

Derbyshire & Nottinghamshire Area Team

2014/15 Patient Participation Enhanced Service REPORT

Practice Name: Unity Surgery

Practice Code: C84150

Signed on behalf of practice: Caroline Slaney

Date: 31/03/15

Signed on behalf of PPG: David Bramley & Judy Briggs

Date: 31/03/15

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

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|---|
| Does the Practice have a PPG? YES |
| Method of engagement with PPG: Face to face, Email, Other (please specify) Face to face, letter and email |
| Number of members of PPG: Nine |

Detail the gender mix of practice population and PPG:

| % | Male | Female |
|-----------------|-------|--------|
| Practice | 50.2% | 49.8% |
| PPG | 44.4% | 55.6% |

Detail of age mix of practice population and PPG:

| % | <16 | 17-24 | 25-34 | 35-44 | 45-54 | 55-64 | 65-74 | > 75 |
|-----------------|-------|-------|-------|-------|-------|-------|-------|-------|
| Practice | 18.4% | 9.3% | 10.1% | 13% | 17.3% | 11.3% | 10.3% | 10.2% |
| PPG | 0% | 0% | 0% | 0% | 0% | 11.1% | 33.3% | 55.6% |

Detail the ethnic background of your practice population and PRG:

| % | White | | | | Mixed/ multiple ethnic groups | | | | Unknown |
|-----------------|---------|-------|--------------------------|-------------|-------------------------------|-----------------------|---------------|-------------|---------|
| | British | Irish | Gypsy or Irish traveller | Other white | White & black Caribbean | White & black African | White & Asian | Other mixed | |
| Practice | 53.49% | 0.49% | 0% | 2.36% | 1.11% | 0.31% | 0.26% | 0.47% | 38.59% |
| PPG | 100% | 0% | 0% | 0% | 0% | 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 | 0.6% | 0.6% | 0.08% | 0.1% | 0.57% | 0.21% | 0.39% | 0.13% | 0% | 0.26% |
| PPG | 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:

Unity Surgery has a very large White British patient base, with previous reports giving figures of 98% of the practice population. Due to this it has proved very difficult to recruit patients from other ethnicities into the group. The age-range of the group is restricted due

to patient availability. Meetings take place on a Thursday afternoon while the practice is closed, but members also attend a joint PPG with Westdale Lane, as well as a Locality 3 joint meetings which is held in the evening.

Patients have been encouraged to join either by direct email from Dr Khan or via posters in the waiting room and information provided on the practice website. A more targeted approach will be implemented at the beginning of the financial year 2015/16.

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:

2. Review of patient feedback

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

There was no patient questionnaire this year due to the introduction of the Friends & Family Test. Regrettably, there has been an extremely low response rate to this with no direct requests for improvements to be made. Complaints and direct feedback from patients have been reviewed as have suggestions from the PPG group.

How frequently were these reviewed with the PPG?

There has been a change in management at Unity Surgery in 2014/15 which meant that the PPG did not meet as regularly as we would have liked during the first half of the financial year. The PPG began again in November where the focus was given on rejuvenating the group and providing an up-date on what has been happening.

Ideas that were brought forward by the PPG were discussed in March and this will continue during our quarterly meetings.

3. Action plan priority areas and implementation

Priority area 1

Description of priority area:

Contact Information/Names of Staff

The PPG has requested that names of staff along with photos are put up in reception area as well as on the website. It was also requested that the clinic times of clinical staff are also made available.

What actions were taken to address the priority?

This idea was discussed with all staff and some felt that it may lead to an increase in work/unfair workload for particular members of staff because patients would be more inclined to request to speak to specific staff members. It was decided that the names of clinical staff and management would be included on the website so that those patients interested could find this information out. At the present time space in the waiting room is limited so photos won't be put up. This, however, could change in the future. This new information will be going on the website during Q1 of 15/16.

Result of actions and impact on patients and carers:

Knowing clinic times could help patients better predict when their appointments may be and be able to have their diaries available when phoning to book appointments.

How were these actions publicised?

They will be advertised on the practice website.

Priority area 2

Description of priority area:

Staff Training

Patient feedback was received about the absence of staff able to fit contraceptive aids and the inconvenience this can cause.

The practice also currently relies on a specialist Diabetic Nurse to carry out some aspects of diabetic reviews meaning that the times and dates available for this is limited.

What actions were taken to address the priority?

Our Practice Nurse is undertaking specialist Diabetes training and will in future be able to complete a full diabetic review. She will also be undergoing future training for contraception when these courses become available.

Result of actions and impact on patients and carers:

Once the training has been completed it will mean the practice can be more flexible with appointment times for diabetes. Patients requiring contraceptive aids would no longer need to go elsewhere to have these fitted, which would be a great benefit for them.

How were these actions publicised?

Once trained, this will be publicised on the website as well as in the waiting room area.

Priority area 3

Description of priority area:

Triage Service

There has been some discussion about the possibility of implementing a Triage service so that patients with greater need can always see a Doctor when needed.

What actions were taken to address the priority?

Due to the size of the practice and the procedures that are currently in place, it was felt that there is currently no need to implement a triage service. The doctors will always ensure that those patients that need to be seen are seen the same day, whether this is at the surgery or with a home visit. A range of appointment times are blocked out for same day appointments and patients who can be seen by a nurse or Health Care Assistant are booked with them. If Unity were a larger surgery a triage system could be considered necessary but with the current list size of just under 3,900 it is unnecessary.

Result of actions and impact on patients and carers:

N/A

How were these actions publicised?

N/A

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):

The Unity Surgery PPG has been in operation for many years and feedback has been acted on where appropriate and feasible. Previous priority areas have included:

Appointment Times – Unity Surgery opens late on Friday evenings (changed from Monday evenings) to accommodate patients who are unable to attend during normal working hours.

Out of Hours Access – Details of who to contact out of hours is available on the practice website, in the waiting room and is stated on an answer phone message when patients call out of hours.

Ease of Contacting the Practice – There are two phone lines available when contacting the practice and to ensure these are kept free for incoming calls, mobile phones have been purchased. This means that administrative and clinical staff can make outgoing calls without affecting patients who need to call.

How the Practice reception team considers confidentiality at all times – Unity Surgery has recently purchased a TV licence so that a TV can always be on in the waiting room. This was done to decrease the possibility of other patients hearing confidential matters being discussed at the reception desk or within the reception room. This seems to have had a positive effect.

4. PPG Sign Off

Report signed off by PPG: YES

Date of sign off: 31/03/15

How has the practice engaged with the PPG:

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

The practice has tried to encourage patients from all backgrounds to join the PPG and attends meetings where members of these groups may be present so that feedback can be obtained.

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

Feedback has been limited this year, but where it has been forthcoming it has been responded to and acted upon where appropriate and feasible. Feedback has come from PPG members, patient letters/phone calls and from Friends and Family Test forms.

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

The Action Plan was not initially discussed at the PPG meeting, however, the content of the Action Plan was as a direct result of issues discussed at the PPG meetings or from other patient comments. This will be rectified in future years and an Action Plan put in place within the first two Quarters of the year.

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

The priority areas for 2014/15 are work in progress so it is hard to comment on any improvements at this time. However, the improvements that have been carried out this year based on previous priority areas have been well received.

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

Please submit completed report to the Area Team via email no later than 31 March 2015 to:

- Derbyshire practices: e.derbyshirenotttinghamshire-gpderbys@nhs.net
- Nottinghamshire practices: e.derbyshirenotttinghamshire-gpnotts@nhs.net