

# Annex C: Standard Reporting Template

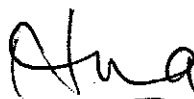
## Essex Area Team 2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: Scott Park Surgery

Practice Code: F81744

Practice website address: [www.scottparksurgery.co.uk](http://www.scottparksurgery.co.uk).

Signed on behalf of practice:



Date:

23/3/15

Signed on behalf of PPG:



Date:

23/3/15.

### 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 meetings, email and telephone communication, newsletters & minutes

Number of members of PPG: The committee consists of 6 Patients, 1 GP and the Practice Manager. The patient members of the committee consist of 4 female and 2 male. They are between the ages of 44 and 83 years of which, 1 member is African British and the other 5 members are White British.

In addition the Patient Reference Group (virtual members) consists of 230 patients.

Detail the gender mix of practice population and PPG:

%	Male	Female
Practice	50	50
PRG	51	49

Detail of age mix of practice population and PPG:

%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
Practice	18	8	11	13	15	13	11	11
PRG	14	6	11	16	17	16	11	9

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	2457	8	0	29	3	2	4	1
PRG	212	1	0	7	0	0	1	0

	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice	7	0	0	65	13	12	0	1	1	0
PRG	0	0	0	11	2	2	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:

Scott Park Surgery website has a Patient Participation Group web page which gives details on joining the group and also how to give feedback and comments to the surgery on services provided. Application forms are readily available on the reception counter for patients to sign up. Dr Ng is also tasked to approach individual patients from under-represented groups to ensure that our Patient Participation Group was as far as possible representative of the Practice population as a whole. Members of the group are also encouraged to speak to patients they know who might be interested to be involved in the group.

In addition to actively using the above-mentioned methods to recruit new members, a copy of the sign up form is also included as part of the new patient registration pack. Furthermore, there is a notice published in the Rayleigh Roder on a monthly basis since April 2013, asking patients to contact the Practice if they would like to become a member.

The Rayleigh Roder is a monthly information paper circulated to over 4500 homes and businesses in the Eastwood area. Scott Park Surgery has a permanent print space in the Rayleigh Roder to inform its patients about any current services/programmes/matters that are relevant to its patient population.

Our virtual group has increased since our last report. Virtual members are recruited via application or when they sign up to online services. Patients are given the opportunity to opt out of this service; however, all have opted to be a member so far.

The Practice catchment area is a predominately White British population which is fairly reflected in the Practice's patient population.

Scott Park Surgery believes that its Patient Reference Group is well represented between the ages of 16 and 90 of different ethnicities. We have a mixture of in education, working and retired patient members. We also have representation from patients with long term health conditions, patients who have Carer responsibilities and patients with dependent children at home.

The Practice will continue to find ways to encourage patients of all age groups and ethnic minority groups to sign up and take part in patient participation activities.

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: N/A

## 2. Review of patient feedback

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

1. Comments/suggestion box
2. National GP Patient Survey / In-house Patient Survey
3. Friends and Family Test
4. PPG meetings
5. Southend PPG Group Forum meetings – our Member(s) attend these meetings and report the discussions back to the Group.

How frequently were these reviewed with the PRG?

Feedback was reviewed at each meeting as appropriate; with minutes, newsletters and reports on website for those not able to attend meetings.

### 3. Action plan priority areas and implementation

#### Priority area 1

##### Description of priority area:

On-line booking for flu vaccination appointments (on-line flu clinics).

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

This was in response to a patient's suggestion.

It was subsequently discussed and agreed at a PPG meeting in August 2014 that this item would be added as part of the Practice Improvement of Patient Service for 2014/15.

Patient access bookable flu clinics were then set up and tested by the Practice prior to going live in the winter months of 2014.

This service was advertised on the Practice NHS Choices website, the Practice Website, and Rayleigh Roader throughout the winter of 2014. Patients were also informed via their repeat prescription, newsletter (displayed in reception and via email), meeting minutes, word of mouth etc.

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

We received positive feedback from patients on how convenient it is for them to be able to book their flu appointment at a time suitable to them and sometimes well in advance as we had set up flu clinics at different times of the day from end of September 2014 to December 2014.

This new service proved to be successful without problems and will continue to be made available during the "flu season" for the foreseeable future.

This service was advertised on the Practice NHS Choices website, the Practice Website, and Rayleigh Roader throughout the winter of 2014. Patients were also informed via their repeat prescription, newsletter (displayed in reception and via email), meeting minutes, word of mouth etc.

## Priority area 2

### Description of priority area:

Patient Access to viewing GP Medical Records (+ Immunisations)

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

A discussion took place in the August PPG meeting regarding the introduction of this service to patients and their reaction to the proposal.

Patients would be able to view on-line, export or print any summary information from their records relating to medication, allergies and adverse reactions from 1<sup>st</sup> October 2014.

