

# Standard Reporting Template

South Yorkshire and Bassetlaw Local Area Team  
2014/15 Patient Participation Enhanced Service – Reporting Template

**Practice Name:**Hollygreen Practice

**Practice Code:**C85023

**Signed on behalf of practice:** Sharon Copeland, Practice Manager      Date: 9/2/15

**Signed on behalf of PPG:** Mrs M Lawrence      Date: 9/2/15

This report can also be accessed on the practice website at [www.hollygreenpractice.nhs.uk](http://www.hollygreenpractice.nhs.uk). Select the Practice Information tab across the top of the 'Home' page and then go into 'Patient Participation Group'.

## 1. Pre-requisite of Enhanced Service – Develop/Maintain a Patient Participation Group (PPG)

**Does the Practice have a PPG?**YES, we have an active Patient Participation Group (PPG) that meet on a regular basis and we also a virtual group that we can email from time to time to ask them question and provide feedback as appropriate.

**Method of engagement with PPG:** Face to face, Email, Other (please specify)

We hold quarterly meetings with our PPG, but if there is anything we need feedback/comments on between meetings we may email or write out to our members.

**Number of members of PPG: 23**

**Detail the gender mix of practice population and PPG:**

%	Male	Female
Practice	4395	4375
PRG	9	14

**Detail of age mix of practice population and PPG:**

%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
Practice	1683	947	1077	1108	1305	1099	912	639
PRG	0	0	4	1	7	6	1	4

**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	8626	8		55	2	1	4	26
PRG	23							

	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice	10	5		4	6	10	4	2		7
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:**

The Practice and PPG has taken a mixed approach to PPG membership to encourage all groups e.g. gender, race, age and from various ethnic backgrounds to join the PPG and contribute to the work of the practice.

To ensure the group is representative of the practice population in agreement with the PPG various methods and approaches have been adopted to promote and raise awareness of the group and recruit new members to join. For example:

- Advertised/promoted on the practice web site and in the practice leaflet
- Advertised/promoted within the surgery on the notice boards (both sites)
- Advertise/promoted within Local Community Places (i.e. Library, Local Shops, etc)
- Advertised/promoted within the Practice's Patient Newsletter available on reception at both the Goldthorpe and Thurnscoe Centre. This explains about the group and that if people are interested they will be sent an information pack
- Advertised/promoted via correspondence sent out to patients opportunistically seeking new members to join the group i.e. accompanying NHS health check letters, DNA letters, etc
- Produced and provided information packs for interested patients – including a form for patients to complete to join the group and/or the virtual group
- GPs as part of their discussions during consultations may ask patients if they would be interested in joining the group
- Posters in each consulting/treatment room advertising the group
- Details of the group are given out as part of the new patient registration process
- Word of mouth from other members of the group, staff and patients
- We can also make any of our practice information available in various formats, layouts etc on request to reception
- In response to complaints sometimes we ask if the complainant would be interested in joining/contributing to our group, to work together to resolve issues

**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:**

Not applicable.

## **2. Review of patient feedback**

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

As agreed with the PPG the following sources of patient feedback were reviewed during the year, 2014/15:

1. Patient Survey Results for 2012/13, 2013/14 and 2014/15 (this was the Practice Annual Survey)
2. Compliments and Complaints Reports for 2013/14 and 2014/15
3. Feedback gathered via the suggestions boxes on the front desks in each reception area at both our sites
4. Friends and Family Test

### **How frequently were these reviewed with the PRG?**

It was agreed with the PPG that the various sources of patient feedback would be reviewed quarterly at the PPG Meetings and also with the whole Practice Team on a quarterly basis at their Practice Team Meetings to identify any trends/patterns.

