

2014/15 Patient Participation Enhanced Service

Practice Name: SHERBURN GROUP PRACTICE

Practice Code: B82031

Signed on behalf of practice: *Tansy Shearston*

Date: 16/2/15

Signed on behalf of PPG: Agreed via email

Date: 20/2/15

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, Other (please specify) Email											
Number of members of PPG:11											
Detail the gender mix of practice population and PPG:					Detail of age mix of practice population and PPG:						
%	Male	Female									
Practice	54.55	45.45	%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
PRG	49.53	50.47	Practice	19.7	8.6	11.8	13.6	16.2	12.2	10	7.9
			PRG	0	9.1	0	9.1	18.2	18.2	18.2	27.3

Detail the ethnic background of your practice population and PRG: NB Please see attached for breakdown of practice Ethnicity

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

The PRG and how it works is advertised in the Patient Information Sheet, which is given to each new patient. It is advertised on the Website and reviewed in the Patient Newsletter on an annual basis. In addition to this patients are invited to join the group personally by GP's and Practice Manager. We do struggle to get engagement from patients generally but specifically from minority groups.

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:

Feedback from patients has been provided from the use of the comments box in reception, patient complaints and email.

How frequently were these reviewed with the PRG?

These are reviewed quarterly by the PRG

3. Action plan priority areas and implementation

Priority area 1

Description of priority area: Speed of practice answering telephone calls

What actions were taken to address the priority?

Investing in reception skills training to help improve the patient experience.

Installing 'Patient Partner' to free up receptionist time to concentrate on responding to patients more quickly.

Promoting 'busy' 'quite times' within the patient leaflet and on the website to encourage patients to manage their requests.

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

Details of the team training have been included in the Newsletter which is available in reception and online.

Due to technical problems Patient Partner only went live on 4/3/15. The implementation of Patient Partner has been advertised within the surgery using posters and on the website. This is being supported by receptions advising patients of the change as they contact the surgery. This was started up to a month prior to the change. As the turning on of Patient Partner was only on 4/3/15e ahead the impact on patients has yet to be analysed.

Priority area 2

Description of priority area: Seeing Patients On Time by GP

What actions were taken to address the priority?

For one particular GP additional gaps were placed within their clinic to try and allow for catch up time.
Receptionists advised to try and keep patients more aware of when a GP is running late.

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

Actions discussed in the Patients Newsletter.

Priority area 3

Description of priority area: Have a receptionist on the front desk at all time to great patients

What actions were taken to address the priority?

It is not possible to have a receptionist on the front desk at all times as this would effectively remove them from being able to answer the phones to patients. It is hoped that the installation of Patient Partner will free up receptionist time to enable them to respond to both the front desk and the phone more quickly.

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

The installation of Patient Partner and the reasons for installing it have been advertised to patients in the patient newsletter, on the website and directly by the receptionists. As it has not yet been turned on we are unable to analyse the effects on the patients.

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):

The main area of improvement requested by the Patients as highlighted in the 2014 Patient Questionnaire was the time taken for receptionists to answer the phone.

The practice has increased the promotion of its website where patients can make appointments and order repeat prescriptions thus reducing the need to contact the practice by phone. We have also invested in Patient Partner, a third party software system that sits on top of the phone allowing Patients to use the automated system to book appointments. This has taken almost a year to install due to technical issues.

4. PPG Sign Off

Report signed off by PPG: YES

Date of sign off: 20/2/15

How has the practice engaged with the PPG: Email

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

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? Improved communication between reception and patients in the waiting room.

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

Every effort is made to engage patients in our PRG. It is advertised in the waiting room, in the patient leaflet and on our website. In addition to this the GP's will, where appropriate, inform patients during consultations of the PRG and its work.

We make available a comments box for patients so that they can write down any suggestions as well as advertising my email address on the website for comments.

We are very fortunate to have a very supportive patient population in Sherburn In Elmet who constantly give us positive feedback.