

Standard Reporting Template

(Taken from; GMS Contract 2014/15, Guidance and Audit requirements, NHS England Gateway reference: 01347)

East Anglia Area Team
2014/15 Patient Participation Enhanced Service Reporting Template

Practice Name: Newnham Walk Surgery

Practice Code: D81005

Signed on behalf of practice: *K. Townsend* (Practice Lead) Date: 25.3.15

Signed on behalf of PPG/PRG: *P. Henderson* (Chairman) Date: 25.3.15

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

Does the Practice have a PPG? YES	YES
Method of engagement with PPG: Face to face, Email, Other (please specify)	Face to Face and email
Number of members of PPG:	Numbers have fluctuated as people have left and others joined. Usually about 10

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:

Posters in the waiting room inviting any patient to join the PPG.

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 (Lesbian Gay Bisexual Transgender) community?

YES

Student Population. There are approximately 3 000 students as patients. These are mainly undergraduates but there are a significant number of postgraduate students 50% of who are from overseas.

There is a rapidly growing LBGT community in Cambridge.

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

A notice has been displayed in the waiting room of both the main surgery and the branch surgery inviting students to join the PPG. There has been interest recently from a mature postgraduate student but no undergraduate has come forward.

2. Review of patient feedback

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

We have a comments/complaints box in the reception area all the time.

By far our biggest response was to our practice survey that we undertook during January 2014

GP Patient national survey

Family & Friends Test although this has provided very little input as this was implemented recently and there have been few responses so far.

Complaints from patients.

Ad hoc feedback during consultations

How frequently were these reviewed with the PPG? At most meetings if something has been raised
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3. Action plan priority areas and implementation

Priority area 1
<p>Description of priority area: Ability of patients to get through to the surgery on the phone, especially at the busiest times of the day</p>
<p>What actions were taken to address the priority?</p> <p>The Number of receptionists available to take calls is increased at busy times of the day.</p> <p>The some of the administrative and secretarial staff have a flexible role and can support the reception staff answering the phones especially first thing in the morning and if a member of the reception staff is off sick or away on holiday</p> <p>Patients have been encouraged to use the online booking system which has taken pressure off the phones. The range of , and number of, online appointments available for patients to book has been increased.</p>
<p>Result of actions and impact on patients and carers (including how publicised):</p> <p>The online options are advertised on the website, by reception staff and the practice leaflet. All new patients are made aware of the benefits of the online system</p> <p>Patients are increasingly using the online system to arrange appointments .</p> <p>Anecdotally there have been fewer complaints from patients saying that they have struggled to get through on the phone, however this will not be formally assessed until the next patient survey is completed which will not be until 2017.</p>
Priority area 2
<p>Description of priority area:</p>

Access to Dr appointments especially during the student term time.

What actions were taken to address the priority?

Following the retirement of one of the partners in January last year various options were explored to increase the number of sessions available to patients.

A salaried member of the team increased her number of sessions.

It was decided that not more than one Dr could take holiday during student term time.

The length of all the doctors' surgeries were increased to create extra appointments.

A second salaried GP provided some extra support for 6 months.

More recently a GP retainer has joined the team, she does two sessions a week thus creating more appointments .

There is an acute clinic that runs from 11am every day for as many patients that wish to be seen. At certain times of the year, especially during the student lent term, this clinic has become extremely large. The partners regularly review the appointment scheme and adjust this in order to optimise what is available to patients given the seasonal pattern of patient needs.

Missed appointments: There is a notice in the waiting room informing patients of the number of appointments that have been missed each month with a request to call the surgery, even at short notice , if an appointment needs to be cancelled so that the slot can be used by another person.

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

More appointments for patients that can be booked in advance.

Any patient can be seen the same day of ringing if they are happy to see any doctor and are prepared to sit and wait. Patients are informed of this by the reception staff if they ring for an appointment on the day and express a desire to see a doctor quickly.

Priority area 3

Description of priority area:

Educational Events.

The PPG was keen to organise educational events addressing areas of interest to the patient community.

What actions were taken to address the priority?

Two evening events were organised.

An event exploring depression; how to recognise it in oneself, friends and family and what resources were available to treat this. This was done in the form of an interview of a GP with a special interest in mental health issues. Following this there was an open question and answer time.

End Of Life Matters, the legal and Practical aspects.

Talk given by a member of the city council team on the legal aspects of 'Lasting Power of Attorney, Resuscitation, and an interview with a senior District Nurse looking at support for the dying patient.

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

The events were advertised in the waiting room, in the local shops and school. Patients reported these were very helpful evenings.

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 car park floods when there is a heavy fall of rain. The partners have explored how this can be remedied. It is a large project that would require car park excavation and proper drainage systems in place. There are plans for this to be done as soon as there are finances to enable it.

4. PPG Sign Off

Report signed off by PPG: YES

Date of sign off: 25.3.15

How has the practice engaged with the PPG:
By having one or two doctors present at every PPG meeting in order to communicate information to and from the PPG.

How has the practice made efforts to engage with seldom heard groups in the practice population?
There has been an event especially directed at Carers in the last 18 months. Personal letters were written to about 50 people specifically inviting them to the event as it was thought that they might not hear about it any other way. An advert specifically inviting students to join the PPG has been in the waiting room.

Has the practice received patient and carer feedback from a variety of sources?
Yes, from the sources mention at the beginning, the PPG and via the educational meetings that have been held.

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 but needs to be refined constantly

Do you have any other comments about the PPG or practice in relation to this area of work?
The PPG has been in correspondence with our local MP, Julian Huppert, with respect to the financial challenges facing Gps as budgets are squeezed as a result of changes in the allocation of funds across the country.