

Standard Reporting Template

NHS England (Wessex)
2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: Cowes Medical Centre

Practice Code: J84015

Signed on behalf of practice: James Day – Practice Manager

Date: 31.3.2015

Signed on behalf of PPG: Rosemary Stewart

Date: 30.3.2015

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 and Email
Number of members of PPG: 8

Detail the gender mix of practice population and PPG:

%	Male	Female
Practice	49%	51%
PRG	25%	75%

Detail of age mix of practice population and PPG:

%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
Practice	18%	8%	11%	13%	15%	12%	12%	11%
PRG	0%	0%	0%	0%	0%	25%	25%	50%

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	86.2%	0.77%	Not recorded	12.25%	0.33%	0.10%	0.20%	0.52%
PRG	100%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%

	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice	0.32%	0.08%	0.30%	0.15%	0.87%	0.12%	0.07%	0.02%	0.00%	0.08%
PRG	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%

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 tried to recruit more members to the PPG from under-represented patient categories in a number of ways:

- Posters and leaflets were updated to include the wording *'We need young people, workers, retirees, people with long term conditions and people from non-British ethnic groups.* These leaflets and posters were displayed in our waiting room and baby clinic room.
- GPs, practice nurses and staff handed out leaflets

- We have a 'Join our Patient Group' section on the practice website with an online sign up form for our patient participation group.
- A PPG recruitment letter has been sent to a local academy school.
- PPG members have agreed to change the time of the meetings to fit in with young people if they can be recruited.

We recognise that it is difficult to recruit members from the younger age groups and patients with drug and alcohol problems; however, we do have PPG members with professional links to these groups.

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:

- Feedback from PPG members – meetings held 03/06/2014, 07/07/2014, 26/08/2014, 20/10/2014 & 19/01/2015
- Survey of practice patients who use the Drug and Alcohol Service
- Improving access to patient with disabilities – surgery assessments by patients with disabilities on 18/02/2015 & 11/03/2015.
- Results from December Friends & Family Test (FFT) reported at PPG meeting

How frequently were these reviewed with the PRG?

Feedback was reviewed with the PPG members at the PPG meetings (listed above) and by email.

3. Action plan priority areas and implementation

Priority area 1

Description of priority area: **Drugs & Alcohol**

One of our PPG members works for a service that provides support and treatment services to those who are affected by drug and alcohol use. The PPG asked this member to survey patients that were registered with the surgery and who also used the drug and alcohol service to get their views on how our surgery could improve.

What actions were taken to address the priority?

At a PPG meeting on 26th August 2014, the member reported that there were a total of 102 joint clients, 2012 – 2014. In 2014 there were 19 current open clients. He had spoken to 15 clients and asked them the following questions:

- a. Is there anything that you would like from your surgery in relation to your substance use?
- b. Is there anything you think they could do better?

The survey results were reviewed by the PPG. The Practice was given a copy of the survey results.

The Lead GP for PPG presented the survey at a practice meeting. The results were discussed with the other doctors.

The GPs met with representatives from the Drug and Alcohol Service on 13th November 2014, they now have a better understanding of the service.

The practice is currently trying to recruit two new partners. All patients without a permanent doctor have been allocated to one of the permanent doctors (on a temporary basis) to help improve the continuity of their care.

The GPs and repeat prescription clerks will do their utmost to make sure that prescriptions for patients on reductions are made available within the agreed time frame.

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

Prescription turn around times are now consistently meeting the agreed time frames after putting in additional resources with additional training.

We have recruited one of the vacant posts which will help improve continuity of care as we are still actively trying to fill the other vacant post.

We will publicise our actions on our practice website.

Priority area 2

2. Description of priority area: **Elderly Housebound Patients**

Our PPG asked the Practice to identify their elderly housebound patients and provide them and their carers with the opportunity to speak to somebody about their needs. This could include any health needs; help with filling in forms, advice about financial entitlements, issues with loneliness, etc.

What actions were taken to address the priority?

The Practice identified two organisations that could provide housebound patients with information and support. Age UK offers a number services aimed at people in later life. Help and Care provide support and information for patients with long-term health conditions. Help and Care is funded through the Isle of Wight Clinical Commissioning Group. Both organisations have a base on the Isle of Wight and they both offer telephone support.

The Practice validated their register of housebound patients and identified another 56 housebound patients that were added to the register.

Housebound patients, who were given a flu vaccination at home, were provided with a pamphlet from Help and Care and one from Isle of Wight Age UK, together with a covering letter from the practice. The Practice posted the pamphlets and covering letter to the remaining housebound patients.

