

Evington Medical Centre

2014/15 Patient Participation – Report

Practice Name: Evington Medical Centre

Practice Code: C82088

Signed on behalf of practice:



Date: 17/2/2015

Signed on behalf of PPG:



Date: 17/2/2015

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, Telephone											
Number of members of PPG: 5											
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	4967	4762	Practice	1981	987	1555	1332	1354	1307	688	525
PPG	4	1	PPG	0	0	0	0	3	1	1	0

Detail the ethnic background of your practice population and PPG:

	White				Mixed/ multiple ethnic groups			
	British	Irish	Gypsy or Irish traveller	Other white	White &black Caribbean	White &black African	White &Asian	Other mixed
Practice	746	0	0	76	0	0	0	150
PPG	1	0	0	0	0	0	0	0

	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice	7872	196	57	0	288	62	74	0	0	3
PPG	4	0	0	0	0	0	0	0	0	0

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 PPG is open to all Patients from the Surgery. All newly registered patients are made aware of the PPG group. PPG group membership is clearly advertised within the Surgery on noticeboards, patient callboards and the website.

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:

- Friends and Family Test (monthly)
- Complaints (monthly)
- Significant Events (monthly)
- Leicester City PPG – this is the city wide PPG forum, Feedback from this forum is discussed with Evington Medical Centre PPG members.

How frequently were these reviewed with the PRG?

- There were 3 face-to-face PPG meetings during the year:
 - 17th Feb 2015
 - 10th Dec 2014
 - 25th Jun 2014

3. Action plan priority areas and implementation

Priority area 1
<p>Description of priority area:</p> <ul style="list-style-type: none">• Appointment Availability
<p>What actions were taken to address the priority?</p> <ul style="list-style-type: none">• The Practice provided a clear list of which clinicians can provide which services. This was performed in order to help patients identify the most appropriate type of appointment.• The list of clinicians was refreshed both on the website and pictures displayed in the surgery.• Clinician rota templates updated to offer more online access further in the future.• Rota templates added further in advance in order to allow reception staff to offer a wider range of appointments in advance.
<p>Result of actions and impact on patients and carers (including how publicised):</p> <ul style="list-style-type: none">• Better dialogue with patients to help understand the range of appointments available.• Reduced appointment availability complaints.

Priority area 2

Description of priority area:

- Waiting times for GP (appointments over running delaying patients)

What actions were taken to address the priority?

- Additional breaks added within the clinical rota in order to provide GP with catch-up time.
- Improved communication between reception staff and patients to communicate if there is a delay and why?

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

- Reduced complaints from patients and improved atmosphere with the waiting room.
- Reduced stress for GP's.
- Improved customer service for all patients.

Priority area 3

Description of priority area:

- Patient telephone access. (Patients having difficulty accessing the surgery).

What actions were taken to address the priority?

- Local telephone number introduced in order to reduce cost to patients.
- Telephone message configuration simplified in order to better communicate to patients which number to access.
- Increased reception staff numbers at key busy times in order to answer telephones and assist patients.

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

- Reduced wait time for patients.
- Reduced complaints.
- Changes notified via the PPG and posters in the surgery.

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 PPG has been operating for a number of years and is proactive and supportive of the Practice.

The Practice Management team value the PPG involvement with notable achievements:

- Support during the implementation a new telephone system.
- Support during CQC inspection.
- Performing 'secret shopper' exercises to give feedback on customer service quality.
- Encouraged wider staff involvement in the PPG resulting in regular attendance of GP, Nurse and Admin representation.
- A 'critical friend' to offer insight into patient issues, observations of the Surgery across all aspects of the Surgery processes.

- Improved appointment access through process redesign.

- Reduce GP wait time through improved rota template management processes.

- The PPG have continued to provide this valued level of support during the year, building upon previous successes.

4. PPG Sign Off

Report signed off by PPG: YES

Date of sign off: 17/02/2015

Has the report been published on the practice website? YES

How has the practice engaged with the PPG:

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

- Improved communication channel introduced via the website.
- Improved feedback mechanisms with the implementation of the Friends and Family Test (FFT) with paper based options.

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

- Regular PPG meetings.
- FFT.
- Complaints procedure.
- Safeguarding notifications.
- Health Visitor engagement.
- Ongoing proactive management of over 600 care plans targeting those patients that are at risk of A&E attendance and those with multiple long term disease conditions, including Dementia, Learning Difficulties and Mental Health. Focus has also been prioritised for housebound, care home, nursing home and residential home patients.

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

- Regular ongoing review and discussion of actions plans via an action log.

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

Specific improvements covering:

- Customer Service.
- Access to a clinician.
- Promotion of the PPG.

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

- Ongoing engagement between the PPG and the Practice is key to support the Practice develop plans over the next 5 years in order to meet the challenges faced across the Healthcare economy and continue to improve access to services; improve efficiency; and improve the effectiveness of services delivered.