

# Standard Reporting Template

## Bristol, North Somerset, Somerset and South Gloucestershire Area Team 2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: Redgate Medical Centre

Practice Code: L85051

Signed on behalf of practice: *K L Bartley*

Date: 25<sup>th</sup> March 2015

Signed on behalf of PPG: *S Boulton*

Date: 27<sup>th</sup> March 2015

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

Does the Practice have a PPG and/or PRG? Yes
Method of engagement with PPG and/or PRG: Face to Face meetings are held every 6 weeks and members of our virtual PPG are contacted by email.
Number of members of PPG and/or PRG: Our PPG continues to hold joint meetings with the Patient Group of our sister practice Somerset Bridge Medical Centre, with the venue for the meeting alternating between the two practices. We currently have 9 members who regularly attend face to face meetings, and many others who are signed up to our virtual patient group with whom the practice contacts by email.

Detail the gender mix of practice population and PPG and/or PRG:

%	Male	Female
Practice	53%	47%
PPG	51%	49%

Combined figures for PPG and virtual patient group members

Detail of age mix of practice population and PPG and/or PRG:

%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
Practice	19%	13%	15%	13%	14%	11%	8%	7%
PPG	0	20%	24%	22%	11%	9%	14%	0

Combined figures for PPG and virtual patient group members

Detail the ethnic background of your practice population and PPG and/or 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	2617	11	1	360	3	8	0	0
PRG	89	1	0	16	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	8	3	9	3	3	12	7	8	0	58
PRG	1	0	0	0	0	1	0	0	0	0

76 patients have refused to have their ethnicity recorded and the remainder do not have any ethnicity code applied to their medical record.

**Describe steps taken to ensure that the PPG and/or PRG is representative of the practice population in terms of gender, age and ethnic background and other members of the practice population:**

Whilst the Patient Participation Group (PPG) members that regularly meet and our virtual PPG combined are fairly representative of the practice profile based on age/sex/ethnicity, we do recognise that we are under-represented in our face-to-face meetings looking from the younger age groups. During the early part of the year we did manage to attract several younger members to attend our meetings, but unfortunately due to personal/domestic issues these members of the group are no longer able to regularly attend. They do however remain an active representation of our virtual group.

In October our PPG hosted a Health Awareness Event at the practice. This event coincided with our seasonal flu vaccination clinic. As well as using this event to help promote healthy lifestyles members of our PPG took this opportunity to obtain patient experience feedback and promote the work of the PPG to try to recruit new members.

The practice and PPG have continued to take the following steps to encourage membership from under-represented groups:-

- Regular announcements in the PPG newsletter item
- PPG information leaflets and expression of interest forms being available in reception and given out to all patients registering at the practice.
- Announcements are made on the waiting room TV screen
- Posters displayed in the waiting area
- News items on the practice website
- GPs approaching selected patients to encourage them to become a PPG member
- Practice Nurses approaching young parents whilst attending the practice for childhood immunisations
- A dedicated PPG/Carer noticeboard

**Are there any specific characteristics of your practice population which means that other groups should be included in the PPG and/or PRG? e.g. a large student population, significant number of jobseekers, large numbers of nursing homes, or a LGBT community? YES/NO**

No

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:

We have reviewed a number of different sources of feedback throughout the year including:-

Annual PPG patient satisfaction survey

Friends and Family test results – which our PPG agreed to receive quarterly.

National Patient Survey results

Practice Complaints Annual Report

Ongoing review of actions taken in connection with last year's priorities

Feedback from Federation PPG meetings attended by members of the practice group

Patient feedback – Individual members of the group provide regular feedback of their own experiences at each meeting

Practice Matters – We regularly provide feedback to PPG on practice issues and those concerning the wider NHS.

Feedback from patients at the annual flu vaccination clinics

### **How frequently were these reviewed with the PPG and/or PRG?**

Our PPG meets regularly every 6 weeks. The dates they met during 2014/15 were:

29<sup>th</sup> January 2014

12<sup>th</sup> March 2014

30<sup>th</sup> April 2014

4<sup>th</sup> June 2014

16<sup>th</sup> July 2014

27<sup>th</sup> August 2014  
8<sup>th</sup> October 2014  
19<sup>th</sup> November 2014  
17<sup>th</sup> December 2014  
28<sup>th</sup> January 2015  
18<sup>th</sup> March 2015

Over the course of the year the types of feedback listed in the above section have been discussed at varying frequency.

