



East Anglia Area Team

2014/15 Patient Participation Enhanced Service Reporting Template

Practice Name: Coltishall Medical Practice

Practice Code: D82062

Signed on behalf of practice:

Date: 07.03.15

Signed on behalf of PPG/PRG:

Date: 17.03.2015

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

Does the Practice have a PPG? YES / NO	YES
Method of engagement with PPG: Face to face, Email, Other (please specify)	Face to Face and Email
Number of members of PPG:	Face to face – 11 Email/Virtual reference group - 39

Detail the gender mix of practice population and PPG:

%	Male	Female
Practice	49%	51%
PPG	28%	72%

Detail of age mix of practice population and PPG:

%	<16	17-24	25-34	35-44	45-54	55-64	65-74	>75
Practice	18%	8%	11%	12%	15%	14%	13%	9%
PPG	0%	0%	2%	4%	8%	18%	40%	28%

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	8502	17		8	2	7	2	7
PPG	50							

	Asian / Asian British					Black / African / Caribbean / Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any Other
Practice	4	1	1	7	16	9	1	1	2	5
PPG										

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:

Representation by:

Age

It was acknowledged very soon after formation of the original “face to face” group that representation from the younger age groups i.e. below age 60 would be required to obtain a wider range of views, opinions and suggestions of the Practice. A virtual/email group was therefore formed which improved this representation however, unfortunately there continues to be no representation from the under 24 age groups. Population data from the Broadland area shows the population in age groups 45+ is higher than National and Norfolk averages, and this would therefore suggest the PPG is closer to this demographic. It should also be considered that the Practice is more heavily used by patients in this age group.

Various endeavours have been made to make to recruit younger members. Invitations to join the groups and / or to offer further information are on the Practice website and specifically included in the PPG annual survey. In last 2 years, distribution at the flu clinic has of course included a larger number of younger patients attending for their children to receive intranasal flu vaccine; surveys were also distributed by health visitors at baby clinics and were also available from local pharmacies. It is understood that this situation is typical of other Practices in the North Norfolk Area but further efforts will be made over the next 12 months in an attempt to recruit younger members.

Gender

The Practice has an almost equal split of Male/Female patients and whilst the patient group membership has a higher female representative, they feel there are sufficient numbers of both Male/Female to obtain a balanced view.

Ethnic Background

As reflected in the above statistics, the Practice has less than 1% of patients that are non white British and within this 1% there is a spread of different backgrounds. Membership is open to all patients.

Other areas

The Practice area does not include any specific areas of deprivation and there is a wide spread of medical conditions within the group.

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? **NO**

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

2. Review of patient feedback

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

The Patient group agreed to repeat their annual survey (fourth year), albeit acknowledging that this was no longer a specific requirement within the PPG Direct Enhanced Service (DES) for 2014/15, as they believed this would provide a consistent return when compared with previous surveys and provide the ability to measure trends. They did not feel that the National Survey would be sufficient to provide the required feedback, as this is sent to a very small percentage of the patient population, and it does not cover all the areas on which they wished to receive feedback. The success of the Friends & Family Test was unknown at that stage and therefore also not considered appropriate or sufficient.

The survey received a good level of responses and was considered to be statistically satisfactory.

Number of Printed Questionnaires distributed 1556

Number of Questionnaires returned 320

Survey Period – October to December 2014

The survey could be completed online or a copy of the survey was available to print from the Practice website. Printed copies of the survey were available from both surgery waiting areas, local pharmacies and enclosed with prescriptions by the dispensary at Coltishall. As mentioned previously the questionnaire was also handed out at the main Flu Clinic.

Within the survey feedback was requested on the following areas:-

1. Method of appointment booking – identification of how many used online booking; were aware of the service and why patients used their preferred method.

2. Appointments to see a GP – the need to see a doctor urgently or routinely and whether they were happy with date of the appointment.
3. Areas of Improvement they would like to see at the Surgery for the PPG to investigate.
4. Interest in & recruitment of new members for the PPG.

Key outcomes:

Area 1 – Preference over the years has to been to book appointments in person with little change in the percentage of patients using online booking and those with knowledge of this. 28 Patients requested, and will be provided with, further information about how to use the online service.

Area 2 – 74% of patients seen quickly (within 2 working days) where this was requested, 26% offered an appointment but not booked.

