Standard Reporting Template

NHS England (Wessex)

2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: Brook Lane Surgery

Practice Code: J82216

Signed on behalf of practice: C Hill, Practice Manager Date: 20th March 2015

Signed on behalf of PPG: S Barton, PPG Chair Date: 26th March 2015

1. Prerequisite of Enhanced Service – Develop/Maintain a Patient Participation Group (PPG)

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| Does the Practice have a PPG? Yes | |
| Method of engagement with PPG: Face to Face and via email | |
| Number of members of PPG: 9 | |
| Detail the gender mix of practice population and PPG:   |  |  |  | | --- | --- | --- | | % | Male | Female | | Practice | 48.9 | 51.1 | | PRG | 55.5 | 44.5 | | Detail of age mix of practice population and PPG:   |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | | % | <16 | 17-24 | 25-34 | 35-44 | 45-54 | 55-64 | 65-74 | > 75 | | Practice | 17.6 | 7.0 | 9.6 | 11.5 | 14.6 | 13.5 | 13.6 | 12.6 | | PRG | 0 | 0 | 0 | 11.1 | 11.1 | 22.2 | 44.5 | 11.1 | |
| 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 | 98.56 | 0.12 | 0 | 0 | 0.13 | 0.05 | 0.07 | 0 | | PRG | 100 | 0 | 0 | 0 | 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 | 0.32 | 0.26 | 0 | 0.38 | 0 | 0.11 | 0 | 0 | 0 | 0 | | PRG | 0 | 0 | 0 | 0 | 0 | 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:  **There are currently 9 members in our PPG. The current membership is 100% White British but 98.56% of our practice population are White British so it is, actually, very representative. The representation as far as gender is concerned is not too dissimilar to our practice population.**  **The practice has found that the current membership of its PPG reflects those patients who have the time and a certain level of confidence to be able to attend the meetings.**  **The practice holds its meetings in the early evenings in order to attract patients who are in education, have school age children or who are working.**  **The clinical staff in the practice have attempted to encourage those underrepresented groups of patients to join the PPG by asking them directly. In addition, the practice has close links with the local secondary school and we have visited the school to try to engage the younger end of our population.**  **All new patients are invited to join the PPG when they register at the practice. In addition, we have a form on our website which patients can download to express an interest in joining the PPG.**  **On 4th February we held a ‘Meet the PPG’ evening for any patients who were, potentially, interested in joining the group. This was well advertised within the surgery and on our website and refreshments were provided. Any patient who had filled in one of the above forms was directly invited to this event. Despite this, not one patient attended. However, one patient who was unable to attend the evening has since joined the group and she is most welcome.**  **We repeated the 2013/14 campaign alongside our 2014/15 flu clinics in an attempt to engage the more elderly of our practice population. Sadly this was not successful.** | |
| 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? Yes  If you have answered yes, please outline measures taken to include those specific groups and whether those measures were successful:  **Whilst we do not have a large number of nursing homes in our practice area, we do have one very large nursing home which cares for patients with dementia. Two of the nursing staff are patients at Brook Lane Surgery and we have strongly encouraged them to join our PPG. One of those nurses is seriously considering the possibility. In the meantime, the**  **Mother of the Practice Manager at Brook Lane Surgery abides at the nursing home and so, whilst the Practice Manager is not actually a member of the PPG, she does attend all the meetings. Currently we have to accept this level of representation for the nursing home.** | |

1. Review of patient feedback

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| Outline the sources of feedback that were reviewed during the year:   * **Patients priorities and issues** * **The cfep GP patient survey** * **Practice priorities and issues including themes from complaints where appropriate** * **Planned practice changes both material and staff related** * **The national GP patient survey** * **The NHS Friends and Family Test** * **NHS choices comments** * **The CQC intelligent monitoring survey** * **Internal audits which are CQC related. We have not had our formal CQC visit but are preparing for this.** * **Dementia awareness. One of our PPG sits on the Steering Group for a Dementia Friendly Hospital at Fareham Community Hospital and her feedback from this group is of particular interest** |
| How frequently were these reviewed with the PRG?  **Feedback is reviewed at every PPG meeting as appropriate** |

1. Action plan priority areas and implementation

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| Priority area 1 |
| Description of priority area:  Access to Brook Lane Surgery remains a top priority for our PPG. This fact gave rise to our first priority area which was to ensure that all our registered patients are fully aware of our access methods and timings as well as informing them of other clinics we operate and giving them an overview of a day in the life of a GP at Brook Lane Surgery. |
| What actions were taken to address the priority?  The PPG, with the help of the surgery, compiled a leaflet giving all the poignant access information. This leaflet also had an article in it entitled ‘A day in the life of a GP at Brook Lane Surgery’, which gave the patients an understanding of a GP’s typical day.  The PPG delivered one of these leaflets to every address registered with Brook Lane Surgery. They achieved this either on foot or on bicycles. |
| Result of actions and impact on patients and carers (including how publicised):  All 11,590 of our patients are now aware of the many ways to access our services.  We had many telephone calls and letters saying how useful the leaflet was.  The leaflet was discussed at the Locality Patient Group meeting and, as a result of this, several surgeries have asked for the original leaflet in order to edit it for their surgery. Therefore, this action of the PPG has the potential to inform many practices in the Fareham area of the access routes for their surgery. |