At each meeting PPG members are encouraged to provide feedback of their own experiences of the practice or that of friends or family (anonymously). Confidential or sensitive issues are not discussed in the open group, but are always discussed with the Practice Manager in private to determine what actions may be required.

Several members of our PPG attend the Federation PPG Meeting and provide feedback to the wider group on topics/issues discussed at that meeting.

PPG members agreed to review the results of our Friends and Family test on a quarterly basis.

We routinely discuss practice issues and those affecting the wider NHS at PPG meetings and seek the PPGs feedback on any changes we propose to make that will change the service we provide to patients. One specific example of this was the decision for the practice to become part of the pathfinder project for Care.data. Members of the practice and our PPG were invited to attend a workshop organised by Somerset CCG to outline the objectives of the project and the opportunity to practices to influence the information that will in the future be available to all practices/patients about Care.data.

In November our PPG hosted a joint meeting with a neighbouring practice's PPG (Polden Medical Practice). At this meeting they considered issues affecting their respective practice population as well as those of the wider local community. Our PPG took the opportunity to identify ways of how both practice groups could work together on specific projects in the future, ie hosting Age UK and Citizens Advice Bureau drop-in clinics at the practice, organising Dementia Friends training for PPG members and staff and sharing resources for future health awareness campaigns.

### 3. Action plan priority areas and implementation

#### Priority Area 1

Description of priority area: **Improving the general ambience of the waiting area and the welcome to the practice**

As an agreed action following last year's in-house patient survey we repeated the same survey in early 2015. The main focus for the patient survey was again on patient satisfaction with GP consulting skills. A copy of the patient satisfaction survey is attached to this report. Members of the PPG sat in the waiting area and encouraged patients to complete the survey.

The results of this year's survey were reviewed by the PPG and compared to the results of the previous survey to establish whether the areas previously identified for improvement had been addressed and whether the latest results reflected this in terms of overall patient satisfaction. A significant improvement was noted in all aspects of the survey.

Our PPG reviewed the individual comments made by patients who had completed this year's survey. Several patients had highlighted a concern regarding the level and type of background music played in the waiting area.

It was also suggested by PPG members that the practice might improve the welcome and greeting patients are given on arrival at the practice.

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

The practice changed the genre of background music played in the waiting area to more 'easy listening music' and agreed that background noise levels should be regularly monitored and kept at a comfortable level.

Reception staff took part in an awareness session which outlined the importance of having a welcoming and positive attitude to patients and visitors arriving at the surgery and during telephone encounters. The session also provided members of staff with advice and tips on how to remain positive during challenging situations. A further training session for reception staff is scheduled

to take place in June 2015.

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

Several members of practice staff and patients have passed favourable comment that the change in background noise levels have had a positive impact on the overall ambience of the waiting area.

The practice strives to continually improve the services it provides. It is extremely important that it ensures all patients and visitors are greeted appropriately when they arrive at the surgery. This will therefore be seen as an ongoing priority.

## Priority Area 2

### Description of priority area: **Improving Support to Carers**

In June 2014 during National Carers Week the practice held a Carers Open Afternoon. The event was fully supported by Compass Carers representatives. Registered carers were personally invited to attend the drop-in session and the event was widely publicised within the practice.

Patient and practice feedback following the event was discussed and it was agreed that improving support provided to carers was a key priority for the PPG and practice.

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

The practice carer's register has been reviewed, updated and contact made with carers either by letter or phone call to assess whether they have any unmet needs and to make them aware of services available to them locally.

With the help of PPG members a comprehensive carers' pack has been put together and distributed to known carers

New patients registering at the surgery who confirm that they are a carer now routinely receive a courtesy call from our Carers Champion and are provided with a copy of our carers pack.

Information regarding other local carers' events are routinely displayed on a dedicated PPG and Carers information board in the practice waiting area.

Practice staff have been asked to help identify carers who are regularly attending the surgery with patients, ie.during INR clinics, collecting prescriptions and arranging appointments.

Our practice Carers Champion now regularly liaises with Compass Carers and attends training sessions arranged specifically for



champions, details of which are regularly fed back to the practice and PPG members.

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

There has been an increase in the number of referrals made by the practice to Compass Carers for support.

