

Birmingham, Solihull and the Black Country Area Team
2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: The Hawthorns Surgery

Practice Code: M85175

Signed on behalf of practice: Majella Horabin

Date: 12th March 2015

Signed on behalf of PPG: N/A

Date: N/A

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, Other (please specify) Virtual/Email																																																							
Number of members of PPG: 69																																																							
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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:

We feel the PPG is representative of the Practice population with regards to ethnicity and gender however we feel the under 16-34 bands are under-represented. We aim to target this group through advertising specifically to try and recruit more promoting the fact that it is a virtual web based PPG that they can join.

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**

2. Review of patient feedback

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

A survey was reviewed in July 2014 following feedback from patients on the ability to order repeat prescriptions on the phone which can be viewed on our website..

The Practice reviewed the 'I want great care results' and the Friends & family test results combined with any patients comments and complaints received during the year and surveyed the patients on specific issues raised in those surveys which can be found on our website – hawthornssurgery.co.uk

How frequently were these reviewed with the PRG?

The ordering of repeat prescriptions survey was reviewed with the PPG in July 2014.

The 'I want great care' survey was launched in September 2014 the results were reviewed with the PPG in February 2015

3. Action plan priority areas and implementation

Priority area 1

Description of priority area:

With the change of the prescription ordering process to online we gathered views of our PPG and Patients as to whether prescriptions should be able to be ordered over the phone.

What actions were taken to address the priority?

We gathered the views of the PPG analysed the results and the general view was that ordering of prescriptions via the telephone should be available for housebound patients and patients that the GP's felt would benefit from having this service.

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

The impact was that a vulnerable group of patients who would struggle to come to the surgery or had a condition that prevented them from being able to order prescriptions via the normal route had an opportunity to easily order their medication. This also meant that carers could order medication whilst at the patients home. This is advertised in both our Practice Leaflet and website with a specific number for ordering prescriptions over the phone. Vulnerable patients are identified by their registered GP and advised to order via telephone.

Priority area 2

Description of priority area:

It was highlighted that patients wanted easier access to appointments rather than having to keep calling the surgery. The surgery already offer on-line appointments so the PPG were surveyed to see if they wanted more on-line appointments made available.

What actions were taken to address the priority?

The surgery reviewed the feedback and increased the number of on-line appointments by 15%

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

The impact was that those patients who have a preference for booking appointments on line had an increase in appointment availability.

Priority area 3

Description of priority area:

Increased number of GP appointments and Nurse appointments. The survey highlighted that patients wanted more available appointments. The surgery has a finite number of appointments so we reviewed our number of patients who missed an appointment. On average the surgery loses availability of over 200 clinical appointments due to patients not attending and not advising the surgery.

What actions were taken to address the priority?

The PPG were asked whether the Practice should put in a missed appointment policy to advise Patients when they miss an appointment and to look at putting in an improvement plan for repeat offenders.

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

This resulted in increased appointment availability, increased awareness to ensure patients advise the surgery if they do not attend. This benefits all patients registered at the surgery and all actions are reviewed by a GP prior to advising patients to ensure that the action is appropriate for the specific patient.

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):

Action points from last year:

1. Urgent Appointment Service

- This has been implemented and has been successful we offer urgent appointments both in the Morning and Afternoon.

2. Pharmacy Collecting Prescriptions

- These have been advertised and more patients have nominated pharmacies to collect their prescriptions.

3. Online Booking Appointments

- This service went live 14/03/2014

PPG Sign Off

Report signed off by PPG: NO

Date of sign off: We have a virtual PPG we gained a majority agreement from the PPG via e-mail as to the actions to be taken and confirmed that we had implemented the suggestions

How has the practice engaged with the PPG:

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

We actively encourage all patients to join our PPG the PPG numbers have increased by 61% over the last year.

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

The Practice actively try's to identify carers and advise them of the PPG. This is done upon initial registration with the Practice, on noticeboards and liaising with vulnerable patients.

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?

The actions have increased appointment availability, and increased access to appointments and medication for people who have issues contacting the surgery directly.

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