

Annex D: Standard Reporting Template

Birmingham, Solihull & Black Country Area Team
2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: **PARKFIELD MEDICAL CENTRE**

Practice Code: **M89001**

Signed on behalf of practice: **Dr Anil Budh-Raja**

Date: **25th March 2015**

Signed on behalf of PPG: **Paul Botting**

Date: **25th March 2015**

1. 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
Number of members of PPG:	11

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:

Over the 10 years the group has been running we have tried a number of methods to attract members including:-

- **Advertisement in the waiting area**
- **Notice on electronic display board**
- **A quarterly news letter for patients**
- **Verbal invitations to join the PRG from receptionists / clinician staff operate throughout the year.**
- **Information regarding the PRG and request for new members is attached to patient's repeat prescriptions**
- **A campaign is currently in place to collect patient's email addresses to establish a virtual group.**

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? YES/NO

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:

Practice annual survey

suggestion box in the waiting area

Verbal complaint and suggestion book

Friends and Family Test

How frequently were these reviewed with the PRG?

Quarterly PPG meetings

3. Action plan priority areas and implementation

Priority area 1
<p>Description of priority area:</p> <p>Lack of telephone system capacity</p>
<p>What actions were taken to address the priority?</p> <p>We have managed to secure adequate funding for making improvements to our telephone system, call waiting and handling. The system will be installed on 26th February 2015 this will allow more patients to get through as an additional line has been added. We also have an extra out going line which will help when multiple calls need to be made by the clinicians at any one time. The calling system is also integrated into our telephone system which has helped improve when calling patients.</p>
<p>Result of actions and impact on patients and carers (including how publicised):</p> <p>The new telephone system will give the practice an additional line for patients to call, it will also give us a calling system for doctors to call patients, and the system has features for the practice staff to monitor calls on their computer.</p> <p>This will be monitored over the next few months to see if our objectives have been met, we will also carry out an audit for feedback from our patients.</p> <p>The capacity of the telephone system has had a positive impact to the surgery, with the additional line available. The calling system has been very good with the feedback we have received from our patients</p>

Priority area 2

Description of priority area:

Nursing Hours

What actions were taken to address the priority?

The practice has notice the demand for appointments for the practice Nurse has increased, after feedback from our PPG members and the patient's survey we looked at our appointment availability, our Practice Nurse works part time so we have appointed another part time Practice Nurse on the days she is not here.

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

The practice has been able to accommodate more patients with having more nursing appointments, the impact on the volume of appointments have been very positive. This has helped in our services for blood tests, dressing, and annual reviews.

The practice nurse is able to book patients who need dressing and removal of stitches at short notice and spend more time with procedures for ECG, Spirometry.

We also have more time for the practice nurse to make calls to our patients who need advice on travel vaccines and any other general information the nurse can help with.

Priority area 3

Description of priority area:

Electronic Prescription Service

What actions were taken to address the priority?

The practice are always looking to make improvements in our services , we do generate a high volume of prescriptions , our demographics of elderly patients is high, we looked our prescription service to see how improvements could be made and to make the process a lot easier for our patient

The practice introduced Electronic Prescription Service. We are proud to be one of the first users of EPSr2 on System One in Solihull. The roll out went very well with minimal impact on services.

The Electronic Prescription Service was discussed in the PPG meeting, all our members were very enthusiastic and felt this would help improve and save a lot of time for our patients.

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

The service will help patients by ordering their prescription via the chemist or the surgery, they will not have to come and collect their prescription this will be sent electronically to their nominated pharmacy for collection.

This has improved prescriptions workflow and security for patients, staff and clinicians. Also saves the travelling time for our patients from the surgery to the pharmacy. We have had very positive feedback from our patients.

The service has helped our patients experience when ordering their prescriptions, our patient's comments have been very encouraging.

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):

REVIEW OF TARGETS FROM 2013/14 PPG SURVEY

Improve appointment availability with the new telephone triage service:

This service was introduced by advertising in the waiting area and all our clinicians & receptionist making patients aware of this service. We found a lot of the calls coming in were happy for a doctor to call them back if it saved them coming to the practice. We have notice that now we able to offer the triage service our demand for appointments has improved the feedback from our patients has been very positive we will carry on and monitor this service to make sure improvements are made.

Increase patient's education on use of online services:

To promote and inform patients on our on-line services we have had a very positive response with more and more patients making enquires and more patients using this service. This promotion is advertised in our waiting area, practice leaflet and our practice website; we have kept our patients informed on all the new service which are available on the on-line services.

Improve telephone access:

This has been an ongoing improvement for the practice. During the year we were able to secure adequate funding for making improvements to the telephone system, now the new system is in use we have had a lot patient's comment on how the service has improved when trying to get through to the practice. We will be monitoring this as one of our priority areas for 2014/15.

4. PPG Sign Off

Report signed off by PPG: YES/NO **YES**

Date of sign off: **20th March 2015**

How has the practice engaged with the PPG:

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

Through face to face discussions by the Practice medical Staff and PPG Committee members with Dementia Patients and Carers, young mothers and the engagement of a professional keep fit instructor to assist the elderly in a weekly Fitness and Health class. We also organise annual or bi-annual meetings for the public to educate the community about important health matters.

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

The Practice receives feedback from its Receptionists, E-mail contact, and Personal Patient contact with Practice Doctors, PPG Feedback and Practice survey.

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

Yes. As per implementation of Action Plan shown in 2015 Patient Survey and additionally as a result of patient requests made to the Practice via the PPG.

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

The action plan, as agreed with the PPG and now implemented, called for an additional phone line to aid in Patient contact with the Surgery and the extended availability for nursing hours .

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

The Practice has informal meetings with its PPG Chair and members either by phone, email or personal visits to the Surgery as well as formal meetings of its PPG members at normal quarterly convened meetings.