

Patient Participation Report 2014-15

Practice Name: EDITH CAVELL SURGERY

Practice Code: G85724

Signed on behalf of practice: Katie Rack

Date: 19/03/2015

Signed on behalf of PPG: John Kay

Date: 19/03/2015

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

Does the Practice have a PPG? YES
Method(s) of engagement with PPG: Face to face, Email, Other (please specify) Quarterly face to face meetings Telephone calls In writing via letters Sometimes emails
Number of members of PPG: 18

Detail the gender mix of practice population and PPG:

%	Male	Female
Practice	5951	6558
PRG	5	13

Detail of age mix of practice population and PPG:

%	<16	16-24	25-34	35-44	45-54	55-64	65-74	> 75
Practice	1888	1344	4960	2506	1126	482	217	156
PRG	1	0	1	1	2	4	5	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	1887	116	0	2847	158	235	15	348
PRG	6	0	0	0	1	0	0	1

	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice	189	240	40	59	165	790	517	318	9	947
PRG	0	0	0	0	0	1	2	1	0	5

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:

Our practice population has a large proportion of 16-44 year olds. The ratio of male to females is more or less equal and a high majority of our population are from British and Other white backgrounds.

We aimed to develop our PPG to represent a diverse proportion of our practice population. This was developed using a number of different advertising and invitation mechanisms including:

- Advertising on our practice website <http://www.edithcavellsurgery.co.uk/patient-reference-group/>
- Providing leaflets for patients attending the surgery
- Displaying posters in our waiting area
- Tweeting to inform our followers
- Sending texts to patients giving information on our PPG
- Information on our display screen in the waiting area
- Via practice newsletter
- Word of mouth by receptionists, clinicians and longstanding PPG members

We are aware that we do not have any members from the age group 16-24 and therefore we are using “new” technologies to attract this age group to participate in our PPG such as participation via emails or virtual memberships.

We realised some of our hard to reach groups may not attend the surgery therefore we decided to send texts, tweets and updating our website. This was to increase patient awareness about our PPG. This year we have had five new PPG members out of which two are from hard to reach groups.

We have also tried to increase the patient group representation by encouraging virtual membership, particularly those who are unable to attend the surgery regularly.

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:

We had a meeting with our PPG members to review previous priorities and actions and to decide new priority areas. All PPG members were informed of the feedback we have received from patients through different sources such as NHS choices, patient surveys and Friends and Family test.

We have a comments and suggestions box in our waiting room, where patients can opportunistically give feedback. As of January this year we also started collating patient feedback using the 'Friends and family test' standard questionnaire template.

We also collect and review feedback given following sources:

- NHS Choices
- Internal Patient Satisfaction Surveys
- National Patient Surveys
- Friends and Family Test

- General feedback from patients

Some of the feedback was in numerical form and some was in free text or comments format. We also asked our PPG members for their opinion on what should be the priorities for 2014-15.

We also analysed the data collected from the above mentioned sources and the findings were very positive. Our patients are satisfied with the services and care we offer to our patients. Below is some feedback which we have collected during 2014-15:

From NHS Choices:

Fantastic Online Services Available!

I have just recently signed up to the online services offered by Edith Cavell Surgery and I have to say they are fantastic! I ordered my repeat medications using my online account and could then check my account to see when it had been processed. I didn't need to go to the surgery to collect the prescription as it had been sent straight to my pharmacy. One word: Efficiency! Well Done!

Visited in April 2014. Posted on 11 June 2014

Great Appointment System

I recently called the surgery to book an appointment - I was expecting to be told I would need to wait a couple of days, but the receptionist put me straight through to a doctor who sorted my problem straight away. Very, very impressed. Thanks.

Visited in August 2014. Posted on 04 September 2014

Very efficient and helpful

Very efficient with telephone alerts, considerate and helpful customer service at reception desk, always good with patients

Visited in December 2014. Posted on 02 January 2015

From Friends and Family Test:

- 63% of the patients who responded stated that they are **extremely likely** to recommend our practice to friends and family if they needed similar care or treatment
- 25% of the patients who responded stated that they are **likely** to recommend our practice to friends and family if they needed similar care or treatment

On the basis of the feedback collected via above mentioned sources and suggestions from the PPG members, we agreed on the following three priority areas for 2014-15:

1. Online Services – increasing the number of patients using the online services we have available. It is also a contractual requirement from April 2015. We offer:
 - Booking / cancelling appointments online
 - Requesting repeat medications online
 - Changing / updating address / contact number online
 - Messaging a doctor directly
 - E-Consultations
2. Further improvements in access to clinicians via our Frontline Doctor Clinics and informing patients about this service. Frontline Doctor Clinic is where a doctor is **directly** available to speak to patients and is available in reception area. This is in addition to our routine telephone consultation appointments.
3. Increase the number of our PPG members to have a diversify group and to ensure that the practice is using multiple sources to encourage and support more patients to join our PPG group and making our patients aware of it.

How frequently were these reviewed with the PRG?

In our PPG meetings every quarter.

