

Patient Participation Reporting Template 2014-2015

Practice details: TINKERS LANE SURGERY

Practice code: J83029

Stage One – validate that the patient group is representative

Demonstrates that the PRG is representative by providing information on the practice profile:

Does the Practice have a PPG YES

Practice population profile	PPG profile	Difference
Age		
% 18 – 24 – 6.538%	% 18 – 24 - 0	-6.538%
% 25 – 34 – 8.992%	% 25 – 34 – 1.63%	-7.36%
% 35 – 44 – 10.38%	% 35 – 44 – 6.5%	-3.88%
% 45 – 54 – 15.32%	% 45 – 54 – 6.5%	-8.82%
% 55 – 64 – 11.46%	% 55 – 64 – 17.07%	+5.61%
%65 – 74 – 11.79%	%65 – 74 – 34.14%	+22.35%
%75 – 84 – 6.99%	%75 – 84 – 26.03%	+19.04%
% Over 85 – 2.8%	% Over 85 - 8.13%	+5.33%

Ethnicity		
White	White	
% British Group – 93.4%	% British Group – 97.56%	+4.1%
% Irish – 0.1%	% Irish – 0%	-0.1%
Mixed	Mixed	
% White & Black Caribbean – 0.1%	% White & Black Caribbean – 0%	-0.1%
% White & Black African – 0.3%	% White & Black African – 0%	-0.3%
% White & Asian – 0.1%	% White & Asian – 0%	-0.1%
Asian or Asian British	Asian or Asian British	
% Indian – 0.1%	% Indian – 0%	-0.1%
% Pakistani – 0.0%	% Pakistani – 0%	-0.0%
% Bangladeshi – 0.2%	% Bangladeshi – 0%	-0.2%
Black or Black British	Black or Black British	
% Caribbean – 0.2%	% Caribbean – 0%	-0.2%
% African – 1.4%	% African – 0%	-1.4%
Chinese or other ethnic Group	Chinese or other ethnic Group	
% Chinese – 0.2%	% Chinese – 0%	-0.2%
& Any Other – 3.9%	& Any Other – 2.4%	-1.5%
Gender		
% Male – 49.2%	% Male - 31.7%	-17.5%
% Female – 50.8%	% Female – 68.3%	+17.5%

<p>Differences between the practice population and members of the PRG</p> <p>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:</p>	<p>Every effort has been made to attract and recruit new members to provide a fair representation of the practice without any exclusion. This was carried out in the following ways:</p> <ul style="list-style-type: none"> • The use of a general survey available to patients in the waiting room was designed to attract feedback from a wider demographic group than the sole use of the virtual PPG. However the respondents were generally similar. Over 25% of those completing a survey were under 60 years which would seem to reflect a slightly higher number of over 60 year olds than the overall PPG (Appendix1) • Posters (Appendix 2) were put up in surgery to invite patients to the Patients Feedback Meeting in February • The PPG was advertised on practice web site. • Staff informed patients of the opportunity to sign up and to attend the meeting by word of mouth. • Any patients contacting the surgery to complain in January and February were invited to attend the Patient Feedback Meeting as were patients who had made comments on the NHS choices website.
<p>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</p> <p>NO</p>	
<p>Is the group virtual or face-to-face?</p>	<p>Both</p>
<p>How many members are there on the vPPG?</p>	<p>74</p>

Stage 2 – Review Patient Feedback

Outline the sources of feedback that were reviewed during the year:	<ul style="list-style-type: none"> A patient survey was conducted from August – December 2014 with 82 respondents. Friends and Family Feedback was conducted from January – March E mails were exchanged from the PPG. Patient feedback was given verbally in the waiting rooms/reception and shared if appropriate. Comments, compliments, feedback and complaints were monitored and discussed Written suggestions were left in the suggestion box. A Patient Feedback Meeting was conducted (16 attendees)
How Frequently were these reviewed with your PRG	Feedback from all above sources and from staff was reviewed at the Patient Feedback Meeting on 25 th February (Appendix 3)

Action Plan and Implementation

Priority Area 1	
Describe the priority area:	Telephone System
Why was this priority identified:	All feedback identified issues with the telephone system. Patients were frustrated with not being able to leave a message and/ or get through on the phones
What actions were taken to address this priority	A new system is currently being investigated, as well as additional lines into the building. One quote has been obtained and the proposal is to agree a supplier by the end of April and implement a new system by the end of May 2015
What were the results of the actions and what impact on patients and carers?	None as yet
How was this publicised.	In addition to the improved provision we also hope to have the facility to include patient messages and updates on the new system and make patients aware of changes

Priority Area 2	
Describe the priority area:	Delays in repeat prescriptions
Why was this priority identified:	Patient and staff feedback identified the unacceptable delay in processing repeat prescriptions
What actions were taken to address this priority	Electronic prescribing has been introduced and additionally, in February 2015, a new staff rota system was introduced to devote more time to the processing of repeat prescriptions. This brought the wait down from approximately 7 – 9 days to 48 hours.
What were the results of the actions and what impact on patients and carers?	Quicker turnaround for patients, more responsive service
How was this publicised.	On the waiting room noticeboard and verbally by the reception team.

