

Hertfordshire and South Midlands Area Team  
2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: **GREAT OAKLEY MEDICAL CENTRE**

Practice Code: K83622

Signed on behalf of practice: K P TAYLOR

Date: 27.3.2015

Signed on behalf of PPG: MR M. GARLICK

Date: 27.3.2015

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

Does the Practice have a PPG? YES											
Method of engagement with PPG: Face to face, Email, and Telephone											
Number of members of PPG: 15											
Detail the gender mix of practice population and PPG:				Detail of age mix of practice population and PPG:							
%	Male	Female									
Practice		3	%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
PPG	7	5	Practice				1	2	7	2	
			PPG			1	2	7	2		

Detail the ethnic background of your practice population and PPG:

	White				Mixed/ multiple ethnic groups			
	British	Irish	Gypsy or Irish traveller	Other white	White &black Caribbean	White &black African	White &Asian	Other mixed
Practice	3							
PPG	11					1		

	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice										
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:**

- Patients are encouraged to join the PPG, there is an advertisement on the Great Oakley Medical Centre website.
- There is a dedicated notice board for the PPG just inside the entrance doors of Great Oakley Medical Centre with a notice encouraging patients to join.
- Members of the PPG attended the flu clinics which were held on every Saturday morning in October 2014 and encourage patients to have their say and join the PPG.
- Doctors encourage patients to join the PPG during consultations.

<p><b>Are there any specific characteristics of your practice population which means that other groups should be included in the PPG?</b> <b>e.g. a large student population, significant number of jobseekers, large numbers of nursing homes, or a LGBT community?</b></p> <ul style="list-style-type: none"><li>• No</li></ul> <p>If you have answered yes, please outline measures taken to include those specific groups and whether those measures were successful:</p>

**• Review of patient feedback**

**(Component 2 – 30% of payment)**

<p><b>Outline the sources of feedback that were reviewed during the year:</b></p> <p>GP National Survey 2012-2013 <b>78 per cent average would recommend the surgery</b> GP National Survey 2013-2014 <b>71 per cent average would recommend the surgery</b></p> <p>CQC Intelligent Monitoring Report – <b>score 6 lowest score for risk</b></p> <p>Friends and Family Patient Survey during flu clinics by the members of the PPG : <b>91 per cent of patients would be extremely likely or likely to recommend the surgery</b></p>
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Friends and Family online :January 2015 **85 per cent extremely likely or likely to recommend the surgery**

Ad hoc one day (18.2.2015) “ Improving the Practice” survey from patients in the waiting area

5 surveys were given out in the morning to patients seeing a mixture of doctors and nurses. The scale on the survey ranged from 5(excellent) to 1 (poor). Without analysing the 22 questions individually the average response was 4 (mostly good), with far more 5's and few 1,2, or 3.

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

At least twice a year for most of the surveys, but Friends and Family monthly. The results of the Friends and Family will be analysed by the software provider of Great Oakley Medical Centre and the results will be then input into software which is called CQRS which is run by HSIC (Health and Social Care Information Centre)

• Action plan priority areas and implementation

(Component 3 – 30% of payment)

Priority area 1

Description of priority area:

- 34 out of 447 (7%) patients surveyed said
- **“Change the telephone appointment system”**

What actions were taken to address the priority?

- “It was felt that no change was needed in the telephone system as this system has created more patient contacts and the majority of patients feel it works,
- Since changing the Dr First appointment system to a hybrid version Great Oakley Medical Centre is at the moment the 15<sup>th</sup> best in the county for ease of patient access to appointments. This information is taken from a spreadsheet from each practice that is sent to the CCG’s each month, who then analyse the data.

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

- Results were published in the PPG newsletter, ie paper copies in the waiting room , emailed to those who have signed up for a newsletter and online via the website.
- It was felt that there was no impact on patients and carers as such, as all patients can have a telephone call with a doctor on the day (before 10am) and Carers can have a telephone call anytime of the day

## Priority area 2

### Description of priority area:

- 11 patients from 447 (2%) said
- **“Unable to get an appointment with GP of choice.”**

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

- All of the GP’s work part time so this does restrict some access. If patients are willing to wait for their doctor of choice there is no problem as appointments can be booked in advance by telephone or via the Great Oakley Medical Centre website. If a patient wants to be seen the same day or the next day their choice of GP will be more limited.
- Great Oakley Medical Centre advertised for a salaried GP.
- Great Oakley Medical Centre advertised for a further practice nurse.
- One of our Nurse Practitioners has attended a specialist Hypertension course at Birmingham University.

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

- Great Oakley Medical Centre has employed two new nurses starting in March 2015. They will be provide an additional sixty four hours per week nursing care between them. One specialises in Diabetes and one in Asthma and this will compliment the other two nurses we already employ who specialise in these chronic diseases.
- One of the Nurse Practitioner will also be increasing her hours to almost full time from April 2015. This will increase patient appointments and it will release Doctor appointments, which will, hopefully, in turn improve patient access to GP’s
- Great Oakley Medical Centre is still currently advertising for a salaried GP.

- Patients, if they wish, will be able to see the Nurse Practitioner who now has a specialist interest in hypertension for follow up regarding their chronic disease rather than a GP. This will hopefully in turn improve patient access to GP's.

