

2014/15 Patient Participation Group Annual Report

Practice Name: **Tudor Medical Centre / Wellington Road Surgery, 1 Tudor Road, Wolverhampton, WV10 0LT**

Practice Code: **M92106**

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Date: **24.03.15**

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

Does the Practice have a PPG? YES																																					
Method of engagement with PPG: Face to face, Email, Other (please specify) Face to face Meetings, Telephone calls, emails & written communication																																					
Number of members of PPG: 22 as at 24.03.15																																					
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: 20%;">%</th> <th style="width: 40%;">Male</th> <th style="width: 40%;">Female</th> </tr> </thead> <tbody> <tr> <td>Practice</td> <td style="text-align: center;">51.8%</td> <td style="text-align: center;">48.2%</td> </tr> <tr> <td>PRG</td> <td style="text-align: center;">45.45%</td> <td style="text-align: center;">54.55%</td> </tr> </tbody> </table>	%	Male	Female	Practice	51.8%	48.2%	PRG	45.45%	54.55%	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: 7.5%;"><16</th> <th style="width: 7.5%;">17-24</th> <th style="width: 7.5%;">25-34</th> <th style="width: 7.5%;">35-44</th> <th style="width: 7.5%;">45-54</th> <th style="width: 7.5%;">55-64</th> <th style="width: 7.5%;">65-74</th> <th style="width: 7.5%;">> 75</th> </tr> </thead> <tbody> <tr> <td>Practice</td> <td style="text-align: center;">21%</td> <td style="text-align: center;">12%</td> <td style="text-align: center;">18%</td> <td style="text-align: center;">14%</td> <td style="text-align: center;">13%</td> <td style="text-align: center;">8%</td> <td style="text-align: center;">8%</td> <td style="text-align: center;">6%</td> </tr> <tr> <td>PRG</td> <td style="text-align: center;">0</td> <td style="text-align: center;">5%</td> <td style="text-align: center;">5%</td> <td style="text-align: center;">14%</td> <td style="text-align: center;">18%</td> <td style="text-align: center;">18%</td> <td style="text-align: center;">22%</td> <td style="text-align: center;">18%</td> </tr> </tbody> </table>	%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75	Practice	21%	12%	18%	14%	13%	8%	8%	6%	PRG	0	5%	5%	14%	18%	18%	22%	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	55%							
PRG	64%							

	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice	24%			1%			16%			4%
PRG	23%						8%			5%

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:

Numerous efforts have been taken by the Practice over the past year to ensure that the group is as representative of the patient profile as possible. Active steps to engage all categories of patients have been made in inviting patients to join the Group, by advertising on practice notice boards, handing out “flyers” by reception staffs, messages have been posted on the ‘Jayex’ board together with messages on repeat prescription slips. The PPG has also been proactively promoted on the Practice’s website

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:

The following were reviewed with the PPG during the past year:-

Friends & Family Test Results and Qualitative feedback

GP Patient Survey – Quarters 1-3

Comments posted on NHS Choices

Patient complaints and suggestions received during the year.

In House patient satisfaction survey.

How frequently were these reviewed with the PRG? Standard agenda item at each meeting

3. Action plan priority areas and implementation

Priority area 1

Description of priority area:

The telephone system at the Practice did not appear to be working correctly and was not allowing calls to be handled in an efficient manner thus restricting patient access at peak times of demand

What actions were taken to address the priority?

The practice engaged with its telecommunications provider and commissioned a technical survey to identify the problem. At the same time, staff undertook a tabulation of the number of calls being received at peak times. The practice invested in a software upgrade that allowed more calls to be handled by the system at any one time.

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

Follow up audit demonstrated more calls are now being handled in the same period of time that was previously measured which has increased the capacity of telephone access for patients to the practice.
The number of patient complaints and comments regarding poor telephone access has significantly reduced.
A statement was displayed for a period of time promoting the enhanced system.