The practice will be attending a one day information event with representatives from Action on Hearing Loss, Trading Standards, People Matter IW, My Life a Full Life and Blue Lamp Trust. We will gather information from this event and give feedback at the PPG meeting in April 2015.

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

All our housebound patients and their carers were provided with information about services that offer a wide range of support.

We will publicise our actions on our practice website.

Priority area 3

Description of priority area: Improving access for patients with disabilities

Our PPG asked the Practice to look at how they could improve access for patients with visual or hearing impairments or learning disabilities.

What actions were taken to address the priority?

We arranged for three people with disabilities to assess the Practice's accessibility. On the whole they were impressed with the facilities.

Recommendations from a patient with a hearing impairment:

- Patient call system – the electronic voice does not pronounce names clearly. Also the name of the patient runs into the room number.
- Clinicians who call patients in person should make sure they make themselves heard over the background noise from the radio. Ideally they should go to the patient to collect them.
- Ensure a patient's needs are recorded at the time of registration with the practice.
- Loop system at reception is not working properly.
- Consider a one to one hearing system such as Pocket Talker. We would also need disposable ear pieces.

Recommendations from a lady with learning disabilities:

- Directional signposting – change the word 'consulting' to 'room'.
- Make the numbers on the doors larger.
- Change the examination room numbers to letters i.e. A,B,C to prevent confusion over GP rooms and examination rooms.
- Replace the baby changing mat with a baby change unit with strap. Also provide disposable liners for the unit.
- Electronic Friends and Family test – it's not obvious what it's about, needs promoting.

Recommendations from a patient with a visual impairment:

- Ensure we record the needs of all new patients with visual impairments.
- Signs with dark blue/black writing and a yellow background are best for patients with AMD.
- The colour of the waiting room walls and seating does not contrast.
- Patient call system – the wording needs to be larger and bold typeface, the yellow background is ideal.
- Door signs should be larger.
- Directional signs should be larger. Black writing on a silver background is fine.

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

The Practice has taken on board all the suggestions from the patients with disabilities.

- A baby change unit with strap and liners has been ordered.
- Signage will be changed
- Loop system – NHS Estates cannot repair our loop system we will contact a company specialising in loop systems.
- When the waiting room is redecorated we will ensure that the colour of the walls contrasts with the colour of the seating.
- We have asked the supplier of our patient call system to make the typeface larger and bold. We have also asked them to improve the electronic voice.
- Our new patient registration system will ensure the needs of the disabled are recorded.

We will publicise our actions on our 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):

You said	We did	The outcome was
<p>Convert disabled parking bays at the rear of the building to dual use spaces i.e. disabled/parent & child</p>	<p>We arranged for Crown Park Builders to mark three parking bays as 'Parent and Child', leaving three other bays for the disabled. The footway between the parking bays will also be marked with hatching.</p>	<p>The work was completed on 27th March 2015.</p>
<p>Offer GP appointments on Saturday mornings</p>	<p>Due to being short of two doctors and being under pressure to maintain weekday appointments, we have reluctantly deferred Saturday working until we have a full compliment of GPs. We have been actively advertising in the National medical journals and on-line.</p>	<p>We are still committed to introducing Saturday appointments. We have kept the PPG up to date with our recruitment efforts. We continue to offer extended hours opening on two nights per week for those who work during the day.</p>

You said	We did	The outcome was
Ask the GPs to reconsider the possibility of providing a phlebotomy service	The Practice Manager is currently undertaking a review of providing a phlebotomy service at Cowes Medical Centre. A business case will be completed during 2015/16. Input to the business case will be sought from the PPG.	The outcome of the business case will be shared with the PPG upon completion.
Offer combined disease management clinic	We have been offering combined disease management appointments for the past 12 months.	These have proved to be popular with patients and an efficient use of nurse time.

4. PPG Sign Off

Report signed off by PPG: YES/NO YES

Date of sign off: 30.3.2015

How has the practice engaged with the PPG: By meetings and email

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

- A member of the PPG has surveyed patients who use the drug and alcohol service on behalf of the practice.
- The practice provided their housebound patients with information about services that offer a wide range of support.
- The practice met with patients who had one of the following: learning disability, hearing impairment, visual impairment.

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? Yes

How has the service offered to patients and carers improved as a result of the implementation of the action plan? See details in report.

Do you have any other comments about the PPG or practice in relation to this area of work? No