The next PPG newsletter will include the above to inform patients and it will also be advertised on the Great Oakley Medical Centre website under latest news.

### Priority area 3

#### Description of priority area:

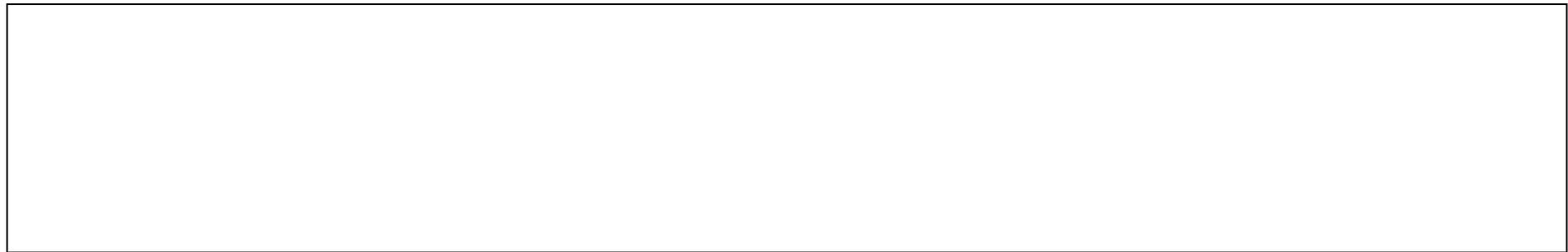
- 6 of 447 (1%) patients said **GP's keep patients waiting too long**

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

- This does occur with one particular doctor. All doctors have a different way of consulting so if a patient wishes to be seen quickly then choosing one of the other doctors who are available would be a pragmatic course of action. It was felt that nothing could be done to improve this priority area at the moment, however we are not complacent.

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

- Bearing in mind that this affected only 1% of the sample, and that the particular doctor concerned is highly regarded for their thoroughness and listening skills, most patients willingly accept the compromise that they may be kept waiting longer than usual.
- There is a notice on the waiting room screens to remind patients that emergencies may disrupt appointment times and to check with the receptionist if they feel they have waited too long.



- **Progress on previous years**

**(Component 4 – 40% of payment)**

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

Great Oakley Medical Centre and their PPG were pleased with the Intelligent Monitoring Report by CQC marking them Level 6 Lowest risk.

The initial trial 'Friends and Family' test done during the Flu Clinics in October was very pleasing with 447 returns showing

247 patients extremely likely to recommend Great Oakley Medical Centre

161 patients likely to recommend Great Oakley Medical Centre

14 patients neither likely or unlikely

9 patients unlikely

6 extremely unlikely

10 don't know

The above data was analysed by the PPG.

This year's National GP Survey will show that patient access and patient satisfaction will have improved since stopping the full Dr First appointment system and using a hybrid version. The PPG and Great Oakley Medical Centre are working hard to reduce the number of DNA's, eg the message board in the surgery, the PPG newsletter and the website. Patients have the freedom to book and cancel appointments on line.

With the exception of the National GP Survey it is difficult to compare last year's issues raised with this years as the content of the PPG survey has changed year upon year. There were no issues raised in last year's PPG survey that we weren't already working on.

Progress has improved this year on both telephone response times and same day access. Great Oakley Medical Centre is the 15<sup>th</sup> best in the county for patients access to appointments, this information is gained from the Local Access spreadsheets filled in each month since April 2014 - these are sent to local CCG for analysis. Great Oakley Medical Centre has had online access to appointments and prescription for the last two years. It has recently given patients access to their Summary Care Records via the website.

•PPG Sign Off

Report signed off by PPG: YES

Date of sign off: 27.3.2015

Has the report been published on the practice website? **YES**

Please insert web-link to your report: [http://www.greatoakleymedicalcentre.co.uk/info\\_form.aspx?p=12](http://www.greatoakleymedicalcentre.co.uk/info_form.aspx?p=12)

How has the practice engaged with the PPG

How has the practice made efforts to engage with seldom heard groups in the practice population? **Mostly the GP's in consultations asking patients to join the PPG.**

Has the practice received patient and carer feedback from a variety of sources? **Yes, at least three sources as above**

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? **More available appointments, more clinical staff employed from March 2015**

Do you have any other comments about the PPG or practice in relation to this area of work? **The practice and the PPG work hard together to improve patients care and access and to take patients opinions in to account.**

**The PPG meets monthly and Dr Joanne Watt attends at least six of these meetings a year.**

**The Vice-Chairman of the PPG is in frequent telephone and email contact with the PA to the Practice Manager of Great Oakley Medical Centre.**

The Vice - Chairman of the PPG attends the bi-monthly Corby PPG Chairs Group meetings and the PPG is a member of NAPP- allowing a wider perspective to be achieved.

Please return this completed report template to [england.enhancedservices-athsm@nhs.net](mailto:england.enhancedservices-athsm@nhs.net) no later than 31<sup>st</sup> March 2015. **No payments will be made to a practice under the terms of this DES if the report is not submitted by 31<sup>st</sup> March 2015.**