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| Priority area 2 |
| Description of priority area:  Following the announcement of the necessity to enable online access to medical records by 1st April 2015, the PPG were keen to trial this access. In conjunction with the surgery, the PPG discussed the reasons for accessing online records and the most suitable elements to access.  The leaflet referred to in Priority area 1 contained details of how to register for online access for appointments and repeat prescriptions and the surgery were, therefore, expecting a big increase in the number of patients using the service. |
| What actions were taken to address the priority?  Members of the PPG were given full access to their online records. Without exception this was felt to be a very useful feature of the online access system.  Various comments and suggestions from the PPG members were taken into account before globally offering this feature to our practice population. |
| Result of actions and impact on patients and carers (including how publicised):  The registered patients of Brook lane Surgery now have access to their online medical records, with the exception of those aged under 16. This age group will, for confidentiality reasons, have to apply for a new login to the online system once they reach 16.This is because, in general, it is the parents or guardians of children that initially ask for online access on behalf of their children.  The option to view medical records is publicised in our waiting room and will be publicised shortly on our website.  In addition the media have publicised that this will be an option for patients from 1st April 2015. |

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| Priority area 3 |
| Description of priority area:  Fareham Community Hospital is going to operate a pilot scheme providing dementia support appointments. The Fareham and Gosport CCG is funding this incentive. Appointments will be available all day every Monday and an Alzheimer’s adviser will be present.  It was therefore thought prudent for the staff at Brook Lane Surgery to have some dementia awareness training in order to raise awareness of this disease. Carers should particularly benefit from this as sufferers may be in denial. |
| What actions were taken to address the priority?  The Practice Manager discussed this requested action with the other partners at Brook lane Surgery who all agreed that this was a desired course of action.  The Alzheimer’s society has been contacted and the training is being arranged for the TARGET training afternoon in July 2015. |
| Result of actions and impact on patients and carers (including how publicised):  This action will result in the staff at Brook Lane Surgery becoming very much more dementia aware. This will assist both patients and carers alike. Once the training has taken place we will publicise our dementia friendly status. |

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):

Previous years priorities that were outstanding at the beginning of the 2014/2015 year along with the progress made to date are as follows:

* To improve Telephone Access – We have given our bypass number to all the rest and nursing homes we look after as well as to the ambulance service, out of hours and the coroner. In addition, our repeat prescription service operates on a different telephone number from the main surgery number. We have streamlined our reception service in an effort to make telephone calls as succinct as possible.
* To enable the appointments at the Fareham Community Hospital (FCH) to be available online – Our data manager has worked in close conjunction with our clinical system supplier and all appointments at FCH can now be booked online.
* To make more use of the FCH for routine appointments – Since starting clinics in the FCH, we have had ongoing serious issues with the computer system. This led to us using the FCH less and less as consulting without access to the patients’ medical record is unsafe. Following many emails and discussions, we now have a stable link to the FCH and are therefore utilising the FCH a lot more as far as GP consultations is concerned.
* To make the online booking system more informative – We are constrained by the limitations of the online booking system but we now permit online access to medical records through our online booking system. In addition, there is information to assist the patient when they look through their medical records e.g. explanations of results.
* To raise patient awareness of the necessity to cancel an unwanted appointment in a timely manner – The leaflet developed, produced and distributed by the PPG contained a section on the importance of cancelling an unwanted appointment. This leaflet was delivered to every household registered with the practice and copies are given to new patients when they register.

1. PPG Sign Off

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| Report signed off by PPG: **YES**  Date of sign off: 26th March 2015 |
| How has the practice engaged with the PPG: See below  How has the practice made efforts to engage with seldom heard groups in the practice population?  Via notices in the waiting room, face to face with clinicians, invitations to our PPG recruitment evening, messages on the practice website and via the receptionists, especially when new patients register.  Has the practice received patient and carer feedback from a variety of sources?  Yes, we receive feedback via complaints, our practice survey, the friends and family survey, issues that are directly given to a member of the PPG or a member of the Primary Health Care Team. In addition we have had feedback from specific surveys e.g. for the D-Dimer tests for possible Deep Vein Thrombosis’ and for some of our Local Commissioned Services e.g. Phlebotomy.  Was the PPG involved in the agreement of priority areas and the resulting action plan?  Yes, the items are discussed at each meeting and actions are agreed. Any members not present have the opportunity to comment when they receive the minutes of the meeting.  How has the service offered to patients and carers improved as a result of the implementation of the action plan?  Patients and carers are now very aware of the various different ways of accessing the surgery. The leaflet distributed by the PPG has resulted in a big increase in the number of patients registered for online services. This is a far more efficient way of ordering prescriptions and booking appointments.  Patients and Carers can now view their medical records online which has the potential to expose any errors in those medical records thus making every medical record completely accurate.  Our Dementia Awareness Training will greatly enhance the service offered by the Primary Health Care Team by making them all more aware of the symptoms of dementia and how they may be confused for something else e.g. aggression. This will make any patients or carers affected by this disease feel more comfortable about attending Brook Lane Surgery.  Do you have any other comments about the PPG or practice in relation to this area of work?  Our PPG meetings are held in the evenings as it was felt that this would attract more members. This decision may need to be revisited if we continue to be unable to attract new members. |