

Derbyshire & Nottinghamshire Area Team
2014/15 Patient Participation Enhanced Service REPORT

Practice Name: Blue Dykes Surgery Clay Cross

Practice Code: C81008

Signed on behalf of practice: *[Signature]*

Date: 13.3.15

Signed on behalf of PPG: *D. a. Briggs*

Date: 13/3/15

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

Does the Practice have a PPG? YES
Method of engagement with PPG: Face to face, email, bi-monthly meetings
Number of members of PPG: 16

Detail the gender mix of practice population and PPG:

%	Male	Female
Practice	49	51
PPG	51	49

Detail of age mix of practice population and PPG:

%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
Practice	16	8	12	11	15	13	14	11
PPG	0	0	0	6	0	25	31	38

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	98	0	0	1.3	0.3	0	0	
PPG	100							

%	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice	0.2	0	0	0.2	0	0	0	0	0	0
PPG										

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:

Advertise on the Practice Website, Face – book page, in the Surgery Waiting Room and in Newsletter Publications.

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

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

A Patient Survey was completed 1st week in December 2014. The Survey remained available for Patients to download from the Practice Website or complete at Surgery. Comments were also reviewed from completed Friends & Family Test slips.

How frequently were these reviewed with the PRG?

A member of the Patient Group collated the data from the Survey which was reviewed by a sub group of the PRG in February 2015 and by the group as a whole in March 2015.

2. Action plan priority areas and implementation

Priority area 1
<p><i>Description of priority area:</i></p> <p>Access to Appointments & Continuity of Care</p>
<p><i>What actions were taken to address the priority?</i></p> <p>In addition to continuing with a robust recruitment campaign to attract salaried GP's the Surgery has considered other ways to manage the workload. Employing a Pharmacist, Chronic Disease Nurse, Advance Nurse Practitioners and a Lead Nurse for Mental Health has given more access to the GP's, however; demand continues to exceed supply for GP appointments. By reviewing the data collected it is clear that better access for patients with complex medical needs is required along with more appointments with the GP partners. With this in mind the Practice will be trialling a new appointment system from 13th April 2015.</p>
<p><i>Result of actions and impact on patients and carers:</i></p> <p>Having same day & book ahead appointments with the Advance Nurse Practitioners has been successful, feedback shows satisfaction with the care provided by these members of the clinical team. Changes to the appointment system will be reviewed on an on – going basis in the coming months.</p> <p><i>How were these actions publicised?</i></p> <p>Displays concerning the Advance Nurse Practitioners were put up in the Surgery Waiting Room. Changes to the appointment system are to be advertised on the website, in the waiting room and by information leaflets to be given out. The Patient Group Newsletter & Face –book page will also be used.</p>

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Priority area 2
<p><i>Description of priority area:</i></p> <p>Access to On Line Services for booking appointments</p>
<p><i>What actions were taken to address the priority?</i></p> <p>Having identified that patients would be interested in having access to services on – line the Practice will be introducing this in the coming months. It should be noted however that many of our patients do not have access to the internet; therefore, services will only be introduced with a limit on availability. This will protect members of the community who would not be able, or willing, to use this service.</p>
<p><i>Result of actions and impact on patients and carers:</i></p> <p>To be reviewed after implementation</p> <p><i>How were these actions publicised?</i></p> <p>The service will be advertised using the website, Notice Boards and leaflets.</p>

Priority area 3

Description of priority area:

Build awareness of the Practice Pharmacist as many patients are unaware that she can deal with reviews and queries on their medication / prescriptions.

What actions were taken to address the priority?

To continue to advise patients on a one to one level and use other available media to publicise the service.

Result of actions and impact on patients and carers:

To free up more appointments with both salaried doctors and GP partners.

How were these actions publicised?

Use Newsletters, Notice Boards & 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):

In the previous year's survey patients were not aware of the the Nurse/ Doctor triage service. When the Surgeries are fully booked all urgent medical matters that cannot wait for a routine appointment are passed to the the duty Doctor/ Nurse for assessment. This usually results in the patient being offered an emergency on the day appointment or advice and a prescription being issued if appropriate.

Feedback in this year's survey has shown that patients now have a greater awareness of this and in the main are satisfied when they have used the service.

Patients have criticised the availability of regular GP appointments to enable continuity of care. This is still an issue for Blue Dykes Surgery, however, our recruitment campaign continues. We have been successful in attracting a salaried GP but unfortunately 2 of our existing GPs will be leaving the Practice in the coming weeks.

3. PPG Sign Off

Report signed off by PPG: YES

Date of sign off: 13th March 2015

How has the practice engaged with the PPG:

By regular meetings, personal contact , formation of a sub group to focus on patient feedback and by email.

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

By using Surgery Notice Boards, Practice Website, Face- book page, Newsletter..

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

Yes using patient survey , comment forms, and feedback gathered face to face with patients during surgery opening hours.

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

A sub – group of the PPG was formed to discuss how best to gather comments and a short survey was put together with their input. The results were collated by a PPG member and the results were reviewed with them and the Assistant Practice Manager.

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

Although it is too early to assess how successful all the points raised on the action plan will be it is encouraging that the Practice is taking the views of its patients seriously and are willing to change workings methods to improve service to patients. Employing Advance Nurse Practitioners to work alongside GPs has proved very successful and patients have been satisfied with the level of service and care they provide.

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

Please submit completed report to the Area Team via email no later than 31 March 2015 to:

- Derbyshire practices: e.derbyshirenottinghamshire-gpderbys@nhs.net
- Nottinghamshire practices: e.derbyshirenottinghamshire-gpnotts@nhs.net

