

Local Patient Participation Report 2014

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

Does the Practice have a PPG? YES / NO	Yes
Method of engagement with PPG: Face to face, Email, Other (please specify)	Face to Face and email
Number of members of PPG:	19 including virtual members

Detail the gender mix of practice, population and PPG:			Detail of age mix of practice population and PPG:								
%	Male	Female	%	<16	17-24	25-34	35-44	45-54	55-64	65-74	>75
Practice	1604	1513	Practice	658	254	431	609	557	368	172	68
PPG	9	10	PPG		1		2	6	5	4	1

Detail the ethnic background of your practice population and PPG:

White					Mixed/ multiple ethnic groups			
%	British	Irish	Gypsy or Irish Traveller	Other white	White Black & Caribbean	White & black African	White & Asian	Other mixed
Practice	1752	24	0	1	7	8	16	24
PPG	12			1				1

Asian/ Asian British					Black / African / Caribbean / Black British			Other		
%	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any Other
Practice	32	1	2	22	32	13	7	6	1	57
PPG						2				

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:

As an action point from last year we had noted that our Practice list size had increased so we decided to invite our new patients to become members of the PPG and included this information in our New Patient Registration packs. As we have a flow of new registrations each week this ensures that we capture gender, age and ethnic background regularly. We also emailed and text all of our patients with an invitation to join our PPG to ensure we reached a broad section of our practice population and for our younger members a feature on our Facebook page.

Our aim for the next 12 months is to continue to build on our PPG. We have just been allocated funds from the PPG Small Grants scheme to hold a PPG event which will be called the 'Haven Health Awareness Day' to promote awareness of our PPG. We will advertise this event to our entire Practice Population by email, text, website and Facebook and posters in the waiting room.

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

Specific characteristics for our Practice as detailed above outlines a proportion of young people between the ages of 16 to 25 years of age.

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

We made personal contact with all our Patients within this age group by email and a poster which we displayed on Facebook and in the waiting room. We had success with one person now representing our young people within the PPG.

Review of patient feedback

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

Our sources of feedback were:

- PPG Meetings that followed a PPG Network meeting locally
- Friends and Family Test both in the waiting room and our Website
- National GP Patient Survey for the Haven Practice
- Comments, Concerns and Suggestion Box asking for items of discussion at the PPG meeting
- Practice Priorities and Issues including themes from Complaints

How frequently were these reviewed with the PRG?

We reviewed these quarterly with the PPG Members following the PPG Network meeting and also virtually with our PPG members who were unable to attend the Meeting.

Agendas and Minutes from meetings are available.

Action plan priority areas and implementation

Priority area 1
Description of priority area:
Patient On-Line Access
What actions were taken to address the priority:
Designed a Special Bulletin detailing Patient Access and the key services: book appointments online, order repeat prescriptions and view medical records and displayed in our waiting room. We emailed all patients to raise awareness with a consent form for completion and ease of sign up. We also promoted this service for one month, all patients that booked in at the Reception desk were asked if they would like Patient Access services and issued a PIN with immediate effect upon completion of the form.
Result of actions and impact on patients and carers (including how publicised):
<p>Our Special Bulletin was displayed on our Website, Facebook and waiting room. We received an overwhelming response to this service and a number of Patients completed consent form and PIN numbers issued to enable access including our younger population.</p> <p>We will also promote Patient Access Services at our forthcoming PPG event on one of our manned stations and demonstrate ease of access. Consent forms will be available for completion.</p>
Priority Area 2
Description of priority area:
Out of Hours Service
What actions were taken to address the priority:
We included in our Repeat Prescriptions collection box, a contact card 'NHS Great Choices Make Heroes' outlining Out Of Hours services available in our local community. We also made these available in our waiting room together with a poster displaying these services. As a feature of our Home Page we included 'Out Of Hours Services' on our Website and also included in our Newsletter.
Result of actions and impact on patients and carers (including how publicised):
Patient Awareness raised and able to connect to the correct services when required.
Priority area 3
Description of priority area:
Practice Premises: Answerphone message, Noticeboards and Comment Box
What actions were taken to address the priority:
<ul style="list-style-type: none">• Answerphone: A clear concise message was recorded detailing only essential numbers required• Noticeboard : Each noticeboard now has a header and allocated highlighted section for our Latest news• Comments Box: A new large brightly coloured box is now available and clearly visible
Result of actions and impact on patients and carers (including how publicised):
Access to Out of Hours and Medical Information is clearer and more readily available. We have received more comments from patients.

