

Annex C

**COPSEWOOD MEDICAL CENTRE
Patient Participation Enhanced Service 2014/15**

Practice Name: Copsewood Medical Centre

Practice Code: M86046

Signed on behalf of practice: Dr Kazmi Date: 30/03/2015

Signed on behalf of PPG: E.O Date: 30/03/2015

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											
Number of members of PPG: 11 members, high turnover, but we are getting new faces all time, difficult to maintain a group.											
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	2318	2212	Practice	861	431	593	604	741	471	431	405
PPG	5	6	PPG			1	1	4	1	2	2

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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	341	8	0	92	0	0	4	1
PPG	5			2			1	

	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice	75	9	0	0	19	21	1	5	4	9
PPG	2						1			

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:

- ▶ On the whole the PRG represents the practice as it represents the wider Asian and White British population.
- ▶ The PRG is under-represented to the younger generation, African and European community
- ▶ The practice will look to actively involve these groups by verbally inviting them to join.
- ▶ The practice has sent text messages invites to 2000+ patients
- ▶ The practice website has promotional material about our PRG group

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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:

Friends and Family Test results, DNA rates within the surgery, last year's patient satisfaction questionnaire.

How frequently were these reviewed with the PRG?

Twice yearly

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3. Action plan priority areas and implementation

Priority area 1
<p>Description of priority area: Electronic Prescribing – how to promote the service</p>
<p>What actions were taken to address the priority?</p> <ul style="list-style-type: none"> • Advertise on the practice website • Poster in reception area • Inform all nearby pharmacies to encourage nominations • Target patients who find it difficult to attend the surgery to collect prescriptions • Housebound and Nursing/Residential home patients should be informed to nominate pharmacy
<p>Result of actions and impact on patients and carers (including how publicised):</p> <p>60%+ patients are using the EPS system, large intake, we hoping by the end of the year 80% + will have nominated pharmacy, this will improve patient access and reduce errors. All our nursing/residential home patients have a nominated pharmacy and most of our “at risk patients” have a nomination as to the preferred pharmacy.</p>

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Priority area 2

Description of priority area: Improve the décor, reception area needs re-decorating and requires a new layout. Patient comments have been made about the reception area being too open, privacy & confidentiality is a problem within reception.

What actions were taken to address the priority?

Dr Jamuna found an article on the pulse magazine regarding premises infrastructure grant, The practice has applied for this grant and submitted the application in February, we are currently awaiting response.

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

The grant has been accepted therefore 66% of the total cost for any infrastructure, decorating, and internal layout changes will be funded by NHS England. Awaiting architect drawings and patient input on how this grant should be utilised in terms of internal layout, re-decorating, re-sizing the room, adding more clinical rooms and improving disabled access into the clinical rooms.

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Priority area 3
<p>Description of priority area: Managing Patient Demand with a reduced budget</p>
<p>What actions were taken to address the priority?</p> <ul style="list-style-type: none"> • Fine tune the telephone triage system and consider other methods such as skype, video call etc • Self-check in system for patients • New integrated digital telephone system with voice recording to enhance patient care and improve communication. • Use new technological systems in order to become more efficiency • Look into other means of generating income and improving patient care i.e. online pharmacy attached to the practice
<p>Result of actions and impact on patients and carers (including how publicised):</p> <ul style="list-style-type: none"> • If the triage system is used more effectively used this would increase patient contact and free up more face to face appointment slots, • The self-check in system would reduce the queues in reception and free up receptionist to do more administrative work. • Investing in software and adopting them within the surgery is the future of general practice, this will reduce costs, human errors and aid the surgery in becoming more efficient with time and money. • A new digital telephone system with recording facilities would create culture of openness, reduce patient complaints and the allow the practice to audit trail telephone conversations. • The online pharmacy would benefit the elderly, vulnerable and high risk patients as medication will be delivered to the door also improve the services the patients receive by Copsewood Medical Centre.

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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):

- Helped promote the website by giving strategies such as - Send text messages with website link to all patients with mobile phone numbers recorded on clinical system who have signed up to receive sms text service.
- Aided the practice in advertising Vision Online services to all patients, was only 105 active users, sent text message to patients, display posters in consulting and patient waiting room and advertise service on practice website and we have doubled the amount of users.
- Was involved in building strategy of how Nurses' time can be used more affectively – develop plan to increase telephone triaging and be more flexible i.e. squeeze more patients in, if busy, receptionist will be informed to contact nurse if patient presents with an urgent matter.
- Telephone consultation was being used inappropriately by patients, helped the practice with devising a plan where we advertise and re-educate patients on the usage of telephone consultation, use posters and practice web site.
- Patient waiting area was cluttered with posters, Instead of having several posters, best to have a few notice boards with all the necessary information about the services.
- Helped with obtaining the Grant for the constructing a new entrance which is accessible to disabled and elderly patients, Make sure there is very minimal disturbance to the practice
- Helped improve DNA rate by suggesting text mailer service to remind patients of their appointment times.

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4. PPG Sign Off

5.

Report signed off by PPG: YES

Date of sign off: 30/03/2014

Has the report been published on the practice website? YES

How has the practice engaged with the PPG: They have been invited twice yearly for a meeting at the surgery to be informed about new services, day to day

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

- We have sent messages out to all patients with a mobile number inviting them to attend the meetings and join the PRG group
- We have posters in reception
- Promotional material on the Practice Website
- When new patients register we ask them if they would like to join on the patient detail form
- The practice leaflet also has a section promoting the PRG group

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

Yes, we have asked Rowan Preston our Carer Support Officer attached to the surgery to help recruit patients and give feedback from her meetings with our carers.

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, The practice advertised the Carer service every other week at the surgery by having it on the main page on our practice website.

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

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No