

Standard Reporting Template

Kent and Medway Area Team

2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: Edenbridge Medical Practice

Practice Code: G82019

Signed on behalf of practice: Dr Simon J Morrison [Senior Partner] Date: 22.4.15

Signed on behalf of PPG: Stuart Young [Chairman PPG] Date: 22.4.15

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 and Email											
Number of members of PPG: 9											
Detail the gender mix of practice population and PPG:					Detail of age mix of practice population and PPG:						
%	Male	Female	%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
Practice			Practice	2490	905	1412	1631	1931	1494	1329	1125
PRG	4	5	PRG						3	4	2
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:											
<p>By Poster in the practice Online information regarding PPG through website; The PPG are very aware of the need to increase the demographic of the PPG and have been proactive in trying to recruit other members.</p>											

2. Review of patient feedback

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

**Friends and Family
Complaints**

How frequently were these reviewed with the PRG?

**Friends and Family responses – at meetings as appropriate
Anonymised complaints are reviewed with PPG annually**

3. Action plan priority areas and implementation

Priority area 1

Description of priority area:

Appointment availability

Car Parking

Change/continuity of Doctors

Telephone queue

Improvements to the building

Kent County Council Health promotion

Review of awareness of various topics:

- **Online appointments**
- **Online repeat prescriptions**
- **Whether surgery had a dispensary**
- **GP practice website**
- **GP practice opening hours**

- **GP out of hours arrangements**
- **NHS111**
- **Patient Participation Group**

What actions were taken to address the priority?

Appointment availability and telephone access: Microsystem pilot looking at primarily telephone access but leading to availability of appointments – this is ongoing at this time

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

We are currently engaged with a pilot for Microsystems under the coaching of Dr Debbie Taylor and Ms Gail Arnold:

- **this is addressing difficulties patients experience with telephones and appointment availability**
- **Detailed audit of telephone calls – all members of staff engaged in recording telephone activity and progression of calls to appointments etc.**
- **Use of automatic check in: 2.3.15 audit by PPG member to assess difficulties etc. of the process**
- **2 PPG members are engaged together with representatives of each team at the practice**
- **Appointment pressure for family planning: there is no family planning clinic in the town, nearest being Tonbridge or Sevenoaks – this is under review**
- **This pilot is ongoing**

Priority area 2

Description of priority area:

Online Appointments/Repeat Prescriptions awareness:

What actions were taken to address the priority?

All new patients receive access information for online services

All changes of address/changes of name/changes of GP etc.: when changes undertaken online, access is checked and if no access linked – access is either generated or renewed if not already taken up, and sent to patient

Result of actions and impact on patients and carers (including how publicised):
Increase in patients being offered online services; these do not always result in patients using the system

Priority area 3

Description of priority area:
Improvements to the building: with special reference to disabled toilet/Gentlemen and Ladies toilet/Health Care Assistant's room

What actions were taken to address the priority?

- **Disabled toilet has been renovated; offering baby changing facilities [now Gentlemen and baby changing and disabled ability]**
- **Ladies and Gentlemen's toilets have been amalgamated into a large single Ladies toilet offering disabled access and baby changing facilities**
- **Health Care Assistants room has been renovated to current requirements of Health and Safety and CQC requirements**

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

- **Information was made available to patients that renovations were being undertaken**
- **This was for Health and Safety reasons and also alert respiratory patients to dust/solvents**
- **This was made available on the telephone system; website and posters**

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):

Telephone queuing. This is currently under review but with improvements in software we are now able to offer patients information on their place in the queue which has met with approval by both the PPG and patients.

However, as noted above we are investigating and auditing the telephone availability along with appointments under the auspices of the Microsystems pilot.

Car Parking: we are unable to increase parking availability. There is free car parking close to the practice.

PPG awareness: posters and online information is available to all patients

We are installing a PC and screen with sliding alerts and information and online services etc. will be included in the slide show. We are collecting ideas from patients with regard to the type of information they would like included.

How has the practice engaged with the PPG: ***We are in email contact and meet regularly. PPG is very proactive and keen to attend meetings for both Microsystems and other Health associated bodies as invited directly to them.***

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

We do advertise wherever possible. PPG members have circulated questionnaires locally through the Citizens Advice Bureau and other appropriate functions

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

As questionnaires are anonymous this is difficult to assess and perhaps 2015 2016 questionnaire should include these demographics again.

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

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

Patients are provided with excellent toilet and baby changing facilities. The implementation of a sliding show of information is in process and will hopefully improve awareness of various topics within the practice. Review of the telephone system and Microsystem audit is still ongoing. We have undertaken 3 audits of our telephone calls and these are currently being analysed by the Microsystem facilitators and we are awaiting feedback to see if this can influence more efficient use of the telephone system. PPG members have attended this forum and will be attending again with the results.

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

It has been extremely helpful to engage with the PPG – their growing knowledge of General Practice and their corporate experience is invaluable.

We are currently operating from premises in need of expansion. We have kept the PPG fully aware of our efforts to secure a long term solution to the need for a new and larger surgery. We are also aware of the aspirations of patients and NHS England for greater integrated services available over longer periods of time. We have been in contact with NHS Properties/CCG/Community Health and various other bodies to this end. We update this to our PPG at each meeting. We have their support with this project.