

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

Practice Name: **Banks and Bearwood Medical Centre**

Practice Code: **J81070**

Signed on behalf of practice: *S Wilson* Name: Sarah Wilson, Practice Manager Date: 11/3/2015

Signed on behalf of PPG: Scanned signature available to view if necessary Name: Richard Gilbert Johnson Date: 11/3/2015

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): Email
Number of members of PPG: 124

Detail the gender mix of practice population and PPG:

%	Male	Female
Practice	4461 (49%)	4527 (51%)
PRG	48 (40%)	74 (60%)

Detail of age mix of practice population and PPG:

%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
Practice	1595	788	1334	1197	1275	1085	900	814
PRG	0	17	24	18	13	19	26	7

Detail the ethnic background of your practice population and PRG: 377 unknown / not declared

	White				Mixed/ multiple ethnic groups			
	British	Irish	Gypsy or Irish traveller	Other white	White &black Caribbean	White &black African	White &Asian	Other mixed
Practice	7810	29	0	396	9	28	39	43
PRG	95	1	0	0	2	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
Practice	38	7	3	45	51	47	5	7	7	47
PRG	2	0	1	2	0	0	0	0	0	19

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:

All new patients are offered the opportunity to join the PPG at the point of registration. There are posters displayed in the waiting areas, inviting existing patients to join the PPG and reference has been made to the group and its work in Practice Newsletters.

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:

The Practice has reviewed feedback received from patients via the comments and suggestions forms, feedback from the Patient Reference Group and Friends and Family Test, complaints and significant events.

How frequently were these reviewed with the PRG? Annually.

3. Action plan priority areas and implementation

Priority area 1
<p>Description of priority area: Recent feedback has identified some difficulty in booking appointments.</p>
<p>What actions were taken to address the priority?</p> <p>Whilst we recognise that nationally there is an overwhelming demand for appointments at GP surgeries, we have not previously made a concerted effort to reduce patient non-attendance at appointments. We are in the process of displaying monthly “Did Not Attend” figures in the waiting rooms and writing to patients who miss their appointments. We are in the middle of a fundamental review of our appointment system to see if we can address the balance of our workforce and to ensure that we have both a male and a female doctor at each end of the surgery to afford patient choice wherever possible. We will also review our appointment system to see if we can better configure the balance between routine, emergency and telephone access.</p> <p>A large number of patients attend our emergency surgery sessions with minor illnesses. We are looking at ways to help patients explore alternative options, such as self-help advice or the local pharmacy when they experience certain minor illnesses, such as coughs, colds or sore throats.</p> <p>We continue to experience a rapid growth in new patient registrations due to the success of the Practice. Whilst this is very gratifying, it also causes an increase in appointment demand. At our Winton site, we would like to be able to increase the number of GPs and nurses who can work simultaneously. We are currently prevented from doing so because of the constraints of the size of the premises and we are going to start work on a new 'five-year forward plan' to explore the possibility of new premises in Winton with additional services for the benefit of our own patients and the wider community.</p>
<p>Result of actions and impact on patients and carers (including how publicised):</p> <p>It is too early to reflect on the impact that our actions will have on patients and carers, however we hope that it will result in improved access to medical help and intervention. Our longer term premises proposals will take a number of years to work through, if they are indeed successful, but we hope that this would enable better access for patients.</p>

Priority area 2

Description of priority area:

Improve the general ambience of the waiting areas.

What actions were taken to address the priority?

Over the next 12 months, we will work to improve the feel of the waiting room areas at the two surgeries, developing themed noticeboards, promoting health education messages, locality support groups and Practice news. We will also investigate whether it is feasible to introduce some music into the waiting area at the Banks Surgery.

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

Updates will be provided in the Patient Newsletter. Patients will also be aware of the improvements when attending the Practice and spending time in the waiting areas.

Priority area 3

Description of priority area:

Improve patient access to Reception staff as well as the repeat prescribing process.

What actions were taken to address the priority?

Over the next 12 months, we will introduce the EPS electronic prescription service which we hope will reduce the throughput of patients at the Surgery, free up administrative time to answer telephone calls / deal with patient queries at the Reception Desk and improve the parking situation as fewer patients will need to physically collect their prescriptions from the Surgery.

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

It has been decided to make the change to EPS during a quieter time of the year in order to minimise possible disruption both to patient and Practice staff. Patients will be informed of the new system through the Practice Newsletter, posters at local pharmacies and also through reminders distributed with their prescriptions.

