

Practice Name: **THE ELMS MEDICAL CENTRE**

Practice Code: **N81079**

Signed on behalf of practice (type name): **ATIYA ALAM-JONES**

Date: **17/03/2015**

Signed on behalf of PPG (type name): **Mr Hemmerdinger
Mr Parkin**

Date: **24/03/2015**

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, Email, Other (please specify) FACE TO FACE AND EMAIL																																					
Number of members of PPG: 44																																					
Detail the gender mix of practice population and PPG: <table border="1" style="margin-left: 20px; border-collapse: collapse; width: 100%;"> <thead> <tr> <th style="width: 15%;">%</th> <th style="width: 35%;">Male</th> <th style="width: 35%;">Female</th> </tr> </thead> <tbody> <tr> <td>Practice</td> <td>50.3</td> <td>49.7</td> </tr> <tr> <td>PRG</td> <td>27</td> <td>73</td> </tr> </tbody> </table>	%	Male	Female	Practice	50.3	49.7	PRG	27	73	Detail of age mix of practice population and PPG: <table border="1" style="margin-left: 20px; border-collapse: collapse; width: 100%;"> <thead> <tr> <th style="width: 10%;">%</th> <th style="width: 10%;"><16</th> <th style="width: 10%;">17-24</th> <th style="width: 10%;">25-34</th> <th style="width: 10%;">35-44</th> <th style="width: 10%;">45-54</th> <th style="width: 10%;">55-64</th> <th style="width: 10%;">65-74</th> <th style="width: 10%;">> 75</th> </tr> </thead> <tbody> <tr> <td>Practice</td> <td>x</td> <td>12</td> <td>21</td> <td>18.4</td> <td>19</td> <td>13</td> <td>8.4</td> <td>6</td> </tr> <tr> <td>PRG</td> <td>x</td> <td>1</td> <td>0</td> <td>1</td> <td>20</td> <td>27</td> <td>30</td> <td>21</td> </tr> </tbody> </table>	%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75	Practice	x	12	21	18.4	19	13	8.4	6	PRG	x	1	0	1	20	27	30	21
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Detail the ethnic background of your practice population and PRG:

	White				Mixed/ multiple ethnic groups			
	British	Irish	Gypsy or Irish traveller	Other white	White &black Caribbean	White &black African	White &Asian	Other mixed
PRG	44							

	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
PRG										

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 advertise our PPG meetings in the surgery, on our website, Facebook and twitter and our newsletter. By advertising in all these avenues we hope to reach all members of the practice population and also requested by our PPG Group we have approached the University of Chester to attend our next meeting in May, to try and get the younger generation involved and their perspective on their own healthcare.

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:

Practice Survey November 2014
GP Patient Experience Survey Jan14-Sept14
Friends & Family Test Dec14-Mar15
GP Access Survey Oct14-Dec14

How frequently were these reviewed with the PRG?

All surveys were mentioned and discussed at the PPG Committee Meetings and the actions discussed in the quarterly PPG meetings.

3. Action plan priority areas and implementation

Priority area 1
<p>Description of priority area:</p> <p>Encourage and improve communication to patients regarding the services available at the local pharmacy (Pharmacy First)</p>
<p>What actions were taken to address the priority?</p> <ul style="list-style-type: none">• Website and Practice noticeboards updated with the details of Pharmacy First• Regular newsletter articles on minor ailments and self-care.• Improved communication with the local pharmacies to ensure that they are also promoting the initiative.• Staff training to signpost calls appropriately.
<p>Result of actions and impact on patients and carers (including how publicised):</p> <p>We have found that patients do use the service; however they are referred back on occasions via the Pharmacy if not appropriate. Unfortunately we have also found that patients have been sent back to the GP for issues that they could have been seen for by the Pharmacist. We need to be assured that we will gain information from the Pharmacy regarding our patients if they have been seen and what for to enable continuation of their medical care. There was a trend of patients not wishing to use as they like the continuity of seeing the same Clinician. From our Patient Survey Results in November 2014 it was clear that the Practice needs to provide more information to our patients regarding this so that this service is utilised more. The clinicians are also aware that they would need to encourage patients to use the pharmacy services for minor ailments which would help patients gain more confidence in the services provided by the pharmacies.</p>

Priority area 2

Description of priority area:

Length of the waiting time for patients that are attending booked appointments

What actions were taken to address the priority?

