

Practice Name: **THE ELMS MEDICAL CENTRE**

Practice Code: **N81079**

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

Date: **29/03/2016**

Discussed in PPG Meeting on the 14<sup>th</sup> March 2016 (minutes available online and on request)

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

| Does the Practice have a PPG? <b>YES</b>   |           |           |          |          |           |           |           |           |           |   |   |     |       |       |       |       |       |       |      |          |   |    |    |      |    |    |     |   |     |   |          |          |          |           |           |           |           |
|--|-----------|-----------|----------|----------|-----------|-----------|-----------|-----------|-----------|---|---|-----|-------|-------|-------|-------|-------|-------|------|----------|---|----|----|------|----|----|-----|---|-----|---|----------|----------|----------|-----------|-----------|-----------|-----------|
| Method of engagement with PPG: Face to face, Email, Other (please specify) <b>FACE TO FACE AND EMAIL</b>   |           |           |          |          |           |           |           |           |           |   |   |     |       |       |       |       |       |       |      |          |   |    |    |      |    |    |     |   |     |   |          |          |          |           |           |           |           |
| Number of members of PPG: <b>44</b>  |           |           |          |          |           |           |           |           |           |   |   |     |       |       |       |       |       |       |      |          |   |    |    |      |    |    |     |   |     |   |          |          |          |           |           |           |           |
| Detail the gender mix of practice population and PPG: <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 10px;"> <thead> <tr> <th style="width: 20%;">%</th> <th style="width: 40%;">Male</th> <th style="width: 40%;">Female</th> </tr> </thead> <tbody> <tr> <td>Practice</td> <td>50.3</td> <td>49.7</td> </tr> <tr> <td>PRG</td> <td><b>47</b></td> <td><b>53</b></td> </tr> </tbody> </table> | %         | Male      | Female   | Practice | 50.3      | 49.7      | PRG       | <b>47</b> | <b>53</b> | Detail of age mix of practice population and PPG: <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 10px;"> <thead> <tr> <th style="width: 10%;">%</th> <th style="width: 10%;">&lt;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%;">&gt; 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><b>1</b></td> <td><b>1</b></td> <td><b>1</b></td> <td><b>19</b></td> <td><b>27</b></td> <td><b>30</b></td> <td><b>21</b></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 | <b>1</b> | <b>1</b> | <b>1</b> | <b>19</b> | <b>27</b> | <b>30</b> | <b>21</b> |
| %  | Male      | Female    |          |          |           |           |           |           |           |   |   |     |       |       |       |       |       |       |      |          |   |    |    |      |    |    |     |   |     |   |          |          |          |           |           |           |           |
| Practice   | 50.3      | 49.7      |          |          |           |           |           |           |           |   |   |     |       |       |       |       |       |       |      |          |   |    |    |      |    |    |     |   |     |   |          |          |          |           |           |           |           |
| PRG  | <b>47</b> | <b>53</b> |          |          |           |           |           |           |           |   |   |     |       |       |       |       |       |       |      |          |   |    |    |      |    |    |     |   |     |   |          |          |          |           |           |           |           |
| %  | <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         | <b>1</b>  | <b>1</b> | <b>1</b> | <b>19</b> | <b>27</b> | <b>30</b> | <b>21</b> |           |   |   |     |       |       |       |       |       |       |      |          |   |    |    |      |    |    |     |   |     |   |          |          |          |           |           |           |           |

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      | 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 |
| PRG | 0                   | 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:

**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.**

**We have also had representatives from the University of Chester Student Union to hear their views on the health issues surrounding young adults.**

**The PPG has a Core Committee Group who is active in raising awareness on the current health issues in the community as well as recruiting more members for the PPG.**

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 January 2016**  
**GP Patient Experience Survey Jan15-Sep15**  
**Friends & Family Test Apr 15- Mar 16**

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**

Description of priority area:

- Increasing awareness of health and mental wellbeing

What actions were taken to address the priority?

1. Mental Health awareness day organised for patients
2. Staff training workshops led by the local Young Persons and Adolescent Mental Health Groups
3. GP and Nurse training updates organised by the West Cheshire CCG
4. Regular active campaigns on the current physical and mental health issues
5. Bi-monthly newsletter for Young Adults including self-help information

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

**Increased awareness among the patients of improving their own and their family's health and well-being. Encouraging self-help for minor ailments and using the other resources available locally. Promoting a joint approach to well-being involving the local charities and groups and raising awareness of what is available locally.**

**Priority area 2**

Description of priority area:

- Improving access to Nurse appointments

What actions were taken to address the priority?

