

# Annex C: Standard Reporting Template

Leicestershire and Lincolnshire Area Team  
2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: Groby Road Medical Centre

Practice Code: C82005

Signed on behalf of practice: *Lindsey Anderson, Assistant Manager*

Date: 30.03.2015

Signed on behalf of PPG:

Date:

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, Email, paper correspondence.  |      |        |        |          |       |       |       |      |    |  |  |     |       |       |       |       |       |       |      |          |      |     |      |      |      |     |     |     |     |   |   |   |   |   |   |   |   |
| Number of members of PPG: 18 Patients  |      |        |        |          |       |       |       |      |    |  |  |     |       |       |       |       |       |       |      |          |      |     |      |      |      |     |     |     |     |   |   |   |   |   |   |   |   |
| Detail the gender mix of practice population and PPG: <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 10px;"> <thead> <tr> <th></th> <th>Male</th> <th>Female</th> </tr> </thead> <tbody> <tr> <td>Practice</td> <td>4384</td> <td>4626</td> </tr> <tr> <td>PPG</td> <td>6</td> <td>12</td> </tr> </tbody> </table> |      | Male   | Female | Practice | 4384  | 4626  | PPG   | 6    | 12 | Detail of age mix of practice population and PPG: <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 10px;"> <thead> <tr> <th></th> <th>&lt;16</th> <th>17-24</th> <th>25-34</th> <th>35-44</th> <th>45-54</th> <th>55-64</th> <th>65-74</th> <th>&gt; 75</th> </tr> </thead> <tbody> <tr> <td>Practice</td> <td>2034</td> <td>850</td> <td>1438</td> <td>1184</td> <td>1245</td> <td>924</td> <td>721</td> <td>614</td> </tr> <tr> <td>PPG</td> <td>0</td> <td>1</td> <td>1</td> <td>2</td> <td>2</td> <td>7</td> <td>3</td> <td>1</td> </tr> </tbody> </table> |  | <16 | 17-24 | 25-34 | 35-44 | 45-54 | 55-64 | 65-74 | > 75 | Practice | 2034 | 850 | 1438 | 1184 | 1245 | 924 | 721 | 614 | PPG | 0 | 1 | 1 | 2 | 2 | 7 | 3 | 1 |
|  | Male | Female |        |          |       |       |       |      |    |  |  |     |       |       |       |       |       |       |      |          |      |     |      |      |      |     |     |     |     |   |   |   |   |   |   |   |   |
| Practice   | 4384 | 4626   |        |          |       |       |       |      |    |  |  |     |       |       |       |       |       |       |      |          |      |     |      |      |      |     |     |     |     |   |   |   |   |   |   |   |   |
| PPG  | 6    | 12     |        |          |       |       |       |      |    |  |  |     |       |       |       |       |       |       |      |          |      |     |      |      |      |     |     |     |     |   |   |   |   |   |   |   |   |
|  | <16  | 17-24  | 25-34  | 35-44    | 45-54 | 55-64 | 65-74 | > 75 |    |  |  |     |       |       |       |       |       |       |      |          |      |     |      |      |      |     |     |     |     |   |   |   |   |   |   |   |   |
| Practice   | 2034 | 850    | 1438   | 1184     | 1245  | 924   | 721   | 614  |    |  |  |     |       |       |       |       |       |       |      |          |      |     |      |      |      |     |     |     |     |   |   |   |   |   |   |   |   |
| PPG  | 0    | 1      | 1      | 2        | 2     | 7     | 3     | 1    |    |  |  |     |       |       |       |       |       |       |      |          |      |     |      |      |      |     |     |     |     |   |   |   |   |   |   |   |   |

Detail the ethnic background of your practice population and PPG:

| In %     | White   |       |                          |             | Mixed/ multiple ethnic groups |                      |              |             |
|----------|---------|-------|--------------------------|-------------|-------------------------------|----------------------|--------------|-------------|
|          | British | Irish | Gypsy or Irish traveller | Other white | White &black Caribbean        | White &black African | White &Asian | Other mixed |
| Practice | 12.10   | 0.15  | -                        | 4.25        | 0.77                          | 0.28                 | 0.54         | 0.54        |
| PPG      | 0.12    | -     | -                        | -           | -                             | -                    | -            | -           |

| In %     | Asian/Asian British |           |             |         |             | Black/African/Caribbean/Black British |           |             | Other |           | Not Specified |
|----------|---------------------|-----------|-------------|---------|-------------|---------------------------------------|-----------|-------------|-------|-----------|---------------|
|          | Indian              | Pakistani | Bangladeshi | Chinese | Other Asian | African                               | Caribbean | Other Black | Arab  | Any other |               |
| Practice | 4.78                | 0.57      | 0.08        | 0.35    | 0.96        | 1.99                                  | 0.69      | 0.21        | 0     | 0         | 69.06         |
| PPG      | 0.01                | -         | -           | -       | -           | -                                     | -         | 0.01        | -     | -         | 0.00.07       |