3. Action plan priority areas and implementation

Priority area 1

Description of priority area:

This is one of the three priorities we agreed with our PPG for year 2014-15:

Online Services – increasing the number of patients using the online services we have available such as:

- Booking / cancelling appointments online
- Requesting repeat medications online
- Changing / updating address / contact number online
- Messaging a doctor directly
- E-Consultations

This priority area was discussed and agreed in our PPG meeting on 12/08/2014. 7 PPG members attended this meeting and 3 staff members were present.

Action plan and the contents of the report were discussed on 10/02/2015. 9 PPG members attended this meeting and 3 staff members were present.

What actions were taken to address the priority?

- Offering onsite training to patients needing support using our online services
- Display in waiting area informing patients / carers we offer online services & giving instructions of how to sign up
- Receptionists informing patients about online services when they contact the surgery either in person or via telephone
- New updated website promoting online services & giving clear guidance on how to use them
- Videos were created giving step by step instructions on how to sign up & use our online services

- Doctors/Nurses/HCAs informing patients / carers of online services

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

The number of patients registered for online services increased from 3014 in June 2014 to 6803 in March 2015. In June 2014 4252 patients were signed up for electronic prescriptions (EPS), that number has now increased to 7617 in March 2015. On average 110-140 appointments per week are booked online and around 35-45 prescriptions are requested online each week.

Patients using our online services to request their repeat prescriptions can now have their medication sent straight to the pharmacy. This has resulted in a quicker turnaround time for repeat prescription requests. Carers are able to use this service with the patient's permission to keep track of repeat medication ordering and issues.

Patients are informed we offer an online service when they call reception. There are posters in our waiting area and we have information on our website. We also tweet about these services regularly.

This report including the priority areas and progress against each of the priority areas is published on our website and copies of the report are also available in the waiting room for patients to collect. We have also tweeted on the progress of each priority areas.

Priority area 2

Description of priority area:

This is one of the three priorities we agreed with our PPG for year 2014-15:

Further improvements in access to clinicians via our Frontline Doctor Clinics and informing patients about this service. Frontline Doctor Clinic is where a doctor is **directly** available to speak to patients and is available in reception area. This is in addition to our routine telephone consultation appointments.

This priority area was discussed and agreed in our PPG meeting on 12/08/2014. 7 PPG members attended this meeting and 3 staff members were present.

Action plan and the contents of the report were discussed on 10/02/2015. 9 PPG members attended this meeting and 3 staff members were present.

What actions were taken to address the priority?

- At least two frontline doctor sessions were made available each day.
- Each doctor (excluding F2s) now has at least one frontline doctor session per week meaning patients can speak to the doctor of their choice.
- A telephone admin buddy system was implemented for each doctor making calls, resulting in a smoother process and improved patient experience.

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

This priority area has resulted in the following benefits to our patients including carers:

- Better access by offering additional 150 appointments per week approximately – able to serve more patients in the same

clinical time

- Were able to offer face to face appointments to more needy and complexed patients
- Improved patient satisfaction which can be seen observed via NHS choices website <http://www.nhs.uk/Services/GP/ReviewsAndRatings/DefaultView.aspx?id=43027>
- Reduction in missed appointments (DNAs)
- Increased GP availability
- Cares can have queries answered quickly without the need to come into the surgery

Patients are informed we offer telephone triage clinics when they call reception. There are posters in our waiting area and we have information on our website. We also tweet about these services regularly.

This report including the priority areas and progress against each of the priority areas is published on our website and copies of the report are also available in the waiting room for patients to collect. We have also tweeted on the progress of each priority areas.

Priority area 3

Description of priority area:

This is one of the three priorities we agreed with our PPG for year 2014-15:

Increase the number of our PPG members to have a diversified group and to ensure that the practice is using multiple sources to encourage and support more patients to join our PPG group and making our patients aware of it.

This priority area was discussed and agreed in our PPG meeting on 12/08/2014. 7 PPG members attended this meeting and 3 staff members were present.

Action plan and the contents of the report were discussed on 10/02/2015. 9 PPG members attended this meeting and 3 staff members were present.

What actions were taken to address the priority?

- Display informing about group in waiting area
- Tweets inviting patients to meetings
- Texts sent to patients inviting them to join
- Reception staff trained to answer questions from patients who may be interested in joining
- We have added an electronic joiner's form on to our website - <http://www.edithcavellsurgery.co.uk/patient-reference-group/>
- We now have a PPG notice board advertising minutes of last meeting, information on PPG group and updates.

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

- 5 new members have joined the PPG

- At least 2 members are also carers – increasing representation from this group
- New members are from different age brackets – resulting in more diverse group
- Display informing about group in waiting area
- Tweets inviting patients to meetings
- Texts sent to patients inviting them to join
- Reception staff trained to answer questions from patients who may be interested in joining

This report including the priority areas and progress against each of the priority areas is published on our website and copies of the report are also available in the waiting room for patients to collect. We have also tweeted on the progress of each priority areas.

