

## Standard Reporting Template - FINAL REPORT (v.1)

NHS England (Wessex)  
2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: **Dr. S.J. Godfrey & Partners, Totton Health Centre**

Practice Code: **J82097**

Signed on behalf of practice: **FINAL REPORT sent by Mrs. Iris Pilgrim, Practice Manager** Date: **Friday, 27<sup>th</sup> March 2015**  
**FINAL REPORT v.1 sent by Mrs. Iris Pilgrim, Practice Mgr** Date: **Monday, 30<sup>th</sup> March 2015**

Signed on behalf of PPG: **FINAL DRAFT Standard Reporting Template sent to the PRG** Date **Thursday, 19th March 2015**  
**RESPONSES FROM PRG requested by Thursday, 26<sup>th</sup> March;**  
**Responses are detailed in Section 4.**

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

Does the Practice have a PPG?	<b>YES – referred to as the “Patient Reference Group (PRG)”</b>
Method of engagement with PPG: Face to face, Email, Other (please specify)	<b>Virtual Group via E-mail and letter</b>
Number of members of PPG:	<b>191</b>

Detail the gender mix of practice population and PPG:

%	Male	Female
Practice	<b>49.6%</b>	<b>50.4%</b>
PRG	<b>28%</b>	<b>72%</b>

Detail of age mix of practice population and PPG:

%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
Practice	<b>18%</b>	<b>9%</b>	<b>12%</b>	<b>12%</b>	<b>14%</b>	<b>14%</b>	<b>11%</b>	<b>10%</b>
PRG	<b>0</b>	<b>4%</b>	<b>16%</b>	<b>16%</b>	<b>13%</b>	<b>27%</b>	<b>16%</b>	<b>8%</b>

Detail the ethnic background of your practice population and PRG: **Approximately 30% of our practice population have been asked to confirm their ethnicity; of this number 1,078 did not provide this information. Breakdown of known ethnicity:-**

	White				Mixed/ multiple ethnic groups			
	British	Irish	Gypsy or Irish traveller	Other white	White &black Caribbean	White &black African	White &Asian	Other mixed
Practice	<b>83.4%</b>	<b>0.3%</b>		<b>2.5%</b>	<b>0.2%</b>	<b>0.2%</b>	<b>0.4%</b>	<b>0.5%</b>
PRG	<b>96%</b>					<b>0.5%</b>		

	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice	<b>0.9%</b>		<b>0.2%</b>	<b>0.5%</b>	<b>0.5%</b>	<b>0.6%</b>	<b>0.03%</b>	<b>0.06%</b>	<b>0.03%</b>	<b>9.68%</b>
PRG	<b>0.5%</b>					<b>0.5%</b>	<b>0.5%</b>			<b>2%</b>

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 virtual group continues with a higher percentage of female members, but most age ranges are represented by both male and female patients. Our overall aim remains to continue to encourage all interested patients to join the PRG regardless of sex/age/ethnicity.**

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:

- **Comments/suggestions from patients/carers/visitors to the practice**
- **Friends and Family forms**
- **Feedback from PRG – review sent June and January providing opportunity for feedback**
- **Newsletter**

How frequently were these reviewed with the PRG?

- **Twice in a year**

### 3. Action plan priority areas and implementation

Priority area 1
<p>Description of priority area:</p> <ul style="list-style-type: none"><li>• <b>Telephone System (including voice recording)</b></li></ul>
<p>What actions were taken to address the priority?</p> <ul style="list-style-type: none"><li>• <b>This priority area has been ongoing from previous years. During this time we have organised more staff to answer calls at peak times and we have employed an additional member of staff to answer queries. In January 2015 majority of feedback responses felt that voice recording should be included as part of the current priority area.</b></li></ul>
<p>Result of actions and impact on patients and carers (including how publicised):</p> <ul style="list-style-type: none"><li>• <b>Whilst the telephones remain busy particularly first thing in the morning, we hope that the additional staff answering calls has improved access and will continue to do so as further new staff are recruited. However, it is clear from PRG feedback, Friends and Family feedback and the GP survey that telephone response time must remain a priority. Our situation is hampered by the fact that we are in Health Centre premises and the current telephone system is a shared facility with Community staff and very old; it is not possible to update it to include many of the automatic functions required which would considerably improve patient access. The practice intends to review this situation with the Landlord in the coming year; any upgrade to include voice recording.</b></li><li>• <b>Information publicised in PRG update and will also be included in the forthcoming Spring Newsletter.</b></li></ul>

## Priority area 2

Description of priority area:

- **On Line Services (appointments, prescriptions, access to medical record information)**

What actions were taken to address the priority?

- **A complete change of clinical system in October 2014**
- **Introduction of Electronic Prescribing**
- **Providing access to medical record information i.e. repeat medication, immunisations and allergies**

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

- **One system for all online services. More reliable service for ordering repeat medication; saving time contacting the practice for details of immunisations and allergies. Electronic Prescribing service will provide far more efficient system for patients requiring medication.**
- **Publicised by notices in the surgery, on our website, in our general newsletters and PRG updates and discussed with patients when visiting the surgery.**
- **Information provided in New Patient Information Packs.**

### Priority area 3

Description of priority area:

- **Reception Area including patient access**
- **Security of patients and staff (CCTV)**

What actions were taken to address the priority?