Priority Area 3	
Describe the priority area:	Appointment Availability
Why was this priority identified:	Although patients are happy with the quality of their appointments, the wait for an appointment, particularly with a particular GP was identified as an issue
What actions were taken to address this priority	A full time and part time GP have been recruited in 2014/ 2015. We are continuing to recruit for one more full time GP
What were the results of the actions and what impact on patients and carers?	Greater continuity of care.
How was this publicised.	On our website. Receptionists explaining and recommending to patients when booking appointments

Priority Area 4	
Describe the priority area:	Privacy at Reception Desk
Why was this priority identified:	At the patient feedback meeting, some patients mentioned the lack of privacy at the front desk
What actions were taken to address this priority	Partitions were put up to separate reception from the back office, as well as information for patients advising them that a separate room is available for them to use if they would like more privacy
What were the results of the actions and what impact on patients and carers?	Patients immediately feedback the improvement
How was this publicised.	Posters in awaiting room

Priority Area 5	
Describe the priority area:	Raised kerbs in the car park
Why was this priority identified:	A significant event when a patient tripped over the kerb
What actions were taken to address this priority	Kerbs were removed.
What were the results of the actions and what impact on patients and carers?	Patients mentioned and highlighted improvement at Patient Feedback Meeting.
How was this publicised.	Visible in car park.

Progress on previous years
If you have participated in this scheme for more than one year, outline progress made on the issues raised in the previous year (s)
Due to lack of management at the surgery in 2014, a number of issues for the previous year have rolled over into these actions. A particular success in 2014 has been the recruitment of new GPs.

How has the practice engaged with the PPG
How has the practice made efforts to engage with seldom heard groups in the practice population? Efforts have been made to attract and recruit new members to provide a fair representation of the practice without any exclusion. This was carried out in the following ways:
<ul style="list-style-type: none"> • Using a survey to be completed whilst in the practice • Advertising PPG on practice web site • Posters displayed in waiting rooms. • Invitation to anyone raising a complaint/ comment or compliment • Word of mouth via staff and doctors. • Leaflets in waiting rooms and consulting rooms.

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

- Patient feedback was received verbally in the waiting rooms and reception.
- Feedback on NHS choices was also included.
- Staff participated in a feedback session.
- Written suggestions have been left in the suggestion box and via surveys
- We have received feedback via the website
- We conducted a feedback meeting which was advertised in the waiting room.

How was the PPG involved the agreement of the priority areas and the resulting action plan?

The key issues requiring actions were identified at the group meeting, and were in line with the feedback both from staff and patient surveys.

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

- Improved privacy, safety in the car park and access to a regular GP have been key changes. The implementation of a new telephone system will be the next major step forward

Additional Areas to consider in 2015/ 2016 that have been identified are:

- Triage –Audit and review this service
- Patient Relationships – Discuss complaints and feedback openly with staff and organise training for reception team.
- Identify wider demographic for PPG, and hold more regular group meetings.
- Investigate the use of a patient newsletter, coverage in the community news, social media and text communication.
- Recruit new patients moving to MOD Lyneham

Do you have any other comments about the PPG or practice in relation to this area of work? No