- **Increased catch up slots on clinicians that are regularly running late.**
- **Increased awareness through waiting room posters to encourage patients to book double appointments if booking for more than one problem**
- **The clinical system reviewed so that receptionists are able to book double appointments for patients requesting to see clinicians for more than one problem.**

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

Patients on most occasions are quite willing to give a brief description of what they are coming to see the Clinician for. At this time it can be very useful for the Reception team to know to allocate a double or single appointment depending on the problem.

Priority area 3

Description of priority area:

Be proactive at giving information to patients regarding their long term conditions and involving patients in the decisions about their care

What actions were taken to address the priority?

- **Clear defined roles and responsibilities outlined for the Practice nurses so that the appointments are booked appropriately with the speciality nurse.**
- **Regular education and training updates for Practice nurses on their speciality areas.**
- **Improved communications and education programmes via the Practice website and newsletters on long term conditions.**
- **Practice Nurse Leaflet was devised for patients to inform them of each nurse specialities.**

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

Patients in the over 75 group range responded well to being notified of their named GP.

Monitoring of at risk patients to avoid unnecessary emergency admissions. The Practice has a robust system in place to monitor these patients and use the integrated health teams including the district nurses to proactively provide appropriate care.

We did trial having allocated appointments for reviews of long term conditions. This has been very successful we have continued to carry this on, on a regular basis.

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 LIST from 2013-2014

PRIORITY FOR ACTION	WHO IS INVOLVED	ACHIEVABLE TIMEFRAME
Improve access and look into innovative ideas to provide alternatives to the traditional face to face consultations	Partners Managers	31.03.2015
Analysis of the increasing DNA's and action plan to reduce this.	Managers IT	31.08.2014
Improve the quality of service provided by our admin staff creating a welcoming and happy environment	Managers	Ongoing with immediate start
Increase the awareness of online services provided by the Practice	Managers IT	Ongoing with immediate start
Increase the frequency of PPG meetings and involvement	Partners Managers PPG	Ongoing
Carry out frequent topical surveys to improve our services	Managers	Ongoing

4. PPG Sign Off

Report signed off by PPG:

**Mr Hemmerdinger
Mr Parkin**

Date of sign off: **24/03/2015**

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 engaged regularly with the virtual PPG and has completed two surveys to gather feedback on 'The best way to promote and utilise the Self –BP monitor' and 'Travel to the practice survey'.

The Practice has also engaged with the local University student union to promote health education to the students.

The Practice has also met with the local charity 'Vintage Blacon' to formulate ideas and ways to improve the health of the elderly patients who live on their own.

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

The Practice carries out an annual Practice Patient Survey. The CCG also carries out various surveys on GP access and improved healthcare which the Practice contributes to.

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

All the priority areas have been part of the ongoing PPG agenda and were regularly discussed in the Committee meetings as well as the quarterly PPG meetings.

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

The Practice has an improved system of registering carers. The Practice staff have annual training on the Carer Policy and is a regular agenda item in the Practice Meetings.

The team within the Practice have a clear understanding of the carer register and have improved the way this information is recorded on the medical records.

The Practice offers annual health checks and Flu vaccinations to all the carers on the register.

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

The PPG group have been a key help in revising protocols and policies within the Practice. The DNA policy was revised and the DNA rates are very closely monitored by the Practice and reported to the PPG group.

The medication review advice slips were also revised with the help of the PPG members.