

Annex C: Standard Reporting Template

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

Practice Name: **Queensway Surgery**

Practice Code: **F81081**

Practice website address: **75 Queensway, Southend on Sea, SS1 2AB**

Signed on behalf of practice: **Valerie Beard, Practice Manager**

Date: **19.03.2015**

Signed on behalf of PPG:

Date:

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 by virtual contact (email and through the patient website)												
Number of members of PPG: 52												
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	50%	50%		Practice	20%	10%	15%	14%	15%	11%	8%	7%
PRG	85%	15%		PRG	73%	0%	0%	2%	15%	4%	6%	0%

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	3%	1%	0%	3%	1%	1%	1%	1%
PRG	98%	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	Not stated
Practice	1%	1%	1%	1%	1%	1%	1%	1%	0%	81%
PRG	0%	0%	0%	0%	0%	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 Patient Reference Group (PRG) was formed in April 2014. (Please see Appendix 1 giving details of the demographics of the patient group.) We invited patients to become members of the Practice's PRG group using the following methods:

- **Practice website:** We upgraded our practice website and it is now an interactive site where amongst other practice information, patients can give their views on how the practice is working and on any changes recently introduced or changes they would like to see. On the front page of our website we have added a link inviting patients to join the Group by completing a form to be submitted electronically. Our patient group is still actively growing and patients are continued to join.
- **Waiting room:** A poster is displayed inviting patients to become members of the group.
- **PRG forms:** Forms were made available on the front desk of the surgery.
- **New patients:** We invited all new patients when registering with the Practice to join the Practice's PRG if they wished
- **NHS Choices website:** Via this website patients have been advised of the existence of the patient group and inviting interested patients to join the Group
- **Healthwatch:** We have worked with Healthwatch on a number of occasions to assist patients who are acting on behalf of vulnerable patients.
- **Complaints:** When writing or meeting with patients who have made complaints these patients are invited to join the Group

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? **YES**

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

Demographics: The main surgery is located in a recognised deprived area with a transient population. Unfortunately it has proved difficult to obtain a wide spectrum of patient representation from all ages and ethnicities. Our patient population is largely white British with a relatively small ethnic representation. We have worked with Healthwatch on a number of occasions to assist vulnerable patients in a number of aspects.

2. Review of patient feedback

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

- **Survey:** We ran a survey from August 2014 for 7 weeks to obtain patients' views. Included in the survey was the statement that if the practice was to close the list to new patients in order to provide a better service for our current patients, would the existing patients be agreeable to this. We received 621 responses to this survey.(Please see appendix 2 for details of the responses received.) A prominent link was placed on the website's home page inviting patients to complete survey forms which were submitted electronically. We also contacted all PRG members by email and advised them that the survey was available and encouraging them to complete forms. In addition hard copies of the survey forms were made available in the surgery's waiting room on the front desk. As patients booked in for their appointments they were handed a form and asked if they would like to let us have their views by joining the patient group.
- **CQC inspection:** We invited representatives from our PRG to meet with the CQC inspectors on 11 November 2014. A total of six patients met with the CQC inspectors on a one to one basis.
- **Friends and Family Feedback:** We have been participating in the Friends and Family Feedback since January 2015. All data received is shared with the doctors and staff. The feedback received has been largely positive. (Please see appendix 3 for details of the survey results received.)
- **Practice Website:** We upgraded our practice website and it is now an interactive site where amongst other things, patients can give their views on how the practice is working. These feedback emails are sent direct to the practice manager and most emails are dealt with within 24 hours of receipt.

- **Complaints:** We held an annual complaints review meeting in November 2014. However if any concerns are identified as a result of dealing with a complaint these are discussed at one of our twice-monthly practice meetings. If any changes are identified these are introduced following the meetings. We also offer meetings with patients for more complex issues and again we make changes if any issues are identified.
- **Significant event meetings:** Another source of feedback from patients which has enabled the Practice to make changes is our regular discussions on significant events which have occurred. We endeavour to discuss these events at the twice-monthly practice meetings.
- **Healthwatch:** The practice manager has met with members of the Healthwatch team when they have acted on behalf of vulnerable patients and received feedback from them.
- **PRG members - email contact:** The Practice Manager contacts the PRG members when any new services are introduced, for example: the introduction of online appointments, summary care records, electronic prescription and online repeat prescription ordering. The PRG members were also contacted prior to the survey ran in 2014 and also prior to the visit by the CQC inspectors in November 2014.
- **NHS choices website:** Feedback is received from patients and answered by the practice manager in a timely way. Unfortunately the feedback is anonymous and patients are invited to raise any issues direct with the practice manager to enable individual patients' concerns to be adequately addressed.
- **Generic email address:** The practice has a generic NHS email account. Patients use this email address to provide feedback and to obtain assistance when required.

