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## PATIENT PARTICIPATION REPORT 2013/14

**Practice Code:**

C84037

**Practice Name:**

Blidworth and Ravenshead-Dr Dalton & partners

### An introduction to our practice and our Patient Reference Group (PRG)

- The Patient Participation Group (PPG) is our physical meeting. We meet bi-monthly, between patients and members of our clinical team & The Practice Manager. Our meetings are held in an environment which is accessible to all patients, encouraging inclusivity.
- Our Virtual Patient Reference Group (vPRG) is patients that have signed up to receive information from time to time and asked to provide feedback via email or the post and face to face, if appropriate, to ensure we have engagement via all forms of communication.

The Patient Participation Group. Members have again been very active in getting patients of the practice aware of the work of the PPG on behalf of our patient group. They have continued to get patients signed up for the Virtual Patient Reference Group (vPRG). Efforts have been made via community engagement to reach as many groups of people as possible and to get their comments about local healthcare resources. To facilitate wider networking the PPG have attended various community events, including Christmas and Summer Fairs, Flu Clinics, Warm Well & Wise Event, a multi-agency information day. There have also been specific health awareness events, relating to men's health, diabetes and cancer. We have had two courses to support people with long-term conditions, run by volunteer tutor of the Nottinghamshire Healthcare Trust. These resources have been spread across the two villages that form our catchment area. Numbers signed up for our PRG is now almost 1000, which is in fact the largest PRG group in our CCG area.

The PPG is keeping in touch with patients via the practice website, (where the minutes of meetings are presented along with the PPG Action Plan, Aims & Objectives and future dates of meetings. Contact is kept with patients using external communication via the local newsletters, the local newspaper 'The Chad', and to ensure we reach all patients we use the mail or telephone. These methods of communication were used particularly to encourage patients to undertake the PPG survey in October/November 2013.

The PPG has notice boards in both surgeries and these are updated regularly. They also have a circulation of information around the villages and particularly we make use of communications at the pharmacies linked to The Practice. The PPG is linked with Blidworth Parish Councils and is an associate member of The Blidworth Community Association. Local churches particularly The Sherwood Forest Community Church in Blidworth provides free or reasonably priced location for PPG events. Until this year the key person leading on the development of the PPG had been our Chair. This situation has changed over this year in that we now have a truly active steering group of members who are engaging directly in all the activities the PPG undertakes to improve healthcare and health awareness locally. Our healthcare team are appreciate of the hard work done by our PPG, and

their working relationship continues to grow year on year, hence everyone feels the PPG is proactive and making a positive contribution to our community and this practice.

Our PPG is a member of the Newark and Sherwood Clinical Commissioning Groups Stakeholder Reference Group (SRG). Our Chair was on the interview panel for CCG staff in 2013 and she has been involved in a range of development project such as PRISM, Self -Care.

The Practice is a member of the National Association of Patient Participation Groups (NAPPs). The Chair is a member of Health Watch Nottinghamshire & Disability Nottinghamshire and has close links with Nottinghamshire Healthcare Trust plus Nottingham University Hospitals. Through these productive links our PPG has and is gaining awareness of healthcare developments across the county and nationally, and importantly where possible we are directly involving members of the group to further enhance knowledge and skills to facilitate improved health awareness locally, as well as having a voice in the wider NHS community.

The PPG continues to make a valued contribution to the practice.

Please note the following

- The PPG has a more elderly population which reflects and mirrors the practice profile
- We have slightly more females than males signed up for the PPG and for the virtual patient group, this also reflects on the practice profile.
- The virtual patient group figures continue to increase year on year.

Attached is the questionnaire (Appendix 1), that patients completed to become a member of the virtual patient group. This also asked patients if they would be interested in hearing more about the Expert Patient Groups, which is a group, ran by our PPG chair. This group is a free support programme for patients with long term conditions. The take up for these groups has been very positive. The meetings are held at Blidworth surgery, and we will have at least two groups running this year. One will be held later in the day to facilitate the engagement of patients who are working and managing a long-term condition. The sessions will be run on a weekly basis over a six week basis commencing 19<sup>th</sup> March 2014.

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Please note – The PRG profile comparison includes the number of members of the ‘virtual’ PRG also. Unfortunately, this is recorded as a name, address and contact details only on the practice database and hold no details in respect of age, ethnicity or gender of the members. The database was compiled by a member of the PPG who is a volunteer and had not realised there was a need to record such data.

Copies of the electronic forms (as shown at Appendix 1) that contain the specific ethnicity and personal profile breakdown cannot be located on any of the other surgery databases and appear to have been deleted in error.

The newly appointed Practice Manager recognises that this was an oversight and has asked the PPG chair to ensure that going forward that there is a mechanism in place to capture the required data in line with the Data Protection principles for all new members joining the group.

This shows how the practice has tried to ensure that the PRG is representative of the wider practice population. Information is provided here on the practice and PRG profile.

