Standard Reporting Template – Patient Participation DES 2014/15

Surrey & Sussex Area Team

Practice Name   Furnace Green Surgery (The Glade)

Practice Code H82053

Signed on behalf of practice   *P Edwards*   Date   9/3/15

Signed on behalf of PPG   *[signature]*   Date   9/3/15

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

Does the Practice have a PPG? YES / NO	YES
Method of engagement with PPG: Face to face, Email, Other (please specify)	Mainly email, occasionally face to face with some members
Number of members of PPG:	46

Detail the gender mix of practice, population and PPG:		
%	Male	Female
Practice	3366	3500
PPG	15	31

Detail of age mix of practice population and PPG:

%	<16	17-24	25-34	35-44	45-54	55-64	65-74	>75
Practice	1191	614	911	822	1043	886	707	692
PPG	1	0	4	1	8	10	17	5

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	96.3%	0.1	0	1	0.2	0.1	0.1	0
PPG	93.5%	2.2	0	0	0	0	0	0

%	Asian/ Asian British					Black / African / Caribbean / Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any Other
Practice	0.5	0.8	0.1	0.1	0.2	0.4	0	0	0	0.2
PPG	2.2	0	0	0	2.2	0	0	0	0	0

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 practice has worked very hard to have a representative group as outlined below, patient feedback is that those in the older age groups have more time available and also show more interest as their need for medical care increases.

After the initial recruitment we performed a thorough analysis of the demographics.
The following actions were put into place :-

- Doctors to email/message Practice Business Manager of potential PRG members considering the demographics. Pt 5212 was initially identified.
- Doctors / nurses to consider the demographics when seeing patients and encouraged to join.
- Practice Business Manager to mail shot new set of patients targeting needs as indicated in demographics analysis.
- Practice Business Manager to update posters targeting needs as indicated in demographics analysis.
- Practice Business Manager to contact PRG to see if they could help with new members to improve demographics match.
  - As a result of this a 19 ear old female has shown interest at time of publishing this document.

Although the above actions were put into place, we still have on-going efforts to have a more representative group in terms of age.

Are there any specific characteristics of your practice population which means that other groups should be included in the PPG? e.g. large student population, significant number of jobseekers, large numbers of nursing homes or a LGBT community?   YES/NO

Yes, small Asian community

If you have answered yes, please outline measures taken to include those specific groups and whether those measures were successful:

These are represented, see table above.

2. Review of patient feedback

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

National GP Patient Survey, https://gp-patient.co.uk/for-gp-staff
NHS Choices, http://www.nhs.uk/Services/GP/Overview/DefaultView.aspx?id=37106
Furnace Green own patient survey
Feedback through our own website, http://www.furnace-green-surgery.co.uk/
CQC Intelligent monitoring, http://www.cqc.org.uk/sites/default/files/1-584099843%20GP%20IM%20V101.pdf
Friends and Family (IWantGreatCare), https://www.iwantgreatcare.org/gpsurgeries/furnace-green-surgery

How frequently were these reviewed with the PRG?

We communicate with the PRG regularly, we have asked for feedback not only on this reporting template, action plan, priority areas but other matters as well.
Examples:-
- The potential closing of Crawley Health Centre
- Summary Care Record Uploading
- Invitations for membership to wider Crawley Patient Group
- Extended hours times.
- Clarity of our website.
- Of course the various sources of feedback outlined in above table.

3. Action plan priority areas and implementation

Priority area 1
Description of priority area:
Availability of routine appointments needs to be improved.
What actions were taken to address the priority:
The main action is we have recruited an additional Prescribing Nurse Practitioner who can see many of our patients; this has had a major impact to the availability of routine appointments. Apart from that:- • Receptionists highlight to Office Manager when routine appointments are getting low • Weekly review with Partners and Business Manager if there is a need to book salaried doctor or locum for additional sessions. • Weekly / monthly analysis of appointments wasted by patients failing to turn up or cancel and display prominently for patients to see.
Result of actions and impact on patients and carers (including how publicised):
At the time of drafting this report routine wait is 2-3 days which is the best it has been for some time. This is continuously publicised to the patients as they get instant feedback when they try to book an appointment.

Priority area 2

Description of priority area:

Knowledge of opening hours, we are actually open outside normal business hours alternate Monday's, Tuesday's and Wednesday's. We are also open every third Saturday morning.
It is clear that there are many patients remain unaware of these extended opening hours.

What actions were taken to address the priority:

We have had this issue before, however again we will:-

- Review our current opening hour notices.
- Ensure they have a good visual impact
- Place notices in more prominent positions
- Review Patient Information leaflet and ensure opening hours are fully explained and highlighted.
- Review website as above.

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

Publicised as stated above
- Notices
- Leaflets
- Website

Awareness of available extended hours.

Priority area 3

Description of priority area:

Telephone access to the surgery

What actions were taken to address the priority:

On balance, the survey showed that patients were generally satisfied in getting through on the phone. In previous surveys this is also compared with other surgeries and we came out positively. However we will continue to try and improve.

We will be enhancing our on line patient access and will be making many more appointments available to book on line directly into our clinical system, this will free up telephone lines as there will be less need to telephone the surgery.

Further we will be maintain an additional member of staff to answer telephones during busy times

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

Survey result:-
Very easy   21%
Fairly easy   56%
Not very easy   14%
Not at all easy   *
Haven't tried   *

Notices in the waiting room and on the 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)

Free text
We had feedback from many patients that they were unhappy with the 0844 telephone number and we have now returned to a local (01293) number.

I am pleased to say that 84% of our patients thought our staff either very or fairly helpful

Q4. Helpfulness of receptionists at GP surgery
Base: All

	%
Very helpful	44
Fairly helpful	40
Not very helpful	13
Not at all helpful	*
Don't know	*

However to improve further we will continue to have training sessions to improve the patient experience.

4.   PPG Sign Off

Report signed off by PPG: YES / NO	YES
Date of sign off:	9/3/2015
How has the practice engaged with the PPG:	By email and inviting members in to the practice
How has the practice made efforts to engage with seldom heard groups in the practice population?	See comments in Section 1
Has the practice received patient and carer feedback from a variety of sources?	Yes, see sources outlined in section 2
Was the PPG involved in the agreement of priority area and the resulting action plan?	Yes sent as draft and comments, additions invited.
How has the service offered to patients and carers improved as a result of the implementation of the action plan?	We believe so, see comments in priority areas, especially with availability of routine appointments.
Do you have any other comments about the PPG or practice in relation to this area of work?	We are trying to recruit a patient to chair the group to make it more effective.