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:

All the staff are aware of the services available to patients which may help with their experience at the surgery, for example options available for language translation and the hard of hearing, our leaflets and newsletters available in large print. At the surgery we aim to be very vigilant to our patients and their needs and offer a broad range of communication to be accessible to as many patients as possible, we use newsletters available on the front desk, the TV monitor and notice board in the waiting area, mobile telephone text messages and via our website. The Patient Reference Group is well advertised through these means of communication encouraging patients to get involved. The management also take an active part in informing and encouraging patients they speak to through queries or complaints, to join the 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

If you have answered yes, please outline measures taken to include those specific groups and whether those measures were successful:

The practice is situated in one of the most deprived areas in Leicester City (Leicester Joint Strategic Needs Assessment 2012), deprivation is more than double that of the regional average and Leicester (especially within our practice boundary) has a larger population of people claiming benefits compared to the rest of Great Britain. Our demographic also has a diverse ethnic population compared with England as a whole (Census 2001).

The actions we have taken, detailed above, to promote the PRG have ensured our participants have increased and represent the characteristics described above.

## 2. Review of patient feedback

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

Friends and Family Test, Patient Survey, Patient Reference Group meetings, general patient conversations.

How frequently were these reviewed with the PRG?

At every PRG meeting which took place three monthly.

### 3. Action plan priority areas and implementation

| Priority area 1   |
|---|
| <p>Description of priority area:</p> <p>Communication between the Practice and the Patients. Members of the group agreed that they wanted the practice to communicate more information about the running of the surgery and what it offers.</p>   |
| <p>What actions were taken to address the priority?</p> <ul style="list-style-type: none"><li>- The Assistant Manager created a more user friendly leaflet which is available from the front reception desk (also in large print) and on the practice website. The leaflet details what the surgery has to offer, the surgery staff team and also how to use and access these services.</li><li>- Receptionists to wear their name badges at all times.</li><li>- Monthly reviews of the Friends and Family test and Patient Survey responses and results taken to PRG meetings for discussion.</li><li>- Access to practice information through various media types – website, practice newsletter (hardcopy and on the website), surgery leaflet, use of LCD board and TV monitors in reception.</li><li>- Use Practice Newsletter and the new 'Newsflash' section on website to inform patients of up to date news and changes within the practice.</li><li>- The Notice Board in reception was made more eye-catching and informative to the patients.</li><li>- Patients to be informed of clinic delays via a whiteboard in the reception waiting area.</li></ul> |
| <p>Result of actions and impact on patients and carers (including how publicised):</p> <p>The amount of queries received by management and reception has decreased and time can be saved as patients are able to read for themselves details on access and services available. The Friends and Family Test has resulted in almost as many compliments as there are suggestions or complaints which is definitely a marked improvement from previous surveys.</p>  |

## Priority area 2

### Description of priority area:

Reception Customer Service Skills

### What actions were taken to address the priority?

Members of the PRG felt that some receptionists were lacking in good customer service skills. All receptionists have had customer service training 'Above and Beyond'.

A reception supervisor was appointed who is experienced in her role, proactive and assertive with the reception team. Management have worked closely with the new supervisor to help with any areas of concern that could put added pressure on the reception team and potentially their work experience. Actions the new supervisor has undertaken include a comprehensive and regularly updated reception handbook, organised time allocation for completion of admin work, organisation of staff cover and a pragmatic approach when communicating with staff and understanding the needs of the team.

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

The organisation of reception has enabled the team to work more organised and efficiently, helping to improve staff morale and this in turn helping the reception team to be more dynamic and work to their best abilities in their often immensely busy roles.

Any concerns or complaints from patients are communicated to the reception team and procedures put in place if need be to ensure improvement.

### Priority area 3

#### Description of priority area:

##### Patient Access

The main problem indicated by patients through the results of the Friends and Family Test and Patient Survey was the difficulty in getting an appointment. That waiting on the telephone was frustrating.

