

Annex C

**Arden, Herefordshire and Worcestershire Area Team
Patient Participation Enhanced Service 2014/15 – Reporting Template**

Practice Name: Dr Durr and Partners (consisting of Broomfield Park Medical Centre & University of Warwick Health Centre)

Practice Code: M86029

Signed on behalf of practice: Dr C S Durr

Date: 11th March 2015

Signed on behalf of PPG: DW

Date: 10th March 2015

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

Does the Practice have a PPG?		YES – two independent groups									
Method of engagement with PPG: Face to face, Email, Other (please specify)		Face to face meetings, email and virtual									
Number of members of PPG:		31									
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	50	50	8	50	15	7	6	5	5	4
	PPG	42	58	0	23	13	6.5	6.5	16	29	6

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Detail the ethnic background of your practice population and PPG:

	White				Mixed/ multiple ethnic groups				None Stated
	British	Irish	Gypsy or Irish traveller	Other white/mixed	White &black Caribbean	White &black African	White &Asian	Other mixed	
Practice	2,795	123	0	5,097	135	673	128	148	1,785
PPG	9	0	0	12	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	781	219	40	1,930	715	603	135	33	0	0
PPG	1	2	1	2	2	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:

At Broomfield we advertise for patients to join the panel in the following ways:

- Constant message on two overhead television screens
- In the practice booklet
- On the practice web site
- The practice manager encourages patients to join following complaints made
- NHS Choices web site
- Word of mouth by clinicians

At the University patients are invited to join the PPG at time of registration via the Health Information form

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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

Around 55% of our practice population are students at Warwick University. Fifty per cent of the patients at Warwick University Health Centre are registered with Broomfield Park Medical Centre the other fifty per cent are registered with Allesley Park Medical Centre.

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

The two sites have two different PPG groups due to their very differing needs and ages.

2. Review of patient feedback

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

- National patient surveys
- Complaints
- FFT
- PPG
- Patient comments
- NHS Choices feedback

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How frequently were these reviewed with the PRG?

At Broomfield there were two PPG meetings held during the year on 24th September 2014 and 21st January 2015. The PPG are also kept in touch by the use of email/letters.

At the University feedback was reviewed once

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3. Action plan priority areas and implementation

Priority area 1 for Broomfield Park Medical Centre
<p><u>Description of priority area for Broomfield Park:</u></p> <p>Opening hours – the national survey and FFT feedback comments highlights that not all patients realise that the practice is open for extended hours. This was discussed with the panel and the following actions were agreed:</p>
<p>What actions were taken to address the priority?</p> <ul style="list-style-type: none"> • The location of extended hours details was changed in the practice booklet to make it stand out more • The answer message on the telephone system was changed on 18th February 2015 so that it included a reminder regarding extended hours details • The two television screen in the waiting area also display the extended hours details • Extended hours details are also on the appointment cards and registration forms
<p>Result of actions and impact on patients and carers (including how publicised):</p> <p>The PPG are happy that extended hours are being advertised more widely within the practice. As the changes were only made during February 2015 it is too early at present to see the impact. Hopefully we will see a reduction in the number of FFT comments relating to Saturday and late opening.</p>
Priority area 2 Broomfield Park Medical Centre

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Description of priority area for Broomfield Park:

A number of FFT comments were made about the location of the various heights of seating in the waiting area.

What actions were taken to address the priority?

There are now signs above the seating showing where the high and low seats are located

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

The PPG are happy that the seating signs have been put up in the waiting area. As the changes were only made during February 2015 it is too early at present to see the impact. Hopefully we will see a reduction in the number of FFT comments relating to the seating.

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Priority area 3 Broomfield Park Medical Centre

Description of priority area for Broomfield Park:

A number of FFT comments were made about the difficulty in locating the correct consulting room when patients are called through to see the clinician. Currently there is one permanent location board in front of the patients as they walk along the corridor.

What actions were taken to address the priority?

Two A3 posters of the layout of the rooms are currently being produced and will be displayed from March in the waiting area.

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

The PPG are happy that the layout of rooms will be displayed in the waiting area. As the changes were only made during March 2015 it is too early at present to see the impact. Hopefully we will see a reduction in the number of FFT comments relating to the locating the consulting rooms.

