

# Annex D: Standard Reporting Template

Wessex Area Team  
2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: Talbot Medical Centre

Practice Code: J81033

Signed on behalf of practice: *Sarah Faulkner*      Date: 06.02.2015

Signed on behalf of PPG: *Sarah Faulkner*      Date: 06.02.2015

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

Does the Practice have a PPG? YES																																					
Method of engagement with PPG: Email/Post/Telephone																																					
Number of members of PPG: 73																																					
Detail the gender mix of practice population and PPG: <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 10px;"> <thead> <tr> <th style="width: 15%;">%</th> <th style="width: 35%;">Male</th> <th style="width: 50%;">Female</th> </tr> </thead> <tbody> <tr> <td>Practice</td> <td>48.96%</td> <td>51.04%</td> </tr> <tr> <td>PRG</td> <td>38.36%</td> <td>61.64%</td> </tr> </tbody> </table>	%	Male	Female	Practice	48.96%	51.04%	PRG	38.36%	61.64%	Detail of age mix of practice population and PPG: <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 10px;"> <thead> <tr> <th style="width: 10%;">%</th> <th style="width: 10%;">&lt;16</th> <th style="width: 10%;">17-24</th> <th style="width: 10%;">25-34</th> <th style="width: 10%;">35-44</th> <th style="width: 10%;">45-54</th> <th style="width: 10%;">55-64</th> <th style="width: 10%;">65-74</th> <th style="width: 10%;">&gt; 75</th> </tr> </thead> <tbody> <tr> <td>Practice</td> <td>10.45%</td> <td>43.41%</td> <td>13.40%</td> <td>7.87%</td> <td>7.75%</td> <td>6.61%</td> <td>5.89%</td> <td>4.57%</td> </tr> <tr> <td>PRG</td> <td>0%</td> <td>4.11%</td> <td>4.11%</td> <td>10.96%</td> <td>10.96%</td> <td>24.66%</td> <td>26.03%</td> <td>19.18%</td> </tr> </tbody> </table>	%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75	Practice	10.45%	43.41%	13.40%	7.87%	7.75%	6.61%	5.89%	4.57%	PRG	0%	4.11%	4.11%	10.96%	10.96%	24.66%	26.03%	19.18%
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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	71.23%	0.58%	0.01%	9.62%	0.48%	0.98%	3.58%	1.47%
PRG	0.39%	0.00%	0.00%	0.02%	0.00%	0.00%	0.00%	0.00%

	Asian/Asian British					Black/African/Caribbean/Black British			Other		
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other	Not Stated
Practice	261	37	50	472	165	323	88	36	14	357	371
PRG	1.48%	0.21%	0.28%	2.67%	0.93%	1.83%	0.50%	0.20%	0.08%	2.02%	2.10%

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:

We continuously invite all patients to join the Patient Participation Group (PPG) by publishing information in our waiting room, quarterly newsletter, practice leaflet, new registration pack and on our website. This information is published at both our main site, Talbot Medical Centre, and our branch site, Bournemouth University Medical Centre and also on both websites. Our Carers Lead also includes an invitation in our Carers Information Packs. We try to reach as many patients as possible to ensure the group is representative of the practice population. Part of this process is using different ways to ascertain additional information such as ethnic background, if the patient is a carer or cared for etc. This is done mostly by using New Patient Questionnaires which help us to target particular underrepresented groups. We can perform a search of our database to compare this information and make contact with these particular groups via post, email, telephone and text messaging.

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 branch site at Bournemouth University where around 7,000 students are registered. We have tried to encourage the students to get involved with our PPG. However it remains difficult to engage any interaction from this group. Despite this, we are pleased to have 2 male and 2 female students join in the

last year. In addition to this we work with Ask BU regarding matters which may help to develop future interest from the students, such as sexual health services, appointment availability and mitigating circumstances certification information.

## 2. Review of patient feedback

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

Our PRG is a virtual group with members being contacted by email, post or telephone. Members specify how they would like to correspond when they join the group. We advise members that we will contact the group from time to time requesting suggestions and/or feedback which will help shape the decisions we make for the benefit of our patients however we are grateful to receive feedback from our patients at any time.

When we were notified of our visit from the Care Quality Commission (CQC) in May 2014 we encouraged our patients to offer their feedback direct to CQC. We advertised this via our website, in the surgery and by email on 19/05/2014. We invited members of the PPG to meet with CQC face to face and offer their opinion on the care they receive here at the Medical Centre. Two of these patients attended the CQC visit on 2<sup>nd</sup> June. We received many positive comments and there were none which caused any concern to the inspectors or raised recommendations in their report. We shared the CQC report with our PPG when it was issued on 14/08/14.