How frequently were these reviewed with the PRG?

- Prior to the introduction of each new service we have been in contact with the PRG – August 2014, October 2014, November 2014, December 2014, February 2015 & March 2015 and their views have been sought.
- Comprehensive feedback was received during the CQC visit where the 6 members met independently with the CQC inspectors.

Using all the sources of feedback outlined above including feedback from the PRG Members, we were able to identify the key priorities which are as follows:

- **General improvement in service**
- **Access/providing additional appointments**
- **Improving the processing of prescriptions**

3. Action plan priority areas and implementation

Priority area 1

Description of priority area:

Patients identified the following priority area:

General improvement in service: Due to the ever-growing population we are struggling to meet the demand. This is due to the fact that in the last few years we have had a large number of doctors who have retired or left the surgery and we have struggled to fill these vacancies. Due to the decrease in doctors this has led to difficulty in ensuring we are managing patients' clinical conditions as we would wish.

What actions were taken to address the priority?

- **Temporary Closure of List:** We asked all patients if they would support a temporary closure of the list to new patients. We received 621 responses of which 92% supported the closure. We then applied to NHS England for their permission to close the list. This was sanctioned in December 2014 for a 6 month period. (Please see Appendix 2 for details of the results of the survey.)
- **Proactive patient care:** We have been reviewing all of the clinical groups including COPD, Mental Health, Diabetics, patients requiring cervical smears and improving the uptake by patients of the flu vaccination particularly in the "at risk" groups. Following this we have been inviting patients in these groups to come in for health reviews. As a result we have not only identified but are taking proactive steps to significantly improve the care provided for these patients.
- **Recruitment of additional salaried GPs:** We have continued to advertise for additional doctors: We have been advertising via the BMJ, Pulse, EQUIP, Practice website, NHS Jobs site, agencies and VTS. Although we have had some success, due to a national shortage of doctors recruiting continues to be difficult. We have been approved as a GP training practice and hope that the extra doctors who will be working with us to help with improving standards.

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

- **Decrease in list size:** Our list size has reduced in the last year from approximately 25,000 to less than 24,000 patients.
- **Proactive patient care:** As outlined above, we have taken steps to improve the health of the practice's patients.
- **Recruitment/Training Practice:** In the last 12 months, we have successfully recruited 5 doctors, but unfortunately 3 doctors have left the surgery. This has meant that we are continuing to advertise for more doctors. We have been notified that from August 2015 we will have two GP trainees working at the practice and they will be able to help with providing an improved service for patients.

Priority area 2

Description of priority area:

Patients identified the following priority area:
Access/providing additional appointments.

What actions were taken to address the priority?

- **Extension of Telephone Consultations Sessions:** We have extended the use of our telephone consultations. This has ensured that patients receive a timely response to the medical concerns whether their query is related to medication, fitness for work certificates, blood test results or a general enquiry about their health.
- **Telephone Triage Sessions:** At Queensway we always had a morning telephone triage session to triage requests for home visits and this has proved to be a prompt and proactive way to deal with requests for home visits.
- **Emergency Appointment/Appointment Triage Sessions:** This has been introduced and a competently trained GP triages requests for emergency appointments. The GP assesses whether the request can be dealt with over the telephone or if an appointment is required the patient is booked in for the same day. This ensures patients receive advice from a GP within 24 hours of their initial request for contact with a doctor.

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

We are continuing to extend the use of telephone appointments and triaging of emergency appointments. The aim of this is to ensure that our patients do not attend A&E, telephone NHS 111 or attend the local walk in centre.

Priority area 3

Description of priority area:

Patients identified the following priority area:

Prescriptions: As we have a large list size we receive an extensive daily demand for repeat and acute prescriptions. There have been a high number of complaints about missing prescriptions, including frequent queries about whether a prescription has been produced, signed and passed to a pharmacy. This needs to be addressed.

