

Derbyshire & Nottinghamshire Area Team

2014/15 Patient Participation Enhanced Service REPORT

Practice Name: Tideswell Surgery

Practice Code: C81076

Signed on behalf of practice:

Date: 16.12.14

Signed on behalf of PPG:

Date: 6.2.15

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, Email, Other (please specify) Face to face meetings, newsletters, emails, written letters.
Number of members of PPG: 36

Detail the gender mix of practice population and PPG:

%	Male	Female
Practice	8	28
PPG	2.8%	10.08%

The figures are too low to work out percentage of practice population of 3305

Detail of age mix of practice population and PPG:

%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
Practice		1	8	6	5	5	10	1
PPG		.36%	2.88%	2.16%	1.8%	1.8%	3.6%	.36%

The figures are too low to work out percentage of practice population of 3305

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	97%							1.3%
PPG	99%							

The figures are too low to work out exact percentages of practice population of 3305

%	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice										1.7%
PPG										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:

This is a very rural, practice with a static population and as you can see from the results mainly white british.

We have tried all sorts of different ways in contacting patients of different ages, ethnic background and any other patient who would be interested.

It is very difficult as the patients are very happy with the practice and feel that it is not necessary to meet and discuss what they

want, mostly because they have nearly all the services provided here at Tideswell.

We write out to patients, advertise on our Jayex, newsletters, posters in the waiting room and corridor. We have an open day once a year where we hold stalls and encourage patients from the village to attend. Members of the PPG are there and try to encourage new members.

We have contacted new mums and baby and toddler groups, and other groups that are held in the village such as the WI.

We are very frustrated with this as we try very hard to get new and different 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?

YES – As above

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:

Thank you cards are received often throughout the year and we display these in the reception area.

We also have a complaints and suggestion box which is used regularly giving feed back and suggestions.

We also have feedback from the patient questionnaires which covers a variety of subjects including:

We are lucky to have you!
As long as the practice continues to offer the level of personal service it currently offers it will remain excellent.
Do not overheat waiting room
Your ability to keep an eye on "The Future" technology and all matters is exemplary- Well Done Tideswell Surgery!
Excellent doctors. I have had minor health issues that The Surgery looked into and prevented a more serious condition. My previous doctors wouldn't have bothered. All my friends are impressed by how easily I can get appointments. The usually have 7 days waiting.
All really good- better than any other practice I have heard of
Cannot be faulted

*How frequently were these reviewed with the PRG?
They are reviewed by the PPG annually*

3. Action plan priority areas and implementation

Priority area 1

Description of priority area:
The access to the surgery is not as easy as it should be. Patients have commented on their being a slight difficulty trying to get over the door bar and there not being much room to manoeuvre.

What actions were taken to address the priority?
I have put a bid into NDCCG for funding for electric doors

Result of actions and impact on patients and carers:

The result would make a difference to disabled patients, allowing easier access to the building.

How were these actions publicised?

Website, newsletter, Jayex, Noticeboard

Priority area 2

Description of priority area:

Parents always complaint that there is no place to leave the pushchairs and the waiting room is too small.

What actions were taken to address the priority?

Bid for funding will also include area to park prams or mobility scooters

Result of actions and impact on patients and carers:

The result will make the entrance into a small lobby where there will be enough room to leave prams and mobility scooters.

How were these actions publicised?

Website, newsletter, Jayex, Noticeboard

Priority area 3

Description of priority area:

Patients online – increase usage

What actions were taken to address the priority?

Continue with registering patient to use the online service as we have done over the last year, but introduce registering patients who receive regular medication

Result of actions and impact on patients and carers:

This will free use telephone lines, give access for the patients 24 hours a day 7 days a week to make, change or cancel appointments and order their repeat prescriptions.

How were these actions publicised?

Website, newsletter, Jayex, Noticeboard

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):

Comfort of waiting room

Actions:

- | | |
|---|---|
| • To be decorated brighter colours | Completed – new bright colours paint and wallpaper |
| • A children’s corner to be created | Completed – Corner papered with bright childrens wallpaper – childrens table with Play cube on top with different play tools and a blackboard. Also a blackboard and chalk area on wall |
| • Two old High back chairs to be replaced | Two new highback chairs replaced with new bright washable fabric. |
| • Open windows when warm | Reception staff open window every morning slightly. |

Online Booking for appointments and prescriptions not used widely.

- Continual and ongoing systems put in place:
 - Advertising Patients On line on Jayex, Newsletter. Sending Newsletter out with
 - Prescriptions and putting them in medicine bags for collection.
 - Member of staff registering all 14/15 year old patients when they are sent a letter to come in for their teenage check
 - All new patients are automatically registered with Patients on Line
 - Adhoc patients asked at reception if reception is not busy

Waiting time for patients in waiting room

If clinician is running more than 20 minutes late reception staff to go into waiting room and let patients know and ask if they are okay to wait or rebook another time, or see a different doctor on that day.

Carers Register

Proactively coding patient carers on medical system. linking them with the patient. Giving out details for Derbyshire Carers etc.

Advertise on Jayex and Newsletters.

When questionnaires are sent out, we always add the question on “Are you a Carer”

District Nursing team to keep us informed.

4. PPG Sign Off

Report signed off by PPG: YES

Date of sign off: 9.2.15

How has the practice engaged with the PPG:

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

As above – we try constantly to engage with different groups, mums and toddlers, mental health, single parents, parents isolated in farms quite a distance away from the surgery. We have more interest in the virtual group – that way people just get the information by email or post and respond if they feel the need.

The questionnaire was sent out to all the virtual group to have a say on what questions were asked, they were then included in the meeting held at the surgery.

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

Yes, by thank you cards, letters, admin e-mail, suggestion and complaint box in waiting room, patient questionnaires, we also take feedback from the Friend and Family Test computer in the waiting room and from IwantGreatCare who we are registered with.

This is accessible from our website.

There is also some feedback on NHS Choice.

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

Yes always

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

The waiting room is a much more pleasant environment.

We have more online users which means less telephone calls for the reception staff offering more time to patients who attend the surgery.

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

The PPG work is very hard, we struggle to get patients who want to take part, rather than just expect the surgery to come up with items for the agenda, newsletter and organise meetings etc. The people involved are very happy to come to the meetings, listen and give their opinions, but then want to go home and forget about it until the next meeting.

I am not sure how beneficial the group is overall, it is beneficial to those who attend, but feedback from the virtual group can be non-existent at time, and I have to put pressure on them to get a response.

Please submit completed report to the Area Team via email no later than 31 March 2015 to:

- Derbyshire practices: e.derbyshirenotttinghamshire-gpderbys@nhs.net
- Nottinghamshire practices: e.derbyshirenotttinghamshire-gpnotts@nhs.net