

Birmingham Cross City CCG
2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: Bartley Green Medical Practice

Practice Code: M85117

Signed on behalf of practice: Cheryl Vernon

Date: 17/3/15

Signed on behalf of PPG: Fiona Northey -Chair

Date: 17/3/15

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

Does the Practice have a PPG? YES

Method of engagement with PPG: Face to face

Number of members of PPG: 7

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:

Noticeboard displays, leaflets and expression of interest forms available in reception and included in new patient registration packs.

PPG members attend; introduce themselves to the patients explaining their role within the practice, during peak times whilst administering survey questionnaires. This has taken place at Flu clinics, ante natal and baby clinics.

Clinical and admin staff inform verbally for housebound and carers of patients.

Posters in local chemists. Information in practice booklet and on practice website including application form. Practice newsletter.

Any interested parties are invited by the Practice Manager for an informal discussion and attendance at a meeting prior to joining.

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 We have a fairly evenly proportioned practice population. There is one nursing home within very short distance of the practice with 47 dementia patients and as such are not able to represent themselves.

2. Review of patient feedback

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

We have undertaken 2 questionnaires during the year. The first being in November - internet awareness to promote the use of the

practice website to access appointments, repeat prescribing and in the future access to patient record. This was undertaken due to a clinical system upgrade/change of clinical system in June of the same year.

Second survey – January an update on practice environment inside the building with relation to signage and communication. Staff/patient working relationships including efficiency.

How frequently were these reviewed with the PRG?

After data input to create graphs and percentage details, information was shared with Partners, staff and PPG members at various meetings.

The website questionnaire was reviewed again in the second survey in January and found to still be a priority for 2015-16.

In response to the priority regarding appropriate use of the Advanced Nurse Practitioner appointments In January 2014-15, data from the clinical system was discussed regularly at PPG meetings to evaluate the success of the promotion campaign.

3. Action plan priority areas and implementation

Priority area 1

Description of priority area: To promote the role and skills of the Advanced Nurse Practitioner. In order to be increase awareness and capabilities of her role, this in turn would free up some GP appointments which the surveys showed were in great demand. Following feedback it was apparent that some patients would be able to be treated by the Advanced Nurse Practitioner but did not understand or were not aware of her availability.

What actions were taken to address the priority?

The practice and PPG publicised the areas of treatment that the Advanced Nurse Practitioner was able to treat with both visual and written posters. A1 poster in main reception with A4 laminated poster for reception to hand to patients when making an

appointment, and A5 for patients to keep as reference and for clinicians to hand to patients if appropriate when in consultation. PPG members verbally promoted when attending various clinics and other occasions when helping with surveys. Clinicians during consultation would, where appropriate inform patient that the consultation could have been carried out effectively by the Advanced Nurse Practitioner.

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

The patients' awareness of the role of the Advanced Nurse Practitioner s increased. Analysis of data from July 2014 – December 2014 showed a steady increase in the number of patients being seen by the Advanced Nurse Practitioner.

Chart to show Use of ANP over a six month period - July 2014 -December 2014

	DNA	Time Wasted (mins)	Emergency Appointments	Number of Appointments
1 st July - 31 st July 2014	16	230	0	101
1 st August - 29 th August 2014	15	190	0	102
1 st September - 30 th September 2014	15	193	0	121
1 st October - 31 st October 2014	10	123	0	118
1 st November -28 th November 2014	16	210	0	84*
1 st December -30 th December 2014	8	145	3	89

* Holiday

Further six monthly analyses will be reviewed at PPG meetings and shared with staff and patients. Next due end of June 2015.

Priority area 2

Description of priority area:

Appointment system, increase number of appointments available, ease of booking - face to face, telephone and on line.

What actions were taken to address the priority?

An increase in number of appointments available to book on line, Patient awareness and information of how to access on line system is given both verbally by PPG members and staff. Leaflets and on line training offered in November survey. Notification of the number of DNAs are highlighted to patients via poster and newsletter on a regular basis.

Telephone systems are being looked at by the practice and will be considered for upgrade when present contract ends in 2015.

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

The number of appointments available on line has increased, all are utilised but unfortunately this impacts on the amount of DNAs that occur, and this is highlighted to patients by sending letter to all patients that DNA regardless of how booking is initially made.

