

# Annex D: Standard Reporting Template

Thames Valley Area Team  
2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: Westongrove Partnership

Practice Code: K82073

Signed on behalf of practice: Sarah Walker      Date: 23.3.2015

Signed on behalf of PPG: Emails from PPG      Date: 23.3.2015

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

Does the Practice have a PPG? <b>YES</b>											
Method of engagement with PPG: Face to face, Email, Other (please specify) <b>EMAIL</b>											
Number of members of PPG: <b>158</b>											
Detail the gender mix of practice population and PPG:					Detail of age mix of practice population and PPG:						
%	Male	Female									
Practice	49	51	%	<19	20-29	30-39	40-49	50-59	60-69	70-79	> 80
PRG	32	68	Practice	23	9	11	16	15	12	9	6
			PRG	0	1	7	15	13	32	23	9

Detail the ethnic background of your practice population and PRG:

	White				Mixed/ multiple ethnic groups				Ethnic status not given
	British	Irish	Gypsy or Irish traveller	Other white	White &black Caribbean	White &black African	White &Asian	Other mixed	
Practice	22094 (80%)	93 (1%)	1 (1%)	527 (2%)	27 (1%)	20 (1%)	39 (1%)	70 (1%)	584 (2%)
PRG	117 people	1 person	0	3 people	0	0	0	0	31 people

	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice	402 (1%)	231 (1%)	33 (1%)	90 ( 1%)	137 ( 1%)	39 (1%)	59 (1%)	2 (1%)	0	
PRG	0	0	0	0	0	0	0	0	0	1 person

**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:**

The ethnic profile of our PPG reflects the practice population, as does the age breakdown. It is challenging to recruit younger members to the PPG. We will continue to promote the group in the hope that we will gain more members in these age groups.

**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:**

Accolades, comments and complaints made either from the patient directly to the practice, via our website or via NHS Choices.

Email correspondence directly with the PPG

Friends and Family Test data and free text comments

CQC Assessment Patient Feedback forms

Verbal comments made by patients during the CQC Assessment visit

Verbal comments made by patients during out Training Visit Assessment

Meetings with Friends of Bedgrove Surgery & Friends of Wendover Health Centre

**How frequently were these reviewed with the PRG?**

Throughout the year

### 3. Action plan priority areas and implementation

#### Priority area 1

##### **Description of priority area:**

##### **Increase the number of consultations available**

Throughout the year we have had many comments from patients who express their concern at having difficulty in getting an appointment, mostly with a doctor. We have seen our demand for appointments increase hugely and do our best to fulfil every request as best we can, but sometimes what we can offer does not meet the specific requirements of the patient. We have been, and continue to look at how we can increase the number of consultations available.

Merely employing more doctors and adding more face to face appointments is not a financial option for the practice, so we are looking at other ways of achieving this.

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

We are continually looking at ways of managing the demand for consultations, by utilising appropriate services within the practice thus increasing the number of consultations available to the patients who need to see a clinician.

Signposting - Many patients request an appointment with a doctor, when it may be more appropriate for them to be seen by another member of the clinical team, or even have their enquiry dealt with by the wider PHCT team. The reception team have been refining a system called Signposting, which asks the patient for a brief idea as to the request for an appointment. They can then signpost the patient to the most appropriate clinician or service. If the patient does not want to give a reason, then an appointment is made based on their request. It has helped to utilise the whole PHCT rather than focussing demand on the doctors.

Online resources – We are currently working with a company to launch an online web consulting option for our patients. Feedback from the PPG was that a cohort of patients are keen to consult with clinicians without having to attend the surgery and data has shown that this is a much more time effective way to deal with some consultations, increasing the number of consultations that can be undertaken during an appointment session. Overall this would increase capacity.

Brand new website – We are working with Silicon Practice to launch a brand new website that will have various built in features to allow patients to seek self help and care, find out who to speak to at the practice about certain things, or point them in the direction

of a more suitable service eg: local council for a blue badge form. We hope that this will also help decrease the demand for an actual appointment in some cases by patients being dealt with elsewhere, increasing the amount of appointments available for those patients who need them.

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

Signposting – This has had a mixed response. Some patients value the system and others do not like it and prefer not to give a reason. We appreciate that any system will not please all patients, but by implementing a number of things, they will each help in their own way.

Online Resources – This is still in the early stages, but feedback from the PPG about consulting in alternative ways with the team has been very positive. They and we are keen to explore alternatives to face to face consultations

New website – This is currently in the development stages.

## Priority area 2

**Description of priority area:**

**Try to decrease the length of waiting time for an appointment**

Some patients have fed back that they feel the length of time between requesting a routine appointment and finding a suitable one is too long. If a patient's needs to be seen urgently, they will always be accommodated.

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

Internet booking of appointments - We have been advertising this facility and encouraging patients to use the system as an alternative to contacting the practice directly. It allows the patient to see exactly what is available in the coming weeks, and select the appointment that suits them best.

