

Derbyshire & Nottinghamshire Area Team

2014/15 Patient Participation Enhanced Service REPORT

Practice Name: The Springs Health Centre

Practice Code: C81001

Signed on behalf of practice: Janina Gawel

Date: 27/03/15

Signed on behalf of PPG: Alan Marshall

Date: 27/03/15

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

Does the Practice have a PPG? YES
The group has been in place since 2003.

Method of engagement with PPG: Face to face and via email

Number of members of PPG: Eleven members in PRG.

Detail the gender mix of practice population and PPG:

%	Male	Female
Practice	49.8	50.2
PPG	45	55

Detail of age mix of practice population and PPG:

%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
Practice	17	9	13	12	16	13	12	9
PPG	0	0	0	0	0	18	64	18

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	98.98	0.14	0	0.3	0.06	0	0.13	0.06
PPG	100	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	0.04	0.04	0.01	0.05	0.03	0.07	0.02	0	0	0.07
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:

When comparing the Practice Profile against the PRG profile there is a definite correlation in terms of gender – the practice profile almost mirrors the PRG. In terms of age there is a lack of representation from the younger age groups. In terms of ethnicity the PRG reflects the fact that an extremely high proportion – 98.98% of our patients are white British.

Over the last eleven years the Practice has made considerable efforts to increase the numbers of its PRG. Our current PRG members are known widely throughout the community and constantly try and recruit new members. The group is widely promoted during our two big annual Flu Days when more than 2000 patients pass through the door. An invitation to join the group is displayed

on our website and all new patients are given an invitation leaflet. During 2014/15 three new members were recruited and the Practice will continue to advertise the group and encourage new membership.

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:

Patient Access and Services 2014 Questionnaire.
GP Patient Survey by North Derbyshire CC GP Practice.
Friends & Family Questionnaire.
Local feedback from patients given to our PRG members.
See embedded documents for survey results.



access and services
2014.pdf



GP Patient Survey
Analysis - North Derb



Friends & Family Nov
2014.xls

How frequently were these reviewed with the PRG?

The PRG group meets every two months. Local feedback is reviewed at each of these meetings. Questionnaire results are discussed on an annual basis.

3. Action plan priority areas and implementation

Priority area 1

Description of priority area:

To strive to maintain the already high standards of The Springs Health Centre.

What actions were taken to address the priority?

When setting the priority areas for this year the PRG felt very strongly that they did not want to create improvement areas just for the sake of doing so. On the whole they felt that The Springs Health Centre is an excellent practice that delivers a very good comprehensive service to patients. They wanted us to continue to maintain these standards.

In order to do this the following was undertaken:

Regular staff meetings and staff training sessions

Monthly Management Meetings to discuss all aspects of the Practice

Two monthly PRG Meetings to discuss all current issues

Annual staff appraisals to identify any issues or training needs

Increase to Community Matron hours to allow for more extensive work within the community.

The results from all three Patient Surveys showed that the vast majority of our patients are happy with the service we provide.

From the Patient and Access Survey 41% rated their overall experience as Excellent and 52% rated it as good.

From the Friends & Family Test 61% of patients said it was extremely likely that they would recommend us and 32% said likely. In the North Derbyshire CCG survey the practice scored higher than both the national average and the CCG average in seven out of the eight areas.

Result of actions and impact on patients and carers:

This continued provision of good service ensures that the patients and carers are provided with health care that is:

1. Reliable
2. Meets the needs of the community
3. And is a service that our patients have confidence in.

How were these actions publicised?

The provision of quality service is an ongoing objective. It is discussed at every PRG meeting.

Priority area 2

Description of priority area:

A greater focus on customer service.

What actions were taken to address the priority?

Two external training sessions were organised for all the team. These were:

1. Dealing with Difficult Situations
2. Customer Care Course

Regular internal training sessions were also held throughout the year. These included reinforcing our policies and procedures and ensuring that the whole team understood them, and telephone training where good and not so good examples of customer care were reviewed.

The PRG felt patients do receive good customer care from the Practice. They thought that the way in which telephones were

answered over the last year had improved with a more structured framework to it.

They did feel that there were still some areas to work on:

They would like to see the front desk receptionist smile more

They would like to see the problems with privacy at reception desk addressed – although they realise that there is no easy solution to this.

They would like better communication from the front desk receptionist if she has to leave the desk to deal with another patient.

Result of actions and impact on patients and carers:

The PRG feels that Customer Care has improved.

Staff training has made the staff more aware of areas for improvement.

Patients are dealt with by a friendly and approachable team.

How were these actions publicised?

Discussed with PRG on a regular basis.

Priority area 3

Description of priority area:

To improve communication with patients regarding clinicians running late.

What actions were taken to address the priority?

The group felt that there had been considerable improvement in this area over the last year. This issue has been discussed regularly in staff training sessions and communication at the front desk is now much more effective. Patients are kept up to date more regularly with the status of clinics and the Patient Self Checking In screen now also informs patients of whether their appointment is running to time.

Result of actions and impact on patients and carers:

Patients are now better informed as to progress of clinics which reduces the stress and confusion of clinics running late.

How were these actions publicised?

Discussed with PRG and results were visible to all patients who attended the surgery.

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):

See embedded Word document below: Summary of Action Taken during 2013/14 from Patient Surveys Undertaken in 2012/13



4. PPG Sign Off

Report signed off by PPG: YES

Date of sign off: 27/03/2015

How has the practice engaged with the PPG:

Through two monthly PPG meetings.

Minutes are then sent following each meeting.

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

Through Practice Questionnaires and a Patient Comment Box.

Through increasing Community Matron time allowing greater access to housebound patients.

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 it was.

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

There is now a greater focus on customer care, communication has improved and the Practice strives to continue to provide an excellent service to its patients.

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

No

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