Following the success of the drop-in event, the PPG have requested regular drop-in sessions be held within the practice to continue to raise the profile of the services available to carers locally. These events will be supported by members of the PPG alongside representatives from Compass Carers and hopefully by other third sector organisations such as Age UK Somerset and Citizen's Advice Bureau.

Carers information and events are promoted via the PPG newsletter articles, the practice website, waiting room posters/TV screen and information displayed on the dedicated PPG/Carers Board. Compass carers also advertise practice events on their website and featured the success of our initial event in their quarterly newsletter.

### Priority Area 3

Description of priority area: **Improving patient awareness about how the practice responds to issues or concerns raised by a patient.**

What actions were taken to address the priority?

Members of the PPG reviewed the Practice's Annual Report of Complaints for 2014 and discussed the practice's formal complaints procedure. The overall number of formal written complaints received was reported to be extremely low. Whilst recognising that staff do make every effort to give the best service possible to anyone who attends the practice there are times when things can go wrong resulting in a patient feeling that they have a genuine cause for complaint. At such times there is a need for the matter to be settled as quickly, and as amicably, as possible.

Having reviewed the practice Annual Complaints Report it was felt that many minor issues raised by patients could be immediately informally addressed and resolved as they arise. It was agreed that the practice should take steps to actively invite feedback and better promote how a patient can raise a concern and, just as equally as important, how to register compliments.

A refresher training session was held with all practice staff outlining the different processes for handling formal and informal patient complaints. Ideas were shared on ways members of staff could provide information, advice and support for those wishing to give feedback or comments, raise informal concerns or make formal complaints.

The practice improved signage by putting up posters and plasma screen announcements within the waiting area encouraging patients to provide feedback (whether positive or negative) either in person or via the Patient Feedback Box.

The practice reviewed and updated its Patient Information Booklet and website page to encourage patient feedback.

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

As detailed above a number of different methods for encouraging patient feedback were agreed. These included:-

- Promoting patient feedback as a rolling PPG newsletter article
- Displaying waiting room posters/TV screens
- Updating the practice website and Patient Information Leaflet.

The practice strives to constantly improve the services it provides. It is extremely important that it ensures all patients and visitors are aware of how they can provide feedback or raise concerns. This will therefore be seen as an ongoing priority.

#### 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):

As detailed in earlier sections of this report the practice repeated the patient satisfaction survey performed in the previous year to ascertain whether areas previously identified as requiring improvement had been addressed. The results of the latest patient satisfaction, when compared to those of the previous year's survey clearly show a definite improvement. The practice is keen to continue to build up on this in future years.

During 2013/14 members of our PPG demonstrated a keen interest in plans to redevelop Bridgwater Community Hospital to ensure the services provided at the new hospital were appropriate for the local community. Members of the group were engaged in a local Health Forum, attending meetings with other stakeholders and service providers. In April 2014 PPG members took the opportunity to attend a guided tour of the new facilities prior to its official opening.

Although still in its infancy when compared to many other PPGs, our patient group has continued to develop over the last 12 months. A visit from Margaret Grizzell, former Patient and Public Involvement Manager at Somerset Clinical Commissioning Group back in March last year provided an excellent opportunity for our patient group to understand the type of events/projects other local patient groups have been involved with, which in turn has helped build confidence within our PPG to organise similar events.

#### 4. PPG Sign Off

Report signed off by PPG and/or PRG: YES

Date of sign off:

How has the practice engaged with the PPG and/or PRG:

The Practice regularly discusses matters which involve patients and the wider community at PPG meetings.

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

As outlined in a previous section of this report the practice has taken a number of steps to ensure our PPG is representative of our practice population. Announcements continue to be placed on our waiting room TV screen, on our practice website and within our PPG newsletter encouraging new members. Practice staff continue to approach specific patients inviting them to get involved and information about the PPG is routinely provided as part of our new patient registration process.

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

Over the course of the year different types of feedback have been reviewed enabling our PPG to agree its priority areas and action plan.

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

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

Improving the general ambience of the waiting area and ensuring patients are appropriately greeted and feel welcome has had a positive impact on the practice.

Having regular contact with carers and promoting services and support networks available locally to carers has helped to identify their unmet needs.

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

Our PPG has become established over the course of the last 12 months. Raising its profile and engaging more patients as we move forward remains a key priority for the practice.