

Patient Participation Enhanced Service 2014/15 – Dipton Surgery

Practice Name: Dipton Surgery

Practice Code: A83076

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

| | | | | | | | | | | | |
|--|------|--------|----------|-----|---|-------|-------|-------|-------|-------|------|
| Does the practice have a PPG? YES | | | | | | | | | | | |
| Method(s) of engagement with PPG: Face to face, Email, Other (please specify) Face to face, email, newsletter | | | | | | | | | | | |
| Number of members of PPG: 16 | | | | | | | | | | | |
| Detail the gender mix of practice population and PPG: | | | | | Detail of age mix of practice population and PPG: | | | | | | |
| % | Male | Female | | | | | | | | | |
| Practice | 1354 | 1364 | % | <16 | 17-24 | 25-34 | 35-44 | 45-54 | 55-64 | 65-74 | > 75 |
| PRG | 8 | 8 | Practice | 494 | 243 | 321 | 351 | 407 | 356 | 302 | 244 |
| | | | PRG | 0 | 0 | 0 | 2 | 1 | 1 | 6 | 6 |

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Detail the ethnic background of your practice population and PRG:

| | White | | | | Mixed/ multiple ethnic groups | | | |
|----------|---------|-------|--------------------------|-------------|-------------------------------|-----------------------|---------------|-------------|
| | British | Irish | Gypsy or Irish traveller | Other white | White & black Caribbean | White & black African | White & Asian | Other mixed |
| Practice | 2681 | 2 | 0 | 10 | 0 | 1 | 9 | 2 |
| PRG | 10 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

| | Asian/Asian British | | | | | Black/African/Caribbean/Black British | | | Other | |
|----------|---------------------|-----------|-------------|---------|-------------|---------------------------------------|-----------|-------------|-------|-----------|
| | Indian | Pakistani | Bangladeshi | Chinese | Other Asian | African | Caribbean | Other Black | Arab | Any other |
| Practice | 3 | 0 | 0 | 5 | 1 | 0 | 4 | 0 | 0 | 2 |
| 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:

The practice has a 98% white British population. The practice has encouraged people to join the patient group by email, face to face meetings, through the website, practice leaflets and notices in practice. To encourage a younger population the Practice Manager has spoken to and engaged with patients at our Macmillan coffee morning and also the child health clinic.

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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?

NO

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

2. Review of patient feedback

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

Changes to ordering of prescriptions, Electronic prescriptions, Weekend working, DNA appointments, Patient expectation, Waiting times, Minor ailments scheme, Telephone appointments, Introduction of the FFT, Results to date of FFT, Minor Injuries Unit Shotley Bridge Hospital, Neighbourhood Networks & Wellbeing for Life (Durham County Action). Informal gathering of Patients for Macmillan Coffee Morning.

How frequently were these reviewed with the PRG?

Jan 14 , June14 , Sept 14 coffee Morning, Oct 14, Mar 15

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3. Action plan priority areas and implementation

| Priority area 1 |
|---|
| <p>Description of priority area:</p> <p>Waiting Times: Use the Quarterly newsletter to make patients aware of why waiting times are our lowest satisfaction area. Encourage 1 ten minute appointment for 1 problem. Clinicians/ receptionists to book additional appointment time when more than 1 problem is identified.</p> |
| <p>What actions <u>were</u> taken to address the priority?</p> <p>Used the Quarterly newsletter to make patients aware of why waiting times are our lowest satisfaction area. Encourage 1 ten minute appointment for 1 problem. Clinicians to book longer appointment time when additional problems are identified. Practice leaflet distributed in waiting room, on the practice website - Spring Edition - see extract from leaflet below:</p> <p>PATIENT SURVEY</p> <p>Thanks to everyone who took the time to fill in the patient survey forms at the end of last year. Once again the results were very encouraging with 91% of all patient ratings about the practice being good, very good or excellent!</p> <p>If you want to see the survey results you can find them on our website, on posters around the practice or for more detail ask at reception.</p> <p>If you would like to comment on your experience of the practice please visit the NHS Choices website at https://www.nhs.uk.</p> <p>“...and while I’m here doctor...”</p> <p>The main issue continues to be appointment waiting times. We’ve all done it, haven’t we? Once we get in the consulting room to discuss our original problem, something else just occurs to us...</p> <p>Please help our doctors to help you</p> <p>The doctor will usually see to any additional matters, but it does mean that you spend longer than planned on your appointment, which in turn means that other people in the reception area have to wait just that little bit longer. So, if you do find that the clock’s ticking away when you’re waiting, don’t always blame the doctor or the appointment system!</p> |

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

Waiting time has improved - practice staff are encouraged to advise patients waiting if delay is 20 mins or more.

Staff have noticed waiting has improved.

GP/NP encourage non urgent additional problems are re scheduled if appointments are running over time.

No comments on waiting times on our recent FFT results, published on website

No complaints on waiting times

Priority area 2

Description of priority area:

Participate in initiatives to improve accessibility - i.e. Weekend working and extended evening surgery

What actions were taken to address the priority?

Weekend appointments offered consistently to increase accessibility & evening clinic extended

Discussions with patient group regarding "Did Not attend appointments" and publishing of data in waiting area to raise awareness.

Continuation of telephone appointments to increase capacity.

Discussion and information re Minor ailments scheme, leaflets made available in waiting room.

Practice Newsletter Winter 2014 - See extract which was published on the Practice website, in practice and available at local pharmacy:

Minor Ailments

Save your own and your GP's time!.... go straight to your local community pharmacy for the following ailments.

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| | |
|------------------|-------------------------|
| Headaches | Indigestion & Heartburn |
| Fever | Infant teething |
| Nasal congestion | Threadworms |
| Earache | Thrush |
| Sore throat | Athletes foot |
| Diarrhoea | Head lice |
| Constipation | Rash |

Staff are directing patients to a local pharmacy where indicated.

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

Practice still maintaining good accessibility, however pressures of reduced weekend availability still makes this a priority area for 2015/2016.

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Priority area 3

Description of priority area:

Maintain regular communication with patients re new services/NDCCG initiatives via our Quarterly newsletters throughout 2014/2015.

What actions were taken to address the priority?

Practice produces and distributes Quarterly newsletter to patients. The website is updated regularly with new initiatives such as Electronic prescribing, Introduction of the Friends and Family Test, Weekend Working & Medicines Management "Only order What you need Campaign".

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

Patients more informed. Electronic prescribing was introduced and is running very efficiently. All weekend appointments are fully booked. The friends and family test comments and results are published on our website and will feature in our spring newsletter.

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4. Progress on previous years

Is this the first year your practice has participated in this scheme?

NO

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

The practice has continued to engage a good loyal face to face group. The main theme of action is always focused on waiting times and accessibility. We are encouraged that we are still maintaining a high standard of satisfaction in our patient group and also from the friends and family test comments.

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5. PPG Sign Off

Key Action Plan Report signed off by PPG:

YES

Date of sign off: 30.03.15

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 displays notices on site and online to encourage patients to join the group. A notice encouraging new members is displayed with the date of the next meeting close to the patient check in, therefore it is highly visible.

To encourage seldom heard groups the practice has held a coffee morning in the hope that this more relaxed forum would encourage others to become involved in a more informal way.

The practice listens to patients feedback from many sources i.e. PPG, Practice complaints procedure, Friends and Family Test. Feedback from administration staff and clinicians is also valued.

Meetings during the year have highlighted areas of concern for patients and the practice and resulted in actions to take forward.

The latest comments from the FFT have showed that we are continuing to provide a good service to patients.

The PPG are a very loyal group who are always willing to give feedback on service both formally and informally.