#### What actions were taken to address the priority?

The telephone message was changed to include more information for the patients, advising them when appointments for mornings and afternoons become available and also of the online options available via the practice website – including booking appointments and requesting repeat medication. When patients have to wait on hold for longer periods of time this gives the patient more information on other options potentially available to them.

With the aim of lowering patient demand from the telephone lines, the surgery has advertised online services and the new electronic prescribing service through all forms of media available to the surgery to give the patients the option of managing these requests themselves.

Advanced nurse practitioners have been appointed this year to run a full time Minor Illness Clinic, which has been heavily promoted throughout the practice. This helped to make the demand for appointments on a daily basis much more manageable, unfortunately this clinic has not run to capacity in recent months due to staff absence which will improve again shortly.

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

This new Minor Illness Clinic has proven to work well, as most patients were able get the appointments they required and there were far fewer complaints or suggestions when ran it was ran to full capacity. The Friends and Family Test has resulted in almost as many compliments as there are suggestions or complaints which is definitely a marked improvement from previous surveys.

## 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):

Access to appointments was a key concern similar to the findings of previous year's surveys. Since the last survey the appointments system was changed which saw some improvement. We also appointed two new advanced nurse practitioners to hold between them a full time Minor Illness Clinic. Throughout the year the practice have made the most of the services available to patients by promoting online services as much as possible and communicating these options via a variety of sources, this in turn taking some pressure off the telephone lines at busy times. Although demand is still a constant pressure on the appointment system members of the PRG feel that the changes put in place through the priority areas listed above will help in improving the patient's experience.

#### 4. PPG Sign Off

Report signed off by PPG: YES

Date of sign off: 30.03.2015

Has the report been published on the practice website? YES

How has the practice engaged with the PPG:

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

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

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

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

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

The PRG has been promoted to patients wherever reasonably possible, through as many sources available such as online, paper newsletters, the TV monitor and notice board in the waiting area and verbally by practice staff.

We received feedback via our in house Practice Survey (sample attached), the Friends and Family Test, face to face discussions with patients.

All patient feedback was analysed with members of the PRG, through discussion at meetings and through distribution of the minutes. The PRG meetings were very friendly and open, with members commenting on their enjoyment of the meetings and how interesting they found them to be. Each member of the group that attended the meetings were vocal about their concerns, experiences and any ideas they had and all played an active part in deciding on the priority areas for change and what needed to be done to change and improve them. Membership of the PRG has increased over the last year including the participation of more male and ethnic members. There is a vast age range with the youngest member being 21 and the eldest being 84 which gave the group and management an insight into what requirements different ages may require, such as which communication method is preferred.

Any queries raised and decisions made for change were documented at each meeting and put into an action list which the manager involved ensured were either put into place or answered by the next meeting. The results of which were all documented in the minutes of the meeting and within the surgery if required. Some of the actions from throughout the year are listed below:

| <b>Query / Change discussed</b>  | <b>Action taken</b>  |
|--|--|
| The group felt more information should be given as to who the advanced nurses are and their qualifications and experience.   | Posters updated in reception and included in the new surgery leaflet.  |
| More eye-catching notice board for patients in reception area.   | Modernised and made more colourful and informative.  |
| To reword the advertisement within the practice for the Friends and Family Test to be more appealing to patients. They felt the use of the word 'test' may be off-putting. | In house posters made advertising the Friends and Family test to read:<br><br>'How was your experience at surgery? Please complete this short questionnaire to help us to improve our quality of care.'  |
| More communication to patients when GPs clinics are running behind.  | Patient self-log in screen amended to show amount of appointments remaining before them when logging in.<br><br>In progress – whiteboard for receptionists to mark approximate time of delay on clinics. |
| Amount of DNA's to be shown to patient via the LCD board in reception.   | Actioned.  |
| A health tip and recipe to be put on the back of the surgery newsletters.  | In progress.   |

There has definitely been a positive impact from the implementation of the changes listed above and from the three Key Priority Areas. The changes have improved the patient experience and given them some empowerment, through communication and increased patient options. The improvement being demonstrated through Friends and Family Test results and positive comments made by patients, together with some decrease in complaints and queries raised by patients.

Please return this completed report template to the generic email box – [england.leiclincsmedical@nhs.net](mailto:england.leiclincsmedical@nhs.net) no later than 31<sup>st</sup> March 2015. No payments will be made to a practice under the terms of this ES if the report is not submitted by 31<sup>st</sup> March 2015.