

# Standard Reporting Template

NHS England (Wessex)  
2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: Dr Kelpie & Partners

Practice Code: J 82062

Signed on behalf of practice:

Date: 18<sup>th</sup> March 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, Other (please specify) Face to Face also emails and letters
Number of members of PPG: 8

Detail the gender mix of practice population and PPG:

%	Male	Female
Practice	7637	7551
PRG	2	6

Detail of age mix of practice population and PPG:

%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
Practice	3504	1569	2536	2310	1952	1477	928	912
PRG	0	0	0	3	1	1	1	2

Detail the ethnic background of your practice population and PRG:

	White				Mixed/ multiple ethnic groups				NOT GIVEN
	British	Irish	Gypsy or Irish traveller	Other white	White &black Caribbean	White &black African	White &Asian	Other mixed	
Practice	2250	6	0	1	9	2	19	6256	6353
PRG	6	0	0	1	0	0	0	1	0

	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice	116	24	11	88	0	38	11	1	3	0
PRG	0	0	0	0	0	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:

*Doctors often ask patients if they would like to join the group. The group is also advertised in the waiting room, in the practice leaflet and on the Practice Website. Patients are able to change the language on the website for ease of reading.*

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:

*We have a large Polish population at one of our Practices and we have tried to get a Polish PPG member the Doctors have proactively been asking their Polish patients over recent months. We have also started a News Letter for patients and asked one of our Polish patients if they could translate a section in to Polish (asking for members). This has attracted one patient, who is now a member of our group.*

*Their input will be valuable in terms of understanding what they need from the Practice as a provider of services.*

## 2. Review of patient feedback

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

The group has been asked for their views/input on the follow topics:

1: What other services they feel would be useful to be held at the surgery.

**Feedback from Patients:**

Breast feeding welcome posters in the waiting area (these have been put in place)

Stoke support groups for patients (this is currently being looked at)

2: Patient views were requested on the VIF service that is under review at the moment.

**Outcome:** The patients were able to express their views or concerns

3: Would patients find a Newsletter useful and if so, what would they like this to include and how often would they like this to be produced.

**Feedback:** A new letter is now being produced once a quarter. The group have input in to what is relevant for the news letter.

4: Patient confidentiality and moving the phones off the front reception desk.

It is important that patients in the waiting room do not hear confidential conversations being discussed over the phone. It was therefore agreed that a solution would be found to move the telephones off the front desk so that the calls can be deal with in a more private setting.

**Outcome:** A new telephone system has been purchased and an admin area has been created in the back office of Cheviot Road, where calls can now be answered. A similar setup will be put in place at our Shirley Avenue site within the next few months.

5: Patients have been asked about access to the clinicians and telephone contact with the Practice and how this could be improved.

**Outcome:** The patients are very pleased with the level of access they get from the surgery. The doctors are always happy to speak to the patients over the phone, if the patient is unable to get to the surgery.

6: Patients have been asked their views on the practice waiting room.

Patients fed back that new chairs were needed.

**Outcome.** New chairs have been purchased for the waiting area.

7: Patients have been asking to take part in the friends and family test. This has proved to be a very positive exercise for the practice and nearly all our patients have said they would recommend the practice to others.

8: The practice is currently looking at reducing the current boundary for the practice, as the list size is growing at a fast pace.

**Outcome:** The group were positive about the request for the reduction and are supporting the practice with this.

How frequently were these reviewed with the PRG?

The group try to meet up once a quarter to feed information back and to share ideas. Although our group currently only has 8 members, we have had as many as 14 members in the group. During the past year we have seen some members leave the group

and new members join. As well as regular quarterly meetings, some discussions take place via email

### 3. Action plan priority areas and implementation

#### Priority area 1

##### Description of priority area:

Moving the telephones off the front desk. Having the phones on the front desk is not ideal and can make it difficult for staff if a call is of a confidential nature. Also having the phone constantly ringing on the front desk, is a distraction for the Receptionists who are trying to talk to patients at the front desk.

This project has now started. A new telephone system has been purchased and an admin area has been created at Cheviot Road. This is away from the front desk and in a more confidential setting. A similar setup will be implemented at Shirley Avenue, once, this is working effectively.

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

*Work has been carried out in the back office to allow staff to answer the phones in the back office instead of on the front desk. A new phone system has also been installed at Cheviot Road and due to be installed at Shirley Avenue over the next few months. All receptionists have been provided with their own headsets, to help with noise reduction. New work stations have been build in the back office, so that staff now have an admin area to work in.*

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

*1: Patients will feel confident that when they phone to surgery, their call will be dealt with in a confidential setting and not on the front desk*

*2: An article will be placed on the website and in the Patient newsletter to inform them about the new phone system.*

Priority area 2
<p>Description of priority area:</p> <p><i>Attracting new members to the group from minority groups</i></p>
<p>What actions were taken to address the priority?</p> <p><i>Continue to promote the group and advertise this on the website and in the Patient newsletter</i></p>
<p>Result of actions and impact on patients and carers (including how publicised):</p> <p><i>Will result in new ideas and feedback</i></p>

Priority area 3
<p>Description of priority area:            Install the new phone system at Shirley Avenue            Continue to replace any waiting room chairs when they get damaged.</p>
<p>What actions were taken to address the priority?            This has been discussed at Partnership level and quotes have been received for replacement chairs.            10 chairs have been ordered for now and once we are happy that the quality is sufficient, more chairs will be ordered, as and when they are needed</p>
<p>Result of actions and impact on patients and carers (including how publicised):            Patients will have a clean safe area to wait in</p>

#### 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):

<p>In previous years the patients have feed back about the following areas:            Baby changing facilities  <b>Action taken:</b> Baby changing mats have been provided for both sites</p> <p>Promotion of Breast feeding was discussed in the PPG as this was not advertised at the Practice.  <b>Action taken:</b> Both surgeries now have posters in the waiting area and on the front door</p> <p>Telephone access  <b>Action Taken:</b> Staff are reminded to answer the phones within three rings where possible            A dedicated line has been provided for emergency service providers, other professionals and some carers, to ensure they get a</p>
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quick response from the surgery when needed

Re-decorating of the surgery

**Action Taken:** Relevant areas where re-decorated

Replacement chairs needed in the waiting area

**Action Taken:** 10 chairs have been ordered and more will be ordered, once we are happy that these are to the standard required for the waiting room.

#### 4. PPG Sign Off

Report signed off by PPG: YES/NO

Date of sign off:

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?