Action Plan				
Issues & Priorities	Action Year 2 2013	Progress Made	Action Year 3 2014	Progress Made
Waiting Time:	We will continue to keep extra blank slots in the clinics so the Doctor can catch up as this is improving our waiting times and monitor times regularly.	Feedback from PPG Meeting showed that waiting times had improved and Survey demonstrated that 76% of our Patients are happy with the waiting time.	Continue to monitor our clinics and waiting time and to put a system in place to advise Patients when we are running late.	Feedback from National GP Survey showed our waiting times are reduced and results show that no Patient has indicated that they have to wait too long. Patients advised in person if clinics are running late.
Telephone Consultations:	These have been really successful so we have added an afternoon clinic as well. We have decided to add an end of day clinic. We will also add a consultation to the Nurses clinics each day.	Consultation slots added to Nurses Clinics .Good feedback from Patients received.	Continue to use Consultation slots for Patients.	We have continued to use these for both Doctors and Nurses and these continue to be utilised.
Opening Times:	We will continue to distribute leaflets displaying our opening times to all Patients who come into the Practice.	All Patients contacted by email or text with poster. Featured on our Homepage of Website	We will continue to remain open during the lunch time period.	Out of Services contact cards distributed and posters displayed in Reception, Facebook and Website.
Appointments Online:	We will design and print new posters for Reception and include in our future Newsletter and continue to add option for all new Patients when they register and to include in New Patient Packs. Also undertake new Enhanced Service: Patient Access.	Feature article included in our Newsletter. Posters displayed in Reception and Website also included in New Patient packs. Patient Access service undertaken and successful. We currently have 63% of patients aware of this service and 295 of our patients have joined patient access	Promote On-Line booking service for Appointments and Prescriptions through Website and Social Media tools Facebook and Twitter. Target groups of Patients to whom it will benefit.	Special Bulletin detailing Patient Access displayed in our waiting room and emailed all patients to raise awareness. For a month patients that booked in at the Reception desk were asked if they would like Patient Access services and issued a PIN with immediate effect.
Accurate Profile of Practice:	We will continue to collate and note this information and ensure included in New Patient Pack.	Information has been collected throughout the year.	Form designed for Information Gathering on our Patients to ensure details are up to date including email addresses and mobile numbers.	We have redesigned our Website and have included on all access forms information to be used for profiling.

Confidentiality:	Design and print A3 poster advising Patients of our policy and display in Reception. We will also feature on our Website and add to our Newsletter.	Posters displayed in Reception.	Include in our Newsletter. Ensure all our staff are more aware and have appropriate training.	Poster displayed in Reception and on Website. Training undertaken on Information Governance.
Reception Area:	We will plan to purchase new toys which can be washed regularly. We will purchase a plant for the waiting area. We will also have a Newspaper available for Patients each day.	Toys and plant purchased. Newspaper delivered each day.	Cloakroom and Toilet area to be updated to ensure Patient comfort	Reception area repainted and new chairs.
Cloakroom/Toilet Area:		Year 3 Only		Cloakroom and Toilet area renovated.
Premises:	Open/Closed sign. The sign will be fixed so that it can be turned over easily and correct information displayed to Patients.	Still to be completed.	New proposed Preston Park Triangle Parking Scheme discussed. Pending outcome we will contact Brighton and Hove Council for possible additional Disabled Parking Bays and Cycle Stand.	New sign now displayed. Additional Bays declined by Council. We have advised Patients on location of Disabled Bays and Cycle stands and made clear Parking Restrictions in force.
Practice Changes:	New Partner Dr Guy Bidwell will be joining the Practice from April 2014.	Year 3 Only	Ensure all our Patients are advised by means of a poster and inclusion in Newsletter. Priority Patient care and smooth transition period.	All Patients advised by use of Posters in Reception, Website and Facebook
Care Quality Commission		Year 3 Only	Publish results from CQC when Inspection has taken place	CQC Inspection pending.
Information Technology:		Year 3 Only	We have set up a Facebook Page with great success and will continue to update this to reach our younger generation. Twitter Account. We will set up as this was popular in our Survey with 22% of Patients liking us to move ahead with these Social Media Tools.	Facebook active and updated. Live in 2015
Reception Staff:		Year 3 Only	Strive to improve being helpful to our Patients. Overall results show 95 %.	Latest National GP Survey shows that all Receptionists have proved 'very' or 'fairly' helpful.
Repeat Prescriptions:		Year 3 Only	Advise Patients that Prescriptions cannot be ordered over telephone but other methods that can be used. 81% of our Patients are aware of our On-Line Service	We have continued to notify our Patients and included on the tear-off slip of all Repeat Prescriptions.

1. PPG Sign Off

Report signed off by PPG: YES / NO	No
Date of sign off: By Practice	Friday 20th March 2015
How has the practice engaged with the PPG:	Meetings, Social Media Tools, Emails, Posters
How has the practice made efforts to engage with seldom heard groups in the practice population?	Using Social Media Tools and Personal Letters, Comment Boxes and Surveys
Has the practice received patient and carer feedback from a variety of sources?	Yes
Was the PPG involved in the agreement of priority area 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?	Yes
Do you have any other comments about the PPG or practice in relation to this area of work?	No