

## Standard Reporting Template

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

Practice Name: Yetminster Health Centre

Practice Code: J 81017

Signed on behalf of practice: Nicola Williams

Date: 13/03/2015

Signed on behalf of PPG: Mrs K Maclean

Date: 26/03/2015

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

Does the Practice have a PPG? YES
Method of engagement with PPG: Virtual - Email and newsletters and leaflets
Number of members of PPG: 125

Detail the gender mix of practice population and PPG:

%	Male	Female
Practice	56%	44%
PRG	46%	54%

Detail of age mix of practice population and PPG:

%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
Practice	25%	10%	5%	8%	12%	14%	15%	11%
PRG	0	2	7	15	24	39	30	8

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	93.9%	0.15%	0.02%	2.8%	0	0	0.1%	0.27%
PRG	96%	0	0	3.2%	0	0	0.8%	0

	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice	0.1%	0	0	1.27%	0.2%	0.07%	0.02%	0	0	1.1%
PRG	0	0	0	0	0	0	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:

Leaflets are made available all year round inviting patients to become members of our PRG and asking them to leave details of their email address which would be the main communication tool. The leaflets are well placed in the waiting room areas and the dispensary waiting area in our main surgery premises and also in our branch surgery at Evershot. The doctors were also engaging patients during appointments to make them aware of the group and forms were handed out. All new patients who register are handed out one of these forms in their welcome pack to encourage new patients to have their say. New patients may not have much experience of the practice to participate fully initially but will be able

to provide a fresh insight into their initial views of the services that we provide. The notice and leaflet were also published on our website for all patients to see where they could download the leaflet and send it in. It is also available at local halls and community areas where all local residents can view it. We attempted to locate groups and local meetings that are represented by the Chinese community which proved difficult however these patients are reminded when seen by their GP or PN that we would like their input.

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

We look after Sherborne Boys School and therefore 17% of our patient population are boys under 18.

If you have answered yes, please outline measures taken to include those specific groups and whether those measures were successful:

Our doctors visit once a day for a surgery at the school health centre which is staffed by school nurses employed by the school. Therefore their experience of our services is somewhat different from the rest of the practice population. However we are currently devising a specific PRG form to collate their views on our services that can be completed whilst the boys are waiting to see the doctors as they have little free time during a regimented day to complete forms and only a small view of what services we provide.

## 2. Review of patient feedback

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

Since last year's patient survey patients were asked to comment on the patient group report and action plan. This was sent out to our patient group via email last March and for those patients who do not have the internet (from a survey done was a high percentage of patients asked), the report is available in the waiting room at our main surgery and our branch surgery.

As part of the new Friends and Family Test which is available for patients on our website and also in hard copy in our waiting rooms with a feedback station. Patients can therefore complete the survey on a paper copy or by taking a card with the website address on to complete later at home as well as on our website offering patients to leave comments via a link to the FFT website. The doctors also have hard copies of the forms in their consulting rooms ready to hand out to each patient after a consultation.

Patients give feedback on our clinical services by an end of year survey which is updated annually to reflect comments on use of the survey by patients.

We also circulate quarterly newsletters providing information and services and areas of interest such as a piece on travel vaccinations and what patients need to be aware of. We also email newsletters from the National Association of Patient Participation to all members for their information and comment if they so wish.

We have a comments box in the waiting room which patients can leave us suggestions or they can contact us via our website which many patients do rather than telephoning or sometimes patients ask to speak with the Practice Manager directly and raise and questions or issues there and then.

How frequently were these reviewed with the PRG?

The PRG are sent information via email and also regular updates. The newsletter also provides information to the PRG and is encouraged to give feedback and review after circulation.

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### 3. Action plan priority areas and implementation

Priority area 1
<p>Description of priority area: To remain open over lunchtime and not close between 1 – 2pm.</p>
<p>What actions were taken to address the priority?</p> <p>We reviewed all staff hours and consulted with the current staff on how we would be able to cover reception and dispensary by all day opening. We held meetings with staff to discuss the best strategy for cover and debated different rota options. We encouraged staff to come forward if they wished to alter their hours in any way and as a result we were able to amend the rota to all staff satisfaction.</p>
<p>Result of actions and impact on patients and carers (including how publicised):</p> <p>We have been open all day since 1<sup>st</sup> April 2014 and it has worked extremely well. Patients have commented that it is very useful to be open all day and our website and practice leaflet were altered to reflect the new opening hours. Our CCG was also informed of our new hours. Notices were also put up in our main surgery and branch surgery alerting patients to the new hours. Our PRG was emailed informing them of the changes and it appeared in our Summer newsletter which was available in surgery as well as on our website. Patients can now phone in over their lunchtimes to make appointments which have eased the pressure of the phone lines being busy for patients at 2pm when they would normally be switched over from the answer phone service.</p>

## Priority area 2

Description of priority area: Texting patients regarding their appointments.

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

Patients are asked for their mobile numbers when they register with us and also when we speak to patients regarding routine appointments etc when the staff ensure we have the correct contact details for our patients including email addresses. A message was constructed informing patients of our new service whereby we will text them to confirm any appointment made and also send a reminder 24 hours prior to their appointment. A cancellation message is also sent if this is the case. This initial message was sent out to all patients who had a mobile number stored on our system which equated to a third of our patient population. Patients were asked if they objected to this service to ring a member of staff on reception and decline. Only 2 patients declined this service. The system is set up automatically and we continue to ask patients for mobile numbers to increase our mobile phone data.

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

Patients have commented they like the text reminders and feel it is a good service. When patients book appointments in person and receive a text message instantaneously they are always complimentary. We also have notices in our waiting room and around the surgery asking patients to ensure we have their up to date contact details and that our text messaging reminder service is in place. It is also advertised on our website informing patients of the service and what to do if they wish to opt out.

### Priority area 3

Description of priority area: When employing locums to cover annual leave endeavour to employ a female locum so as not to reduce availability of female GP's.

What actions were taken to address the priority?

A review of all locums used in our practice was taken and it highlighted that only one female GP locum was available that we knew of and she was about to go on maternity leave. An email was sent out to other practices in the area who forwarded details of the locums that they use on a regular or ad hoc basis. From this list female locums were contacted and as a result we now have 3 female locums to call upon when booking cover for annual leave.

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

When booking locums for our GP's we now take into account if our one female GP is on leave that we try our best to employ a female locum to cover her sessions whilst she is away to ensure patients still have the opportunity to choose a female GP if they so wish. This is dependent on locum availability and cannot always be guaranteed by we try our best to do so.

## 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):

Telephone appointments – we continue to advertise the availability of telephone appointments and they are made use of. Reminders are put in newsletters and also on our website.

If surgeries are delayed for any reason patients in the waiting room are apologised to and if necessary given an explanation. This is for appointments that run over 20 minutes late which reception staff are aware of as the day progresses.

#### 4. PPG Sign Off

Report signed off by PPG: YES

Date of sign off: 26/03/2015

How has the practice engaged with the PPG: Yes

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

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

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? More availability of reception staff to book appointments or any other queries and collecting medications all day has proved popular. More female GP availability when current female GP is on annual leave. Texting patients has reduced DNA's which means more appointments not wasted and patients like being reminded of when there appointment is.

Do you have any other comments about the PPG or practice in relation to this area of work? Good responses to the areas identified! My only comment would be that as patient sign-in at the surgery is now done electronically (rather than via a receptionist) that there may be some amongst the population you serve who don't read the signs in the waiting room and who are therefore not aware of being able to comment, give their mobile details etc.