

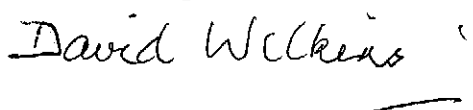
Derbyshire & Nottinghamshire Area Team
2014/15 Patient Participation Enhanced Service REPORT

Practice Name: ASPLEY MEDICAL CENTRE

Practice Code: C84091

Signed on behalf of practice: 

Date: 25-3-15

Signed on behalf of PPG: 

Date: 25-3-15

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

Detail the gender mix of practice population and PPG:

%	Male	Female
Practice	48%	52%
PPG	28.5%	71.5%

Detail of age mix of practice population and PPG:

%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
Practice	26%	11%	14%	12%	14%	10%	7%	6%
PPG	0%	0%	0%	0%	42%	0%	29%	29%

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	53%	0.8%	0%	2%	6.1%	7%	7%	24.1%
PPG	71%	0%	0%	0%	0%	0%	29%	0%

%	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice	1.4%	2.7%	0.1%	0.3%	0.9%	5.7%	1.7%	0.6%	0.01%	86.59%
PPG	28.57%									71.43%

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:

The Patient Participation group is promoted and described on the Practice Website, Practice Patient Noticeboard and Practice Newsletters. Details are given of how to become involved and also how to give feedback to the practice on the services the practice provides. All members of the practice population are targeted.

All practice administrative and clinical staff are aware of the patient participation group and the need to have representation from minority ethnic groups and different age groups, the patient participation group is promoted individually to patients when appropriate opportunistically.

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

2. Review of patient feedback

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

Feedback was received on completed patient questionnaires, from the suggestion box and verbally given to administrative and clinical staff throughout the year.

How frequently were these reviewed with the PRG?

Twice

3. Action plan priority areas and implementation

Priority area 1

Description of priority area:

Improve access to GP appointments

What actions were taken to address the priority?

Aspley Medical Centre continually monitors appointment availability and when demand is exceptionally high this is discussed with clinical staff to see if it is feasible to provide extra additional appointments to try and shorten the "waiting" time for an appointment.

Aspley Medical Centre signed up to participate in the "Responsiveness Contract" with NHS Nottingham City Clinical Commissioning Group. The Responsiveness Contract was designed following consultation with patients and stakeholders to improve patient access to primary care services. As part of the contract a third party "Productive Primary Care" worked with the practice to produce a review of the practice's appointment system and telephone consultations. NHS Nottingham City Clinical Commissioning Group provided reception training as part of the contract to all reception staff.

NHS Nottingham Clinical Commissioning Group also set up a physiotherapist service "1st Line Physio" which Aspley Medical Centre agreed to work with. Patients identified with a musculo-skeletal problem i.e. sprained ankle, whiplash, back problem etc. are booked directly into a physiotherapist assessment clinic based at Aspley Medical Centre rather than having a GP consultation first thereby saving GP appointment time.

Improving access to GP appointments was discussed at the Patient Participation meetings, and patients acknowledged that they had noticed it had been taking longer a time to get an appointment.. However it was also appreciated this is a national issue and that Aspley Medical Centre are continually working on improving and maintaining access.

Result of actions and impact on patients and carers:

There have been a couple of meetings following the appointment access review in February 2015 by Productive Primary Care, where the results have been discussed with a view to the possibility of changing some of the ways of booking appointments at Aspley Medical Centre and the use of GP telephone appointments. However it is appreciated that for a new system to be effective, there is an initial need to provide additional appointments to catch up with the backlog of requests for appointments and as it is a very busy time of year, this has not been possible and has been delayed until after April 2015.

Actions will continue from April 2015 to improve patient's access to appointments and services.

How were these actions publicised?

The actions will be published in a report on the practice website and a paper hard copy will be available from Aspley Medical Centre reception and patient noticeboard.

Priority area 2

Description of priority area:

Improve telephone answering

What actions were taken to address the priority?

As well as the two reception staff on the Aspley Medical Centre Frontdesk Reception answering the telephone, other administrative staff answer the phone at busy periods.

A courtesy message explaining that "we are currently receiving a high volume of phonecalls and suggesting if the call is not urgent to try phoning later" will be added to the phone system after the phone has been unanswered for 15 seconds. Unfortunately the Aspley Medical Centre phone system is not suitable for a queuing system ("you are 4th in the queue to

be answered") so it is not possible at this time to provide this service.

Continue monitoring Aspley Medical Centre's results of the national patient survey question relating to "how easy it is to get through on the phone" on NHS Choices, the latest result from January 2015 data is below:

"The proportion of respondents to the GP patient survey who gave a positive answer to 'Generally, how easy is it to get through to someone at your GP surgery on the phone?

