

## 2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: Waterloo Medical Centre

Practice Code: P81016

Completed by: Ms K Hookings, Practice Manager

Date: 16.03.15

Signed on behalf of PPG: Mrs A Trickovic

Date: 25.03.15

Please confirm that the report has been published on the practice website by 31<sup>st</sup> March 2015

YES

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

Does the Practice have a PPG? <b>YES</b>																																					
Method of engagement with PPG: <b>Email (vPRG) and via post (if they do not have an email).</b>																																					
Number of members of PPG: <b>26</b>																																					
Detail the gender mix of practice population and PPG: <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 10px;"> <thead> <tr> <th style="width: 15%;">%</th> <th style="width: 35%;">Male</th> <th style="width: 50%;">Female</th> </tr> </thead> <tbody> <tr> <td>Practice</td> <td>51%</td> <td>49%</td> </tr> <tr> <td>PRG</td> <td>34.5%</td> <td>65.5%</td> </tr> </tbody> </table>	%	Male	Female	Practice	51%	49%	PRG	34.5%	65.5%	Detail of age mix of practice population and PPG: <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 10px;"> <thead> <tr> <th style="width: 10%;">%</th> <th style="width: 10%;">&lt;16</th> <th style="width: 10%;">17-24</th> <th style="width: 10%;">25-34</th> <th style="width: 10%;">35-44</th> <th style="width: 10%;">45-54</th> <th style="width: 10%;">55-64</th> <th style="width: 10%;">65-74</th> <th style="width: 10%;">&gt; 75</th> </tr> </thead> <tbody> <tr> <td>Practice</td> <td>20.34%</td> <td>10.72%</td> <td>13.81%</td> <td>11.89%</td> <td>15.75%</td> <td>11.27%</td> <td>9.58%</td> <td>6.64%</td> </tr> <tr> <td>PRG</td> <td>-</td> <td>11.54%</td> <td>11.54%</td> <td>11.54%</td> <td>34.61%</td> <td>11.54%</td> <td>19.23%</td> <td>-</td> </tr> </tbody> </table>	%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75	Practice	20.34%	10.72%	13.81%	11.89%	15.75%	11.27%	9.58%	6.64%	PRG	-	11.54%	11.54%	11.54%	34.61%	11.54%	19.23%	-
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PRG	-	11.54%	11.54%	11.54%	34.61%	11.54%	19.23%	-																													

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	95.9%	0.09%	0.02%	2.46%	0.09%	0.09%	0.31%	0
PRG	100%	-	-	-	-	-	-	-

	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice	0.21%	0.31%	-	0.47%		0.10%	0.03%	0.01%	-	-
PRG	-	-	-	-	-	-	-	-	-	-

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 are continuing to work towards recruiting to the group. We publish information on joining our group on our practice website and information screen in our waiting area. As well this we targeting specific groups face to face when they attend the practice.**

**New patients receive information on joining the group within their welcome pack.**

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:

## 2. Review of patient feedback

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

- **National GP Survey**
- **Patients Complaints and Concerns**
- **NHS Choices Feedback**
- **Friends and Family Test Monthly Results**
- **Patient Comments / Suggestions**

How frequently were these reviewed with the PRG?

**As agreed with the vPRG these were reviewed annually and actions agreed.**

**Friends and Family Test, however, has been agreed to be reviewed monthly and has been distributed to our group for review since December 2014.**

### 3. Action plan priority areas and implementation

Priority area 1
<p><b>Description of priority area:</b></p> <p>Patients had been commenting that it had been increasingly difficult to book online as the number of appointments available were being booked up quickly. It was agreed that this was as a result of the increase in the number of patients signing up for online services via patient access. It was agreed that we would increase the number of online bookable appointments.</p>
<p><b>What actions were taken to address the priority?</b></p> <p>Actioned February 2015 All GP appointment templates were updated and online booking appointments were increased by 50% to give further access for patients choosing to use this facility to book their pre-bookable appointments. This will continue to be monitored and reviewed to determine whether further increases were required.</p>
<p><b>Result of actions and impact on patients and carers (including how publicised):</b></p> <p>On the information screen in the Waiting Room and Online on the practice website. More patients able to book appointments online, less patients contacting the practice via telephone which we envisage will enable patients that choose to use the telephone to contact us will have a shorter waiting time.</p>

## Priority area 2

### Description of priority area:

Change to appointment system – removal of calling back at 12noon for late PM appointments.  
Many patients were being asked to call back at 12 noon for a PM appointment and then calling back and all appointments had already been booked.