What actions were taken to address the priority?

Electronic Prescribing Service (EPS):

- **Introduction of EPS:** We introduced this service in February 2015. Initially we had teething problems as did the local pharmacies. However, now it is up and running the prescription clerks, the doctors and prescribing nurses have found it speeds up their process of authorisation. In addition it has ensured that as prescriptions are forwarded to the doctors electronically they can easily check whether the prescription is appropriate, there are no contra-indications and the medication has not been issued too early.
- **Audit trail:** The other benefit is the audit trail. We can easily check where the prescription is in the system.
- **Information Governance:** Less risk of prescriptions going astray after being printed off. With the new system they are sent electronically along each step of the process.

Repeat Prescriptions Ordering:

- This system was introduced in March 2015. Patients are now able, once they have received their patient access code, to view their repeat medications and to re-order these as required. Once they order their repeat medication their request is sent electronically directly to the doctors who will, if appropriate, process their request and send it off to the patient's nominated pharmacy.

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

This is an ongoing process but we have already found the new systems are providing a more efficient service and the audit trail is proving to be extremely useful in assessing where a prescription is in the system.

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):

The Patient Group was introduced in April 2014 and this is therefore the first year the group has been in existence.

PPG Sign Off

Report signed off by PPG: YES/NO

Date of sign off:

How has the practice engaged with the PPG:

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

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

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

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

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

APPENDIX 1

PPG Results Report

i)

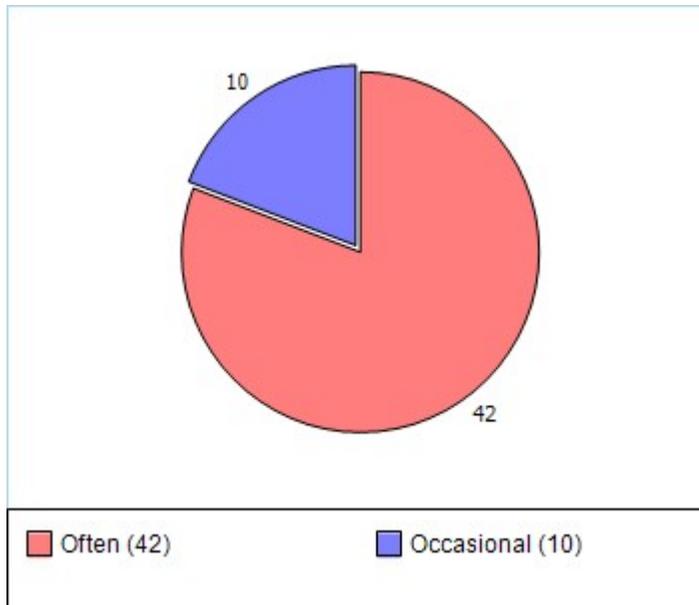
Patient Reference Group

The patient group comprises 52 members

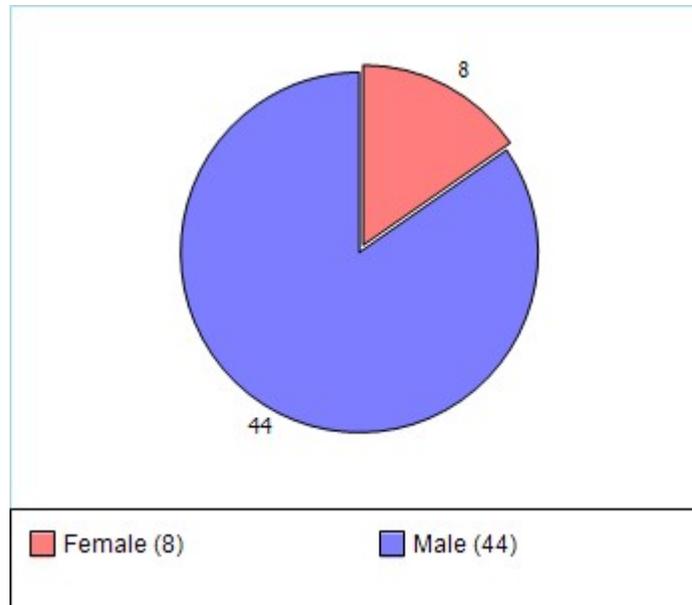
ii)

