

# Patient Participation Enhanced Service Reporting Template (2014-15)

Birmingham & Black Country Area Team  
2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: Gate Medical Centre (120 Washwood Heath Road, Saltley, Birmingham B8 1RE)

Practice Code: M85170

Signed on behalf of Practice: Dr M N Imam (Lead GP) Date: 11/03/2015

Signed on behalf of PPG: (Mrs. Y Malik, PPG Chair) Date: 11/03/2015

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

**Does the Practice have a PPG?** YES

**Method of engagement with PPG:** Face to Face and E-mail

**Number of members of PPG:** 11



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:

1. All possible steps were taken to ensure PPG is well representative of our patient demographics
2. The Practice Demographics data was reviewed and practice made its best effort to ensure all ethnic groups, genders and ages are represented in PPG. It was ensured by running searches on EMIS, putting up Posters and even personal invites to patients
3. Membership to PPG is open to all patients and all patients are offered an opportunity to join the PPG

**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:**

Most of our Patient population consists of patients of Pakistani origin.

## **2. Review of patient feedback**

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

Regular PPG Meetings, Patient's Verbal Comments, NHS Choices Comments, Friend and family Test Comments Cards, GP Patient Surveys etc.

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

Quarterly Meetings

### 3. Action plan priority areas and implementation

Priority area 1

#### Description of priority area:

To conduct a Patient Survey for year 2014- 2015 (administered by an Independent Company)

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

1. An external company (CFEP UK Surveys) was hired to carry out the survey

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

1. This survey would give us a more transparent view of the patients on different topics.
2. Surgery could address patient concerns better.
3. Report will be shared with all patients via surgery website and posters in the surgery.
4. Details will also be shared with other patients via Well TV in the Patient waiting area
5. Progress of the priority area was reported to PPG and also displayed on notice Board for information of all the patients

Priority area 2

**Description of priority area:** Improvement to Telephone System

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

1. Surgery reviewed different options to improve or upgrade its telephone system
2. PPG was updated on the situation.
3. Practice discovered that CCG is putting a bid for a Telephone Solution for its member practices out of NHS Improvement Fund. Practice has joined the bid and waiting for an outcome.
4. PPG members were happy with this progress as it was not cost effective for the practice to invest in the existing telephone system

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

1. Patients can be better benefitted from the improved phone system which will be based on a cloud based technology
2. "Patient Partner" facility will enable patients to book appointments 24 hours a day via using their telephone without the help of a receptionist.
3. It will resolve a long standing problem

4. Progress of the priority area was reported to PPG and also displayed on notice Board for information of all the patients

#### Priority area 3

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

To offer a same day Blood Test Appointment (in the Surgery) to patients when they see GP in Morning

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

1. HCA/Nurse appointments were offered to any patients if they wanted to have their bloods taken on the same day in the surgery

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

1. Patients did not have to go to Hospital or even come back to surgery for the bloods
2. Patients got better access to services and were happy for being seen for bloods same day.
3. Progress of the priority area was reported to PPG and also displayed on notice Board for information of all the patients

#### Priority area 4

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

The Group wanted to change the Repeat Prescription times to 12-3pm (subject to wish of the Practice staff)

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

1. This request from PPG was considered by the Practice and the Reception staff
2. As practice staff use the time between 1300-1400 to make outgoing calls and do the admin work, it was decided to limit telephone requests 12-1300 and then 1300-1400 in the best interest of patient care needs
3. However patients can walk into the surgery and order repeats in person any time from 1200-1500 as suggested by the PPG
4. PPG members were happy with this offer from the practice

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

1. Patients now have more time to order their repeats
2. Patients got better access to services.
3. Progress of the priority area was reported to PPG and also displayed on notice Board for information of all the patients

#### Priority area 5

<p><b>Description of priority area:</b> A Notice Board will be put up in the Reception Area where normally females sit</p>
<p><b>What actions were taken to address the priority?</b> 1. A Notice Board was procured and put up</p>
<p><b>Result of actions and impact on patients and carers (including how publicised):</b> 1. This helped in improved health promotion and education in the surgery especially for females 2. Posters relating to females and children were displayed there to convey the message more effectively. 3. Progress of the priority area was reported to PPG and also displayed on notice Board for information of all the patients</p>
<p>Priority area 6</p>
<p><b>Description of priority area:</b> An Organisation Chart of the Clinical Staff to be displayed in the Waiting Area</p>
<p><b>What actions were taken to address the priority?</b> 1. Practice consulted its staff on this</p>
<p><b>Result of actions and impact on patients and carers (including how publicised):</b> 1. An Organisation Chart was developed and shown to PPG for their approval 2. An organization Chart was displayed 3. Progress of the priority area was reported to PPG and also displayed on notice Board for information of all the patients</p>

**Progress on previous years**

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

All Previous Years action plans have been already completed.

#### **4. PPG Sign off**

Report signed off by PPG: YES

Date of Sign off: 11/03/2015

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

Yes, Practice had regular meetings with PPG and they were given an opportunity to highlight any areas of improvement.

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

Practice has a relatively bigger group which represents quite a few population groups. All new patients are offered an opportunity. There were still a lot of posters in place giving all patients an opportunity to get involved and be heard. Verbal and personal contacts were also made with patients to ensure they got the message.

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

Yes. All patients and carers were given an opportunity to highlight their views by personal contacts by Drs and staff and by surveys carried out. Also PPG representing patients also gave a useful feedback.

##### **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?**

There were 5 agreed action plans which helped all the patients get better care and support from the practice. Patients now feel better engaged and benefit from more services than in past.

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

Practice feels this Enhanced Service from NHS England should carry on as this is in best interest of patients and practice.