

Derbyshire & Nottinghamshire Area Team

2014/15 Patient Participation Enhanced Service REPORT

Practice Name: Welbeck Road Health Centre

Practice Code: C81041

Signed on behalf of practice:

Date: 10.02.15

Signed on behalf of PPG:

Date: 10.02.15

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, meetings and email
Number of members of PPG: 229

Detail the gender mix of practice population and PPG:

%	Male	Female
Practice 49.4%	5423	5554 50.6%
PPG 41%	94	135 59%

Detail of age mix of practice population and PPG: 229

%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
Practice	2141	999	1385	1395	1609	1366	1208	882
PPG	0	26	50	40	34	32	33	14
%=	19.4%	9.1%	12.6%	12.7%	14.6%	12.4%	11.0%	8.0%
	0%	11.3%	21.8%	17.4%	14.8%	14.0%	14.4%	6.1%

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	2247	21	0	133	13	8	13	
PPG								

%	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice	16	15	0	6	13	6	1	4	0	6
PPG										

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:

All new patients irrespective of gender, age and ethnic background are given information on our PPG with registration forms and invited to be members.

PPG dedicated notice board in waiting room (including dates and minutes from meetings)

Notices around surgery re and dates for meetings and minutes on web site

Information on Network PPG meetings also circulated to all members and information on notice board

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 practice population is still very similar to last year.

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:

Verbal discussion at meetings with PPG including the PPG organising and making representation at our “carers” event.
PPG representation at both our CQC inspections (2013 and 2014) and the CQQ reports were both very positive about our PPG involvement.
We held an open day in the summer of 2014 with PPG involvement
Following discussion at a PPG meeting re lack of support for carer – we held a “carers” event in October 2015 organised by PPG members and Practice
Positive feedback on the NHS choices site.

How frequently were these reviewed with the PRG?

Every 3 months at our PPG meetings and also at the various planning meetings at well as the events highlighted above.
At our last PPG meeting the members suggested that the meetings should be held more frequently and we are currently looking into this.

3. Action plan priority areas and implementation

Priority area 1
<p><i>Description of priority area: Carers Event Saturday 25th October 2 – 4pm</i></p> <ul style="list-style-type: none">- Initially raised by a PPG member at one of the PPG meetings. Event aimed at carers, other unsupported and isolated patients – the event was held at the surgery and we funded a room and light refreshments. We agreed to promote the support services available and to try to get as many carers as possible to attend an open meeting with these support agencies available to offer help and advice on the day.
<p><i>What actions were taken to address the priority?</i></p> <p>Identification of carers in house and we wrote to them individually inviting them to the event. We also sent an invitation to a wide range of support organisations, including Helen’s trust, Stroke Association, Alzheimer’s Society, Parkinsons UK, Carer’s Trust, Staveley Action Group, Derbyshire Carers Association and Bolsover District Council.</p> <p>The event was led mainly by our PPG members who all had specific roles on the day.</p>
<p><i>Result of actions and impact on patients and carers:</i></p> <ul style="list-style-type: none">- Very positive feedback from both patients/carers and volunteer organisations – overall feedback “it was a really positive and successful event”- We asked all attending to complete a “feedback form” and the results of this are available.- Improved awareness of support services available in our community for carers and improved access to these services <p><i>How were these actions publicised?</i></p> <p>We took photographs on the day and these were displayed on our PPG notice board. We fed the results of the feedback to all who attended and also on our PPG notice board. We contacted the local newspaper with photographs and a summary of the event, but our story was not publicised.</p>

Priority area 2

Description of priority area: **Open day held in surgery on Saturday the 10th of May to improve engagement with practice community**

- Concerns had been raised over lack of knowledge about what services were available in the Health Centre
- Not everyone knew the other services provided or staff working in the Health Centre
- Concerns raised about the number of appointments the Practice was offering
- Some misunderstanding about how our appointment system worked
- Some misunderstanding about staff roles

What actions were taken to address the priority?

- Open day to showcase our available services – with representatives from all teams working in the building
- Audit of our appointments

Result of actions and impact on patients and carers:

- Appointment of a further salaried doctor (7sessions a week from April 14) and adverts out for a further 8 sessions of GP time to replace Dr Spencer when he retires at the end of March 2015 (currently working 4 sessions per week)
- Now appointed further 2 salaried GP's, commencing 3rd March 2015 (6 sessions) and April 2015 (4 sessions)
- Increased number of appointments in the afternoons and telephone appointments throughout the day.
- Appointment of new Practice Nurse in training role initially

How were these actions publicised?