Distribution Details

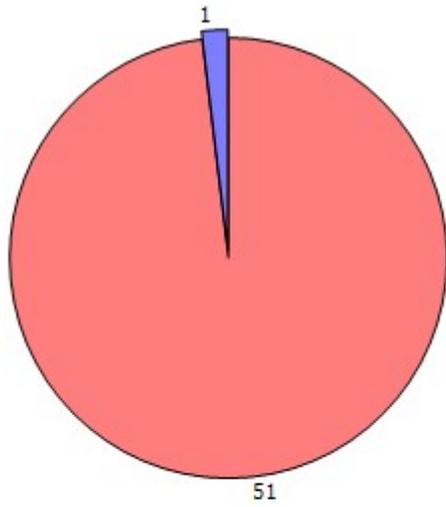
Attendance



Gender

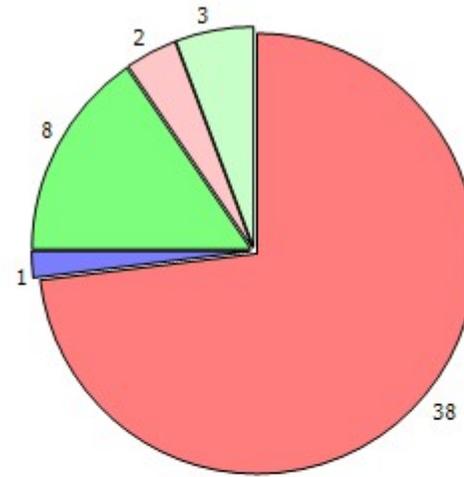


Ethnicity



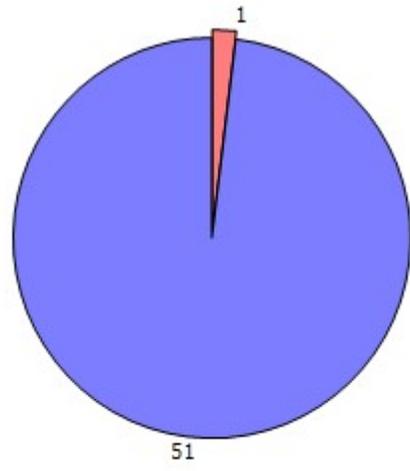
- White British (51)
- White Irish (1)

Age



- Under 16 (38)
- 35 - 44 (1)
- 45 - 54 (8)
- 55 - 64 (2)
- 65 - 74 (3)

Usual Surgery



- Sutton Road Surgery (1)
- Queensway Surgery (51)

Appendix 2- Survey Results

Queensway Surgery Improving the Service we provide



[Excel Report \(click here for full dataset\)](#) Number of Responses: **621**

Dear Patient,

Many thanks for agreeing to take part in this short survey.

We are considering closing our patient list for a set period of time. This would mean that no more new patients could join our practice while the patient list was closed. Closing the list would allow us to improve the service we provide to our current patients and this would not affect our current patients.

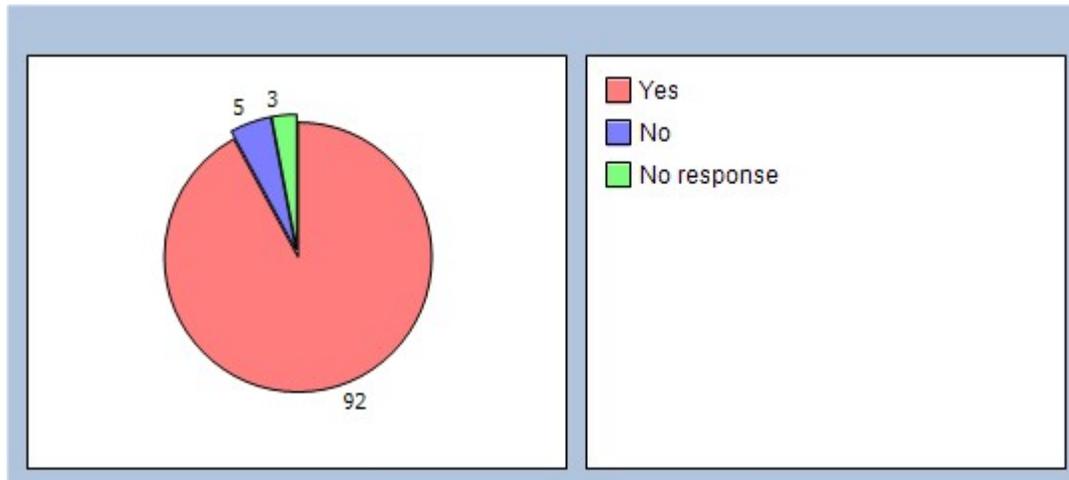
Please answer the question and click **send** when you are done.