## Action plan priority areas and implementation

Priority area 1
<p><b>Description of priority area as agreed with the PPG:</b></p> <p>Staff Members to listen to patients and their needs and utilise and develop their interpersonal skills</p>
<p><b>What actions were taken to address the priority?</b></p> <p>Together, the practice and PPG reviewed various Customer Care/Services courses available, but chose one which could be delivered within the practice over four designated training sessions.</p> <p>All reception staff have agreed and been signed up to attend the course which will be held over a four month period at both sites.</p>
<p><b>Result of actions and impact on patients and carers (including how publicised):</b></p> <p><b>As a result of the actions detailed above, the results and impact is:</b></p> <ul style="list-style-type: none"><li>• Staff customer service skills improved/enhanced</li><li>• More efficient/focussed service, meeting the needs of our patients</li><li>• Greater understanding and empathy with patients and their needs</li><li>• Staff are more focussed and services are patient centred</li><li>• This has been publicised via the Patient Newsletter available in the surgeries on a quarterly basis</li></ul>

## Priority area 2

### **Description of priority area as agreed with the PPG:**

Punctuality of GPs to adhere to appointment times wherever possible

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

In agreement with the PPG the following actions were undertaken:

- The results of the practice surveys over the last three years were shared with the whole practice team, including the GPs at the Practice Team Meeting in October 2014
- The results around the 'length of time patients wait to be seen by a GP' were discussed with the GPs in particular at their weekly GP Operational Meeting.
- The GP concerned whose surgeries regularly over run acknowledged the results but stated that whilst the practice operates a ten minute booked appointment system their patients would continue to receive the time they needed if it was complex/urgent matter
- GPs were asked to try and adhere to the booked appointment system wherever possible but it was acknowledged that some patients conditions/issues were more complex than others and that this would impact on other patients waiting to be seen
- Patients are made aware and kept informed when GPs are running late, and this is also displayed on the self arrival screen when patients login in for their appointment themselves

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

**As a result of the above action the results/impact has been:**

- Patients will be seen in a timely manner and as near to their booked appointment time as possible
- Patients are allocated the time they require with a GP dependant on their need
- Patient focussed primary care services, with the patient's needs first and foremost to be considered
- Patients will not have to wait long in the surgery to be seen
- These results have been publicised on the noticeboards in surgeries and the patient newsletter available in surgeries

### Priority area 3

**Description of priority area as agreed with the PPG:**

Extended opening hours to be made available on a weekend.

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

In agreement with the PPG the following was undertaken:

- The practice discussed this as a team to identify those members of staff (Clinicians and Receptionists) who would be willing to work on a Saturday morning for the three hours required for our practice population
- The Practice agreed to participate in NHS England's pilot for extended weekend opening while 31 March 2015, following which time it will be evaluated. The Practice will also continue to provide this service after the 1 April 2015 pending the outcome of the evaluation of the pilot.
- The practice agreed to open 9am to 12 Noon at its main surgery, the Goldthorpe Centre
- The Extended Weekend Service was promoted by the surgery via its practice web site, word of mouth, in the practice leaflet, on the noticeboard, PPG members, etc
- Patients attending the Saturday morning emergency sessions are asked to completed the survey supplied by NHS England, these are submitted to them for collating each month



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

- Appointments available for patients on a weekend who need to be seen urgently, and who would otherwise have attended A & E
- GP appointments available for walk in, urgent patients only
- Meets patients demand/needs as a result of the feedback from the surveys
- Don't have to attend A & E for urgent matters, can be seen locally by their GP
- The findings of the evaluation once known will be publicised in the patient newsletter, on the practice website and in the surgeries
- The extended surgery has been publicised in the practice leaflet, website, patient newsletter and word of mouth to patients