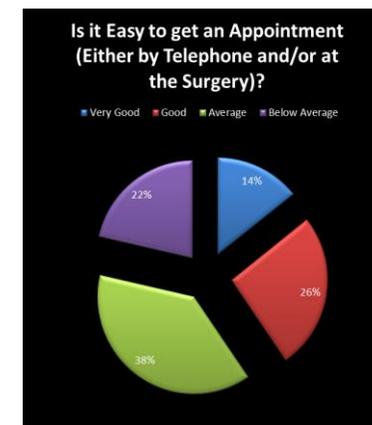
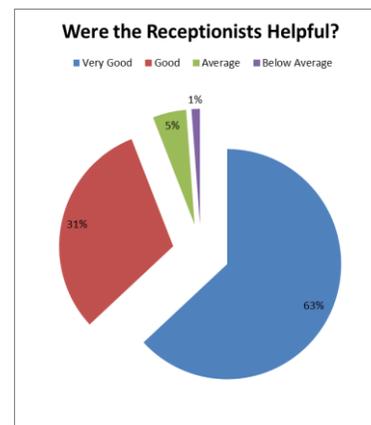
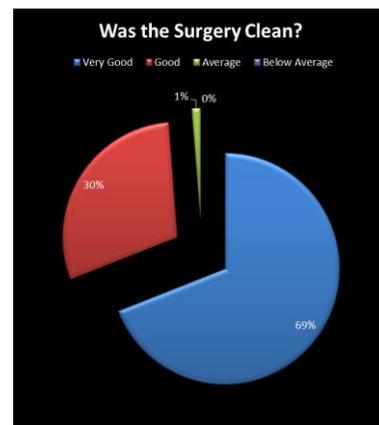
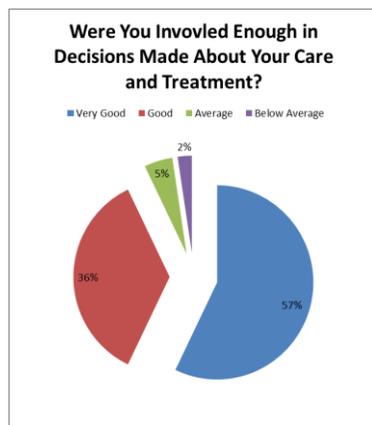
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Appendix 1

Results of Survey August 2014 – December 2014



DEMOGRAPHICS	Survey respondents	% of Total Respondents
Age		
Under 18	1	1.2%
18-30	8	9.8%
30-40	2	2.4%
40-50	4	4.9%
50-60	6	7.3%
60-70	17	20.7%
>70	44	53.7%
Sex		
Male	39	47.6%
Female	43	52.4%
Ethnicity		
White	82	100%
Mixed. Multiple Ethnic Group	0	0%
Asian/ Asia British	0	0%
Black/ African/ Caribbean/ Black British	0	0%



**Have things gone well today?
Could we do better?**

WE WANT TO HEAR FROM YOU

**Come to our Patient Feedback Meeting on
February 25th at 18.30**

and/ or

**Sign up to our virtual Patient Participation
Group**

**Please ask for a reply slip at
Reception**





Patient Name: -----

**I would like to attend the
Patient Feedback Meeting on February 25th at 18.30
and / or
I would like to sign up to the virtual Patient Participation
Group**

My e mail address is:-----

Tinkers Lane Surgery
Royal Wootton Bassett
Wiltshire
SN4 7AT



<p style="text-align: center;">Strengths</p> <p>What's good about Tinkers Lane Surgery?</p> <ul style="list-style-type: none"> • PPG – being asked for feedback • Don't feel rushed in appointments <ul style="list-style-type: none"> • Friendly GPs and Staff • Good GPs – empathetic, patient, understanding. Don't feel rushed • Good, timely diabetes follow up <ul style="list-style-type: none"> • Easy to book non emergency appointments • Response to emergency situations • Receptionists patient, helpful and accommodating • Reception staff helpful under duress <ul style="list-style-type: none"> • Nurses V helpful • Can speak to triage any day <ul style="list-style-type: none"> • Triage • Prescriptions by e mail or hands <ul style="list-style-type: none"> • Prescriptions online • Chemist • Chemist close by/ good liaison <ul style="list-style-type: none"> • Admin • Location/ Location 	<p style="text-align: center;">Weaknesses</p> <p>What do we need to improve?</p> <ul style="list-style-type: none"> • Lack of appointments / Appointment availability <ul style="list-style-type: none"> • Appointment waiting time • Lack of continuity / Locum GPs <ul style="list-style-type: none"> • Morning phones engaged • No ring back option on phone • Telephone – getting though/ engaged • Communication – PPG – No agenda -E mail addresses – no reply option via e mail • Information Systems / Communication of waiting times <ul style="list-style-type: none"> • Reception response and attitude • Delay in triage call backs – not always responding <ul style="list-style-type: none"> • Improve Front door control <ul style="list-style-type: none"> • Endless raucous music • Signage/ floor plan/ way out signs • Insufficient parking – particularly disabled <ul style="list-style-type: none"> • Problems with Prescriptions • Delay on repeats / Prescription waiting times (discussed) <ul style="list-style-type: none"> • Not everyone is on e mail <ul style="list-style-type: none"> • Triage process • More relaxing room/ chair for BP <ul style="list-style-type: none"> • Be more aware of white coat syndrome • Week end appointments?
<p style="text-align: center;">Opportunities</p> <ul style="list-style-type: none"> • Article in Community • Consolidated medication Summary on practice IT system in line with NHS IT system at large 	<p style="text-align: center;">Threats</p> <ul style="list-style-type: none"> • New surgery in Lyneham