But in addition to the above, Scott Park Surgery agreed with its PPG that patients would also have access to their immunisation records on-line. Patients would need to register for Patient Access in order to have access to the above mentioned.

It was agreed that this is an enhancement to the appointment booking and repeat prescription services that are already in place on the online system.

The PPG also approved that a trial program should be set up in-house to prove its operational validity prior to the service launch in October.

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

As a result of including the 'immunizations' to the Patient Access service, many parents with children in education found it useful when it comes to completing forms for school/college/university. It is also beneficial to patients who need this information for other reasons such as travel, applying for job etc.

This service is advertised on the Practice NHS Choices website, the Practice Website, newsletter (displayed in reception areas and via email), meeting minutes, application form available on-line and in reception areas, application form is given to new patients as part of the information pack, word of mouth etc.

### Priority area 3

#### Description of priority area:

Appointment Reminder Text Service

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

Original discussion took place at the August PPG meeting with regards to including this item to our plan on improving services for 2014/15. It was agreed at that meeting that further investigations and patients' thoughts in the form of a patient survey should be carried out. The question for the survey should be straight forward, easy to understand. The question used was agreed with PPG at the meeting: "Would you be happy for us to send you a reminder text message containing appointment details when you have booked an appointment?"

The survey is designed for adults at least 16 years of age.

140 questionnaires were printed and were made readily available on the reception counter for patients to take part in November 2014.

The questionnaires were also actively offered to patients attending the surgery, either to be completed whilst in the practice or taken away and returned at a later date. The receptionists explained briefly what the questionnaire was about and answering any questions patients may have.

114 questionnaires were returned completed and these were then analysed in-house. Almost 81% of those patients who took part in the survey would be happy to register for appointment text message service and the main reason for those remaining 19% of patients who would not register for this service was because they do not use mobile phone.

Results of the survey was reported back to the PPG meeting in November 2014 and it was agreed that the service to go ahead at the beginning of 2015.

The Practice tested the service before it went 'live' on 1/2/2015.

The survey results are posted on the Practice Website and the NHS Choices website. They were also made available to members of the PRG.

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

Patients who opt-in for the service will receive a text message confirming the appointment details immediately after an appointment has

been made. They will then receive another text reminder 2 days before the appointment is due.

Initial verbal feedback from patients has been positive.

We have seen an increase in patients ringing in to cancel their appointments and a decrease in the number of DNAs since this service has been in place.

Since going live in February, we have 152 patients signed up for the service, this equates to 6% of the patient population.

This service is advertised on the Practice NHS Choices website, the Practice Website, newsletter (displayed in reception and via email), meeting minutes, opt-in slip readily available online and on reception, word of mouth etc.

### **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):**

**Recruitment of face-to-face members:** Although we had 2 members left the group during the year but we have managed to recruit 2 new members in replacement. Current active membership remains at 6 but the new PPG is now a more representative of an ethnic balance of the group.

**Patient Access:** Number of patients registered for Patient Access has increased considerably. The service has been running smoothly since going live. Patients have not encountered any technical problems caused by the on-line access service provider. We are seeing more patients requesting their repeat prescriptions on-line as well as booking Doctor's appointment on-line.

**Appointment with Doctor:** We are continuing to offer patients the choice of booking double appointments.

**Display DNA Notice:** Although the number of DNAs fluctuates from month to month but we did see some improvements throughout the last 7 months. With the recent introduction of the Appointment Reminder text service, we are confident that there will be further reduction.

#### 4. PPG Sign Off

Report signed off by PPG: Yes

Date of sign off: 23 March 2015

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

Face to face meetings with active PPG members. Contact with virtual group as required via email.

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

We use emails where email addresses are provided, newsletters, notices on websites/prescriptions, noticeboard in the waiting areas and websites.

Dr Ng is tasked to approach individual patients from under-represented groups to ensure that our Patient Participation Group was as far as possible representative of the Practice population as a whole. Staff have been pro-active on reception in encouraging younger members to join the PPG. We will continue to try and recruit and involve different groups by introducing different methods of advertisement.

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

Yes – via PPG members, suggestion box in reception areas, Friends and Family Test, NHS Choices Website and annual patient survey.

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

Yes, they were developed as a result of survey and discussions at our PPG meetings.

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

Patients can now book flu appointment on-line in the winter months.

Communication has been improved - more patients ring to cancel appointments that are no longer needed due to the appointment reminder service, this frees up Doctors and Nurses appointments for others who need them.

Online viewing medical records enables patients to have control / access of their medical records data and provides convenience for them too.

Electronic Prescription Service Release 2: Although this is not part of the PPG action plan for this year but we are proud to be one of the first users of EPSr2 in our locality. It went live on 26/2/15 and the roll out went very well and there was minimal impact on services. This has improved prescriptions workflow and security for patients, staff and clinicians.

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

No