PPG CQC May 14.pdf

Following the 2013 annual influenza programme we noted that our patients and staff were not entirely satisfied with the organisation and invitation process. In preparation for the 2014 programme we contacted our PRG on 22/07/14 asking for their opinions and ideas regarding the flu invitations. We considered the responses received and designed a process where our patients did not have to attend on multiple occasions if eligible for more than one of the following: Flu, Shingles, Pneumococcal and Atrial Fibrillation Checks for over 65's. Each patient received an individual letter detailing which vaccines they were eligible to receive. The patients were asked to give the reference from their letter to the receptionist when booking a flu clinic appointment and to bring the letter with them. Patients who followed this instruction did not need to queue at the reception desk which helped to reduce waiting times.



PPG Flu Advice  
Email.pdf



Response to  
patients.pdf



Flu and  
Pneumococcal Invite (

We asked our PPG to identify our key priority areas from the GP Patient Survey Data. Appropriate action was agreed with the PPG and an update has been issued to the group as detailed in section 3 of this report.



PPG Email Survey &  
FFT Nov.pdf



PPG Email FFT areas  
we reviewed.pdf

On 24/10/14 we sought the opinion of the group regarding the Friends and Family Test starting in December 2014. We asked for their suggestions as to an appropriate and effective second question as part of this test. It was agreed that it is important for us to know why our patients feel the way they do so the information can be used in a constructive way.

We have tried to encourage our patients and PRG to get involved with the Dorset Clinical Services Review by notifying the group of events.

In addition to work with the PRG we have also performed an assessment of our waiting area with the help of a hearing impaired patient. This has helped us significantly in understanding the needs of this particular group. We have made improvements in the visual patient call system and installed an up to date hearing loop system.

How frequently were these reviewed with the PRG?

We have reviewed multiple sources of feedback regularly throughout the year in May 2014, July 2014, October 2014 and February 2015. The PPG have a designated email address which is constantly monitored by our management team and are welcome to write and telephone if preferred.

### 3. Action plan priority areas and implementation

#### Priority area 1

##### Description of priority area:

Patients were dissatisfied with the level of privacy when speaking to the receptionist in the surgery waiting area.

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

We held a discussion with the Partners and staff to look at options available for improving the privacy in the waiting area.

We have put up pictures and arranged installation of acoustic panels to help absorb the sound. All reception staff have been involved in a discussion regarding privacy in the reception area and are aware to avoid sensitive conversations. We have also enlarged our privacy notice for other patients and displayed this more prominently in the waiting area.

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

Patients have commented that the pictures have improved the 'echo' in the waiting area. Patients feel more comfortable when conversing with the reception staff. All actions have been publicised on the website, in our waiting and distributed to PPG members.

#### Priority area 2

Description of priority area:

Patients reported feeling unhappy with waiting times when attending for a booked appointment

What actions were taken to address the priority?

We produced a report on the waiting times of all clinicians and analysed these in a graph. The doctors confirmed they find it useful to have a reason for the appointment as this helps them to prepare and run more to time. It was also noted that this allows the reception staff to book longer appointments when patients give multiple problems. We discussed the possible options for extending appointment times to allow longer. It was decided that we should provide catch up slots to allow for unexpected delays.

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

Clinical staff are providing the same amount of appointments but over a longer time so that delays have minimal impact on patients. Performing the same audit 3 months after initiating these changes has shown an improvement in waiting times. All actions have been publicised on the website, in our waiting area and distributed to PPG members.

### Priority area 3

#### Description of priority area:

Our patients suggested they would like to see appointments available after 6.30pm. We were surprised to see this as we already offer late night appointments twice a week.

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

We decided to run an advertising campaign for the late night sessions using our practice newsletter, electronic display board and website. We have also encouraged our reception team to offer these appointments more widely.

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

We are having more direct requests from patients for appointments after 6.30pm. We understand that later appointments are often easier to fit in to a busy schedule and cause less disruption to day to day life.



## 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):

### 2013-2014 Action Plan Update

**Access to the surgery by telephone** – We have continued to monitor our incoming calls and are aware of “pinch” points during the day. We have ensured that staffing levels remain appropriate at these times during the day. Most recent data has shown that 81% felt it was easy to get through to the practice on the telephone which is consistent with last year. This is pleasing given the increasing demand on the practice however we will endeavour to improve further on this where possible.

**Length of time you have to wait for an appointment/ convenience of appointment**– We have continued to monitor the demand for appointments and adjust our same day to pre-bookable ratio. This has resulted in an impressive 98% feeling that they have received a convenient appointment.

**Seeing the doctor of your choice** – A further 13% of respondents advised they were not able to see the doctor of choice at a convenient time in the last year. Our Partners and salaried GP's work a mixture of full time and part time between our main site and branch site at Bournemouth University. Given the current changes within the NHS many of our GP's are requested to attend meetings with the Clinical Commissioning Group and partake in working projects to improve healthcare within Dorset and our local area. This has had an impact on the availability of certain GPs however we feel this is essential work which needs to be carried out to secure the future of primary care which will benefit our patients.

**Length of time waiting to see doctor or nurse** –We have tried hard to educate our patients in making the most of their consultation however we are still seeing multiple problems in a single consultation. We have therefore reviewed this again as a priority area. For further details see priority area 2.