The awareness of on line availability has increased this is shown by the percentage of patients now registered for on line access. Previously 3% it has now increased to 8%.

Practice is to keep the PPG informed of future developments in procuring an up to date system. It has been agreed that the minimum package acceptable will be call direction service, allowing those who need to book appointments will be directed straight to reception. In addition telephone booking and cancelling of appointments has been highlighted as a priority. This in turn will alleviate patients waiting to book appointments by telephone.

Priority area 3

Description of priority area:

To promote awareness of practice website and online services available.

What actions were taken to address the priority?

Posters and leaflets are available to all patients; Clinicians promote the use of the website for repeat prescribing. The practice booklet and newsletter are also used to promote the website. All new registering patients have a leaflet included in their pack. A survey was initially taken to determine the patients' use of on line booking following installation of new clinical system in June 2014. The survey included if there was a need for online training to be given on how to use the on line booking system and if enough interest was shown, training would be made available.

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

The number of patients registered for on line access has increased from 3% to 8%. Patients and carers are informed by newsletter. Verbally by clinicians and staff and posters in the waiting rooms. Following survey there was not enough interest shown to provide a group training although staff continue to help individual patients upon request. Following a report on patients booking via on line has shown an increase in online use for appointments. The period September – November 2014 = 23 patients booked on line. December 2014 – February 2015 = 70 patients booked on line. An increase of 33% The first 2 weeks of March 2015 analysis shows 20 patients booked on line appointments.

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):

4. PPG Sign Off

Report signed off by PPG: Yes

Date of sign off: 8/2/15

The Practice Manager attends regular meetings with the PPG members and GP Partners or other clinicians attend upon request or invitation. The practice manager meets with the Chair on a regular basis to discuss agenda and upcoming events for the practice.

The practice promotes the PPG through its website and posters, leaflets and verbal invites are made by clinicians during both consultations and home visits reaching those groups that are housebound and vulnerable. Members of the PPG attend during clinics such as Saturday Flu clinics to promote the group.

The practice has relied on the patient surveys and verbal feedback from patients, we have recently acquired a generic e mail address through which some suggestions are received. I want great care is a service that we have introduced on our website in conjunction with the Friends and Family testing.

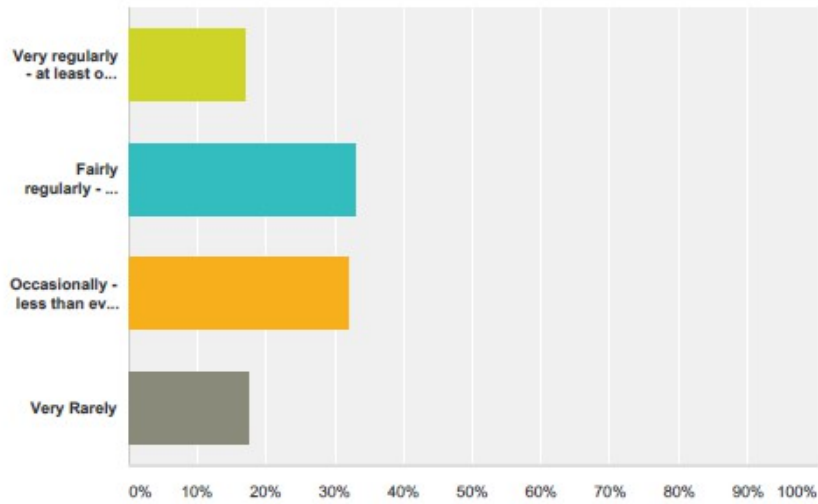
The PPG have been involved in agreeing the priority areas the action plan and the subject matter of various surveys.

There is more flexibility of appointments, more use of online booking therefore alleviating the pressure telephone booking. More appointments due to more clinicians being booked appropriately. More information available.

Although the PPG is not big in numbers they are a very pro-active group attending outside conferences and our chair attends the Patient Participation Group Chairs Forum bi monthly. Members also try to attend the CCG seminars that are organised yearly. They are proactive in keeping the environment of the practice up to an excellent standard. For example clearing of workspace in the garage, allowing extra storage space. Notice boards are managed and regularly updated to incorporate awareness event such as No Smoking day. They support the practice with administering the survey questionnaire.

Q2 How often do you attend the surgery to see a Doctor or Advanced Nurse Practitioner?