1. Recognise and promote the skill mix within the nursing staff. Increase Phlebotomy appointments by training staff.
2. Support HCA in increasing skills in Long Term Condition monitoring and other basic nursing skills
3. Increase early and late nurse appointments for patients with work or family commitments
4. Support Practice Nurse development to Nurse Prescriber
5. Online booking of appointments for Nurse Practitioner

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

**Support and develop the nurse team skills to see minor ailments and acute on the day cases. Practice would have a highly skilled nursing team to include Nurse Practitioner, 2 Nurse Prescribers and Long Term Condition specialist Practice Nurses with support from trained HCA. Increased Phlebotomy appointments in both Elms and the Blacon branch.**

**Priority area 3**

Description of priority area:

- Increasing the awareness of online services available to the patients

What actions were taken to address the priority?

1. A robust practice policy on online access to medical records
2. Gradual introduction of online services including online booking of appointments and updating personal information
3. Website redesign to encourage online access for patients
4. Social networking to promote current health issues and local resources available
5. Promoting health data gathering to support long term condition reviews with clinicians

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

**Increased uptake in online registrations. Improved data gathering and updated contact information for patients. Encouraging patients to learn more about their condition and play an active part in their wellbeing. Patients will be able to access their medical records i.e. immunisation history for work related queries or view their records when they are overseas to share with hospital staff in case of an emergency.**

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 2014-2015**

| PRIORITY AREAS  | ACTIONS TAKEN   |                  |
|---|---|------------------|
| <p>Encourage and improve communication to patients regarding the services available at the local pharmacy (Pharmacy First)</p>                      | <ul style="list-style-type: none"> <li>• Website and Practice noticeboards updated with the details of Pharmacy First</li> <li>• Regular newsletter articles on minor ailments and self-care.</li> <li>• Improved communication with the local pharmacies to ensure that they are also promoting the initiative.</li> <li>• Staff training to signpost calls appropriately.</li> </ul>  | <p>COMPLETED</p> |
| <p>Length of the waiting time for patients that are attending booked appointments</p>   | <ul style="list-style-type: none"> <li>• Increased catch up slots on clinicians that are regularly running late.</li> <li>• Increased awareness through waiting room posters to encourage patients to book double appointments if booking for more than one problem</li> <li>• The clinical system reviewed so that receptionists are able to book double appointments for patients requesting to see clinicians for more than one problem.</li> </ul>  | <p>COMPLETED</p> |
| <p>Be proactive at giving information to patients regarding their long term conditions and involving patients in the decisions about their care</p> | <ul style="list-style-type: none"> <li>• Clear defined roles and responsibilities outlined for the Practice nurses so that the appointments are booked appropriately with the speciality nurse.</li> <li>• Regular education and training updates for Practice nurses on their speciality areas.</li> <li>• Improved communications and education programmes via the Practice website and newsletters on long term conditions.</li> <li>• Practice Nurse Leaflet was devised for patients to inform them of each nurse specialities.</li> </ul> | <p>COMPLETED</p> |

## Actions discussed in PPG Meeting- Date 14th March 2016

How has the practice engaged with the PPG:

- How has the practice made efforts to engage with seldom heard groups in the practice population?  
**Practice has been proactive in promoting services to carers. A representative from Carers Trust UK has regularly attended the practice to increase awareness in patients waiting for their appointments.**
- Has the practice received patient and carer feedback from a variety of sources?  
**The practice analyses the Friends and Family test results monthly and has a robust patient feedback system in place.**
- Was the PPG involved in the agreement of priority areas and the resulting action plan?  
**The priority areas were discussed with the PPG in the quarterly PPG meetings and also with the PPG committee chair.**
- How has the service offered to patients and carers improved as a result of the implementation of the action plan?  
**The recent Practice Survey showed that 80.5% of patients had confidence in the healthcare professional they saw as compared to 74.5% in the previous year. The practice also receives positive feedback from patients on the changes implemented over the past year in the Friends and family questionnaires.**
- Do you have any other comments about the PPG or practice in relation to this area of work?  
**The PPG has an active Working Committee which meets monthly. Issues relating to promoting the physical and mental wellbeing within the population are the key factor in the organising of events.**