Signposting - Many patients request an appointment with a doctor, when it may be more appropriate for them to be seen by another member of the clinical team, or even have their enquiry dealt with by the wider PHCT team. The reception team have been refining a system called Signposting, which asks the patient for a brief idea as to the request for an appointment. They can

then signpost the patient to the most appropriate clinician or service. If the patient does not want to give a reason, then an appointment is made based on their request. It has helped to utilise the whole PHCT rather just the doctor team. By utilising this system the doctor waiting time is decreased for some patients

Online Resources – We are currently working with a company to launch an online web consulting option for our patients. Feedback from the PPG was that a cohort of patients are keen to consult with clinicians without having to attend the surgery and data has shown that this is a much more time effective way to deal with some consultations, increasing the number of consultations that can be undertaken during an appointment session. Overall this would increase capacity

Brand new website – We are working with Silicon Practice to launch a brand new website that will have various built in features to allow patients to seek self help and care, find out who to speak to at the practice about certain things, or point them in the direction of a more suitable service eg: local council for a blue badge form. We hope that this will also help decrease the demand for an actual appointment in some cases.

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

Internet booking – This has proved useful to those patients who have signed up for the service.

Signposting – This has had a mixed response. Some patients value the system and others do not like it and prefer not to give a reason. We appreciate that any system will not please all patients, but by implementing a number of things, they will each help in their own way.

Online Resources – This is still in the early stages, but feedback from the PPG about consulting in alternative ways with the team has been very positive. They and we are keen to explore alternatives to face to face consultations

New website – This is currently in the development stages.

Priority area 3

**Description of priority area:**

**Find ways that make it easier for patients to consult with the clinician of their choice in a timely manner**

Some patients have feedback that they value continuity of care, and would like to be able to consult with the clinicians of their choice in a more timely manner.

This can be challenging as many of our team work part-time due to other commitments outside of the practice, and as a training practice we have GP Registrars who need to be exposed to a variety of patients and ailments during their training time with the practice.

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

All over 75 year old patients are notified of their usual doctor so that they are aware of who it is.

A pilot of blocking appts purely for the over 75 year old patients in order to see their usual GP is currently underway at Wendover Health Centre.

A pilot of blocking appointments purely for 'own doctor' is currently underway at Wendover Health Centre.

As a training practice it is vital that the GP Registrars have a variety of patients to consult with during their time at the practice. If patients have wished to consult with a GP Registrar to improve continuity with their healthcare, we have facilitated this.

A short pilot involving Dr Pippa Moreton's patients being able to email consult with her was undertaken. We are now looking at how we can develop upon this with other online services.

Online Resources - – We are currently working with a company to launch an online web consulting option for our patients.

Feedback from the PPG was that a cohort of patients are keen to consult with clinicians without having to attend the surgery and data has shown that this is a much more time effective way to deal with some consultations, increasing the number of consultations that can be undertaken during an appointment session. Overall this would make it easier to consult with the clinician of choice.

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

Although in the early stages, the blocking of appointments for Over 75s and own GP at Wendover seem to be working well. This will continue to be evaluated.

Enabling patients to consult with and build relationships with GP Registrars allows for continuity of care throughout the training period for the patient and enhances the training opportunities for the GP Registrars.

Online Resources – This is still in the early stages, but feedback from the PPG about consulting in alternative ways with the team has been very positive. They and we are keen to explore alternatives to face to face consultations.

## 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):

Last year our action plan consisted of:

Review and update the website

Throughout the year we have been working on this, and have made a number of changes. It is clear that this is an ongoing project, and we are now at a point of redesigning a brand new website working in partnership and using the expertise from Silicon Valley.

Investigate and possibly pilot patient access to elements of the electronic patients record

We have been working closely with our clinical supplier and the local NHS England IT department to develop protocols and systems to move forward with this. It has taken longer than we anticipated, but we will be launching this service for various elements of the electronic patient record on 1<sup>st</sup> April.

Investigate and pilot the use of email to contact doctors

We ran a pilot at Wendover Health Centre with Dr Moreton and some of her patients. The project proved useful in many ways but also highlighted various elements that needed fine tuning. We are continuing to work on this, and are exploring third party supplier that can help us deliver our online services.



4. PPG Sign Off

**Report signed off by PPG: YES**

**Date of sign off: 26.3.2015**

**How has the practice engaged with the PPG:**

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

**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?**

Our virtual PPG works well, and is enhanced by regular feedback from the Friends of Bedgrove Surgery and the Friends of Wendover Health Centre ( both registered charities who meet regularly with the practice teams).

We have received feedback from many sources, highlighted earlier in this report.

The PPG was involved in agreement of priority areas and resulting action plan.

The many elements that make up our appointment system, balancing capacity and demand and trying to please as many patients as possible is extremely challenging. Integrating new systems to allow patients to contact us, book appointments and consult with their preferred clinician is the way forward for us to enhance the patient experience and increase satisfaction. We are aware that there is not one single solution that will achieve improvements and please everyone, which is why we are looking at different things, each one bringing its own improvements, over a period of time. This will be an ongoing project.

We are very thankful to our PPG engaging with us, giving honest feedback and helping us to develop our services.