

# Annex C: Standard Reporting Template

## Essex Area Team 2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: South Green Surgery

Practice Code: F81651

Practice website address: [www.southgreensurgery.co.uk](http://www.southgreensurgery.co.uk)

Signed on behalf of practice: Naheed Sarfraz

Date: 30/3/15

Signed on behalf of PPG: J Y, A K and SW

Date: 30/3/15

### 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) Face to Face meetings and emails
Number of members of PPG: 8 face to face and we have 35 virtual members

Detail the gender mix of practice population and PPG:

%	Male	Female
Practice	40%	60%
PRG	32.5%	68%

Detail of age mix of practice population and PPG:

%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
Practice	18.2%	10.5%	12.3%	13.1%	15.6%	13.5%	12%	10.1%
PRG	0.0%	6.9%	9.3%	11.6%	25.5%	16.2%	20.9%	2.3%

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
Practice	42.7%	0.9%	0.1%	1.6%	0.2%	0.0%	0.4%	0.1%
PRG	88.3%			6.9%				

	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice	0.2%	0.2%	0.0%	0.1%	0.7%	0.0%	0.0%	5	-	19
PRG	4.6%									

**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:**

The PPG is represented by a number of ethnic backgrounds, but it is mainly represented by the majority of our practice population which is white British. We have 35 virtual members and 8 who meet face to face in our group and these patients were asked to join through the following methods:

- Through in-house surveys
- Through the practice website – part of the site is dedicated to the PPG

- By reception staff engaging with patients
- Advertising on the PPG notice board
- Word of mouth for patients within the community
- Practice Newsletter

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:

We do not have any patients with specific characteristics above. A majority of our population is in the over 65s age group, we have patients from residential homes which have wardens, but have no nursing homes. We have encouraged patients from all age groups and ethnic backgrounds. Patients are willing to join our virtual group, however are unable to commit to the face to face meetings. The reception staff are very good at encouraging our patients to join.

## 2. Review of patient feedback

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

We have gained feedback by the following methods:

- We have reviewed the Friends and Family Test results
- We have examined the results of the national GP survey
- We have conducted an in- house survey,
- Engaging our patients at PPG meetings.
- Complaints received and our suggestion box

### **GP National Survey**

This was published in January 2015

This survey is an independent survey run by Ipsos and Mori on behalf of NHS England. 293 surveys were randomly sent to patients there was a return rate of 38% (111 patients completed the survey) South Green surgery's results are compared to Basildon and Brentwood CCG. Below:-

#### What we do best

- 92% of respondents find it easy to get through to the surgery by phone  
71% CCG average
- 94% of respondents find the receptionist helpful  
86% CCG average
- 91% patients were able to get an appointment to see or speak to someone the last time they tried  
84% CCG
- 71% of respondents with a preferred GP usually get to see or speak to that GP  
62% CCG average
- 93% of respondents usually wait 15minutes or less after their appointment time to be seen  
62% CCG average

However the survey suggested we need to improve on the following

- 62% of respondents would recommend this surgery to someone new to the area  
74% CCG average

## **Friends and Family Test**

Results: December 2014

Extremely Likely 15

Likely 0

Neither likely or unlikely 1

Unlikely 0

Extremely unlikely 0

Don't know 0

### **Comments:**

Doctors and nurses very good.

All staff very helpful.

Efficient and prompt service.

Very good service.

Professional, informative and friendly.

Difficult to get an appointment. Also had difficulty obtaining prescription for 2 months for last two times.

A very friendly surgery.

January 2015

Extremely likely 7

Likely 2

Neither likely or unlikely 0

Unlikely 0

Extremely unlikely 0

Don't know 0

### **Comments:**

The practice is used by myself and family, always helpful and don't have to wait too long for an appointment.

Excellent staff and GP's.

Always helpful and can always get an appointment.

Friendly people that care.

Good service can always get an appointment.  
 Staff are always nice and friendly and always get help I need.  
 Good service and friendly staff  
 Local  
 Saturday service, got an appointment easily.

We had an excellent response initially to the friends and family test; however the numbers dwindled over the following months.

### In House Survey

South Green Surgery    Patient Survey Results    March 2015

	Question	YES	NO
1.	Are you always able to get the appointment date/time you want?	81%	19%
2.	Are you aware there are more pre-bookable slots available now?	42%	58%
3.	How do you think the best/most realistic way would be to inform patients of changes?	Posters 1 Website 5 Emails 20 Texts 31 Post 2 Phone 2	
4.	Would you use online services if they were available e.g. ordering prescriptions and booking appointments?	77%	23%
5.	Are you aware of our newsletter?	8%	92%
6.	Comments:		

**We're really happy with this dr's surgery and are glad we changed from dr's we'd used for years to come here**

**A very good service, can always get an appointment when necessary staff are friendly and helpful. One particular nurse was fantastic with my daughter when she needed new born injections ( sadly I'm not sure she works here anymore though)**

**Receptionist are brilliant**

**Very happy with the care that has been given to me over the past 3 years**

**The staff are always helpful**

**In- house survey**

Would you like an automatic self- booking system?

68% would like an automated system for booking and 22% said no

The above feedback enabled us to determine whether this would be helpful to our patients.

How frequently were these reviewed with the PRG?

