

**Arden, Herefordshire and Worcestershire Area Team  
Patient Participation Enhanced Service 2014/15 – Reporting Template**

Practice Name: The Spa Medical Practice

Practice Code: M81047

Signed on behalf of practice: John Egan - Chair

Date: 19<sup>th</sup> March, 2015

Signed on behalf of PPG: Margaret Webby - Secretary

Date: 19<sup>th</sup> March, 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) Both Face to Face and Virtual Email group																																					
Number of members of PPG: PPG face to face member = 13 members                      Virtual Group: 14 Active members in this group and 89 members who have not responded to correspondence or email who expressed an interest in joining the group.																																					
Detail the gender mix of practice population and PPG: Active members only <table border="1" style="width:100%; border-collapse: collapse; margin-top: 5px;"> <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 align="center">4243</td> <td align="center">4453</td> </tr> <tr> <td>PPG</td> <td align="center">18</td> <td align="center">9</td> </tr> </tbody> </table>	%	Male	Female	Practice	4243	4453	PPG	18	9	Detail of age mix of practice population and PPG: Active members only <table border="1" style="width:100%; border-collapse: collapse; margin-top: 5px;"> <thead> <tr> <th style="width:10%;">%</th> <th style="width:10%;"><u>&lt;16</u></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%;"><u>&gt; 75</u></th> </tr> </thead> <tbody> <tr> <td>Practice</td> <td align="center">1517</td> <td align="center">681</td> <td align="center">1154</td> <td align="center">1062</td> <td align="center">1150</td> <td align="center">1105</td> <td align="center">1181</td> <td align="center">765</td> </tr> <tr> <td>PPG</td> <td align="center">0</td> <td align="center">0</td> <td align="center">1</td> <td align="center">1</td> <td align="center">5</td> <td align="center">3</td> <td align="center">13</td> <td align="center">4</td> </tr> </tbody> </table>	%	<u>&lt;16</u>	17-24	25-34	35-44	45-54	55-64	65-74	<u>&gt; 75</u>	Practice	1517	681	1154	1062	1150	1105	1181	765	PPG	0	0	1	1	5	3	13	4
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Detail the ethnic background of your practice population and PPG:

	White				Mixed/ multiple ethnic groups			
	British	Irish	Gypsy or Irish traveller	Other white	White &black Caribbean	White &black African	White &Asian	Other mixed
Practice	7635	25	2	758	14	4	3	12
PPG	23	1		2	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
Practice	42	3	0	9	32	13	14	10	2	11
PPG	0	0	0	0	1	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:**

Any patients from the age of 16 years are welcome to join the Face to Face patient group (PPG) or the Email Virtual group (PRG). We have an application form for patients interested in joining our groups available on our Patient desk in the surgery. We advertise on our website, media screens, newsletters and on our PPG notice board in our waiting room. Events are held in the Practice on different clinic days and the PPG have held events in the community to provide support and information to patients. We put an invite on the back of our patient survey which has been very successful in recruiting virtual members. PPG attendance at flu clinics and production of newsletters has also helped to promote the group. There is information in our practice leaflet about the patient group and how to apply when a patient joins the practice. Any new members meet with the Chair or Secretary to discuss the purpose of the group and obtain further information.

The patient group have approached the head of the local high school and asked her to promote the group to attempt to enlist younger members.

**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:**

NA

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

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

Comments and complaints

Annual Survey (results from the practice survey 2013/2014 and the results from the national survey)

Feedback from NHS Choices (we have 5 star ratings for Telephone Access, Appointments, Dignity and providing accurate information)

Friends and Family feedback (results from January, February and March) shared with the PPG

The patient group get direct feedback from attending flu clinics and events such as carer events

External events – i.e. Salt Fest Day

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

Reviewed frequently at the monthly meetings with the Face to Face group (PPG) which are held on the third Thursday every Month.

The minutes are published on our website and sent to the Virtual group (PRG)

### 3. Action plan priority areas and implementation

#### Priority area 1

##### **Description of priority area:**

Being informative to the patients by organising events for our patients and the community. Following positive feedback from previous events that we have held it prompted the PPG to organise a Cancer event in Droitwich, which was supported by the Practice.

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

A Cancer evening event was held in Droitwich Town Centre and organised by the Spa Medical Practice PPG. This event was open to the public and was a great success. There was a presentation from Mr Makar, Consultant Oncologist and attended by Age concern, Worcester Cancer Support and Macmillan cancer support. Mr Makar was very informative and outlined the services that will be available at the new Oncology suite at Worcestershire Royal Hospital. There were 60 attendees present at this event and feedback from the Patient Network group was extremely positive.

