

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

Practice Name: Dr P K Mohanty & Partners – The Witham Health Centre

Practice Code: F81193

Practice website address: www.drmoahanty-withamhc.nhs.uk

Signed on behalf of practice: John P Croager

Date: 24 March 2015

Signed on behalf of PPG: Brian Procter - Chair

Date: 24 March 2015

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

Does the Practice have a PPG? YES / NO																																					
Method of engagement with PPG: Face to face, Email, Other (please specify) Face to Face and E-mail																																					
Number of members of PPG: 11																																					
Detail the gender mix of practice population and PPG: <table border="1" style="margin-left: 20px; border-collapse: collapse; width: 100%;"> <thead> <tr> <th style="width: 20%;">%</th> <th style="width: 30%;">Male <16</th> <th style="width: 30%;">Female <16</th> </tr> </thead> <tbody> <tr> <td>Practice</td> <td>1890</td> <td>1973</td> </tr> <tr> <td>PRG</td> <td>6</td> <td>5</td> </tr> </tbody> </table>	%	Male <16	Female <16	Practice	1890	1973	PRG	6	5	Detail of age mix of practice population and PPG: <table border="1" style="margin-left: 20px; border-collapse: collapse; width: 100%;"> <thead> <tr> <th style="width: 10%;">%</th> <th style="width: 10%;"><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%;">> 75</th> </tr> </thead> <tbody> <tr> <td>Practice</td> <td>1009</td> <td>458</td> <td>704</td> <td>658</td> <td>694</td> <td>529</td> <td>476</td> <td>285</td> </tr> <tr> <td>PRG</td> <td>0</td> <td>0</td> <td>0</td> <td>1</td> <td>2</td> <td>1</td> <td>7</td> <td>0</td> </tr> </tbody> </table>	%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75	Practice	1009	458	704	658	694	529	476	285	PRG	0	0	0	1	2	1	7	0
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Detail the ethnic background of your practice population and PPG: **Data not available**

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

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

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 ethnic origin of all members is White British; it is worth noting that when the group was started the practice obtained the ethnic demographics from Public Health. The report from Public Health indicated that the practice had considerably less than 1% of the practice population who were not of European origin

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/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:

The PPG agreed that the further detailed survey aimed to try and understand the downturn in the satisfaction of nursing should not go ahead. It was felt that with the NHS Survey and what appeared to be the numerous public consultations being presented to the public another survey at this time would not be productive.

The group was also aware of the introduction of the Friends and Family programme which it was hoped would provide a better reflection of the performance by the practice

How frequently were these reviewed with the PPG?

The PPG meets on a bi-monthly or quarterly.

3. Action plan priority areas and implementation

Priority area 1
<p data-bbox="203 389 589 456">Description of priority area: Patient Survey.</p>
<p data-bbox="203 571 889 606">What actions were taken to address the priority?</p> <p data-bbox="203 609 2033 740">As mentioned above this was not undertaken due to the pending introduction of the Friends and Family programme. The Friends and Family has seen an average response rate in the region of 30 responses per month for the first two months. It is only in its infancy at present but the group is hopeful of a higher response in the future. The results to date will be discussed at the next meeting with patients comments noted for any possible action.</p>
<p data-bbox="203 857 1314 892">Result of actions and impact on patients and carers (including how publicised):</p> <p data-bbox="203 895 1523 930">Decision included in minutes published on practice website there has been no feedback from patients.</p>

Priority area 2

Description of priority area:

SMS Messaging.

What actions were taken to address the priority?

This was introduced in advance of the target date and has been well received by the majority of patients the few patients that do not wish to receive a SMS message have had the process blocked. NHS England are withdrawing funding for SMS messaging in its present form as from 31 March 2015. However, for General Practice the cessation of the service has been extended to 30 December 2015 whilst an alternative provider is sought.

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

Well received by patients who were advised at the time of booking an appointment that we had introduced SMS notification with mobile numbers checked at time of booking an appointment.

Priority area 3

Description of priority area:

Electronic Prescription Service.

What actions were taken to address the priority?

This service again was introduced early when the practice was invited to participate in the second wave of system trials. The service has been a tremendous success although it did take some considerable time for all pharmacists to become accustomed to the change. The feedback from patients has been very encouraging. At one stage 95% of all prescriptions were being sent electronically, however the pharmacists were experiencing difficulties with processing speed. The practice now only needs repeat prescriptions electronically. Acute prescriptions (those issued during a consultation with the Doctor) and handed to the patients.

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

Patients were advised at time of submitting repeat requests and notices displayed on the Notice Boards and on the Practice Information screen. It was also publicised on the website. This has been a well-received service despite the problems experienced with the pharmacists. Patients now understand that we issue repeat scripts but often the delay is now at the pharmacy.

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):

We continue to encourage membership with little success which is a disappointment. The group is resolved to continue to encourage membership. The PPG has been very supportive of the Practice in particular as we have "tweaked" our appointment system to reflect the changing needs of patients.

The Action Plan for this year was developed in partnership with the practice and as a group is pleased with the implementation of the plan. The PPG is aware that the practice is now ready for Patient on Line as required by 31 March 2015. In preparation for this the practice discovered an access problem to certain areas of the clinical system which would enable any access to be granted. The practice is at present working with the system help desk and the System 1 support team for a resolution the effect of this is that the practice will not be able to allow patients access to Patient on Line until these problems have been resolved as there is Governance risk.

4. PPG Sign Off

Report signed off by PPG: YES/NO

Date of sign off: 23rd March 2015

How has the practice engaged with the PPG:

The Practice Manager and at least one GP attend every PPG meeting to discuss issues and update the group of developments in the NHS and the practice.

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

There are notices in the surgery, on the website and GP and practice staff encourage patients to join the group, unfortunately there is little interest or support from patients.

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

Response from patients and carers is very disappointing for the PPG.

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

Yes. All areas were agreed by the PPG as priority for the use of technology to develop the practice and service to patients.

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

Patient now have an electronic record of their appointment date and time this initially resulted in a reduction of patient DNA's.

Electronic prescribing has reduced the workload in the practice and provided a robust audit trail for the issue of prescriptions when patient raise query's.

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

The group envisages the Friends and Family programme as a "real time" survey with real suggestions and input from patients which can be discussed by the group for possible developments. At present there is only two months data available which does not give a real trend. The patient comments are due to be discussed at the next meeting to use as a basis for an action plan.