

Standard Reporting Template

South Yorkshire and Bassetlaw Area Team
2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: Royston Group Practice

Practice Code: C85005

Signed on behalf of practice: *A Adams*

Date: 25.03.15

Signed on behalf of PPG: *M E*

Date: 27.03.15

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
Number of members of PPG: BETWEEN 7 – 12 REGULAR ATTENDEES

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 aware that the current membership of the PPG is not wholly representative of the practice population in terms of gender, age and ethnicity. We work hard to publicise the PPG in the surgery – we have a dedicated notice board displaying the dates/times and minutes of meetings and staff are encouraged to promote the group to patients attending the surgery, there is also a dedicated section on our Practice Website – www.roystongrouppractice.co.uk. In order to encourage input and involvement from the younger generation, the practice and PPG have agreed to establish ‘virtual’ membership via email communication using our practice email account BARNCCG.RoystonGroupPractice@nhs.net. The practice and PPG members are looking to produce promotional material in alternative languages / formats to attract involvement from other ethnic groups and disabilities.

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? YES/NO

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:

PPG feedback, CQC feedback and more recently we have been looking at Friends and Family Test feedback.

How frequently were these reviewed with the PRG?

The feedback was reviewed at each of the PPG meetings throughout the last year and any actions were agreed by the practice and the PPG members.

Action plan priority areas and implementation

Priority area 1
<p>Description of priority area:</p> <p>Extension of surgery premises to provide additional consulting rooms and treatment room facilities.</p>
<p>What actions were taken to address the priority?</p> <p>The practice engaged in consultation with a number of bodies including Barnsley MBC, NHS England, NHS Barnsley CCG & our Patient Participation Group. The planned extension proposal was also discussed with the CQC inspectors who visited the practice in December 2014. Prior to the CQC visit and also on the visit day, members of the PPG spoke with the inspectors regarding the services provided by the practice.</p>
<p>Result of actions and impact on patients and carers (including how publicised):</p> <p>The planned extension works are still in the early stages. Planning application has been submitted along with supporting letters from NHS Barnsley CCG and our Patient Participation Group. It is hoped the work will commence and be completed by Autumn 2015. The practice is keen to achieve training status and also hope to employ a female GP, which is a frequent request from the Patient Participation Group, but require more consulting rooms to be able to accommodate this. We also hope to improve services to patients by using the additional accommodation to provide more services than currently offered, particularly services which would normally be offered in secondary care. This will provide easier access for patients locally and can only be beneficial to our practice community. Discussions have taken place on this topic at PPG meetings, with members raising questions and agreeing on actions. The PPG meetings are minuted and available on the practice website www.roystongrouppractice.co.uk Posters and information leaflets will be produced for the surgery waiting room and local businesses to inform patients of the development.</p>

Priority area 2

Description of priority area:

Development of new practice website.

What actions were taken to address the priority?

The patient reference group agreed it would be beneficial to all patients for the practice to review and update its current website. Discussions within the group have taken place with regard to updating content and useful links to be included. Many of the areas which the PRG group agreed should be included were around self-help and links to other agencies providing support for patients with alcohol and substance misuse problems, and also links to advisory bodies around areas such as bullying and the Samaritans. It was also agreed that including links to brief patient education videos around topical areas i.e. hay fever, sun protection, teenage problems etc would enhance the content and information for patients. The practice were in agreement with all of these suggestions from the PPG and are taking this forward as a priority development. The practice has held initial discussions with a new web designer and is currently working on content and presentation for the site. It is intended that the site be live by no later than the end of May 2015 and the PPG have agreed to this target date.

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

Further to the PPG meeting where it was agreed by everyone that the practice website needed improvement, the practice have engaged the services of a new web designer and are currently in discussion with regard to content and design of the new website. The practice has agreed with the PPG to work together and actively promote the new website details to all patients via posters, messages on prescriptions, opportunistically via face to face contact and also via text message, after which the practice will undertake a survey of all patients to establish feedback and address any suggestions made, with the help of the PPG. It is hoped that the new website will be much more informative to patients, offering all the online facilities ie appointment booking & prescription ordering, as well as being more interactive and proactive in health promotion and feedback/comments will be sought from the PPG and all patients.

Priority area 3

Description of priority area:

Improvements to patient information in waiting areas.

What actions were taken to address the priority?