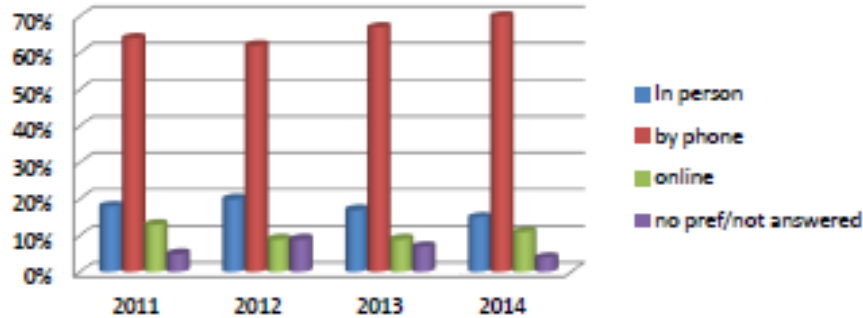
Area 3 – Suggested areas for improvement:-

- i) Extending time between medication reviews to save appointments (1)
- ii) Improved appointment availability (9) and with doctor of choice (5)
- iii) Clearer signage in waiting areas & use of radio
- iv) Reception staff to keep patients informed about delays

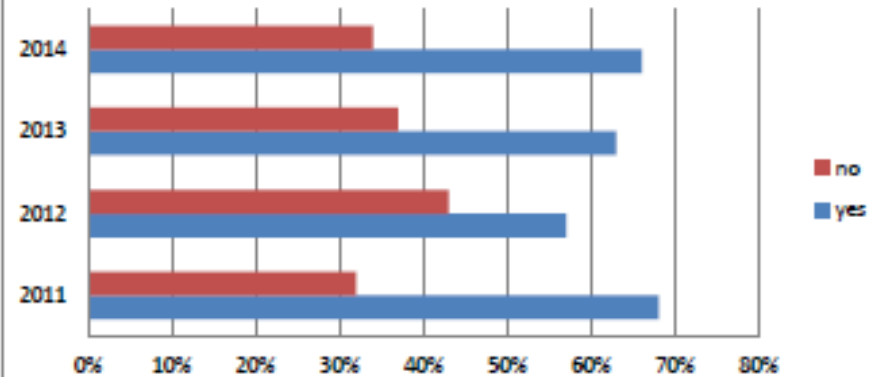
Area 4 – 17 patients interested in receiving more information about the PPG.

Results of the survey for areas 1 and 2 are shown in the graphs below also showing comparisons with previous years' survey.

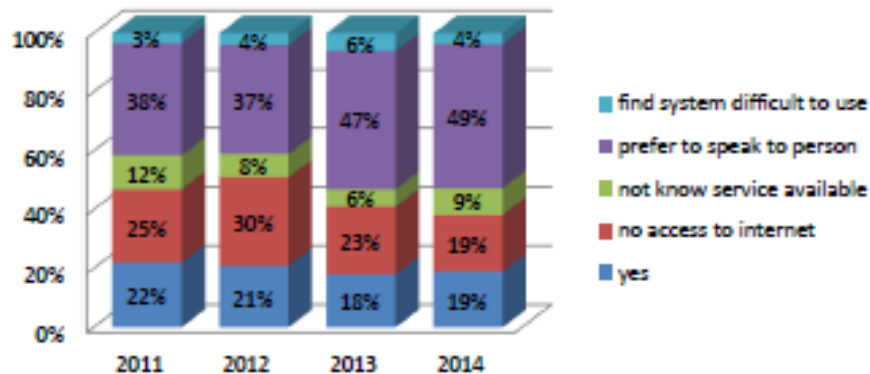
How do you prefer to book an appointment?



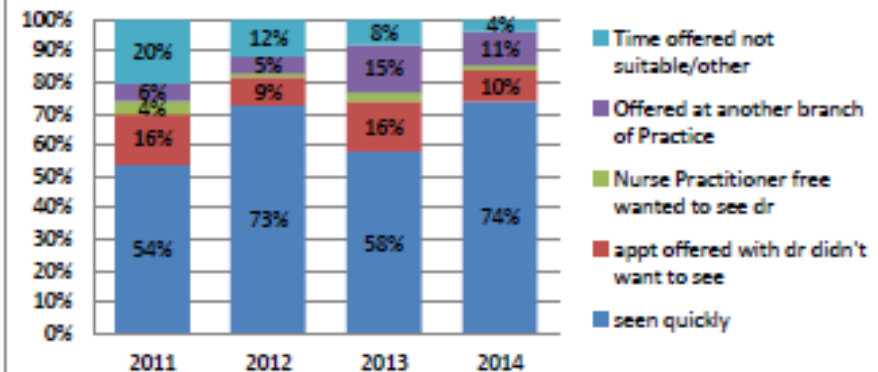
Wanted to see GP quickly



Used On-line services?



Outcome for Patients wanting to be seen quickly



Positive comments – thank you

Everyone is excellent - keep it up!

Nurse practitioners are excellent for minor ailments. Their use by patients needs to be encouraged further (and number increased) to free up doctors for more serious cases.

Thank you all

We are very fortunate in having such an excellent surgery

I am very happy with our surgery!

I feel in general that you are doing all the right things - early morning appointments are very appreciated by my husband who still works full time.

Your reception staff, in person and on the phone are always polite and helpful.

