

Kent and Medway Area Team
2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: Canterbury Medical Practice

Practice Code: G82228

Signed on behalf of practice:

Euna Ray

Date: *26/3/2015*

Signed on behalf of PPG:

Ms Stewart

Date: *26/3/2015*

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: 11 in face to face group 37 overall

Detail the gender mix of practice population and PPG:

%	Male	Female
Practice	48%	52%
PRG	33%	67%

Detail of age mix of practice population and PPG:

%	<16	15-44	45-64	65-74	> 75
Practice	17%	35.5%	26.3%	11%	10.2%
PRG	0%	5.4%	32.4%	32.4%	29.7%

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	96%							0.2%
PRG	94.6%	2.7%						

	Asian/Asian British					Black/African/Caribbean/Black British		Other		
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice						0.2%		Black		0.1%
PRG										2.7%

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:

In setting up the group the following steps were taken:

The representativeness of the PRG was examined as the forms started to come in and following this the reception teams were asked to particularly encourage those from under represented groups to join. For example, although we decided not to particularly invite under 15s we were, however, keen to hear from their parents or carers, many likely to be in the 15-44 age group. It was also recognised that the reception teams were an extremely valuable resource when trying to engage patients who had particular needs when accessing services from the surgeries. The receptionists were asked to encourage patients with hearing, eyesight or mobility issues, for example, to participate.

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
 The group were asked how they thought we could gain feedback from under-represented groups such as children or those with mental health issues. It was felt that the FFT will give the opportunity for a wide range and number of patients to give feedback as well as gaining feedback from patients and staff from the Care Homes. It was also reported that we have recently started a 'compliments and grumbles' book at each reception as an additional way to gain feedback from patients and identify areas for improvement.

2. Review of patient feedback

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

During the year feedback was reviewed from:

National Patient Survey

Complaints to the Practice

Significant Events Analysis within the practice

Compliments and Grumbles record at reception

Friends and Family Test

How frequently were these reviewed with the PRG?

The review of complaints to the practice, with the Patient Group takes place annually (usually November) alongside the information from the latest National Survey. Feedback from the Friends and Family Test and the Compliments and Grumbles Record takes place at each Patient Group meeting as a standing agenda item.

3. Action plan priority areas and implementation

Priority area 1

Description of priority area:

Peer learning with a view to improving communication during consultations.

What actions were taken to address the priority?

At the Patient Group meeting in November 2014, the review of complaints noted the relatively low level of complaints. One member commented that having received only 12 complaints from over 12000 patients should in itself be seen as positive. The only pattern seemed to be around communication during consultations with GPs. It was agreed that this would be brought to the attention of the GPs and peer learning to try to improve this area should be undertaken.

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

In addition to in-house training sessions for reception and other staff around communication and how we come across to patients, the GPs were made aware of the above. Quarterly meetings take place to discuss Complaints and Significant Events. At these meetings we go through the complaints and events individually to discuss what went wrong but more importantly, what could be done going forward to improve. We have found that these in-house peer-learning sessions help GPs and other clinicians to reflect on their own practice in a supportive environment as well as sharing learning from others' practice.

Priority area 2

Description of priority area:

Continue to pursue a new premises for Littlebourne Surgery

What actions were taken to address the priority?

Littlebourne Surgery is a converted period property which is unlikely to be able to meet future NHS standards for healthcare even if it were able to be extended or renovated. For some years now a local developer has been working with the practice and local council to provide a replacement facility. Planning permission was granted in 2009 although at that time funds were not available from the then PCT Estates budget to complete this project. Recognising that funds for premises development are still limited and that this project is unlikely to be prioritised, the developer is currently submitting revised plans, with the support of the Parish Council to build housing on part of the site to enable a new surgery for the patients of Littlebourne without the need for additional recurrent funding from NHS Property Services.

The Chairman of the Patient Group also had correspondence with the local MP to expedite this.

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

We await the outcome of planning consent application and if positive we will then pursue further with NHS England.

Priority area 3

Description of priority area:

Monitor patient feedback via FFT, Compliments/Grumbles record, etc.

What actions were taken to address the priority?

As we do each year, complaints and significant events are reviewed quarterly in house and annually with the Patient Group.

In addition to our website we have invested in iPads both for use in the waiting rooms and on home visits to encourage feedback via Friends and Family Test.

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

We report the statistical results of the FFT to each Patient Group meeting as well as reviewing the comments.

The Compliments/Grumbles record has shown mostly positive feedback from patients so far which is good but does not provide a basis for any improvements and its usefulness will need to be assessed going forward. It might be that the FFT serves the same purpose.

Patients consistently report high levels of satisfaction with the practice both in local and national surveys and this is also being reflected in the FFT results so far.

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 only item outstanding from last year's action plan was around getting a designated disabled parking bay on the road outside Littlebourne Surgery. We are pleased to confirm that this is now in place.

4. PPG Sign Off

Report signed off by PPG: YES

Date of sign off: 26th March 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? – see above
Has the practice received patient and carer feedback from a variety of sources? – see above
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? – some actions still work in progress
Do you have any other comments about the PPG or practice in relation to this area of work?