

# Annex D: Standard Reporting Template

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

Practice Name: Over Wyre Medical Centre

Practice Code: P81087

Completed by: John MacPhee, Practice Manager

Date: 16.03.2015

Signed on behalf of PPG:



Date: 16.03.2015

Please confirm that the report has been published on the practice website by 31<sup>st</sup> March 2015  
(provide further information)

YES (If no, please

## 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
Number of members of PPG: 33

Detail the gender mix of practice population and PPG:

%	Male	Female
Practice	49.37%	50.62%
PRG	36.36%	63.63%

Detail of age mix of practice population and PPG:

%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
Practice	14.08 %	06.70 %	08.03 %	09.26 %	13.27 %	15.15 %	17.83 %	15.63 %
PRG	0.00 %	03.00 3%	0.00 %	03.03 %	12.12 %	18.18 %	36.36 %	27.27 %

Detail the ethnic background of your practice population and PRG:

Over Wyre Medical Centre is a semi-rural practice with an elderly patient population with a vast majority demographic of White British patients who are retired. This is also reflected within PRG members. We do significantly have the highest age prevalence in the Fylde and Wyre. The patient population has previously included a large group of travellers who have been registered at the practice. The practice has proactively engaged with the travellers, inviting representatives into the practice to welcome them to the service, manage their expectations of it and discuss how we could best work together. The travellers have now moved on to another area.

Nationally reported data and our recent CQC Inspection Report shows that **32%** of the Over Wyre patient population are aged 65 or above in comparison with a national average of 16.5% and we have the most over 80 year olds in Fylde & Wyre CCG.

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:

Most Group members are over 50 years old and this is not particularly surprising as 55.0% of the practice population are over 50 years of age. This trend is representative of the practice population as a whole. Over Wyre Medical Centre is a semi-rural practice with an elderly patient population with a vast majority demographic of White British patients who are retired. This is the majority demographic determined by the location where Knott End and surrounding areas are considered a desirable location to retire to. However, Over Wyre Medical Centre has made efforts to reach the under 50 age group by advertising on its website and calling for membership via the local Over Wyre Focus (Green Book) publication. The Practice will continue in its endeavour to reach any groups not represented. PRG & Practice representatives recently attended a CCG organised workshop which looked at the possibility of a Facebook page. The Practice is currently looking into this in more detail as a possible future initiative to try and attract younger members.

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:

Annual Practice Survey  
Friends & Family Test  
Patient Feedback Forms  
CQC Patient Feedback Forms

How frequently were these reviewed with the PRG?

Annual Practice Survey – Results discussed at the PRG Annual General Meeting 11.03.15.  
Friends & Family Test - Results so far discussed at the PRG Annual General Meeting 11.03.15.  
Patient Feedback Forms – Reviewed on a regular basis with the PRG.  
CQC Patient Feedback Forms – Discussed at the PRG Annual General Meeting 11.03.15 along with the Inspection Feedback.

### 3. Action plan priority areas and implementation

Priority area 1
<p>Description of priority area:</p> <p>1. <b>Practice Survey</b></p>
<p>What actions were taken to address the priority?</p> <ul style="list-style-type: none"><li>• The PRG were keen on this idea and wanted to make it more meaningful than previous attempts.</li><li>• On 23 July, we discussed the proposal at our PRG core-group meeting and we subsequently met again at Over Wyre Medical Centre on 30 July (Practice Manager, Office Manager, PRG Chair &amp; Vice Chairperson), to confirm The Practice Survey as our Priority 1 and that this would be discussed and finalised at the Forum meeting on 10 September</li><li>• At the 10 September PRG meeting, a vote was taken and the proposal was agreed and minuted.</li></ul>
<p>Result of actions and impact on patients and carers (including how publicised):</p> <p>The Practice Survey was conducted and the results recorded with the intention to provide the following outcomes:</p> <ul style="list-style-type: none"><li>• To provide higher quality and consistency across our patient population, with better care and health outcomes.</li><li>• To improve customer service skills and improve patient satisfaction.</li><li>• To establish areas where services could be improved.</li><li>• To establish whether there are any issues regarding access/appointments.</li><li>• To use different methods to reach out to a wider group of patients.</li><li>• To draw up an action plan, which is agreed with the PPG and then shared with the practice team.</li><li>• To gauge how likely a patient is to recommend the Practice to a Family member or Friend.</li><li>• To establish whether the current prescription service could be improved.</li></ul>

The results of the Patient Survey were publicised on the Practice Website.

## Priority area 2

Description of priority area:

### **2. New Practice Website**

What actions were taken to address the priority?

