

# Standard Reporting Template – Patient Participation DES 2014/15

## Surrey & Sussex Area Team

Practice Name MOATFIELD SURGERY  
ST. MICHAEL'S ROAD, EAST GRINSTEAD, WEST SUSSEX, RH19 3GW

Practice Code H82063

Signed on behalf of practice *Signed copies* Date 27 March 2015  
*on file at the practice*

Signed on behalf of PPG *and submitted to NHS England* Date 27 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)	
<p>The Practice has enjoyed a good, long-standing relationship with its Patient Participation Group to provide a gateway for patients to get involved in the decision making process about the range and quality of services offered. The Group has been invaluable in its efforts to support the practice in the development of its resources. The Practice offers a list open to all patients ordinarily resident within the boundaries as contractually agreed with NHS England and eligible visitors for immediate and necessary treatment. Core hours are supplemented by additional access offering early morning, late evening and regular Saturday mornings, and reference is made to these on the practice website and the practice booklet providing patients with up-to-date information on how to access these. Patients have a choice of modes of contact ranging from face-to-face, telephone, email and an extensive website at moatfield.co.uk. The practice premises is fully accessible to patients with impaired mobility.</p> <p>Engagement and encouragement of new members within the patient group has been through various means such as the practice website, email and a dedicated notice board in the waiting room.</p>	
Number of members of PPG:	71

Detail the gender mix of practice, population and PPG:			Detail of age mix of practice population and PPG:								
%	Male	Female	%	<16	17-24	25-34	35-44	45-54	55-64	65-74	>75
Practice	49	51	Practice	20	8	11	14	15	12	11	9
PPG	35	65	PPG	0	0	4	9	17	32	27	11

Detail the ethnic background of your practice population and PPG:

White					Mixed/ multiple ethnic groups			
%	British	Irish	Unknown /patient refused	Other white	White Black & Caribbean	White & black African	White & Asian	Other mixed
Practice	14	.35	48	3.5	.07	.07	.5	31
PPG	25	0	68	0	0	0	0	2

Asian/ Asian British						Black / African / Caribbean / Black British			Other	
%	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any Other
Practice	0.28	0.06	0.29	0.20	1.22	0.30	0.12	0.02	0	0
PPG	2	0	0	0	0	3	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:

Engagement and encouragement of new members within the patient group has been through various means such as the practice website, email and a dedicated notice board in the waiting room.

Apart from the under 25's, the patient group has representation from all the other age groups. There are also members from varying ethnic backgrounds and the practice will continue to encourage membership regardless of gender, age or ethnic background.

Are there any specific characteristics of your practice population which means that other groups should be included in the PPG? e.g. 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:

The frequency and source of feedback is covered in PPG meetings. The practice continuously invites patients to give feedback via the dedicated PPG notice board in the patient waiting area, the practice website and booklet and forms being made available in the waiting area. In addition, the Friends & Family Test necessitates monthly collection from December '14.

It was agreed with the PPG that they would assist in one feedback collection during this year's flu vaccination campaign.

A copy of the survey was presented to the PPG committee in the meeting on 6<sup>th</sup> September '14 and passed unanimously for use during the flu campaign in October.

How frequently were these reviewed with the PRG?

Regular, quarterly meetings take place to review any issues arising and develop innovative improvements to patient experience.

## 3. Action plan priority areas and implementation

### Priority area 1

Description of priority area:

#### **Appointment availability/opening hours.**

After reviewing the results of the survey the group decided to continue to focus on patient comments and move forward to build on last year's developments on appointment availability and the practice opening hours.

What actions were taken to address the priority:

The practice introduced a telephone assessment system 18 months ago to avoid patients having to phone at 8.00am to speak to a GP. Patient situation is initially assessed via a telephone conversation by a member of the clinical team and advice is offered as appropriate or an appointment given on the same day or within 48 hours. Demand has increased significantly and the practice is no longer in a position to offer appointments without assessing medical need or offer appropriate signposting first.

The Practice is continuously reviewing and altering this service to make in better and more clinical staff members are being trained to handle the increase in telephone calls being taken each morning.

The practice received an invitation from NHS England to continue with the provision of services outside its core hours. The plan was presented to the PPG back in June and passed for submission to NHS England who subsequently gave the go-ahead for 2014-15. This would continue to improve access for commuters and the working population in general and offer greater flexibility to patients to have an assessment.

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

The assessment system has improved appointment availability for patients who need to see a doctor quickly but may mean a longer wait for routine appointments. The practice has received a significant number of positive comments from patients how this has improved access.

Despite an extensive publication effort a gap in understanding on how the telephone access system operates was identified and this is covered under our priority area three.

## Priority area 2

Description of priority area:

### **Privacy at Front Desk**

Patients commented that, when talking to the Receptionist on the front desk, their privacy was often invaded by fellow patients resorting to standing right next to them instead of waiting their turn from a distance.

What actions were taken to address the priority:

The group decided to hold a fund raiser event to purchase two privacy mats. One slightly larger mat with the words "Please respect other patients' privacy" and one slightly smaller mat with the words "Please wait to be called". These were placed strategically to guide arriving patients accordingly.

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

Success of these mats was monitored by the Receptionist and it became clear very quickly that this has made a huge difference to patients. Patients now wait to be called to the desk allowing the patient in front to end the conversation with the receptionist in privacy and with dignity.

The practice has not received any further comments/complaints relating to privacy at the desk.

### Priority area 3

Description of priority area:

#### **Patient awareness of Practice Developments**

The practice receives and reviews comments from its patients regularly. It had become apparent that patients were finding it difficult to keep pace with developments in the health service and the practice in particular.

What actions were taken to address the priority:

The practice website is utilized to inform patients but this appears insufficient to cover the entire patient base.

A practice fact sheet was produced covering all the areas patients appear to be unclear on and also mentions best care pathways to use NHS healthcare resources more wisely. An invitation to patients to ask for further subjects to be included to extend this further was used as an opening to the fact sheet to raise patient awareness of this being available. This fact sheet was made available to patients via the website and in paper form in the waiting room and the PPG kindly provided all patients attending the flu clinic in October with a copy. It is also displayed in full on one of the notice boards in the patient waiting area.

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

The practice has received a number of very positive comments from patients and will continue to provide information this way.

Most of the practice publications contain a section inviting patients to join the Patient Participation Group.

#### **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)

Free text

There is a wide skills range available to patients with many of the clinicians and nurses specialising in a variety of areas to offer services locally reducing patient inconvenience of long hospital journeys and facilitate admission avoidance.

#### 4. PPG Sign Off

Report signed off by PPG: YES / NO	YES
Date of sign off:	27 March 2015
How has the practice engaged with the PPG:	The practice continuously invites patients to give feedback via the dedicated PPG notice board in the patient waiting area, the practice website and booklet and forms being made available in the waiting area. There is also the additional Friends & Family Test which patients can complete. The practice meets quarterly with the PPG members also.
How has the practice made efforts to engage with seldom heard groups in the practice population?	As detailed in the report.
Has the practice received patient and carer feedback from a variety of sources?	Yes. Through the means mentioned in this report.
Was the PPG involved in the agreement of priority area and the resulting action plan?	Yes
How has the service offered to patients and carers improved as a result of the implementation of the action plan?	-A continuation of OOH appointments -Improved privacy arrangements at desk -Improved patient awareness of services available and guidance towards alternatives
Do you have any other comments about the PPG or practice in relation to this area of work?	The Practice will continue to work closely with the PPG to improve the range and quality of services offered.