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):

The Practice has followed up on a number of issues raised in the 2013-14 Patient Survey.

1. The Practice continues to engage with other local Practices to explore collaborative approaches to improving access to medical appointments for working people. Banks and Bearwood Medical Practice continues to offer early morning and evening appointments on two days of the week in line with requirement guidance received from NHS England. These appointments continue to be fully booked each week, though not always by working people. **Work on-going.**
2. We have installed background music in the Bearwood Surgery waiting room and are beginning the process of improving the feel of both waiting areas by de-cluttering noticeboards and providing themed patient education messages. **Partially completed with some o-going work.**
3. We have reduced the length of our introductory telephone message. We also continue to promote on line access as a means of booking GP appointments and ordering repeat prescription items. We currently have 895 patients signed up to the on-line service, which represents nearly 10% of the Practice population. **Completed.**
4. Reception staff are now more proactive in telling patients if the clinician they are due to see is running late. Additionally some GPs also make announcements over the tannoy system to inform patients and apologise for any delay. **Completed.**
5. We have worked hard to co-ordinate the recall arrangements for patients requiring a Nurse review for chronic conditions such as diabetes, COPD and hypertension. Whilst many patients have benefitted from reduced blood tests and visits to the practice for appointments. This approach has not suited all patients however and we have made individual adjustments to the system when required. **Completed**
6. As this year's Practice Improvement Plan highlights, access to a GP continues to be an issue for Practices. The GPs working at the Practice have remained consistent over the last 12 months (aside from the turnover of GP registrars) and the newer GPs are developing their own patient base. We have introduced telephone consultation appointments with individual GPs in an attempt to improve the access to a specific GP, however with all of our doctors working part-time, this will always prove to be a challenge for us. **Work on-going.**

4. PPG Sign Off

Report signed off by PPG: YES

Date of sign off: 11/3/15 by one member, final report circulated to all members of PRG with a time frame to respond within.

How has the practice engaged with the PPG:

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

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

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

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

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

The Practice emailed all members of the patient reference group in late 2014 in order to disseminate feedback received from patient and carers at the Practice and to seek further ideas about possible areas for our improvement plan. It was explained that this information had been received from a variety of sources, including comments and suggestions, complaints, feedback from the Friends and Family Test and general conversations with patients and staff members.

Once suggestions had been received, these were discussed at a Practice meeting and the suggestions for three improvement areas for the action plan were emailed to the PRG in February for further comment and agreement. There were no negative responses by the time deadline had passed and the 3 proposed items were therefore confirmed. Positive feedback was received along with offers of assistance in implementing the changes.

This document (The Banks and Bearwood Medical Practice Patient Participation Reporting template) was then emailed to all members of the Patient Reference Group for their final approval. Once agreed, details of the action plan will be displayed in each waiting room and a copy of this report made available on the website.

It is too early to assess the level of improvement in the service offered to our patients and carers, though we are already receiving positive comments about the improved noticeboards in the Practice.

Report Feedback from the Patient Reference Group

One patient wrote to say that we had not taken up their suggestion to change part of the garden at the Surgery into disabled parking. This suggestion was discussed within the Practice but it was decided not to make this a priority area this year. There is

disabled parking at one of the sites and at the other site, patients with disabilities regularly park on the driveway. Both surgery sites are rented and therefore agreement would need to be sought from the landlord concerned. This was the only reference made to this subject. Further communication has ensued and it transpires that the patient's concern is about patients parking on the yellow lines outside the Surgery entrance at Bearwood. The Practice has received a couple of comments about this over the months and notices requesting patients to park elsewhere have been displayed. There are however some difficulties associated with adapting this area due to the positioning of neighbourhood telecommunication equipment.

Another patient commented that they thought that

“All is excellent, I have just a couple of comments:

- Music in the reception areas is beneficial and calming to waiting patients so I am sure Winton will benefit by having it
- Any emphasis that can be given to have patients repeat prescriptions automatically sent through to the pharmacy next door will reduce parking needs and reception staff time. Not sure all patients know this is available.”

The Practice Manager met with a member of the PRG to discuss the report and his comments are detailed below in this document.

“There is a need to have the child / mother area with low level screens. Perhaps future provision may include wipe clean books so that parent / child interaction might take place. Funding might be by patient involvement until other community resources are available”

The Practice does have a number of child books which are wiped over regularly. Further discussion is still required around any future changes to the waiting area.