- The PRG were keen on the idea of a new website which is streamlined with the CCG. The PRG liked the fact that the CCG would be able to input up to date things on there and help keep it current and meaningful. The PRG subsequently made it one of our priorities and the partners agreed to move over to the new website.
- On 23 July, we discussed the proposal at our PRG core-group meeting and we subsequently met again at Over Wyre Medical Centre on 30 July (Practice Manager, Office Manager, PRG Chair & Vice Chairperson), to confirm The New Practice Website as our Priority 2 and that this would be discussed and finalised at the Forum meeting on 10 September.
- At the 10 September PRG meeting, a vote was taken and the proposal was agreed and minuted.

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

Over Wyre Medical Centre moved over to the New Website with the intention to provide the following outcomes:

- To provide a new website which is streamlined with the CCG.
- To allow the CCG access so they would be able to input up to date things on there and help keep it current and meaningful.
- Enabling and supporting patients to view up to date Practice information should they wish to do so

- Facilitating the widespread adoption of modern, shared information.
- Enabling primary care providers to offer the facility to order repeat prescriptions online
- Increased access to shared information facilitates better patient outcomes.
- Improved methods of information capture.
- Improved patient service through leaner service processes supported by more timely and accessible information.
- Improved information sharing reducing inequalities caused by geographical boundaries.
- Improved analysis and reporting of information.
- Improved patient experience
- Providing patients and carers with access to information to support choice, self-management and self-care
- Encouraging patient engagement
- Placing an emphasis on prevention, rather than cure.
- The importance of innovation through technology is routinely recognised by the Partners and openly discussed at Practice Meetings and with our Patient Participation Group.
- An improved Practice Website can help eliminate geographical, time-based, and organisational boundaries.
- Patients could utilise remote access initiatives.
- Improved information and advice
- Enhance administration and transactions
- Improved relationships

The Practice Website with link was advertised in our Monthly Newsletter which is placed in the local "Over Wyre Focus" Magazine which has a wide patient distribution. The PPG Quarterly Meeting Minutes & Action Points which provided updates with the new Practice Website were placed on the PPG Noticeboard in the Waiting Room and were made readily available to all patients.

### Priority area 3

Description of priority area:

**3. New Chairs** for the Waiting Room & Consulting Rooms at both Preesall & Hambleton.

What actions were taken to address the priority?

- The Practice proposed New Chairs for the Waiting Room & Consulting Rooms at both Preesall & Hambleton and the PPG agreed to this proposal.
- The Practice thought that the upholstery chairs were a possible source of cross infection and highlighted that there are metal/vinyl high back chairs with arm lifts to help the elderly which are approved by the CQC. The PPG were in agreement.
- The Practice thought that this would be a good tick in the box prior to a potential CQC visit and once again, the PPG were in full agreement and seconded this proposal.
- On 23 July, we discussed the proposal at our PRG core-group meeting and we subsequently met again at Over Wyre Medical Centre on 30 July (Practice Manager, Office Manager, PRG Chair & Vice Chairperson), to confirm New Chairs as our Priority 3 and that this would be discussed and finalised at the Forum meeting on 10 September
- At the 10 September PPG meeting, a vote was taken and the proposal was agreed and minuted.

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

Over Wyre Medical Centre had the first tranche of Chairs situated at Preesall on 20<sup>th</sup> September 2014 with the intention to provide the following outcomes:

- To reduce, to an absolute minimum, the chance of acquiring an infection whilst receiving health care and to ensure our surgery is clean.
- To ensure our premises are high quality and clinically effective.
- To deliver our programme of service modernisation.
- Safety – Patients will be cared for in an environment that minimises risk.
- Staff will work in a safe environment which minimises threats to their health and wellbeing.
- The waiting area has little privacy for patients speaking to reception staff so the chairs will be placed behind the “patient wait line”.
- Reduce limitations on staff working area.
- Provide facilities which reduce risk of infection compared to status quo.
- To meet the requirements of the HSA guidance and infection control requirements and ensure that the design of new facilities reduces the risk of infection spread.
- Provide an easy and equitable waiting and consultation area to meet all Equality components within the Practice Equality and Diversity policy.
- Address health inequalities
- Quality and functional efficiency of physical environment.
- Flexible and adaptable property to allow delivery of NHS England’s overall Strategic plans.

The implementation of the New Chairs was annotated in the PPG Quarterly Meeting Minutes & Action Points which were placed on the PPG Noticeboard in the Waiting Room and were made readily available to all patients. The New Chairs advertise themselves by being placed in all the Consulting Rooms and used by all visiting patients.

