

Merseyside Area Team

2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name **Abercromby Family Practice**
 Practice Code **N82054**

Signed on behalf of Practice  Date **11.3.15**

1 Pre-requisite of Enhanced Service – Develop/Maintain a Patient Participation Group (PPG)

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

Method of engagement **Face to Face**

Number of Members **5 Patients and up to two staff members**

Gender mix of Practice population and PPG:

%	Male	Female
Practice	56%	44%
PPG	40%	60%

Age mix of Practice Population and PPG:

%	under 16	17-24	25-34	35-44	45-54	55-64	65-74	over75
Practice	17	10	20	16	15	10	6	6
PPG	0	0	0	0	0	1	4	0

Describe the steps taken to ensure that the PPG is representative of the practice population in terms of gender, age, ethnic background and other member of the practice population:

Over several years the PPG members, clinicians and Practice staff have attempted direct recruitment and advertising campaigns to increase the membership of the PPG, to little effect. Practice managership at Abercromby has had a high turnover in recent years and therefore stability and continuity are what is planned with the Practice Manager in place from October 2014.

Are there any specific characteristics of your Practice population which mean that other groups should be included in the PPG? Eg a large student population, significant number of jobseekers, large numbers of nursing homes or a LGBT community?

Yes. Large communities where English is not the first language.

If you have answered yes, please outline measures to include those specific groups and whether those measures were successful.

See above re direct recruitment and advertising campaigns together with several changes of Practice Manager.

2 Review of Patient Feedback

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

Friends and Family Test from December 2014.

PPG monthly meetings.

Website feedback; both Practice website and NHS Choices website.

How frequently were these reviewed with the PPG?

As necessary at monthly PPG meetings.

3 Action Plan, Priority Areas and Implementation

Priority Area 1

Description of priority area.

Appointment system. General patient dissatisfaction with the length of time to the next available routine GP appointment.

What actions were taken to address the priority?

Patient feedback sought via:-

- **PPG at October 2014 and November 2014 meetings (inaugural meetings for new in to post Practice Manager).**
- **Friends and Family Test.**
- **Practice Website and NHS Choices website**

Demand and capacity review undertaken.

DNA rates sought.

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

“You said, we did” advertising which included:-

Full description of current appointment system put up as posters in the waiting room and on the envisage call board; including how to access telephone consultations and urgent appointments.

DNA rates advertised on posters in the waiting room ,on the envisage call board and on the practice website; encouraging patients to cancel appointments they can't make.

Reception staff guided to explain current systems to patients over the telephone and in person.

Practice Nurse recruitment to be increased from three days a week to full time.

Ultimately the practice agreed to change the appointment system with effect from March 2015; largely moving to an on the day system. This was supported by the PPG in advance of the changes being implemented. Regular reviews will take place, including PPG and patient feedback. Initial findings and feedback are overwhelmingly positive in that on most occasions patients who ring up today can be seen today.

Priority Area 2

Description of priority area.

Recruitment. The inclusion of a PPG member on all interview panels for practice staff, from receptionists to GP's.

What actions were taken to address the priority?

PPG representation on all recruitment and interview panels for the following recruitment campaigns during 2014/15 – Practice Manager, Reception Supervisor, GP, Practice Nurse and Information Facilitator.

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

PPG Chair Person, or a deputy has sat/will sit on all recruitment and interview panels, as above. This adds a patient perspective to the interview, ie how would a patient feel being dealt with by the candidate.

Priority Area 3

Description of the priority area.

Assistance with the implementation in the Practice of the new contractual responsibility, the Friends and Family Test.

What actions were taken to address the priority?

Full review of requirements discussed at PPG meetings November 2014, December 2014 and January 2015.

Literature reviewed and commented on by PPG members.

Comments taken on board prior to formal advertising campaign.

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

Literature live in Practice in time to meet contractual obligations, ie by 1.12.14.

Information live on Practice website in time to meet contractual obligations, ie by 1.12.14.

Responses are being received and results compiled and reported on monthly. "You said we did" campaign completed in January 2015 and planned ongoing.

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.

Due to several changes in Practice Management over recent years continuity in this area has been difficult to achieve and indeed the practice did not appear to participate during 2013/14.

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?

The Practice is very lucky to have a loyal, albeit small, PPG with individual membership of longstanding. The group has often met independently, especially when the Practice Manager role has been in flux over recent years. With renewed guidance from the manger in post from 1.10.14 this is set only to increase.

Monthly meetings remain the method of engagement, and are usually the last Monday of the month.

All three priority areas have been agreed with the PPG as the focus of our work over the last six months; since current manager has been in place. The main thrust of which has been the introduction of a new appointment system, which is initially proving positive.