Meetings were held in the months below:

**March 15**

**Feb 15**

**Dec 14**

**Nov 14**

**Sep 14**

**June 14**

**April 14**

- During these meetings members actively speak about surgery issues and these are discussed on an ad-hoc basis, as well as items on the planned agenda.
- Our friends and family test were reviewed and the GP national survey was discussed with one member within the practice.
- We have discussed patients complaints and feedback in several meetings throughout the year,
- We have engaged with local charities such as 'Snap' and 'Contact the Elderly' through selling books (patients donate books)

### 3. Action plan priority areas and implementation

Priority area 1
<p>Description of priority area:</p> <p>Improving systems in place to book patients in and to ensure patients are able hear their name when called.</p>
<p>What actions were taken to address the priority?</p> <p>Initially we were concerned patient confidentiality may be compromised so we asked patients whether they prefer an automated booking system. Occasionally there is a small queue because some patients have lengthy queries. However the receptionists at this practice are very good at spotting patients on arrival and book them in as soon as they can.</p> <p>We have also implemented a privacy screen on the front desk so patients are unable to see medical records at reception.</p> <p>We have ensured patients know when they are being called because the receptionists always make eye contact.</p>
<p>Result of actions and impact on patients and carers (including how publicised):</p> <ul style="list-style-type: none"><li>• We had a poster in the waiting room and gained patients opinions of whether they would prefer and automated self -booking system on arrival.</li><li>• A mini patient survey was conducted to gain patients opinions, some patients believe this will affect contact with the receptionists as it is a very small practice 57% said they would like a self-booking system and 43% said No.</li></ul> <p>As a result of this survey we have not implemented this system; however this is still an on-going concern and is being monitored at present. Receptionists do not allow patients to be overheard and always are mindful of a patients waiting at the desk.</p>



## Priority area 2

### Description of priority area:

Communication – Improving communication with patients regarding services and informing patients of changes

### What actions were taken to address the priority?

- We have produced a spring newsletter which was first approved by the patient group and is now published on the website
- We have also produced an information leaflet which contains alternatives to A&E, which is available on our website.
- We have enlarged our patient leaflet which is better to read for some people.

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

- Patients have really found the information leaflet useful for alternatives to A&E.
- Our newsletter has been well received and is available on the website to read.
- As a surgery we will continue to improve on how we display our information.
- We now will have themes so patients are able to locate the information they need.
- We will continue to monitor this within the practice.



### Priority area 3

#### Description of priority area:

Improve access by increasing the appointments and to consider a walk in period

#### What actions were taken to address the priority?

- We put posters up in the surgery on how to determine emergency conditions to alleviate pressure on appointments. Nurses have been handing out leaflets to inform patients about medical emergencies.
- We had increased the number of appointments in January.
- We have placed extra appointments for systmone online
- We have had no complaints regarding patients not been able to book an appointments in recent months
- Currently a walk in period is not necessary as appointments are available, but this will be reviewed. We feel having a walk in period is not necessary

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

- Access to appointments is currently acceptable.
- We have placed posters in the waiting area.
- We are introducing WebGP next month and patients are currently using online services, which enables a patient to book appointments online.
- Patients seem happy with appointments as this reflected in the GP national survey

## 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):

Progress on last year's action plan has been good and the practice agreed actions are all on-going and in progress apart from having a phone message for patients waiting on the phone line.

### **Agreed Actions**

- Put posters up regarding – How to determine an emergency condition.
- Produce leaflets to signpost patients to walk in centres and minor injury unit.
- Look at the most effective way of contacting patients- Text, handing out leaflets or postage
- Start collecting email addresses of patients so information can be received
- Inform Nurses so they can hand out leaflets about what symptoms are considered to be a medical emergency
- Having a message on the answer machine regarding chest pains- this was not actioned because the group decided it may confuse some of our elderly patients.

#### 4. PPG Sign Off

Report signed off by PPG: YES

Date of sign off: 30.03.15

J Y, A K and SW(members of our patient group)

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 holds regular meetings with PPG. We have tried to encourage seldom heard groups within the practice, by advertising meetings through posters within the surgery and our website. We are in contact with local charities such as 'Contact the Elderly' and 'Snap'. The patients have raised money through selling books within the practice, which was suggested by our patient group. All staff are engaged in encouraging minority groups within the practice and joining the group is mentioned during patient registration. We have posters on display and we have a notice board dedicated to the PPG- this has all the latest news regarding the PPG and has minutes of meetings

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

We have received feedback through the national GP survey, the suggestion box in the waiting room and through our website. We have engaged patients through our website. We have also received feedback through our in-house survey, our friends and family test and verbal feedback from our patients.

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

The PPG has been involved in the entire process of this action plan and has suggested the key priorities

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

- Patients have access to FFT comment cards and these are placed in reception.
- Patients are able to Join the PPG through the website and the surgery.

- Patients are able to comment on the service through the FFT comment cards which are placed at reception
- Our Practice and the PPG are aware and understand the need for patient feedback to improve services for everyone who access them.
- All actions are monitored and reviewed.

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

.We believe the service has improved and the patient group has had a positive impact on the improvement of services.

#### Publication of report and achievements

A copy of this report will be uploaded onto our Practice website and this will be a true and current reflection of the work undertaken with regards to our patient participation DES scheme 2014/15 requirements.

This report was given to our members of the Patient participation Group and then discussed at our meeting on 30.03.15

The wider practice population:

Copies of this report are available on our Practice website at [www.southgreensurgery.co.uk](http://www.southgreensurgery.co.uk) and hard copies will be available in the waiting room. Our website is advertised in Billericay library

Brentwood and Basildon clinical commissioning group –our locality manager

To NHS England

To be uploaded electronically onto our Practice website and a copy sent to NHS England by no later than Monday 31<sup>st</sup> March 2015