

Annex D: Standard Reporting Template

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

Practice Name: Herschel Medical Centre

Practice Code: K81043

Signed on behalf of practice: Louise Bzdek

Date: 02.03.2015

Signed on behalf of PPG: David Bryce

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, Letter																																					
Number of members of PPG: 6																																					
<p>Detail the gender mix of practice population and PPG:</p> <table border="1" style="width: 100%; border-collapse: collapse; text-align: center;"> <thead> <tr> <th>%</th> <th>Male</th> <th>Female</th> </tr> </thead> <tbody> <tr> <td>Practice</td> <td>6322</td> <td>6345</td> </tr> <tr> <td>PRG</td> <td>2</td> <td>4</td> </tr> </tbody> </table>	%	Male	Female	Practice	6322	6345	PRG	2	4	<p>Detail of age mix of practice population and PPG:</p> <table border="1" style="width: 100%; border-collapse: collapse; text-align: center;"> <thead> <tr> <th>%</th> <th><16</th> <th>17-24</th> <th>25-34</th> <th>35-44</th> <th>45-54</th> <th>55-64</th> <th>65-74</th> <th>> 75</th> </tr> </thead> <tbody> <tr> <td>Practice</td> <td>3049</td> <td>1029</td> <td>2495</td> <td>2096</td> <td>1586</td> <td>1077</td> <td>737</td> <td>598</td> </tr> <tr> <td>PRG</td> <td>0</td> <td></td> <td>0</td> <td>0</td> <td>0</td> <td>1</td> <td>4</td> <td>1</td> </tr> </tbody> </table>	%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75	Practice	3049	1029	2495	2096	1586	1077	737	598	PRG	0		0	0	0	1	4	1
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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
Practice								
PRG	5							

	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice										
PRG	1									

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:

Advertise via our website to join the group
 New patients joining the practice are offered the opportunity

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:

Via website / Complaints / NHS Choices Website / I want great Care

14.05.2014 held an open day across Slough to capture patient's thoughts of the local GP Practice. Our PRG attended to speak to patients on the day in the waiting room.

	Q3 Ease of getting through to someone at GP surgery on the phone. Total positive.	Q4 How helpful do you find the receptionists at your GP surgery? Total helpful.	Q18 Overall Experience Making an Appointment - Total Good	Q22 Confidence and trust in the GP you spoke to? - Total Positive	Q24 Confidence and trust in the nurse you spoke to? - Total Positive	Q25 Satisfaction with Opening Hours - Total Positive	Q29 Recommend your GP surgery to someone who has moved into area? - Total Positive	Q33 How confident are you to manage your own health? - Total Positive	Q28 Overall experience of GP surgery - Total Positive
Herschel MC	60.4%	76.1%	70.6%	98.5%	94.0%	70.9%	74.9%	90.4%	78.9%
NHS Slough CCG	47.7%	79.2%	56.1%	91.9%	95.0%	69.1%	61.5%	88.5%	71.4%
NHS England	74.4%	86.9%	73.8%	95.3%	97.2%	75.7%	78.0%	92.5%	85.2%

How frequently were these reviewed with the PRG? Once a year.

3. Action plan priority areas and implementation

Priority area 1
Description of priority area: PRG to shadow Reception Team / Call Handling Appointment Team
What actions were taken to address the priority? Appointment System – conflict of protocols - Action: PRG – David to lead – Draft wording 2 week in advance booking Clarify appointment urgent / routine /advance - Misleading 9:30 – full – referred to wic First come first serve basis' – how to change? More staff answering for 1 st hour – advise group More pre bookable – no urgent 08:00 / 08:10 – conflict on website – has been amended to 08:00 to ring from Noise levels – Staff we asked to comment on feedback noted however no staff felt this was a concern to address More staff answering for 1 st hour – advise group More pre bookable – no urgent Lack of usage of self-check in – how to resolve - Action: PRG - Mike to lead Prescriptions already at chemist Sign moved rooms 16 – 21 Heat in reception Privacy desk – ' post office style ' – risk assessment completed Availability of caller ID – to discuss Hands free - available to all staff if required (not all want) Not notified asked for mobile no - ? Seating good for call handlers
Result of actions and impact on patients and carers (including how publicised): The shadowing gave the group an overview of the patient experience within the practice, as this was only done in January 2015 we are yet to report back on our annual summary report which will be published on 31.03.2015. They will be working at rewording our explanations of the appointment syste

Priority area 2

Description of priority area:

PMCF – extended hour weekday working at the surgery

What actions were taken to address the priority?

Group meet with Slough CCG Chairman Dr J O'Donnell to express their feelings on the above as the surgery lost the appeal in Sept 2014.

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

- Sustainability to work as individual practice – 3 days closure (25.12 / 01.01 / Easter Sunday)
- Keen to listen to patients / feedback / patient experience
- Call backs – easier to see face to face
- CCG allow clusters to organise themselves on working arrangements to deliver service
- Patient feedback given by JW – results positive
- Pilot – March local Practice meetings to discuss future – what works and what not
- Long term future – how to keep patients out of hospital and looked after at home
- CCG patient reference group – 2 from each practice

PRG Comments

HB – Initial proposal large – ‘half way house’ approach – weekday first

DB – Cost neutral as practice already open for OOH

DB – Initial problem addressed – follow up need to re contact surgery the following day

HB – Confidence in own practice open – emergency care

MT – Phone ins

LB – Cluster location – (in house discussion with cluster)

HB – Traffic concerns on travelling times

Priority area 3

Description of priority area:

Expansion of the current Premises. – In house services – Planning Application

What actions were taken to address the priority?

Seems like it could be a good idea to expand the surgery, but would it be just for the patients of Herschel Medical Centre or for the whole of the surrounding area. Would it also mean that our patients could get appointments to these services quicker? I am not really sure what services you are intending to provide but physiotherapy, podiatry and maybe some outpatient's clinics could be provided. This of course would put more pressure on the telephone system and also the receptionists so would you be employing more staff.

Not to have to travel to BMC for appointments
Concerns on parking

I'm fully in favour – one stop shop – better for patient experience – mixed both NHS and NON NHS services

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

Ongoing – carried through to 2015/2016 Actions

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):

Our PRG have had an active participation supporting Slough CCG in winning the Prime Ministers Challenge Fund for July 2014. Work began back in December 2013 - Jan 2014 with PRG MA representing the practice and supporting the development of STEPS to the Future – ongoing through 2014 /2015

PRG members in 2013/2014 noted they wanted more access to speak to a doctor rather than having to come to the surgery every time. This has been achieved as the surgery offers a daily telephone call back service to patients. They also wanted more appointments available on the day was has been achieved with pre bookable appointments available in the evening and weekends

CQC inspection completed in January 2014 and our PRG had telephone interviews from CQC team over the phone.

4. PPG Sign Off

Report signed off by PPG: YES

Date of sign off: 24.03.2015 David Bryce

How has the practice engaged with the PPG:

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

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

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

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

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

As a group we need to encourage younger members to engage with their opinions.

The surgery does a great job despite the challenges facing the NHS presently. Shadowing the practice highlighted the good work.