- **New blinds fitted**
- **Quote requested for reception desk improvements**
- **New Chairs provided including chairs with arms and higher legged chair for patients with mobility problems (direct response to patient comments/suggestions)**
- **We are reviewing installation of CCTV camera covering the reception area**
- **We are reviewing patient requests for provision of drinking water in the patient area**
- **We are reviewing the entrance from the foyer into the waiting area to see whether it can be changed to improve the flow of patient “traffic” whilst also providing the receptionist/patients at the desk with space for improved confidentiality.**

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

- **Improved seating of different types for patients with differing mobility concerns**
- **New blinds – provided to improve ambience of waiting area**
- **All other actions are current and being worked on**
- **Actions publicised within PRG updates and will be included in the forthcoming Spring Newsletter which will be available in hard copy and on our website.**

## 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):

- **Frequently Asked Questions (FAQs)** – Document has been on website for some time; further questions are added as they arise.
- **Making appointments early in the morning** – we continue to have more staff answering calls at peak times in order to improve patient telephone access. Patients are also encouraged to register for our online services which include making appointments.
- **Reduce DNAs** – we continue to monitor missed appointments; we have noted that the incidence of patients who DNA when they have booked via our online appointments system is extremely low. Whilst we accept that only a small proportion of appointments are currently booked online, we hope that the on line appointment cancel facility does makes it easier for patients to cancel a booked appointment. We also hope to soon be in a position to remind patients of their appointment by text; it is hoped this will also reduce the number of missed appointments.

#### 4. PPG Sign Off

Report signed off by PPG: **YES**

Date of sign off: **Final Draft of the Standard Reporting Template sent to the PRG on Thursday, 19<sup>th</sup> March. Responses Requested by Thursday, 26<sup>th</sup> March 2015. See below responses received during the period 19<sup>th</sup> March to 26<sup>th</sup> March inclusive.**

How has the practice engaged with the PPG:

- **Previous surveys followed by regular updates.**
- **Forwarded Final Draft version of Annex D: Standard Reporting Template to PRG members requesting feedback on 19<sup>th</sup> March 2015; responses requested by 26<sup>th</sup> March 2015. Please see responses received below.**

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

- **Whilst our practice population does not have any specific characteristics, we do have a small number of nursing homes in our area. Residents in these homes are unlikely to have direct contact with the surgery; contact in many cases will be via GP visits only. Each of the homes dealt with by the practice does have a named GP who normally visits so residents do get to know them personally. The visiting GP does take with them on each Nursing home visit a supply of Friends and Family forms to enable residents, their families and nursing home staff to provide feedback.**

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

- **Yes – via Comment/suggestion forms provided in the surgery; Friends and Family online and hard copy forms; Patient Reference Group and GP home visits.**

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

- **Yes – via updates sent June and January. PRG sent details of proposed priority areas in January and action plan formed from results of feedback received. Feedback was also invited from patients visiting the surgery via Friends and Family form and online via our website.**
- **Three responses were received during the period 19<sup>th</sup> to 26<sup>th</sup> March from PRG members after forwarding the Final Draft of the Standard Reporting Template. One PRG member confirmed nothing to add or amend. One PRG member felt the waiting room chairs were uncomfortable and spaced too closely together and had not seen the new high legged chair. Response from practice confirmed the chairs would be spaced further apart and the high legged chair had been re-sited for easier access. One PRG member questioned why no**



mention was made on the return about the prevalence of “Disability” as a diversity characteristic and noting the practice’s requirement under The Act to keep such data. The practice responded that details of patient disabilities were recorded by the practice’s clinical system. However, the Standard Reporting Template was not generated by this practice; it had been supplied to all practices by NHS England (Wessex) for completion and Disability information had not been requested. The practice confirmed that all patients were encouraged to participate in the PRG via email and/or royal mail and this issue would be highlighted in the next edition of the Practice Newsletter.

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

- **2013/14 Actions:**

- **FAQs** – quick answers to frequently asked questions; no need to contact surgery
- **DNAs** – endeavouring to reduce DNA’s provides more appointments
- **Making appointments early in the morning** – more staff provided in an effort to provide better telephone access for patients

- **2014/15 onwards Actions:**

- **Telephone System** – ongoing. More reception staff have been recruited to answer calls and recent advertisement placed for further telephonist/reception team members. Reviewing possibility of updating telephone system which would provide a more efficient automated and telephonist response for patients at all times of the working day.
- **On Line Services** – More reliable service to order repeat medication. Provided patients with ability to see details of medication, immunisations and allergies. Electronic prescribing provides patients with more efficient access to required medication; collection can be direct from pharmacy.
- **Reception Area** – improved seating for patients with mobility issues; new blinds improving ambience of waiting area for patients. Quotes to be sought for improvements to reception desk (improve access and confidentiality concerns), entrance into waiting area (improve access and confidentiality at reception desk), drinking water facility (waiting area is very hot in summer) and CCTV (patient and staff safety).

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

- **Practice will continue to keep PRG updated on all Actions noted above, taking into account any further comments received from PRG members after forwarding to them a copy of the Standard Reporting Template, Final Draft.**