

Annex C

**Arden, Herefordshire and Worcestershire Area Team
Patient Participation Enhanced Service 2014/15 – Reporting Template**

Practice Name: Northumberland House Surgery

Practice Code: M81005

Signed on behalf of practice:



Date: 23 -03 -2015

Signed on behalf of PPG:



Date: 22-02-2015

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, Email, Other (please specify) Face to face and by letter													
Number of members of PPG:													
Detail the gender mix of practice population and PPG:					Detail of age mix of practice population and PPG:								
%	Male	Female			%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
Practice	51%	49%			Practice	20%	9%	13%	13%	15%	11%	11%	8%
PPG	50%	50%			PPG	-	-	-	-	14%	36%	29%	21%

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Detail the ethnic background of your practice population and PPG: **Not Available.**

	White				Mixed/ multiple ethnic groups			
	British	Irish	Gypsy or Irish traveller	Other white	White &black Caribbean	White &black African	White &Asian	Other mixed
Practice								
PPG								

	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice										
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:

We continually advertise for new members of the group, however, it is becoming increasingly difficult to attract new members. Clinicians actively promote membership and suggest new members to join the PPG, these patients are then invited to join the group. Unfortunately they don't always attend even when they say they will come.

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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:

Website and comments received when attending the practice premises. Although patients are encouraged to leave feedback, it tends to be infrequent.

How frequently were these reviewed with the PRG?

As appropriate to the number feedback items received. The PPG meets bi monthly.

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3. Action plan priority areas and implementation

Priority area 1
<p>Description of priority area: New building issues – leaking roof and temperature control within waiting room areas.</p>
<p>What actions were taken to address the priority? Discussion with building owner [Haven Health Properties] and building contractor [Wildgoose Construction] to ascertain how these issues could be resolved. These alternatives were discussed with the PPG and views were fed back.</p>
<p>Result of actions and impact on patients and carers (including how publicised): Testing and remedial work was carried out on the roof and the cause of the leaks were identified and repaired. Electric fans were retro fitted to the ground and first floor to enable cooler air to be circulated throughout the building. Large floor fans were also purchased to help circulate air. The output of the original air circulation unit was also increased in order to increase air flow. Patients and carers now have a more comfortable visit to the practice with the temperature in waiting areas kept to a more comfortable level. These changes were advertised in the patient waiting areas throughout the changes being made.</p>

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Priority area 2

Description of priority area:

Patients were experiencing problems in contacting the practice by telephone at certain times of the day and were kept waiting in a queue.

What actions were taken to address the priority?

After discussion with the PPG extra telephone lines were commissioned so that incoming calls were not blocked by outgoing calls. At busy times of the day admin staff were instructed to log in to the telephone system and take calls in order to ensure patients and other callers do not wait to long before their calls are answered.

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

Calls are now answered quicker than previously, usually within three rings resulting in less calls being dropped and callers ringing off. This is evidenced by software that monitor the calls and a significant reduction in the number of comments received regarding the telephone systems.

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Priority area 3

Description of priority area:

Car Parking – PPG members reported that it was difficult to exit the car park due to the positioning of the exit key pad. The practice had also received a complaint from a neighbour regarding noise caused by the alligator pads controlling the flow of traffic off the site.

What actions were taken to address the priority?

It was agreed with the owner and building contractor to alter the entry and exit system to the car park. The alligator pads were removed and replaced with a speed bump. The exit key pad was moved to a more convenient position for cars exiting the car park. All proposals were discussed and agreed with the PPG prior to changes being made.

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

The neighbour was very pleased with the alterations made and we no longer get complaints about the exit system to the car park. All changes were publicised within the practice building.

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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):

Carry out a review of numbers of doctors and nurses to meet current and future expected demand. **This is now continually reviewed and fed into the practice planning process.**

To help reduce queues at the reception desk provide reception staff with a bell push to request assistance from other reception staff at busy times. **This has been fully implemented.**

The self-service check-in screen, should be clearly sign-posted to help alleviate queues at the reception desk. **Implemented.**

Carry out a review of telephone line usage to ensure that the practice has an adequate number of telephone lines for the number of telephone calls made and received. **The review was carried out and new telephone lines installed [Priority 2].**

Review the signage used within the reception area to ensure that patients are aware of other options to waiting to see a receptionist. **Reviewed and improved where necessary.**

Carry out an audit of opening times in line with known and perceived demand for appointments. **Audit carried out and discussed and findings will be used in future service planning.**

Investigate the possibility of moving the exit barrier key pad to enable easier exit from the car park. **Work completed [Priority 3].**

Review reception staff training to ensure that a professional approach in all situations is maintained at the current high level received by most visitors to the practice premises. **Reception Team Leader has reviewed all staff training and now carries out periodic observations of staff.**

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4. PPG Sign Off

Report signed off by PPG: **YES**

Date of sign off: **23rd March 2015**

Has the report been published on the practice website? **YES**

How has the practice engaged with the PPG: Bi monthly meetings

How has the practice made efforts to engage with seldom heard groups in the practice population? Via the practice and NHS Choices website, electronic patient call display, notice boards, emails and via clinicians discussing issues with patients and carers.

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**

Please return this completed report template to the generic email box – england.ahwat-pc@nhs.net no later than 31st March 2015. No payments will be made to a practice under the terms of this ES if the report is not submitted by 31st March 2015.