

Essex Area Team
2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: BILLERICAY MEDICAL PRACTICE

Practice Code: F81080

Practice website address: www.gps-billericayhealthcentre.co.uk

Signed on behalf of practice: *Peter Tyrrell* : Practice Manager Date: 10th March 2015

Signed on behalf of PPG: *Marion Wilson* : PPG Chair Date: 10th March 2015

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, e-mail, Newsletter, Open meetings.
Number of members of PPG: 265 members

Detail the gender mix of practice population and PPG:

%	Male	Female
Practice	6145	6621
PRG	111	154

Detail of age mix of practice population and PPG:

%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
Practice	2649	945	1375	1868	1969	1558	1469	931
PRG	0	1	10	15	16	28	106	89

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	4882	74	0	2460	77	4	6	2
PRG	192	1	0	4	0	0	0	42

	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice	62	15	5	38	22	28	24	8	9	16
PRG	0	0	0	2	1	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:

The Practice has a very active PPG and they hold monthly sessions in the waiting room to promote the work of the PPG. We also take steps to ensure the PPG is representative of the practice population by a Newsletter, Leaflets, Talks, Coffee Mornings, Open Meetings, website and by promoting the group on the waiting room screens.



PPG_join leaflet.doc



PPG Feb. 2015 Talk
Flyer.docx



PPG OCTOBER 2014
Newsletter.pub

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? YES/NO

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

No, there are no specific characteristics of our practice population which mean that they should be included.

2. Review of patient feedback

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

The Practice meets with the PPG Committee at least 6 times a year as well as holding open meetings that all patients can attend. These are also held at least 6 times a year.

During these meetings feedback that the practice has received via complaints, Friends and Family Test and Surveys are discussed.

During the process of agreeing the three priority areas for this year, all PPG and PRG members were given the opportunity of providing feedback to the practice. This was done by e-mail or face to face at the PPG Committee or open meetings.

How frequently were these reviewed with the PRG?

The Patient Reference Group were contacted during all stages of the process of deciding the three priorities for the practice for this year. They were first contacted in August 2014 to ask for their ideas for improvements to services.

Once the three priorities had been agreed in principle with the PPG, the PRG were then asked in December 2014 for their approval for the practice to go ahead and implement the three priorities for this year.

Action plan priority areas and implementation

Priority area 1

Description of priority area:

Text Reminder Service :

Every year the practice has more than 1.8K patients who fail to turn up for an appointment. This is the equivalent to more than 300 lost clinical hours.

What actions were taken to address the priority?

Although the practice produced a patient survey for 2015 (results on the Practice website www.gps-billericayhealthcentre.co.uk both the Practice and the PPG felt that it would be more appropriate to look at different ways that we could enhance the patients experience of services at the surgery.

Therefore both the PPG and the PRG were contacted and the priority agreed.

The Practice has produced a leaflet to promote the Text Reminder Service. In addition to this the Text reminder service is promoted on the waiting room screens and Newsletters.



txt reminder
service.docx

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

Since promoting the text reminder service at the beginning 2015 the number of patients who have not attend for their appointment had only been reduced by around a dozen patients a month compared to previous years. The practice will continue to monitor the results every month to identify trends and to gauge if promoting the text reminder service has been successful or not in reducing the number of patients who do not attend for their appointment. It is envisaged that over time with more patients using the text reminder system less patients will either DNA ensuring that clinician's time is not wasted, or patients will cancel their appointment if no longer required that will allow other patient to use the appointment.

Priority area 2

Description of priority area:

TEST RESULTS :

Patients could previously phone for Test results after 11am. Based on feedback from patients it was agreed to allow patients to phone for their results from 9am, as it was found that patients were calling before 11am and then having to phone back later in the day. It was felt that we were not providing a service that patients required and decided to allow patients to contact the surgery from 9am.

What actions were taken to address the priority?

Although the practice produced a patient survey for 2015 (results on the Practice website www.gps-billericayhealthcentre.co.uk both the Practice and the PPG felt that it would be more appropriate to look at different ways that we could enhance the patients experience of services at the surgery.

Therefore both the PPG and the PRG were contacted and the priority agreed.

The message on the telephone system has been changed informing patients that Test results are now available from 9am.