I am happy the way it is (excellent)

I feel Coltishall practice is friendly, helpful and will give good reason if unavailable appointments. Receptionists show good compassion

We really appreciate the wonderful team at the Coltishall surgery. The staff in reception are excellent - helpful, smiling, friendly and very approachable. Thank you!

How frequently were these reviewed with the PPG?

The outcomes and priority areas will be reviewed at the PPG quarterly meetings.

3. Action plan priority areas and implementation

Priority area 1

Description of priority area:

Improvement with Appointment Availability

What actions were taken to address the priority?

- 111/Out of Hours service attended PPG meeting to outline their services.
- PPG to look at ways and make recommendations as to the way in which the Practice could improve communications about the appointment booking system and to consider alternative services. To include:
 - i) Promotion of availability of telephone consultations etc.
 - ii) Consider 111 service, most appropriate service i.e. pharmacy, guidance for treating minor illnesses prior to seeking appointment. Display/promote information in surgeries, local publications and within PPG newsletters.
 - iii) Discuss possibility with GP's of extending time between medication review appointments and considering alternative methods i.e. by telephone.

Result of actions and impact on patients and carers (including how publicised): Outcome of survey and initial priority areas agreed in January – actions as yet to be discussed, will be agreed and taken forward at the next meeting in April. It is anticipated that this will result in a better understanding of appointment booking and the availability of other help and support. Actions to be completed by 30.9.15.

Priority area 2

Description of priority area:

Promotion of online services – appointment booking and ordering repeat prescriptions.

What actions were taken to address the priority?

- Further guidance – step by step guides, to be sent to all patients who requested more information.
- Promotion by dispensary and receptionists.
- Posters/information displays in waiting area.
- Information about online services to be provided in local publications.

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

As above, actions to be taken forward at the next meeting in April. Anticipated improved efficiencies and therefore services provided by the Practice. Actions to be taken forward by 30.9.15

Priority area 3

Description of priority area:

Improved confidentiality and information in waiting area

What actions were taken to address the priority?

- Practice currently reviewing plans to improve waiting area at Coltishall surgery to address some confidentiality issues and to introduce patient information media screens.

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

The Practice plans within the next 6 – 9 months to:

- Introduce a media screen at Coltishall Surgery (and, subject to funding, at Spixworth surgery within the next 12-18 months) to improve availability and viewing of health promotion and Practice information.
- Physical changes to the reception and waiting area at Coltishall to improve access to reception staff without telephone interruption, and improve signage– within 12 months.
- Review systems to inform patients of any significant delays, using media/digital signage mentioned above.

The results of the survey, areas of priority and action plans (i.e. this report) will be available on the Practice website by 31st March 2015. This information will also be included in the PPG newsletter which will be published in all local magazines.

The PPG will be updated as to the progress of the agreed action plans at least quarterly at the PPG meetings and by email.

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):

Action points from last year's (2013/14) survey and report

1. Promotion of online services – Practice to write with information about how to register and use online services to those indicating an interest on the survey – **ongoing, see current priority area 2 and action planned.**
2. Practice to consider feasibility of making appointments for blood tests available online – **Reviewed by the Practice. All blood tests must be authorised by the Doctor or Nurse Practitioner, and the Patient is provided with a form to book and bring to their appointment – without this a blood test cannot be performed. Unfortunately the appointment booking system does not have the ability to clarify these points or to check that a blood test form has been provided. Some additional advice should also be given regarding certain tests; again this functionality is not available within the current system. The overall concern was that appointments may be booked in error.**
3. Avoiding traffic congestion / parking difficulties at Flu Clinics 2014 – Posters to encourage sharing transport / walking to clinic & continued liaison with village hall to avoid pre-booked events. Various contributing, unavoidable factors led to some issues with the first Saturday flu clinic in 2013. **All these actions plus other back up measures were put in place for the 2014 clinics. The clinics all ran very smoothly, however, it was noted that there were still some difficulties with parking along both sides of Rectory road which led to some last minute changes in bus routes. However it is understood that the issue is not restricted to, although acknowledged as worsened by the flu clinic, and alternative routes are being discussed by the local bus companies as a result.**
4. Results of survey to be published in PPG newsletter in local parish publications. - **completed.**

The PPG were kept up to date with the progress of these plans.

4. PPG Sign Off

Report signed off by PPG: **YES**

Date of sign off: **17 March 2015**

How has the practice engaged with the PPG: **Quarterly meetings and email.**

How has the practice made efforts to engage with seldom heard groups in the practice population? **See under section 1, steps taken to improve the representation of the practice patient population within the PPG.**

Has the practice received patient and carer feedback from a variety of sources? **Yes including:-**

PPG Annual survey

NHS Choices website

NHS National Patient Survey

Practice Complaints and Compliments file

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? **See action plan for 2013/14.**

Do you have any other comments about the PPG or practice in relation to this area of work? **No**