and one other member came into the practice to speak with the CQC Inspectors on Inspection Day.

1. PPG Sign Off

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| Report signed off by PPG: YES  Date of sign off: 19.3.15 |
| How has the practice engaged with the PPG:  How has the practice made efforts to engage with seldom heard groups in the practice population? Yes  Has the practice received patient and carer feedback from a variety of sources? Yes  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? Yes  Do you have any other comments about the PPG or practice in relation to this area of work? No |