

Standard Reporting Template

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

Practice Name: University Health Service

Practice Code: J 82080

Signed on behalf of practice:

Date: 17.3.2015

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, Email, Other (please specify) EMAIL
Number of members of PPG:33

Detail the gender mix of practice population and PPG:

%	Male	Female
Practice	53.6	46.4
PRG	48.5	51.5

Detail of age mix of practice population and PPG:

%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
Practice	4%	63%	21%	8%	2%	1%	1%	0.4%
PRG	0%	18%	18%	6%	9%	15%	12%	21%

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	4308	9	0	818	13	36	34	159
PRG	13	0	0	3	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	317	60	45	1104	616	216	32	55	0	3
PRG	0	0	0	1	2	1	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:

PPG joining form is available to all on our website and at point of registration.

GPs will mention PPG to patients and also give lists of potential members to the admin team

<p>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</p> <p>Large student population</p> <p>If you have answered yes, please outline measures taken to include those specific groups and whether those measures were successful:</p> <p>The application form is available on our website and at the point of registration. Students (in the main) do not respond well to surveys and recruitment of students has been slow. The turnover of our patient list makes the PPG difficult to administer and therefore the inclusion of students remains low</p>

2. Review of patient feedback

<p>Outline the sources of feedback that were reviewed during the year:</p> <p>Suggestions Friends & Family Comments</p>

How frequently were these reviewed with the PRG? Quarterly as agreed with the PPG

Action plan priority areas and implementation

Priority area 1
Description of priority area: Appointments Time taken to get an appointment Wait time whilst at the Surgery
What actions were taken to address the priority? Patient education of what is relevant to see a GP with and what can be dealt with by a Pharmacy, website updated and information leaflets made available in reception Investigation of nurse triage with pending nurse appointment Publication of Friends & Family responses at Practice Meetings with targeted discussions with those clinicians who “run behind” the most.

Audit of GP “duty emergency” clinics pending to ascertain what patient perceive to be urgent.

Discussions within the Practice in what is an “acceptable” wait time for an appointment with monthly searches to review average wait times

Investigation of email consultations on going (LMC IT Conference May 2015)

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

Website updated to include pharmacy scheme

Receptionists briefed at TARGET event

Priority area 2

Description of priority area:
Clinical Care

What actions were taken to address the priority?
Publicise direct comments from Friends & Family test to all relevant clinicians within the Practice, to promote discussion and change of behaviours

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

The monthly results will be discussed amongst all clinicians within the Practice which will aid changes in behaviour if there are “recurring themes”.

The comments will be reviewed quarterly to gauge improvements

Priority area 3

Description of priority area:

**Customer Care – availability of blood tests
Customer Care – rudeness at reception**

What actions were taken to address the priority?

None, we have a serious staff absence issue within our nursing team which is now resolving so we hope to be able to offer blood tests 5 days per week within acceptable timescales to patients

Discussion with reception staff at TARGET training on customer care, but it should be noted that some patients can also be extremely rude!

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

More rapid availability of blood test appointments which will be determined by future patient comments



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):

Recall systems for blood tests – we have introduced the text reminder service via EMIS to inform patients of their blood test results.

Wait time for appointments – we remind patients by text twice that they have an appointment and there is now the facility to cancel by text. Sadly we still suffer from a high number of patients who do not attend their appointments which restricts appointment access for others. We now write to patients who have not attended 3 times in the last 6 months

Preferred appointment times – we offer a range of appointments during the day from 7.50am until 5.30pm but as yet cannot offer evening or weekend appointments.

Helpful reception staff – we have received some glowing comments this year about our reception team, whom we are very proud of

3. PPG Sign Off

Report signed off by PPG: YES – see emails below:

Hi Wendy

This seems fair and accurate to me!

Best wishes

Hello Wendy,

There really is not anything for me to add other than appointments are always available, not necessarily with your own Doctor but you can get seen the same day. My experiences have always been excellent in all aspects of the Surgery.

Best Wishes

I note that you declare 'rudeness' as an issue for your reception staff. I have two observations

1 I have been a practice patient, including as a BEng and PhD student (i.e. One of your underrepresented groups) and since 1998 I can think of perhaps one occasion where the practice staff have been anything but the most courteous. As a patient with complex physical and psychiatric needs I have placed all manner of demands on the reception staff and they to their credit have met them admirably.

2 I have observed however that the increasing international population at the university, together with the changing demography of UK students attending places demands on the receptionists. Frequently international students, at the height of culture shock, and perhaps unwell clearly struggle with expressing their needs in English and have interactions with the reception staff I would characterise as less than optimal. It may be that the practice should consider the utility of a telephone interpreting service, or should seek candidates for their reception from the families of international students or from those who have settled here.

3 from a social research point of view one could conceive of reliable strategies to research the views of UG and PG students. It would in fact be a reasonable psychology project for a masters student?? Or if you wished I could put you in touch with some highly regarded researchers in the field of customer satisfaction whose fees are also fairly reasonable.

Hi Wendy

Probably my reply is too late , but I have only just returned from holiday. I am more than happy with your report.

Best wishes

Date of sign off: 21.3.2015

How has the practice engaged with the PPG:

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

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?