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

- We received positive feedback following the cancer event, with comments of how informative it was regarding services that are available.
- The group raised funds by providing refreshments for Prostate Cancer and informed patients of the work that they do.
- It was an opportunity for them to recruit new members to the group.
- The group are committed to repeating similar events addressing other health needs. Planned events for 2015 are Dementia and Arthritis and to respond to government awareness weeks.
- The Spa PPG is hoping to put on other events working jointly with the other Practices in the Droitwich and Ombersley locality.

## Priority area 2

### Description of priority area:

- To identify additional carers. It became apparent that patients were unaware that they are possibly classed as a carer, offering incredible support to family members and friends. They could not quite understand why they are classed a carer and what help and benefits were available to them.

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

- The patient group invited a speaker from the Carers association to attend one of their meetings and then proceeded to hold a carers event in the surgery during working hours.
- The PPG also organised two carer events in the community during the Salt Fest with local support organisations.
- It was decided by the Practice and Patient Group to hold a further two events at the practice as it was obviously of benefit to the patients who are carers.

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

During these events the Carers association interviewed potential carers to assess their needs.

- The Practice provided a room for confidential interviews during these events.
- This was very well received by the patients.
- The additional number of Carers identified this year was 40. We now have a total of 216 carers identified.
- The Patient Group intend to hold further events with the practice next year by advertising the event on the notice boards, practice website and by newsletter.
- The Patient Group received a letter from the Carers association thanking them for their help.

### Priority area 3

#### **Description of priority area:**

Organisation of Flu Clinics and resolving queues. Making it a less stressful experience for the patients and staff. To improve efficiency as we have found signs have not been useful in the past.

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

- It was an attempt to improve on previous years where several nurses held flu clinics on the same day and different criteria applied for some patients with specific health conditions, which made it confusing for patients to know where to go.
- The Nurse Practitioner attended one of the Patient Group meetings to discuss how best to arrange this year's flu clinics.
- The doors were labelled appropriately and the Patient Group would ensure the patients checked in using the screen and would guide them to the appropriate room.
- We also offered more clinics which were shorter in duration enabling the PPG to attend to assist with these clinics.

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

The Flu clinics ran more smoothly with the patient group ensuring patients checked in on the check in screen and sent them to the correct room.

- The rooms being labelled helped the process.
- Members of the PPG played a reassuring role to patients, some being quite anxious as a result and they were thanked more than once.
- Feedback to the Practice with reference to the PPG presence at the Flu Clinics was very positive.
- The staff appreciated the support and help from the PPG.
- To learn from this year's experiences and continue to improve the experience for 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):

We have continued to promote and advertise our automated appointment system and the number of callers have increased to 30% from 26% in 2013/2014. A 4% increase when last year we only achieved a 1% increase.

We now offer appointments on line for patients who have registered for patient access, which we promote in surgery, on our media screens and on our website.

Patient access is also available to view a patient summary (allergies and medications) and change of details.

We have the functionality for patients to order repeat prescription on line if they have registered for patient access and the old system will cease in March 2015. We have made exceptional efforts to inform our patients that the system will be changing on our website and on their repeat prescription.

We have updated our notice boards with a new layout to advertise our opening hours, particularly the extended hours where a number of patients commented last year they were unaware of.

We have increased the number of reception staff on the desk at busy times but we do not have the capacity to do so on a permanent basis as the staff are required to answer the telephones which is a priority.

As to the ergonomics of the front desk reception we have endeavoured to make this as confidential as possible by using a stand to ask patients to wait at and encourage patients to use the check in screen. Our receptionists are encouraged to ask patients to move away i.e. to complete forms to allow confidentiality for other patients or to take a seat where necessary.

The number of additional carers identified in 2013/2014 was 26.

#### 4. PPG Sign Off

Report signed off by PPG: YES

Date of sign off: 19<sup>th</sup> March, 2015

Has the report been published on the practice website? YES

##### **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?**

We have received patient and carer feedback as in Priority area 2 from events held with the Carers association, friends and family test and feedback from the PPG.

The PPG have been very proactive with the priority areas and action plans and were the instigators for the questions in previous patient surveys. The service offered to patients has improved with additional carers being identified, improvement of organisation of our flu clinics and informative health events for patients and the PPG.

We are very positive about what the PPG do and recognise the value of such a group. The Partners and Management inform the PPG of any new changes within the practice and national policy.

A GP/Manager from the Practice always attends the Face to Face meeting each month.

To recognise the support of the PPG throughout the year the Practice held a Christmas Coffee morning for the PPG members to interact with doctors and staff.

Please return this completed report template to the generic email box – [england.ahwat-pc@nhs.net](mailto:england.ahwat-pc@nhs.net) no later than 31<sup>st</sup> March 2015. No payments will be made to a practice under the terms of this ES if the report is not submitted by 31<sup>st</sup> March 2015.