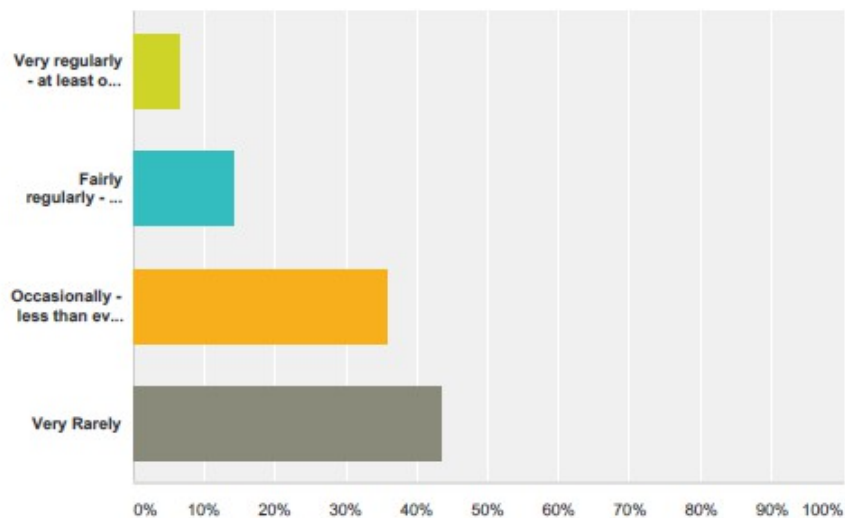
Answered: 366 Skipped: 0



Answer Choices	Responses
Very regularly - at least once a month	17.21% 63
Fairly regularly - up to three months	33.06% 121
Occasionally - less than every six months	32.24% 118
Very Rarely	17.49% 64
Total	366

Q3 How often do you see the Practice Nurse or Health Care Assistant?

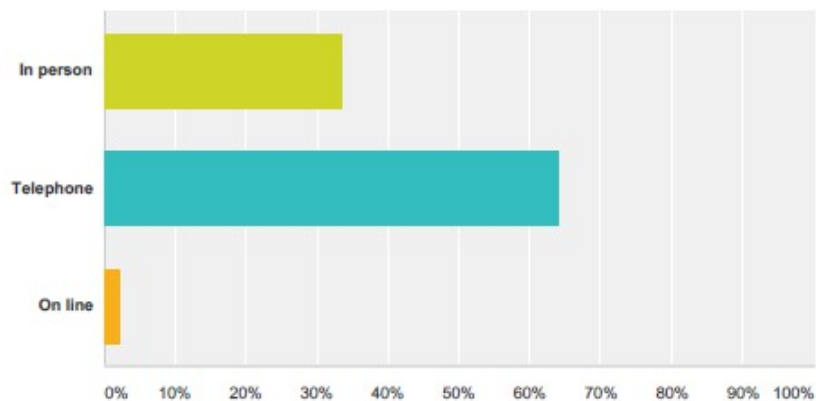
Answered: 359 Skipped: 7



Answer Choices	Responses
Very regularly - at least once a month	6.41% 23
Fairly regularly - up to three months	14.21% 51
Occasionally - less than every six months	35.93% 129
Very Rarely	43.45% 156
Total	359

Q4 How do you normally book your appointments?

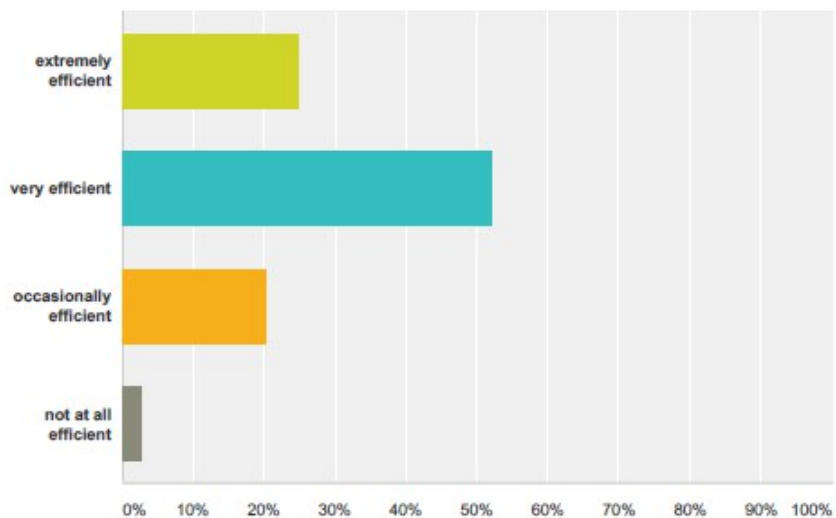
Answered: 360 Skipped: 6



Answer Choices	Responses	
In person	33.61%	121
Telephone	64.17%	231
On line	2.22%	8
Total		360

Q5 How efficient do you find the Receptionists?