Priority area 2

Description of priority area:

The PPG was keen for the Practice to pursue the possibility of converting adjacent buildings to the practice premises into an on-site Pharmacy – thus offering a ‘one stop shop’ for patients and bringing the additional advantages of ‘Pharmacy Enhanced Services’ to Tudor Medical Centre.

What actions were taken to address the priority?

Full business case developed, plans drawn and costings undertaken for the conversion of two garages into an adjacent pharmacy. Proposal submitted to NHSE who rejected the application on the grounds that there were sufficient pharmacies serving the local population already. Practice appealed to the NHS Litigation Authority but previous ruling was regrettably upheld.

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

The outcome of this action was negative and patients registered with the practice are not able to benefit from the integrated provision of primary care that we had planned – below is an extract from the Partners at the Practice to the LA which mentions the PPG’s support

‘The Partners of the Practice feel most strongly that there is a need for an improved pharmacy service to our patients in the locality and this can be best realised by adopting a collaborative approach between the GPs and Pharmacy which our application would facilitate to deliver. We would also highlight to you that our Patient Participation Group (PPG) totally advocates the proposals and recognises that a proactive and integrated approach to working in Primary Care will maximise patient outcomes regarding their health and wellbeing.’

Publicised in patient newsletter.

Priority area 3

Description of priority area:

G.P Access

What actions were taken to address the priority?

Audit was undertaken to compare practice GP availability to UK National average where a deficit was identified. A new salaried GP was recruited and employed for six sessions per week. At the same time, the 'mix' between bookable in advance, same day & emergency slots was analysed with a new profile being implemented for all clinicians across both sites

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

Patient's and the PPG's comments have been favourable with particular praise embellished regarding the new GP at the group's last meeting. Capacity is now considerably enhanced together with greater access and patient choice as to when they book their appointment.

Changes have been publicised extensively throughout the practice and new rotas are available to view online via the practice website.

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):

Previous issues raised and subsequent actions agreed with the PPG in previous years have predominately focused on:-

- i. Current and relevant health & wellbeing information
- ii. Patient Responsibilities
- iii. Patient facilities and comfort

A Précis on progress is given below:-

i. Current and relevant health & wellbeing information

The PPG wanted to see more up to date information available to patients in the practice particularly focussing on proactive health promotion and disease management. The Partners have installed a large widescreen television for the delivery of health related advice and support. Several leaflet racks have been introduced that house a variety of leaflets focussing on many acute & long term condition illnesses as well as third sector leaflets offering signposting and support. Several A3 poster holders have also been mounted on the walls in the waiting to promote healthy living.

ii. Patient Responsibilities

PPG suggested a few 'small items' that may make patient's behave in a more responsible way in their usage of NHS resources e.g. by installing a large clock patients couldn't argue that they were late for their appointment etc. All suggestions have been honoured and we continue to work with our PPG on this area over the coming year primarily focusing on DNAs which is a considerable problem for the practice.

iii. Patient facilities and comfort

Both sites have undergone major refurbishment over the past few years with all patient areas, clinical consulting rooms, disabled facilities etc etc being significantly improved to not only make them CQC compliant but also a comfortable, safe and relaxing environment for patients to visit – all of these changes have been in consultation with our PPG.

4. PPG Sign Off

Report signed off by PPG: YES

Date of sign off: 25th March 2015

How has the practice engaged with the PPG:

Meetings, Email, written letter and telephone calls.

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

Active steps to engage all categories of patients have been made in inviting patients to join the Group, by advertising on practice notice boards, handing out “flyers” by reception staffs, messages have been posted on the ‘Jayex’ board together with messages on repeat prescription slips. The PPG has also been proactively promoted on the Practice’s website

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

We have noted reports from:-

Friends & Family Test Results and Qualitative feedback
GP Patient Survey – Quarters 1-3
Comments posted on NHS Choices
Patient complaints and suggestions received during the year.
In House patient satisfaction survey

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

Yes it was.

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

In our opinion yes

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

Difficult to engage younger members of the practice to join the group