

GRIMSTON MEDICAL CENTRE
2014/15 Patient Participation Enhanced Service Reporting Template

Practice Name: GRIMSTON MEDICAL CENTRE

Practice Code: D82010

Signed on behalf of practice: *Jan Willson*
(Practice Manager)

Date: 4th March 2015

Signed on behalf of PPG/PRG:

Date:

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

Does the Practice have a PPG? YES / NO	A Virtual PPG
Method of engagement with PPG: Face to face, Email, Other (please specify)	By website, posters, Practice Leaflet
Number of members of PPG:	

Detail the gender mix of practice population and PPG:

%	Male	Female
Practice	49%	51%
PPG		

Detail of age mix of practice population and PPG:

%	<16	17-24	25-34	35-44	45-54	55-64	65-74	>75
Practice	15%	7%	9%	11%	16%	15%	15%	12%
PPG								

Detail the ethnic background of your practice population and PPG:

	White				Mixed/ multiple ethnic groups			
	British	Irish	Gypsy or Irish traveller	Other White	White & Black Caribbean	White & Black African	White & Asian	Other mixed
Practice	4303			37			16	12
PPG								

	Asian/ Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any Other
Practice				12		1	4			
PPG										

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:

- Our website is open to all.
- All information is displayed on the notice boards in the waiting area

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 (Lesbian Gay Bisexual Transgender) 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:

- Patient Survey carried out in January 2014
- All three partners carried out a 360° survey this year and patient feedback was obtained
- A dispensary survey was held in January 2015
- Suggestion box is situated near to the reception desk.
- Friends and Family Test questionnaires

Patient comments received from feedback:

‘This is the best practice in the area’

‘Waiting area could provide better seating for those with disabilities’ – **Two higher armed chaired purchased and in waiting area.**

‘One or two higher chairs with arms for people with stiff hips’ – **Two higher armed chaired purchased and in waiting area.**

‘Car park is clearly not adequate’ – **see Priority Area 3**

‘The disabled toilet needs to be slightly higher.’ – **This has been looked at and is on the maintenance list.**

‘The medical centre is excellent all staff are 100%’

‘Can wait up to one hour plus to get through first thing. Need two numbers’ – **regularly reviewed. See Priority Area 2.**

‘It would be helpful to have a couple of seats in the waiting area with arms on to make it easier for elderly people to get up from their seat. – **Two higher armed chaired purchased and in waiting area.** Also automatic doors at the main entrance as it is not easy to hold doors open and support/help someone who is unsteady on their feet’ - **To be reviewed**

‘Excellent service. Thank you’

‘Reception staff always helpful and cheerful. Nurses seem over-worked! Have to wait 3-4 weeks sometimes to see one’ – **clinic availability is regularly reviewed and extra clinics booked when needed.**

‘I feel that it is unfair to ask patients to discuss health issues over the phone with receptionists. It can cause frustration’

‘Suggest blood tests etc. that are marked on repeat prescriptions should be marked on the bag so appointments could be made while there to save phone calls’ – **a good suggestion – to look at ways this can be achieved.**

‘I cannot speak highly enough of my care and treatment at the health centre. Everyone is very helpful and the GP’s are very caring in their chosen profession. I am treated with respect and involved with the Dr’s over all treatment. I feel very lucky to receive all the care from all of the staff at the surgery and I’m very grateful’

‘A Very good practice ☺’

‘Could do with more reading material in the waiting room. Availability of non-urgent appointments is a problem. Recently had to wait 3 weeks to see Marie the HCA – Not good enough!’ – **clinic availability is regularly reviewed and extra clinics booked when needed.**

‘Thank you all!!’

‘Excellent all round surgery, with excellent staff’

‘A really super surgery/practice. Always helpful and pleasant’

‘Well done all staff’

‘The service and care from everyone in the practice is caring and excellent’

‘Ideally it would be nice if a doctor from the practice was available in an emergency after hours, weekends and holidays’

‘Maybe one late night clinic a week would help those at work – maybe until 7pm?’ – **regularly reviewed. See Priority Area 1.**

‘On the couple of occasions that I have really needed to see a doctor urgently I have been given an appointment same day. Could the dispensary open a little longer in the evening.’ – **regularly reviewed. See Priority Area 1.**

Patient comments received from dispensary feedback:

- Very best medical Centre/Dispensary
- All of the girls are amazing very helpful especially when have left it too late to order. Keep it up girls. Xx
- Always a happy cheery lot and always ready to help
- I am a home carer and always in at the pharmacy for things. The ladies are always brilliant and helpful.
- Ordering online prescriptions makes things a lot easier for myself and my wife.
- Staff always polite, with smiles, makes it enjoyable to visit
- Your collection and deliveries to Gayton Post Office is much appreciated
- Excellent service all round
- Dispensers always obliging
- Very good service – Always!
- One person is quite rude on a regular basis everyone else is lovely
- Have you ever thought of organising a rural delivery service? Just a thought – I guess it would cost too much! Why can't totally unopened boxes of medication be re-prescribed to save on some costs, especially when medicines are so expensive to buy in? The pharmacy staff are like an extended family because they are so very approachable and kind, plus they always make time for you, and they can never do enough to help you. Any little mistakes are always explained and rectified, missing items are usually to do with tablets having to be ordered, but are available quickly. – **we do deliver to Gayton Post Office and East Winch Post Office for patients to collect from. We also deliver door to door at Grove Gardens, sheltered housing in Gayton.**

How frequently were these reviewed with the PPG?

All suggestions are discussed at staff meetings

Any actions undertaken are displayed on the website and in the waiting area

3. Action plan priority areas and implementation

Priority area 1
<p>Description of priority area: Extended hours</p>
<p>What actions were taken to address the priority? The practice has participated in previous extended hours LES. However, it was found that there were very few requests for appointments at this time, hence the service was not continued. This continues to be reviewed by the practice.</p>
<p>Result of actions and impact on patients and carers (including how publicised): This action, following discussion with all staff, was displayed on the web site and in the waiting area. Opening times of the medical centre and dispensary are given in our Practice Leaflet, on the web site, within the waiting area and on the main doors of the medical centre.</p>

Priority area 2

Description of priority area:
Telephone system

What actions were taken to address the priority?

In order to reduce the pressure on the telephone system patients are advised not to contact the practice regarding results from investigations; these will be sent either by the use of SMS or by letter. If more urgent, the clinician will contact the patient directly. Patients are also requested not to phone with regard to dispensary queries before 11am. The practice has resisted the use of answerphone messages and telephone queueing systems. We continue to promote the use of on-line appointment book and on-line repeat prescription ordering, which is well used.

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

The doctors use SMS messaging to convey results to patients.

Letter templates are set up in SystmOne for results to be sent to patients.

Patients have been compliant by phoning with dispensary queries after 11am.

The use of online appointment booking works very well.

The use of online ordering of repeat prescriptions is well used.

This action, following discussion with all staff, was displayed on the web site and in the waiting area.

This is also promoted in our Patient Leaflet.

Promoting of online requests for repeat prescriptions is also undertaken by messages on repeats scripts.

Priority area 3

Description of priority area:

Car Park

What actions were taken to address the priority?

We have space to accommodate 20 cars in the car park including two disabled parking bays. The adjacent road provides additional parking area. This has always been considered adequate parking to meet the needs of our medical centre.

Therefore no further action has been taken.

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

This action, following discussion with all staff, was displayed on the web site and in the waiting area.

There has been no reported impact on patients and carers.

We continue to review this, including the free text question on our Friends and Family questionnaire, with regard to mode of transport used to get to the medical centre.

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 have made two major attempts at starting a PPG but with only one person offering to join. Being a local practice our patients are very happy to submit suggestions, which are discussed at staff meetings and a response sent if appropriate. Patients are happy to speak to the reception staff or dispensary staff with regard to suggestions to improve the service. These suggestions are passed to the Practice Manager. The Practice Manager is happy to talk to or meet with patients with regard to complaints or suggestions to improve our service. Any discussions are written up and discussed at Partnership meetings and staff meetings. Patients are promptly kept informed of outcomes.

4. PPG Sign Off

Report signed off by PPG: YES/NO

Date of sign off:

How has the practice engaged with the PPG:

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

- We aim to contact our patients in various ways so ensure we reach **all** our patient population.

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

- Yes.

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

- All suggestions, complaints and compliments have been discussed by the partners and staff.

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

- We continue to regularly review all suggestions and complaints to ensure the best possible service is given to our patients.

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