## **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 continues to review its appointment system on a regular basis to meet patient needs/demand with regard to the ratio of pre-bookable and same day appointments. Further to our recent review we are currently trialling for one month having fewer pre-bookable appointments on a Monday, with the majority being for same day as Mondays are one of the busiest days. To alleviate the pressure follow-ups will not be booked in on a Monday.
- The practice continues to produce the quarterly Patient Newsletter to keep patients informed of practice developments, new services provided, staff changes, etc
- The operation of the book appointment system has been discussed with all the GPs following feedback from our annual practice survey as some patients reported waiting 'far too long to be seen by the GP', and that wherever possible appointments should be started on time, and kept to time. However it is acknowledged that sometimes this is not always possible as some cases are more complex than others.
- The practice has increased the extended hour's provision, by opening on a Saturday from March 2014. Extended opening hours for the Practice Nurses are also provided on a Monday evening while 8pm at both sites as well as GPs.
- We now offer patients the option to speak to a member of staff in private if they wish, as confidentiality due to the open plan of the reception area was raised as an issue in the annual practice survey. We have also put notices up on the front desk asking patients to stand away from the reception desk when a patient is speaking to a member of the reception team, to provide a bit of space/privacy between patients when they are speaking to reception.
- The practice has supported staff in undertaking a Customer Service Course.
- Information is regularly reviewed and updated on the practice website, leaflet, patient callboards and noticeboards in the surgeries
- The patient leaflet has been made into a comprehensive document to act as a guide to existing and newly registered patients, identifying what is available and how services can be accessed
- Patient feedback is discussed on a quarterly basis at the Practice Team Meetings and at the PPG Meetings

### 3. PPG Sign Off

**Report signed off by PPG:** The PPG has been involved in producing this report and it was signed off at the PPG Meeting on 9 February 2015 by Mrs Mary Lawrence, PPG Member on behalf of the PPG.

**Date of sign off:** 9 February 2015

#### **How has the practice engaged with the PPG:**

The Practice holds quarterly meetings with its PPG and also communicates with members in between meetings as appropriate. Meetings used to be held monthly but in agreement with the practice the PPG members requested that they be moved to quarterly. Meeting dates are agreed by the practice and PPG members at the start of each year and are rotated between all sites.

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

The practice in agreement with its PPG has adopted a mixed approach to involving the whole of the practice population irrespective of a patient's gender, age, ethnicity, etc. The PPG has been advertised and promoted using various sources such as the practice website, practice leaflet, word of mouth from GPs and Staff, Noticeboards in surgeries and GPs/Nurses consulting rooms, PPG members have promoted the group, information leaflets, patient newsletter, articles in local newspapers i.e. Local2You in the Dearne area of Barnsley, advertisements in local community venues i.e. Shops, Goldthorpe Library, Post Office etc.

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

Yes, the practice has received and reviewed patient feedback from a variety of sources, including:

Friends and Family Test (FFT)  
Complaints  
Compliments

Comments/feedback via suggestion boxes in each reception area

Patient website

Annual practice surveys

NHS Choices

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

The PPG has been involved from the outset and led on the process to agree the three priority areas and the action plan based on patient feedback. For example the results of the annual practice survey run during September 2014 were considered by the PPG as this information was up to date, and from these results action plan was formulated.

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

Services offered to patients and carer has improved as follows:

- Extended opening hours now provided by Practice Nurses as well as the GPs at both sites
- Extended opening hours are now provided on a Saturday morning
- More same day appointments are available on a Monday to meet patient demand/need
- Improved customer care and professionalism of reception staff, more understanding of patients needs
- Patients are kept informed of waiting times, if surgeries are running behind time

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

The practice continues to promote its PPG, and the work of the group to seek new members. Work will continue to engage and involve the PPG in the work of the practice.

We are pleased with the progress of the PPG to date and what the practice and PPG in collaboration have achieved. It is improving the quality of services provided and building and developing relationships between the practice and its patients to meet their needs and be more responsive to what people want.

One of our PPG members is also a member of the Patient Council, which is a Barnsley wide group of patients who are interested and committed to taking forward the patient engagement/involvement agenda in local health and social care services. The PPG

member attends the Patient Council meetings and provides feedback to the PPG on a regular basis at its meetings.

We would like to thank all the members of our PPG for their continued support and input to the work of the practice and for giving up their free time in the evenings to attend the meetings, for this the practice is very grateful.