Q1: Would you be agreeable to the Surgery closing the list to new patients to enable us to improve the service we provide to our current patients

Yes **92%**

No **5%**

No response **3%**



Please add any other comments you would like to make about the Queensway Surgery:

To help us analyse your answer please tell us a few things about yourself:

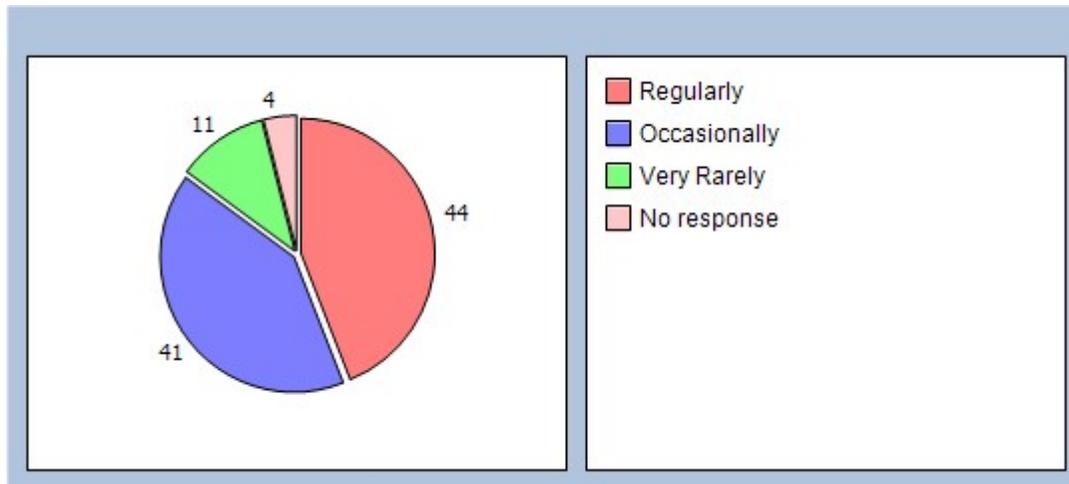
How would you describe how often you come to the practice?

