

# Derbyshire & Nottinghamshire Area Team

## 2014/15 Patient Participation Enhanced Service REPORT

Practice Name: MEDEN MEDICAL SERVICES

Practice Code: C84658

Signed on behalf of practice: J Jones (Practice Manager)

Date:13/3/15

Signed on behalf of PPG: J Brearley (Vice Chair)

Date: 13/3/15

### 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, Other (please specify) Face to face, email, telephone
Number of members of PPG: 21

Detail the gender mix of practice population and PPG:

%	Male	Female
Practice	3008	3088
PPG	12	9

Detail of age mix of practice population and PPG:

%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
Practice	1174	648	815	625	944	766	620	504
PPG					1	4	8	8

Detail the ethnic background of your practice population and PRG:

%	White				Mixed/ multiple ethnic groups			
	British	Irish	Gypsy or Irish traveller	Other white	White &black Caribbean	White &black African	White &Asian	Other mixed
Practice	3218							
PPG	21							

%	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice	5			1		1				2871
PPG										

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 patients ethnicity is not recorded however all groups other than British/Mixed British are a minority.

The practice have displayed posters in practice inviting patients to join the Patient Group.

Receptionists invite patients from minority groups to join the PRG on an adhoc basis.

An annual Open Day is held to promote the practice. Patient group members organise stalls, raise funds for the practice or local charities and promote the PPG. The practice offer flu vaccines and health advice on the day to ensure non group members are in attendance.

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:*

Feedback from:

Suggestion boxes available on site.

NHS Choices

Practice website

Friends and Family

Verbally

*How frequently were these reviewed with the PRG?*

At each Patient Group meeting

### 3. Action plan priority areas and implementation

Priority area 1
<p><i>Description of priority area:</i></p> <p>Improve telephone access:</p>
<p><i>What actions were taken to address the priority?</i></p> <p>Promote on-line appointments in-house and via the local press to reduce the demand on the phone lines.</p> <p>Staff rotas changed to ensure additional staff on duty to answer extra calls at busy times of the day'</p>
<p><i>Result of actions and impact on patients and carers:</i></p> <p>Gradual increase in patients accessing on-line services. Still too early to show benefits but hopeful that month by month the uptake will continue to increase and telephone access will improve.</p> <p>Too early to show benefits of staff rota changes. Access survey planned for later in the year.</p>

*How were these actions publicised?*

Local press  
In-house  
Patient Group minutes.

## Priority area 2

*Description of priority area:*

Improve appointment availability and waiting times

*What actions were taken to address the priority?*

Removed sit/wait appointments to improve waiting times.

Phased release of pre-bookable appointments

*Result of actions and impact on patients and carers:*

Verbal feedback via the reception desk that patients wanted sit/wait appointments everyday.

Patient group agreed that although waiting times were at times long, most patients were happy to sit/wait if they were guaranteed to see a GP/Nurse on the same day.

Re-instate sit/wait appointments

Phased release of pre-booked appointments too early to show results.

*How were these actions publicised?*

In-house  
Patient Group minutes.

### Priority area 3

*Description of priority area:*

Reduce the amount of non- attenders

*What actions were taken to address the priority?*

Data collection to identify types of appointments DNA'd i.e. pre-booked, booked on the day, sit/wait, Nurse etc.

DNA letters sent to patients not attending

*Result of actions and impact on patients and carers:*

DNA letters continue to be sent. Monthly data displayed to show wasted appointment time.

*How were these actions publicised?*

In-house  
Patient Group minutes.

### **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):

2011/12

Opening Hours including extended hours prominently displayed

Name change of "On Call" Doctor to "Duty Doctor" and "Duty Doctor's" name displayed daily

2012/13

Pilot Scheme organised for on-line appointments

Patient Suggestion Box provided at branch surgery

Hand gel placed next to self check in screen

Promotion of 6<sup>th</sup> monthly repeat dispensing

2013/14

Patients to have more information as to the duty doctor and nurse practitioners responsibilities

Newsletter developed as an aid to the survey and developed into a formal Information Guide.

Patients to be informed of why the reason is asked when booking appointments

#### 4. PPG Sign Off

Report signed off by PPG: YES

Date of sign off: 5/3/15

How has the practice engaged with the PPG:

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

An annual Open Day is held to promote the practice

The practice have displayed posters in practice inviting patients to join the Patient Group.

Local press

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

Yes

*Was the PPG involved in the agreement of priority areas 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?*

**Reduce the amount of non- attenders**

DNA audit on-going too early to show benefits. Hopeful wasted appointments will be reduced creating more access

**Improve telephone access:**

A gradual increase in the patients using on-line appointments is helping with telephone access.

New staff rotas to ensure additional staff on duty to answer extra calls, at busy times of the day are in place. Audit planned for the new financial year to assess improvements.

**Improve appointment availability and waiting times**

Improve appointment availability and waiting times---removing sit/wait appointments not popular with patients---sit/wait reinstated

Phased release of pre-bookable appointments too early to see benefits

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

No

**Please submit completed report to the Area Team via email no later than 31 March 2015 to:**

- Derbyshire practices: [e.derbyshirenotttinghamshire-gpderbys@nhs.net](mailto:e.derbyshirenotttinghamshire-gpderbys@nhs.net)
- Nottinghamshire practices: [e.derbyshirenotttinghamshire-gpnotts@nhs.net](mailto:e.derbyshirenotttinghamshire-gpnotts@nhs.net)