## 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):

In the previous year, as a direct result of the findings of the Patient Survey and consultation with the PRG several new initiatives were agreed. Over Wyre Medical Centre proposed that the Practice would look to secure the services of an additional GP with a view to easing pressure on appointments and that the Practice would investigate the feasibility of implementing Extended Surgery Hours which would provide a more flexible appointment system and assist working families. The Practice also canvassed the opinion of the group and sought agreement for Over Wyre Medical Centre to implement a trial of a new appointment system commencing in January 2013. The Practice proposed that the Appointment book be opened up to 6 weeks ahead and advised the Group that the Practice had conducted research of a report carried out by a Medical Management Consultancy Firm and that all the data suggested an improvement to appointment and telephone pressure. Finally the Practice proposed that an engineer look at our telephone lines with a view to either going digital or getting extra lines which would allow for a better Call Queuing system. The Practice asked the PRG for their thoughts on the proposals with a view to reaching agreement with a change in provision and how services are delivered. Initial feedback from the PRG members was positive and they agreed in principal for all the changes to take place as they were a direct response to the wishes of the patient population who took part in the Survey and the initial improvement thoughts as voiced by the Patient Forum.

Over Wyre Medical Centre invited all PRG members to agree an Action Plan setting out the priorities and proposals arising out of the Practice Survey. This action plan was agreed with the PRG members and the change in provision was endorsed by the Group members. The PRG agreed to implement changes which had been raised through the Survey. The PRG members also suggested that details of this new strategy and trial of the appointment system should be placed in the Green Book for wider dissemination and this was agreed with the doctors and staff. Furthermore, the PRG proposed that a link to the website which promulgates the previous year's QoF results should also be placed in the Green Book. Again, this was agreed with the Practice staff.

The PRG have made many more improvements including, more phone lines, patients not having to ring back after lunch for an appointment that day, a bell for disabled people to ring if they need help with access, made appointments available on-line along with making people aware they can order repeat prescriptions on the same website. Many patients like the fact that receptionists now give their name when answering your call. A survey can be filled in on the Medical Centre's website along with up to date information. One simple problem was the numbers on the room doors particularly at the end of the corridor. Patients had experienced this problem and this has now been addressed.

#### 4. PPG Sign Off

Report signed off by PPG: YES

Date of sign off: 11.03.2015

How has the practice engaged with the PPG:

**How has the practice made efforts to engage with seldom heard groups in the practice population?** - Most Group members are over 50 years old and this is not particularly surprising as Over Wyre is a retirement catchment area. This trend is representative of the practice population as a whole. Over Wyre Medical Centre is a semi-rural practice with an elderly patient population with a vast majority demographic of White British patients who are retired. This is the majority demographic determined by the location where Knott End and surrounding areas are considered a desirable location to retire to. However, Over Wyre Medical Centre has made efforts to reach the under 50 age group by advertising on its website and calling for membership via the local Over Wyre Focus (Green Book) publication. The Practice will continue in its endeavour to reach any groups not represented.

**Has the practice received patient and carer feedback from a variety of sources?** – Yes, via the following methods:

Annual Practice Survey  
Friends & Family Test  
Patient Feedback Forms  
CQC Patient Feedback Forms

**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? – The PRG believes that the implementation of the action plan has improved the service to patients and carers by providing the following outcomes:

- Consistent high quality patient experience in general practice and a reduction in pressure on the whole NHS.
- A platform for sustaining and expanding clinical services, in line with the current model of primary care

- Facilities which allow a fully patient centred service and “one stop shop” for all primary care services
- Modern facilities and design that meet the required standard for health related infection
- The required focus on reducing inequalities in health set out in “Better Health, Better Care”.
- Facilities which meet the required quality standards
- Facilities which are flexible and adaptable
- Facilities that enable effective and efficient use of resources

Do you have any other comments about the PPG or practice in relation to this area of work? - The Patient Participation Group (PPG) is a forum of patients who meet with representatives of all staff who work at the Over Wyre Medical Centre. Our aim is to improve the services provided in the best way for both staff and patients.

Meeting face to face is beneficial as it can build a good relationship between practice staff and patients. It also gives us the opportunity to share ideas and have a more open discussion about patient experience. PPG members look to develop a structure that gains the views of patients and enables the practice to obtain feedback from the practice population. Our aim is to contribute to the continuous improvement of services and quality of care; and help to foster improved communication between the practice and its patients

PPG Members will help to review the responses from the patient questionnaire and support the Medical Centre to develop and put in place an action plan.

Please note that all information will remain confidential and no individual patient will be discussed with the group. PPG Members will help our GP Practice to evaluate how well this has been achieved and to help keep patients informed of any improvements made as a result.

If patients have any problems they can tell one of our members and we will try our best to solve it. Contact information is available in the Waiting Room and we are always looking for patients to join our group.

Some of the PPG members have attended numerous workshops; we listened to many speakers but the one quote that I remembered was “We may not remember what a person has said to us but what we do remember is how they made us feel”. If we can apply this to both patients and staff alike we will all have made a difference.

Please submit your report to: [england.lancsat-medical@nhs.net](mailto:england.lancsat-medical@nhs.net) by 31<sup>st</sup> March 2015