The same message is also advertised on the waiting room screens

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

The actions of this priority have meant that patients have more choice and availability of when they can access the surgery for their test results.

The message on the telephone system has been changed informing patients that Test results are now available from 9am. The same message is also advertised on the waiting room screens

By offering patients an extra two hour window every day for them to request their test results has meant that the practice staff are no longer asking patients to call back later in the day.

Priority area 3

Description of priority area:

E-Consulting :

To enable patients to have an additional way of contacting with the surgery in addition to telephone or a face to face consultation the Basildon and Brentwood Clinical Commissioning Group have offered surgeries the opportunity of using software whereby patients can send an e-mail to the practice

What actions were taken to address the priority?

Although the practice produced a patient survey for 2015 (results on the Practice website www.gps-billericayhealthcentre.co.uk both the Practice and the PPG felt that it would be more appropriate to look at different ways that we could enhance the patients experience of services at the surgery.

Therefore both the PPG and the PRG were contacted and the priority agreed.

The Practice has a go live date of week commencing 27th March 2015 and the service will be advertised on our website and in the waiting room.

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

As e-consult will not be implemented at the practice until the 27th March 2015 we cannot say what impact this priority will have with patients and carers. However, based on pilot schemes in other localities it is expected overtime to reduce the number of on the day appointments by patients using this new service rather than requiring the need for an appointment or telephone consultation.

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):

Over the past couple of years based on patient feedback the practice has implemented the following to enhance patient experience at the surgery:

- We have produced surgery information leaflets on NHS 1.1.1., Minor Injury and walk-in centres to try and avoid patients attending A +E.
- We have produced an information leaflet on the in-house services the surgery provides to avoid A +E attendances.
- We have promoted the alternative services to A +E on the practice website and on the waiting room screens.
- We have advertised more prominently the extended opening hours we offer on a Saturday morning.
- We check the availability of patient access by checking the demand v capacity of appointments.
- We advertise the services that the nurses provide.
- We have deployed all available staff on the phones at peak times to ensure calls are answered as quickly as possible.
- The Patient Participation Group ensures that the newsletter is published regularly.
- The Patient Participation Group arrange regular education talks

3. PPG Sign Off

Report signed off by PPG: YES/NO YES

Date of sign off: 10th March 2015

How has the practice engaged with the PPG:

The practice has engaged with the PPG by e-mail, meetings and telephone conversations with committee members.

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

The PPG on behalf of the practice make every effort to reach the seldom heard groups within the community by holding monthly sessions in the waiting room to promote the work of the PPG. We also take steps to reach all patients groups at the practice by the means of a Newsletter, Leaflets, Talks, Coffee Mornings, Open Meetings, website and by promoting the group on the waiting room screens

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

All patients have had the opportunity of feeding back ideas and suggestions to the practice either directly to the Practice or by speaking to a member of the PPG when we staff a PPG table in the waiting room.

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

Yes, the PPG was involved in every step of deciding on the three priorities for this year. The priorities were discussed and agreed at PPG Committee meetings as well at the patient open meetings that are held at the surgery for all patients to attend.

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

All three priorities were chosen to improve services and patient experience.

The Text Reminder Service :

The results will not be known immediately as we need to compare the number of DNAs compared to previous years, although the first month's data is encouraging. It is envisaged that over time with more patients using the text reminder system less patients will either DNA ensuring that clinician's time is not wasted, or patients will cancel their appointment if no longer required that will allow other patient to use the appointment.

Test Results :

The actions of this priority have meant that patients have more choice and availability of when they can access the surgery for their test results. The message on the telephone system has been changed informing patients that Test results are now available from 9am. The same message is also advertised on the waiting room screens

E-Consult :

As e-consult will not be implemented at the practice until the end of March 2015 we cannot say what impact this priority has had with patients and carers. However, based on pilot schemes in other localities it is expected overtime to reduce the number of on the day appointments by patients using this new service rather than requiring the need for an appointment or telephone consultation.

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

The PPG has worked in conjunction with the practice to ensure that the three priorities meet patient's needs and expectations based on feedback received from patients and from data supplied by the practice.

To ensure patient feedback was sought the practice agreed to start the Friends and Family test a month earlier than contractually required to gain as much feedback as possible.

In addition to this feedback has been received from patient complaints and by PPG members speaking to patient in the waiting room.