

Patient Participation Reporting Template 2014-2015

Practices are required to submit the patient participation report detailed below.

Please submit an electronic version of this report to england.bgswareateamprimarycareBewley@nhs.net by 17th April 2015

If you have any queries, please contact Harriet Gill – england.bgswareateamprimarycareBewley@nhs.net

Practice details: THE LODGE SURGERY

Practice code: J83625

Stage one – validate that the patient group is representative

Demonstrates that the PRG is representative by providing information on the practice profile:

Does the Practice have a PPG YES/NO

Practice population profile	PRG profile	Difference
Age		
% 18 – 24 - 9.7%	% 18 – 24 – 6.9%	2.8%
% 25 – 34 – 11.3%	% 25 – 34 – 3.4%	7.9%

Practice population profile	PRG profile	Difference
% 35 – 44 – 14.2%	% 35 – 44 – 6.9%	7.3%
% 45 – 54 – 19.6%	% 45 – 54 – 20.7%	+ 1.1%
% 55 – 64 – 11.8%	% 55 – 64 – 20.7%	+ 8.9%
%65 – 74 - 6.1%	%65 – 74 – 20.7%	+ 14.6%
%75 – 84 - 3.0%	%75 – 84 – 17.2%	+ 14.2%
% Over 85 – 1.3%	% Over 85 – 3.4%	2.1%
Ethnicity		
White	White	
% British Group - 96%	% British Group – 98%	+2%
% Irish – 0.75%	% Irish – 2%	+1.25%
Mixed	Mixed	
% White & Black Caribbean – 0.6%	% White & Black Caribbean - nil	-0.6%
% White & Black African – 0.6%	% White & Black African - nil	-0.6%

Practice population profile	PRG profile	Difference
% White & Asian – 0.5%	% White & Asian - nil	-0.5%
Asian or Asian British	Asian or Asian British	
% Indian – 0.5%	% Indian - nil	-0.5%
% Pakistani – 0.1%	% Pakistani - nil	-0.1%
% Bangladeshi - nil	% Bangladeshi - nil	nil
Black or Black British	Black or Black British	
% Caribbean - nil	% Caribbean - nil	nil
% African - nil	% African - nil	nil
Chinese or other ethnic Group	Chinese or other ethnic Group	
% Chinese – 0.4%	% Chinese - nil	-0.4%
& Any Other – 0.5%	& Any Other - nil	-0.5%
Gender		
% Male – 49.4%	% Male – 34.5%	14.9%

Practice population profile	PRG profile	Difference
% Female – 50.6%	% Female – 65.5%	+ 14.9%

<p>Differences between the practice population and members of the PRG 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:</p>	<p>Every effort has been made to attract and recruit new members to the Group that could provide a fair representation of the practice without any exclusion. This was carried out in the following ways: Advertised on practice web site. Posters displayed in waiting rooms. Invitations attached to prescriptions collected. Invitations emailed back from electronic enquiries. Advertised in our quarterly Newsletter. Word of mouth via staff and doctors. A5 hand outs made available in waiting rooms and consulting rooms.</p>
<p>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</p> <p>NO</p>	<p>If you have answered YES, please outline measures taken to include these specific groups and whether those measures were successful:</p>
<p>Is the group virtual or face-to-face?</p>	<p>Virtual and postal</p>

How many members are there on the PRG?	29
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Step 2 – Review Patient Feedback	
Outline the sources of feedback that were reviewed during the year:	<p>We carried out 3 Patient Surveys.</p> <p>Virtual meetings and emails were exchanged from the PRG.</p> <p>Patient feedback was given verbally in the waiting rooms/reception and shared if appropriate.</p> <p>Written suggestions left in the suggestion box.</p>
How Frequently were these reviewed with your PRG	<p>Feedback and suggestions were exchanged or shared with the PRG from August 2014 through to March 2015.</p> <p>Also shared with the PRG was a Dementia Care Consultation.</p> <p>And the setting up of the 'Friends & Family Test' in the surgery.</p>

Priority Area 1	
Describe the priority area:	Extended Hour Clinics
Why was this priority identified:	A number of patients had commented / requested to have more frequency of these clinics in the evenings. This was discussed with the Group as a possible area to look at for this year.
What actions were taken to address this priority	A Patient Survey was distributed to seek the opinion of the wider patient population. We asked patients how they would prefer these clinics to be held. 1. Less frequent clinics held until 8:30pm or 2. More frequent clinics held until 7:30pm
What were the results of the actions and what impact on patients and carers.	19% of patients said they would prefer to keep the clinics later but less frequent. 81% of patients said they would prefer to have more frequently run clinics until 7:30pm Therefore from January 2015 we used our contractual extended hours spread across more evening clinics providing better access, flexibility and choice for the patients and carers. We also hold one Saturday morning clinic per month from 8-11am. We applied to NHS England to make this contractual change based on this evidence.
How was this publicised.	On our practice website, posters within the practice on a designated notice board. In our practice leaflet. On our front door and windows. In our Newsletter.