- Agenda items discussions and minutes from PPG meetings, copies emailed to all members (apart from 2), displayed on web site and PPG notice board in waiting room

Priority area 3

Description of priority area: **Continuity of clinical services**

- Some concerns had been raised at PPG meetings and also by other patients and featured in surveys, about the difficulty in seeing the same doctor/nurse and follow up with preferred clinician.

What actions were taken to address the priority?

- Clinicians encouraged to make review appointment themselves at the end of the current consultation
- If not, then slip available to be passed to the reception staff to make appointment
- Integration with care plan development and involvement of patients and carers in the admission avoidance work.

Result of actions and impact on patients and carers:

- We have met the admissions avoidance DES targets
- Named doctor for patients
- Increased uptake of GP organised follow up
- Continued work on our appointments system to improve continuity of clinical care

How were these actions publicised?

- Ongoing discussion at our PPG meetings and website

Progress on previous years

- Open day on 10th May 2014 to publicise the services available “in” and “out” of house. Including staff being available to inform patients how our practice works (ie appointments etc) and the best way to make use of these services and take on board patient comments.
- Carers event on 25th October 2014 promoting support groups. We are currently looking at holding carer’s support group meetings/coffee morning in the surgery on a monthly basis.
- We have increased the number of appointments offered in the afternoons and of telephone appointments throughout the day
- We employed a new salaried doctor working 7 sessions a week from April 2014
- We have employed a further 2 salaried doctors providing 10 sessions a week (replacing Dr Spencer’s 4 sessions at the end of March 2015) and a new Practice Nurse 24 hours a week.
- Speaker from OOH invited to PPG meetings to discuss PPG concerns re OOH care but she failed to attend twice
- Speaker from Governing Body Lay Member PPI/CCG invited to last PPG meeting
- The practice has paid for the PPG to be members of the National Association for Patient Participation, and all members receive a monthly newsletter giving them the latest NAPP news and information about the different services available to patients.
- Some of our members area also attend the Network PPG meetings which is intended to develop PPG involvements in the NE Locality and to both represent the Practice and feedback to our PPG
- The Practice is also represented at a new PPG initiative where the 3 Bolsover practices working together to form a “Bolsover locality” PPG group and feedback to their own group at meetings.
- The PPG members have now taken on more ownership of the meetings and have elected a Chairperson and Secretary. They now organise the Agenda, Chair the meeting and take the minutes. They have also suggested that PPG meetings are held more frequently
- Increased number of care plans in place
- 2 CQC visits and PPG was represented at both – CQC feedback from discussion with PPG members VERY positive

4. PPG Sign Off

Report signed off by PPG: YES

Date of sign off: 10th February 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?

Invitations and publicity re the Open day and Carers Event, information on website, dedicated notice board for PPG (clearly marked) in waiting room.

Several members of our PPG attend the Network PPG group meeting and the next meeting is scheduled to be held at Welbeck Road Health Centre in April 2015. The minutes of these meetings are also circulated to PPG members.

Formulation of “Bolsover wide” PPG group.

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

Certainly from our “carers” day and also via our “care co-ordinator” and the proposed introduction of the monthly “carers group” support meetings/coffee mornings.

One of our PPG members is a manager in the Derbyshire carers Support Group and has given a lot of support and insight into what is available to patients and carers.

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

Fully involved and discussed at regular intervals

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

- Increased number of appointments – both in surgery and telephone
- Improved awareness and contact with carers and the support groups available
- Care co-ordinator now identifies carers and offers further support

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

- Increased autonomy of PPG with Chairperson, Secretary and other deputies – more involved with the practice
- Further development of “Bolsover Locality” PPG meetings
- Attendance at Network PPG meetings.

Please submit completed report to the Area Team via email no later than 31 March 2015 to:

- Derbyshire practices: e.derbyshirenotttinghamshire-gpderbys@nhs.net
- Nottinghamshire practices: e.derbyshirenotttinghamshire-gpnotts@nhs.net