### What actions were taken to address the priority?

Action introduced at the beginning of February 2015. A patients request for an appointment was dealt with at first point of contact in the morning and they did not have to call back to get an afternoon appointment.  
All staff were informed at monthly staff meeting – questions and scenarios discussed – date agreed for implementation.

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

Patients concerns re appointments have reduced and this has improved staff morale.  
A number of patients have expressed their satisfaction in the restrictive booking service being removed.  
On the information screen in the Waiting Room and online on our website notice board.

### Priority area 3

#### Description of priority area:

One of the reoccurring themes from patients was how long it has been taking to get an appointment and on review of the July 2014 GP Survey results it showed that only 71% felt they could get an appointment either pre-book or call closer to the day it was therefore on review suggested that the number of Did not attend patients may contribute to the waiting times that some patients faced. Therefore our third priority was to Publicise our Did Not Attend Rates for the GP Team.

#### What actions were taken to address the priority?

From February 2015 we have published a poster for reception and on our website advising patients the number of DNA appointments and how this equates to increased waiting times.

At the beginning of each month the practice as agreed to publish the previous months results and whether this is showing improvement or not from the previous months.

Further actions ongoing include – including did not attend nurse appointments and a review on how to manage patients that continue to miss appointments without cancelling.

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

Our aim is to reduce the number of do not attend patients thereby to reduce the time waiting to see a GP for routine appointments. This is ongoing and will be continued throughout 2015-16 and include nurse appointments. We hope this will improve the patient experience of getting an appointment at the practice and improve satisfaction of such.

Further review will take place with our PRG moving into 2015-16 to agree between the practice, PRG and Blackpool CCG an agreed protocol on managing those patients that continue to miss appointments without cancelling.

We publish online and on our patient information screen each month.

## 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):

### 2013-14 Action Plan

Online access for patients has continued to be popular with the practice population using the service now at 10%. We continue to advertise the service provided and have this year agreed and implemented an action to increase the number of appointments online for our patients to pre-book. The use of the right hand side of the prescription and the electronic information screen within reception is ongoing.

Car parking at the front of the surgery has improved. The practice has always acknowledged the limited patient parking but has monitored its use by practice staff and therefore an improvement has been seen.

Telephone System – the practice had a new telephone system installed in 2012 and there had been issues identified. This is all resolved and the system is working as it should be.

### 2012-13 Action Plan

Telephone system improvements – new telephone system installed in 2012. Call recording was also introduced and is used for training and supportive evidence as required.

Advanced Booking of Appointments – the practice increased awareness of the ability to book in advance with our GP and Nursing Team. Online services now available to allow patients to book online for advanced booking of appointments.

#### 4. PPG Sign Off

Report signed off by PPG: YES

Date of sign off: 25.03.15

How has the practice engaged with the PPG:

**Yes. As discussed within section one of this report.**

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

**As discussed within section one of this report.**

**We are continuing to work towards recruiting to the group. We publish information on joining our group on our practice website and information screen in our waiting area. As well this we targeting specific groups face to face when they attend the practice. New patients receive information on joining the group within their welcome pack.**

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

**Yes, via NHS Choices and the practice website, GP Patient Survey and more recently via the Friends and Family Test results as well as comments and suggestions given to practice staff. We also reviewed complaints received and investigated.**

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

**Yes, we used email to involve our vPRG and the postal service to those without an email address in the priority areas and resulting action plan as per this report template.**

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

We have improved our appointment system by increasing our online facilities and also by removing restrictive procedures which are proving better for our patients and staff alike. We are working hard to reduce the number of Did not attend and therefore further improvements to accessing our services are likely. All these actions are or likely to reduce waiting times, make it easier for patients to access our GP and Nursing team and improve the practice team as well.

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

No