Regularly **44%**

Occasionally **41%**

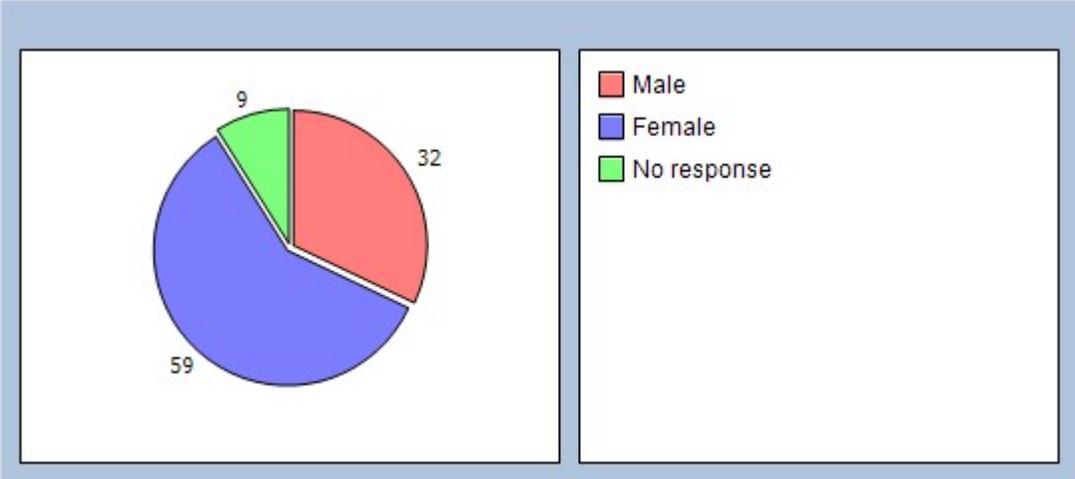
Very Rarely **11%**

No response **4%**



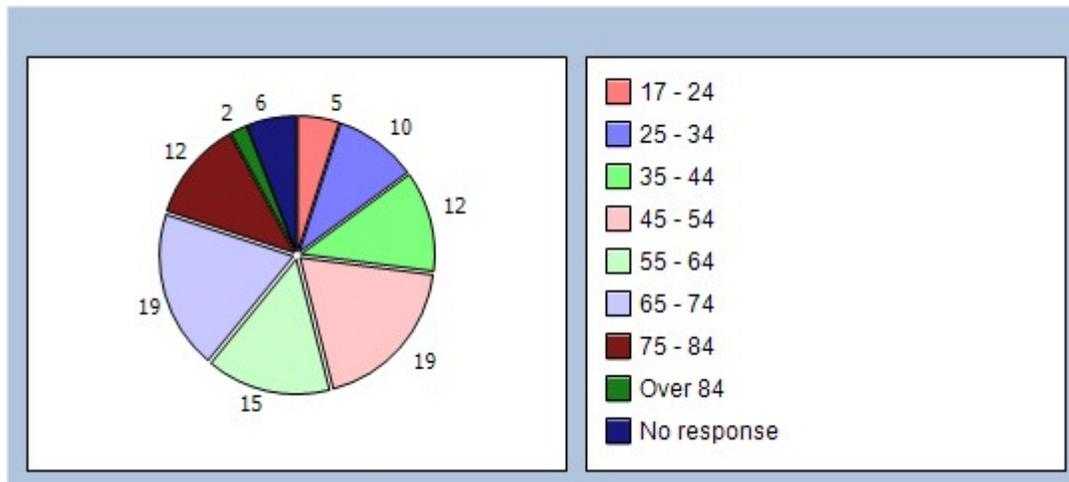
Are you male or female?

Male **32%**
Female **59%**
No response **9%**



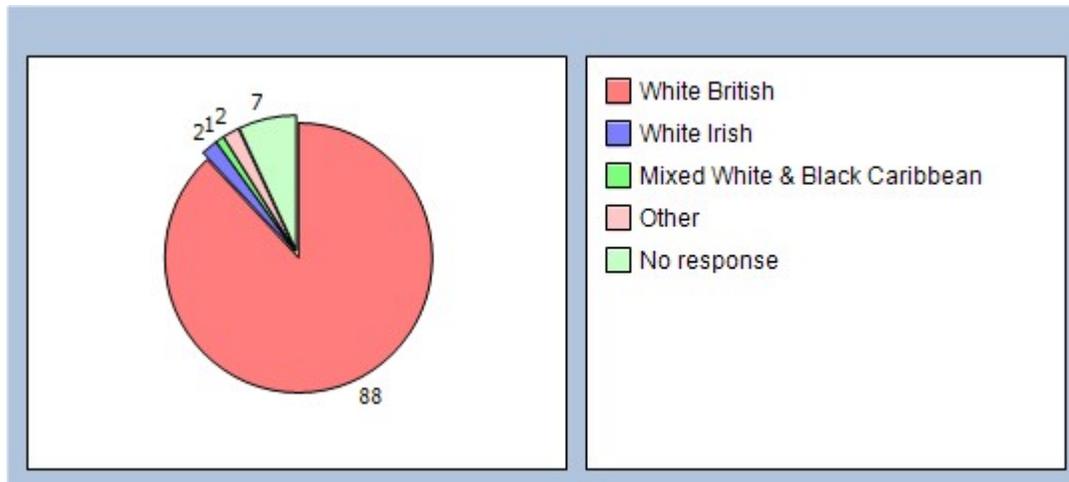
What age are you?

Under 16 **0%**
17 - 24 **5%**
25 - 34 **10%**
35 - 44 **12%**
45 - 54 **19%**
55 - 64 **15%**
65 - 74 **19%**
75 - 84 **12%**
Over 84 **2%**
No response **6%**



What is the ethnic background with which you most identify?

White British **88%**
White Irish **2%**
Mixed White & Black Caribbean **1%**
Mixed White & Black African **0%**
Mixed White & Black Asian **0%**
Indian **0%**
Pakistani **0%**
Bangladeshi **0%**
Black Caribbean **0%**
Black African **0%**
Chinese **0%**
Other **2%**
No response **7%**



Many thanks for your time in answering the question on this survey