The provision of better patient information within the surgery was discussed by the Patient Reference Group as a topic across several meetings. It was agreed that inviting local self-help groups and support groups to provide displays in the surgery throughout the year would be an ideal way to get information out into the community. The Patient Reference Group put forward a number of suggested groups both from the local community and also National associations such as Alzheimers Society, AgeUK, Samaritans and Parkinson's UK. The practice agreed that this would be an excellent way to inform patients of support and advice which is available locally and nationally, and it was agreed to compile a list of agencies to be contacted in the near future to start a rolling programme of 'information days/displays'

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

Once a regular programme of information days/displays is established, the practice and the PRG agreed this would be an excellent way for patients to access all the available information which they are probably unaware of. The practice will produce posters and timetables of exhibitors who will be in the surgery, and will also arrange for this information to be published in the local press. This is a new innovation for the practice, but one which both the practice and the PRG feel will be a valuable asset to patient.

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 patient participation group at Royston Group Practice was established in November 2011. Since its inception here is a summary of the issues raised/discussed and actions agreed by the group and implemented by the Practice:

- **The speed at which the telephone is answered – two additional members of staff recruited to commence employment in April 2012 to address this concern.**
- **Customer service training for staff – agreed by the GP partners, training provided to all staff**
- **Prescriptions to be sent to designated pharmacy when consent obtained from patient – local pharmacist agreed this would be beneficial and time saving for patients, system introduced and feedback from patients very good**
- **Information from clinicians to patients needs improvement – GP partners agreed this was a good idea, now printing patient information leaflets for patients to take home to read more about their condition**
- **Replacement of automated arrival screen to reduce unnecessary queueing at reception – Automated arrivals screen ordered and installed –this is working well and waiting has decreased**
- **Patient call system to be re installed following recent renovations (current calling system poor) – Patient call system re installed and working**
- **Request for Warfarin testing to be carried out at RGP – Accreditation process and training sought, application underway, training for clinicians complete**
- **New automated telephone system confusing – order of options to be reviewed, message to be clearer and more audible. Practice to contact system supplier**

4. PPG Sign Off

Report signed off by PPG: YES

Date of sign off: 27.03.15

How has the practice engaged with the PPG:

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

The practice has a dedicated notice board in reception advertising the dates/times & minutes of PPG meetings. This is prominently displayed in an attempt to attract more involvement from patients in seldom heard groups. We have a suggestion box in the reception area for patients who wish to provide feedback on any aspect of the service as well as the Friends & Family Test. Information in other languages is to be made available in the form of leaflets/posters, and all staff are aware that the Practice Manager is available to patients to receive and comment/feedback face to face.

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

Yes, both verbal and written (written comments from Friends & Family test sheets, also from practice comments/suggestion box. Verbally to staff members or Practice Manager, and from face to face PPG meetings)

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

Yes, discussions regarding the proposed extension have been held over the past 12 months. The discussions regarding the website development and the increase of patient information were discussed and agreed along with the extension at the PPG meeting held 28th January.

Moving forward in 2015/16 the involvement of the PPG in the progress of the agreed priority areas will continue to be sought. Please see the action plan for the coming year.



Action Plan
2015-16.doc

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

As the action plan is ongoing, services to patients will be improved on completion of the new extension with the provision of additional consulting/treatment room space and enhanced service provision. The new website and information displays will inform and involve patients more with the services available both locally and nationally.

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

The practice would like to take this opportunity to thank all the members of the Patient Participation Group who regularly give up their free time to attend the meetings and willingly discuss priority issues, giving their feedback on current services in order to make improvements to the surgery for all patients, carers and service users. Your hard work, commitment, enthusiasm and time are very much appreciated by Doctors and Staff at Royston Group Practice.

ACTION PLAN 2015/16

Identified area for improvement	Proposed Action	Date/s of discussion and agreed with PRG	Date for completion of Action/Timescale	Responsible Person
Extension of existing surgery premises.	The practice will continue to work with the relevant bodies to ensure the extension to the existing premises in order to provide improved consulting and treatment room facilities is completed.	An agenda item discussed at meetings throughout 2014/15. Agreed 28.01.15	Ongoing, hopeful completion by Autumn 2015	A Adams
Development of improved practice website	To work with an established web designer to create and design a web site which will provide much more patient information and links to useful organisations.	28.01.15	31.05.15	A Adams
Improvement to patient information in Practice Waiting Area.	To provide more available information to patients in the waiting area through information days/displays.	28.01.15	Ongoing	A Adams