**Using the patient check in screen** – After discovering last year that a significant amount of patients do not use the patient check in screen we have tried to persuade as many patients as possible to have a go at using it. We have advertised this on the information board in our reception area and seen an increase in those using it. This was proven in patients responses when we had to send one of the screens for repair!

**Online services** – Last year we were disappointed to learn that 28% of patients were unaware of the online services available. We have promoted online appointment booking and prescription ordering more clearly and have seen a slight increase in the use of these services.

#### 4. PPG Sign Off

Report signed off by PPG: **YES**  
Date of sign off: **18.02.2015**

**From:-** [patient.group@dorset.nhs.uk](mailto:patient.group@dorset.nhs.uk)  
**Sent:-** 06/02/2015 16:15

Dear Patient Group

Please find attached our Patient Participation Annual Report 2014/2015. This includes our key action points as agreed for this year and an update following the 2013/2014 report.

We need to submit this to NHS England once you have had the opportunity to let us know your thoughts. If you have any comments regarding the report please let me know by email, telephone or post by Wednesday 18th February 2015.

We would like to take this opportunity to thank you for your ongoing support.

Kind Regards,  
Sarah Faulkner  
Deputy Practice Manager

This email is for your information only. Note that recipients are NOT able to see the email addresses of other recipients

## Feedback

Dear Sarah

Just a few hopefully constructive comments.

Reference is made in a number of areas to the PRG what is this and how does it differ from the PPG - the terms need explaining in the report. In section 1 the tables re gender and age indicate the data is shown as % but the tables show actual numbers. A percentage breakdown of gender, age and ethnicity distributions would be of benefit.

Whilst I know what LGBT means from my previous work background the initials need defining for others as does the use of CQC which are not necessarily everyday terms for those not working in the field.

Regards,

*Patient name removed.*

## Final Report

**From:-** [patient.group@dorset.nhs.uk](mailto:patient.group@dorset.nhs.uk)

**Sent:-** 04/03/2015 14:52

Dear Patient Group

Please find attached the completed and published 2014/2015 Patient Participation Annual Report.

Thank you for your ongoing feedback. I look forward to working with you over the next year!

Kind Regards,

Sarah Faulkner

Deputy Practice Manager

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

Talbot Medical Centre PPG is a virtual group. All correspondence from the practice is uploaded to the PPG page on the practice website. Each member is contacted individually by their preferred method; email, post, telephone. The practice has engaged with the PPG in the following ways:

- 1) The PPG were asked to provide feedback to the Care Quality Commission (CQC) in preparation of their inspection.
- 2) Or attend the practice and speak with the CQC inspectors.
- 3) The practice shared the CQC report with the PPG members.
- 4) The PPG were asked to provide feedback on the annual flu invitation process as it was noted patients were not entirely satisfied with arrangements for the previous year.
- 5) The PPG were asked to identify their key priority areas from the GP Patient Survey Data. Action points were then agreed.
- 6) The practice has kept the PPG informed of the Dorset Clinical Services review and ensured information is advertised regarding events.
- 7) The PPG helped create the second question for the Friends and Family Test.
- 8) All Friends and Family Test data is shared via the practice newsletter which is sent direct to the PPG. This is also on the website and in the waiting area.

The PPG have a named contact at the surgery for any feedback or concerns. There is also an allocated email address [patient.group@dorset.nhs.uk](mailto:patient.group@dorset.nhs.uk) which is monitored on a regular basis.

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

The practice has tried to engage with seldom heard groups by contacting a proportion of underrepresented groups via text, email, post and telephone. The group is widely advertised across both sites in the waiting areas, in the practice newsletter, on the website and in the carers' information packs. Although the PPG is a virtual group the practice offers a range of contact methods not just email. Those who do not have access to the internet are contacted by their preferred method of either post or telephone.

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

The practice has received feedback via the GP Patient Survey Data, the Friends and Family Test data and the PPG. Comments forms via reception and the practice website are also collated and feedback collected by the carers lead. All comments and data are reviewed at the practice quarterly meeting.

#### Was the PPG involved in the agreement of priority areas and the resulting action plan?

Yes. The PPG members were consulted via email, post and telephone resulting in agreement of 3 key areas. The action plan was agreed by the group and the practice. For more information see parts 2 and 3 above.

#### How has the service offered to patients and carers improved as a result of the implementation of the action plan?

The waiting area is much more pleasant for patients. The pictures provide a more welcoming environment and have improved the sound levels. Patients can have more confidence when holding conversations at the front desk.

Waiting times have improved for patients when attending booked appointments. This has also helped to reduce congestion in the waiting

room and car park as patients are slightly more spread out throughout the day.

Patients are more aware of the late night appointments following a campaign to advertise this service more clearly. These appointments are being asked for more frequently by carers and patients as they cause less disruption to their day to day lives.

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

The practice has engaged with the PPG frequently throughout the year as detailed above. The practice has considered comments and feedback to make decisions and improve the service offered to the patients.