93.9% of patients reported it was easy to get through to the practice on the phone"

Result of actions and impact on patients and carers:

Patients will hopefully not have to wait too long for their phonecall to be answered and will be reassured if the phone rings for over 15 seconds by a courtesy message informing them that Aspley Medical Centre is currently receiving a high volume of phonecalls.

How were these actions publicised?

The actions will be published in a report on the practice website and a paper hard copy will be available from Aspley Medical Centre reception and patient noticeboard.

Priority area 3

Description of priority area:

Establish a clear, fair and equitable policy for registering patients living outside of the practice border with no obligation for their GP to visit (New NHS arrangement from January 2015).

A number of patients had enquired during 2014 and early 2015 to see if it was possible for them to remain registered under the new NHS out of area scheme where there is no obligation for the patient's GP to visit, when they had changed address to an address outside of the practice boundary.

A considerable number of patients who had not previously been registered with Aspley Medical Centre also enquired about registering as an "out of area, with no obligation to visit" patient. It was decided Aspley Medical Centre did not have enough capacity to register all enquiring patients and so the decision was made to only consider patients previously known to Aspley Medical Centre.

What actions were taken to address the priority?

Policy for registering patients living outside of the practice area, with no obligation for the GP to visit was written and agreed by the Patient Participation Group.

Result of actions and impact on patients and carers:

Patients who had enquired about remaining registered with Aspley Medical Centre, when moving out of the practice boundary area were contacted and informed whether they would be able to remain registered.

How were these actions publicised?

The actions will be published in a report on the practice website and a paper hard copy will be available from Aspley Medical Centre reception and patient noticeboard.

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):

Aspley Medical Centre has participated in the Patient Participation scheme for the last 3 years. During this time a number of issues and suggestions have been made by patients that have been taken up and acted upon by the practice. These include:

- ***The main Aspley Medical Centre entrance gate has been repositioned in the outer railings to be offset to the main entrance door, this means that any very young children toddling/running out of the entrance door are not able to get onto the very busy Aspley Lane easily. Warning notices have also been put up in the surgery, warning of the busy road***
- ***A letterbox has been added to the outer railings so that patients can post letters/prescriptions to the surgery when it is closed.***
- ***Patient newsletters have been written***
- ***Patient access to appointments and availability to get through on the telephone has been constantly monitored, and discussed with GP partners and staff to maintain optimum accessibility***
- ***Aspley Medical Centre has signed up to the electronic prescription service and on-line appointments***
- ***Improved representation at Patient Participation Group meetings of minority groups***

4. PPG Sign Off

Report signed off by PPG: YES / NO

Date of sign off:

How has the practice engaged with the PPG:

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

Details of the Patient Participation group activities have been posted on the Practice website, on the Practice Patient Noticeboard in the surgery and in Patient Newsletters. These are all available to all patients registered at Aspley Medical Centre.

Members of the Aspley Medical Centre team, clinicians and administrative staff opportunistically speak with patients about the Patient Participation group activities, if it is appropriate, when they have been dealing with patients about other matters.

Patients are encouraged to give feedback on Aspley Medical Centre and the services provided and this is passed on to the Practice Manager. Feedback can be given verbally to reception/administrative staff or clinical staff or written on a form and posted in the suggestion box on reception, or emailed to the practice email account. Comments are also noted from the Friends and Family test forms.

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

Yes, feedback has been received directly from patients in person to a member of staff, via Friends and Family Test forms, suggestion box slips, email to the practice email account, by phone call to a member of staff and via questionnaires.

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

Yes at PPG meeting

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

Patients have benefitted from the practice continually monitoring the appointment system and telephone answering service at the practice. Aspley Medical Centre has received consistently high scores on NHS Choices in questions related to appointment access and telephone answering in the national Patient Survey.

Since joining the Patient Participation scheme, the service to Aspley Medical Centre patients has become more convenient and patients have been offered a greater choice by the activation of on-line services i.e. booking of appointments and prescriptions. Also the ability to post repeat prescription slips or letters in the letterbox on the outer railings of the surgery when the surgery is closed has helped some patients who prefer to manually post their repeat prescription request slips into the surgery.

Very young children are in a safer environment due to the repositioning of the main entrance gate in the outer railings of the Surgery, which has been offset from the main entrance door, so that it is much more difficult for a child to run out of the entrance door and into the busy road near the surgery.

The practice has started producing newsletters to inform patients about surgery news.

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

Aspley Medical Centre would like to take this opportunity to thank all the patients that have participated in this scheme and freely given their time to provide us with useful feedback to enable us to improve our services to all patients.

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

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