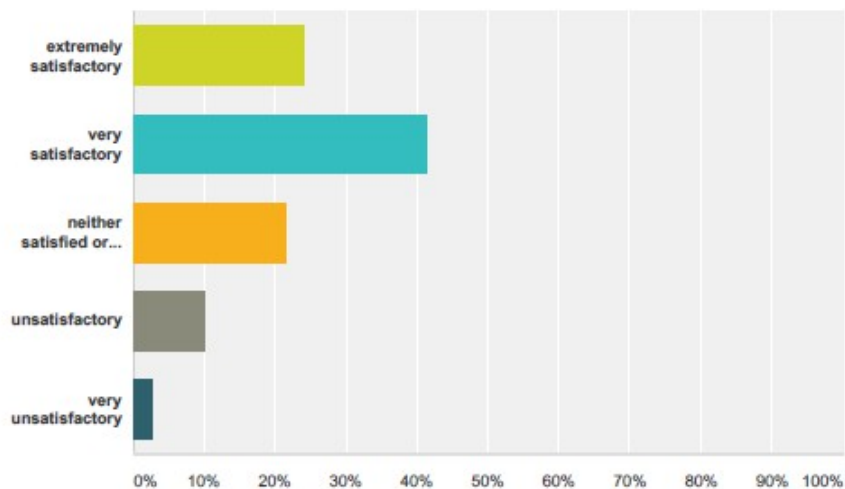
Answered: 357 Skipped: 9



Answer Choices	Responses
extremely efficient	24.93% 89
very efficient	52.10% 186
occasionally efficient	20.17% 72
not at all efficient	2.80% 10
Total	357

Q6 Do you find the level of confidentiality satisfactory in the reception area.

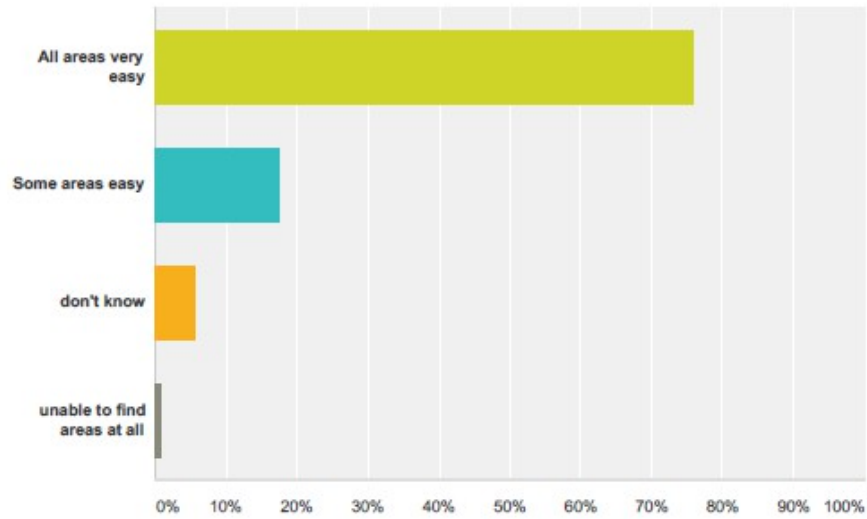
Answered: 363 Skipped: 3



Answer Choices	Responses
extremely satisfactory	24.24% 88
very satisfactory	41.32% 150
neither satisfied or unsatisfactory	21.76% 79
unsatisfactory	9.92% 36
very unsatisfactory	2.75% 10
Total	363

Q7 Can you find the consulting areas easily?

Answered: 359 Skipped: 7



Answer Choices	Responses
All areas very easy	76.04% 273
Some areas easy	17.55% 63
don't know	5.57% 20
unable to find areas at all	0.84% 3
Total	359