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Priority area 1 for University of Warwick Health Centre

Description of priority area: **Clinicians Running Late**

What actions were taken to address the priority?

All Doctors asked if they would like to extend their surgery time by including extra blocks

Re- wording of One Problem One Appointment posters stating the clinician will only see them for One Problem unless they have booked extra time. This should help clinicians keep to time

Receptions to keep patients informed of clinicians running late, ask are they ok to wait or would they like to re-book.

Receptionists to inform patients they will only be seen for One Problem at the time of booking the appointment

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

On website and notice board in waiting room.

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Priority area 2 for University of Warwick Health Centre
Description of priority area: More appointments needed
<p>What actions were taken to address the priority?</p> <p>Allesley Park Medical Centre – From start of Spring Term (January 2015) permanent Registrar for extra session of 16 appointments up till end of Summer Term (June 2015). Appointments to be reviewed prior to new academic year.</p> <p>Broomfield Park Medical Centre – Registrar as and when required</p>
<p>Result of actions and impact on patients and carers (including how publicised):</p> <p>Better access</p>

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Priority area 3 for University of Warwick Health Centre
Description of priority area: Advertise days and times Doctors have surgeries
What actions were taken to address the priority? Timetable put up in waiting room
Result of actions and impact on patients and carers (including how publicised): They know when to book if they need to see a particular Doctor

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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):

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Patient Participation Action Plan Broomfield Park Medical Centre 2013/4

Survey Finding	Agreed Action	Action by who	Action by when	Date completed
Confidentiality-Overhearing Conversations	Purchase of hearing loop or microphone system	Practice Manager	310314	Quotes going to business meeting on 17 th March 2014
Confidentiality-Overhearing Conversations	Produce a new poster for waiting area relating to the availability of the separate room	Practice Manager	310314	040214
Confidentiality-Overhearing Conversations	Promote availability of separate room by use television screens, website, booklet etc	Practice Manager	310314	040214
Confidentiality-Overhearing Conversations	Train receptionists to take into another room when appropriate	Practice Manager	310314	040214
Waiting Times	Promote availability of	Practice Manager	310314	130214

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	double appointments by using notice board, television screens, website and booklet etc			
Survey Results to be Displayed	Survey results to be displayed in lobby adjacent to waiting area	Practice Manager	310314	100214

Following the Results of the Broomfield Park Medical Centre Patient Survey in November 2012/3 the following improvement actions were agreed				
Survey Finding	Agreed Action	Action by who	Action by when	Date completed
Patient Waiting Times	Raise awareness to all clinicians and staff the importance of communication when running late	Practice Manager	120312	230213
Patient Waiting Times	Poster displayed in the waiting room advising when patients should book double appointments	Practice Manager	290213	230213

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Patient Waiting Times	Video entitled 'Make the Most of Your Appointment' showing in waiting room	Practice Manager	20113	20113
Patient Waiting Times	Note to be inserted on prescriptions advising of need to book a double appointment when there is more than one problem to discuss	Practice Manager	10213	10213
Staff Information/News Updates	News updates to be done three times per annum and displayed in waiting area	Practice Manager	20113	20113
Survey Results to be Displayed	Survey results to be displayed in lobby adjacent to waiting area	Practice Manager	20113	20113

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4. PPG Sign Off

Report signed off by PPG: YES

Date of sign off:

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?

We advertise for patients to join the panel in the following ways:

- Constant ticker messages on two overhead television screens
- In the practice booklet
- On the practice web site
- The practice manager encourages patients to join following complaints made
- NHS Choices web site
- Word of mouth by clinicians
- During registration at the University of Warwick Health Centre

One of our PPG members is in a wheelchair another comes from an ethnic minority but despite our considerable and constant recruitment efforts getting a PPG mix that is representative of the practice population has proved difficult.

The PPG were involved in the priority areas during the two meeting held September 2014 and January 2015.

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As the actions were only implemented in February and March 2015 it is too early to notice the results.

Web site address www.broomfieldparkmedicalcentre.co.uk

Web site address: www.uwhc.org.uk

FFT results are published monthly on the Broomfield and NHS Choices websites. The results and actions are also displayed in the patient waiting area.

Please return this completed report template to the generic email box – england.ahwat-pc@nhs.net no later than 31st March 2015. No payments will be made to a practice under the terms of this ES if the report is not submitted by 31st March 2015.