Progress on previous years

Is this the first year your practice has participated in this scheme? NO

If you have participated in this scheme for more than one year, outline progress made on issues raised in the previous year(s):

Priority Area 2012-13	Update
Having more receptionists answering the phone and greeting patients	We have been successful in this area. We now have at least 3-4 receptionist answering phones at busy times and reception staff is able to pick up the call by the 3 rd ring.
Improved way of requesting repeat prescriptions i.e. online ordering of repeat prescriptions	35-45 patients a week are now requesting their medications online.
New and comfortable seating for waiting room	This work has been completed. We now have new and comfortable seating in our waiting room.
Patient awareness regarding seeing a clinician of their choice	This is work in progress. Most of our patients are aware of the fact that they can see a clinician of their choice. We are aiming to have a named Doctor for each of our over 75 patient.
Priority Area 2013-14	Update
Offering alternative methods of GP consultations i.e. Telephone and/or Video Consultations	We continued offering more telephone consultations via our Frontline Doctor service and patients have the option of having a video consultation as well as E-consultations. We are doing 15-20 E-consultations per week.
Patient awareness regarding seeing a clinician of their choice/preference	Posters are still throughout the surgery informing patients they are able to see a clinician of their choice. Admin staff are still asking patients which doctor they would like to see when booking appointments. Test results/hospital letters are being given to the doctor who referred the patient to support continuity of care.
Increase and maintain the uptake of online repeat prescriptions requests i.e. online ordering of repeat prescriptions	All patients who call to request their repeat medication are being given information on how to request their medication online. Clinicians are giving patients the option of online ordering when they begin a repeat medication. Videos are on our website giving patients a tutorial on how to request repeat prescriptions online.

4. PPG Sign Off

Report signed off by PPG:

YES

Date of sign off: 10/02/2015

How has the practice engaged with the PPG:

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

We believe in co-production and patient engagement. We realised that some of our seldom heard groups may not attend the surgery therefore we decided to send texts and tweets and have made relevant information available on our website. This was to increase patient awareness about our PPG and the service we offer to our patients.

Our Healthcare Assistants are trained to provide peer support to patients from seldom heard groups and with long term and complex conditions.

We also provide **alternative health resources** specific to our practice population and they are available on our website - <http://www.edithcavellsurgery.co.uk/services/self-referral-forms/>. One of the examples is our work with Maslaha Health www.talkingfromtheheart.org.

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

Yes, carers are asked for their feedback regularly. Patients including carers are offered to give feedback after consultations via Friends and Family Test and we also run patient surveys throughout the year. We also provide access to a computer in the waiting room where patients can access NHS choices and leave comments/feedback.

Below is some feedback collected via different sources:

From NHS Choices:

Fantastic Online Services Available!

I have just recently signed up to the online services offered by Edith Cavell Surgery and I have to say they are fantastic! I ordered my repeat medications using my online account and could then check my account to see when it had been processed. I didn't need to go to the surgery to collect the prescription as it had been sent straight to my pharmacy. One word: Efficiency! Well Done! Visited in April 2014. Posted on 11 June 2014

Great Appointment System

I recently called the surgery to book an appointment - I was expecting to be told I would need to wait a couple of days, but the receptionist put me straight through to a doctor who sorted my problem straight away. Very, very impressed. Thanks. Visited in August 2014. Posted on 04 September 2014

Very efficient and helpful

Very efficient with telephone alerts, considerate and helpful customer service at reception desk, always good with patients Visited in December 2014. Posted on 02 January 2015

From Friends and Family Test:

- 63% of the patients who responded stated that they are **extremely likely** to recommend our practice to friends and family if they needed similar care or treatment
- 25% of the patients who responded stated that they are **likely** to recommend our practice to friends and family if they needed similar care or treatment

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

Yes the PPG was involved in the agreement of the priority areas and the resulting action plan. A PPG meeting was held on the 10th February 2015, where the priorities were agreed and resulted in the following three priority areas as discussed above:

1. Online Services – increasing the number of patients using the online services we have available. It is also a contractual requirement from April 2015. We offer:
 - Booking / cancelling appointments online
 - Requesting repeat medications online
 - Changing / updating address / contact number online

- Messaging a doctor directly
 - E-Consultations
2. Further improvements in access to clinicians via our Frontline Doctor Clinics and informing patients about this service. Frontline Doctor Clinic is where a doctor is **directly** available to speak to patients and is available in reception area. This is in addition to our routine telephone consultation appointments.
 3. Increase the number of our PPG members to have a diversify group and to ensure that the practice is using multiple sources to encourage and support more patients to join our PPG group and making our patients aware of it.

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

The service we offer to our patients and carers has improved as a result of the above mentioned three priority areas in the following ways:

- Missed appointments have reduced
- We have increased diversity in our PPG
- More patients are able to speak to a doctor within 1 working day
- The number of patients using our online has increased

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

We are continuously encouraging our patients to join our PPG group in order to have the right representation of our practice population. Our PPG members are well aware of all the services and are able to speak freely about any concerns or suggestions they have which will help the management in improving patient care and experience. Our surgery and the PPG will continue to work together and continue to implement new ideas in order to make the surgery better for the patients.

Complete and return to: nhs.cb.lon-sth-pcc@nhs.net by no later than 31 March 2015