Priority Area 2	
Describe the priority area:	Acute Medical Care. Where patients would prefer to be seen along with patient education for common ailments/illnesses.
Why was this priority identified:	Questions raised locally in the press about the use of Chippenham Hospital in the future had prompted some patients to enquire about future deliverance of urgent care. We thought it would be good to ask our patients where they would like to go to be treated in an acute situation and consulted the PRG who chose this as one of the priority areas.
What actions were taken to address this priority	<p>A Patient Survey was distributed to seek the opinion of the wider patient population. We asked patients if they had an acute medical problem between the hours of 8am and 6:30pm;</p> <p>Where would they prefer to be seen on an appointment basis?</p> <ol style="list-style-type: none"> 1. Lodge Surgery 2. Chippenham Hospital, staffed from a pool of local doctors 3. Would you not mind where you were seen
What were the results of the actions and what impact on patients and carers.	<ol style="list-style-type: none"> 1. 49% wanted to be seen at Lodge Surgery 2. 8% would be happy to go to Chippenham Hospital 3. 44% didn't mind where they were seen under these circumstances. <p>It was agreed from these results that our services meet with the needs of our patients locally.</p> <p>We chose to use this opportunity to enhance patient education informing patients where to attend and who to see for common ailments/illnesses. This would enable patients and Carers to get the right help quicker.</p>
How was this publicised.	On our practice website. On our designated Noticeboard.

Priority Area 3	
Describe the priority area:	In-House services and Clinics.
Why was this priority identified:	<p>We wanted to use this opportunity to advertise to our patients the extra clinics/services we have on offer, so that they are used to their maximum.</p> <p>We asked the Patient Group if they agreed with us and they thought it was a worthwhile opportunity.</p>
What actions were taken to address this priority	<p>A Patient Survey was distributed amongst the wider patient population and we asked the following:</p> <p>Did you know we offer the following services in-house?</p> <ol style="list-style-type: none"> 1. Stop Smoking 2. Minor Surgery 3. Health Checks 4. Carers Clinics.
What were the results of the actions and what impact on patients and carers.	<p>The results were as follows:</p> <ol style="list-style-type: none"> 1. 70% new we ran stop smoking clinics 2. 44% new we ran minor surgery clinics 3. 74% new we offered Health checks 4. 28% new we ran Carers Clinics <p>These results prompted many conversations with receptionists resulting in awareness and bookings into these clinics which we otherwise would not have had. Both Patients and Carers benefitting from this outcome.</p>
How was this publicised.	Posters in our waiting rooms. On our website. Receptionist's signposting to bookings.

Progress on previous years

If you have participated in this scheme for more than one year, outline progress made on the issues raised in the previous year (s)

- Year 1 We highlighted Triage Nurse Clinics for same day advice/appointment. Repeat prescription requests via email, website and paper. Our Triage clinics are now fully used for same day advice. Electronic prescribing requests are growing every month.
- Year 2 Online access to book and cancel appointments/cancelling appointments by phone 24 hours to reduce DNA's. We have now reduced our DNA rate to around 3% of appointments available. 5% of our population are now registered for Online services.
- Year 3 Preferred changes to the times of our Extended Hours clinics making them more accessible.
In house clinics held
Correct use and location for Acute care.

How has the practice engaged with the PPG

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

Every effort has been made to attract and recruit new members to the Group that could provide a fair representation of the practice without any exclusion. This was carried out in the following ways:

Advertised on practice web site

Posters displayed in waiting rooms.

Invitations attached to prescriptions collected.

Invitations emailed back from electronic enquiries.

Advertised in our quarterly Newsletter.

Word of mouth via staff and doctors.

A5 hand outs made available in waiting rooms and consulting rooms.

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

Patient feedback was received verbally in the waiting rooms and reception.

Written suggestions have been left in the suggestion box.

We have received email response from patients and carers.

Patients were able to take the anonymous survey set up on our website.

We carried out 3 Patient Surveys to seek the wider population opinion including Carers

Virtual meetings and emails were exchanged from the PRG.

<p>How was the PPG involved the agreement of the priority areas and the resulting action plan?</p> <p>PPG were contacted via letter or email to ask for their opinion and make choices of certain topical priority areas in which we could concentrate on this year. The areas given had already become topical by our patients in various communications.</p>
<p>How has the service offered to patients and carers improved as a result of the implementation of the action plan?</p> <p>The Extended Hours clinics are now being offered at the times that the patients voted for. The extra in house clinics are fully used now Patient education continues with regards to where to go for which medical help. Posters around the building are helping and we are about to include this on our website. This should help patients to access the right help quickly.</p>
<p>Do you have any other comments about the PPF or practice in relation to this area of work? No</p>
<p>Name of Individual Completing this Document: Lynn Holder</p>
<p>Role: Practice Manager</p>
<p>Email: Lynn.holder@nhs.net</p>