	<b>Practice population profile Total -11701</b>	<b>1000 = PRG profile See narrative above</b>	<b>Difference 10701</b>
<b>Age</b>			
% under 18	2223 = 19%		
% 18 – 34	1847 = 15.78%		
% 35 – 54	3359 = 28.715		
% 55 – 74	3112 = .91%		
% 75 and over	1160 = 9.91%		
<b>Gender</b>			
% Male	5717 = 48.86%		
% Female	5984 = 51.14%		
<b>Ethnicity</b> <b>Based on figures available –Data not fully known and is WIP (Work in progress).</b>			
% White British	6369 = 54.43%		
% Mixed white/black Caribbean/African/Asian	29= 0.25 %		
% Black African/Caribbean	22 = 0.19%		
% Asian – Indian/Pakistani/Bangladeshi	145= 1.24%		
% Chinese	27 = 0.23%		
% Other	294 = 2.51%		

These are the reasons for any differences between the above PRG and Practice profiles:

The figure of 11701 represents the number of registered patients at the practice as of 10/3/2014. The PRG figures include the combined PPG members and the virtual group that takes an active part in surgery life .The PPG has increased membership year on year and is pro-active in maximising opportunities to increase membership and growth. This is seen very much as work in progress and forms part of the strategic intentions as outlined in the PPG Action Plan for 2014/15 for both the surgery and the PPG. The difference in the figures is attributable to many factors. The recruitment of new members for the PPG is a constant challenge, particularly new members from under represented ethnic groups and the youth of the community. Varying methods of communication are tried. These include target specific audience initiatives such as Flu Clinics. Local events such as Church fetes and other community activities are attended by PPG members. It is evident the growth of the virtual group is more attractive to patients as there is no extra commitment needed by the individual to attend the bi-monthly meetings. The practice recognises that there needs to be a review of how ethnicity of patients is captured as the current data is not accurate. This will form part of the action plan for 2014/15.

In addition to the above demographic factors this is how the practice has also taken account of other social factors such as working patterns of patients, levels of unemployment in the area, the number of carers:

The surgery management team and the PPG committee of the practice are aware that there is a need to continually improve on their understanding of patients and their wishes around services provided especially those in full time employment, including shift workers. To this end the surgery does operate extended opening hours which are advertised on the website, in the local media and other community forums via the PPG. The aim being to maximise all the communities access to the team at the surgery. These additional opening times are early morning each week day and each evening. Appointments are also available on a Saturday morning at Blidworth.

As part of the continual Improvement programme an on-line survey has recently been conducted via "Survey Monkey " to ascertain the patients views of opening times and if they need to change to suit local demographics . The survey results are being collated at present but early indications are that the highest response will be from the age group that are classed as the primary full time 'working population' that are registered with the surgery. This data when fully known will be analysed so as its findings can inform the strategic direction of the PPG Committee and the wider surgery teams.

The clinicians and Practice Manager at the surgery work in partnership with the MDT (PRISM) team and hold bi weekly meetings to review patients receiving primary care within the community. This review captures the views and needs of carers and is a continual rolling care programme.

Unemployment within the catchment area is not known to be affecting the demographics of the surgery as over 80% of the patients are of a working age or retired.

This is what we have tried to do to reach groups that are under-represented:

Linking with the PPG we have used a wide range of media options to get information to our communities via posters placed at a range of shops, church's, community noticeboards, community groups, such as Corn water Group for over 60s: The over 50s club, W.I, Sure Start, Miner Welfare, Community Centre Ravenshead, villages newsletters and local newspapers, surgery noticeboards and Practice website.

It is also recognised that over the past few years both nationally and locally there has been an increase in numbers of persons arriving in the UK from overseas, especially from the Eastern European sector . The PPG and Surgery Management team acknowledges that there is work to be done in fostering relationships with such groups .The Practice Manager has only recently been appointed (January 2014) , but prior to taking up the post was Head of Communities with the Derbyshire Constabulary . The PM has significant previous experience of enhancing relationships with community groups that are under represented .There are plans to look at making increased use of his contacts at "Language Line " , Community Cohesion workers from the co-terminus Multi-Agency teams ( Police and Social Care ) with a view to promoting the PPG within these communities . One option being considered is posters and entries on the website in various languages along with recruiting a PPG committee member from the Eastern European and other ethnic groups.

### **Setting the priorities for the annual patient survey**

This is how the PRG and practice agreed the key priorities for the annual patient survey

The DES framework (2012/13) was reviewed and became the reference point to build the PPG survey 2013/14 questions upon. The ethos of the practice and the PPG is to put the patient at the centre of

everything that we do. The aim of this survey was to underpin this aim and to establish if patients opportunities were being maximised and that they were able to achieve the flowing outcomes ;  
Telephone the surgery and their call be answered in a timely manner,  
Were they being seen within an agreed time frame,  
Were they able to speak to a nurse or doctor,  
Confirm if they had used any of the electronic options such as 'on-line appointment booking or repeat prescriptions.

The PPG survey was completed in October/November 2013.

All the survey questions were pre-agreed by the PPG with the overarching strategic aim of 'continual improvement 'for the patients.

The surveys were handed out at the Flu Clinics in October held at both surgeries. PPG members also distributed them in the community and again in the surgery on a range of dates during those months. Patients were also encouraged to complete them at the Blidworth Christmas Fayre, where local residents came and this was a particularly useful location, as those present ranged from teenagers to older residents of the community.

The information gained from the survey would form the framework for the PPG's Action Plan for 2014/15 and it would improve the services and resources to patients in the practice.

The survey responses and results were collated by PPG members and data further formatted by the Practice Manager to make them easier to analysis and present on the practice website and posters within the practice surgeries and other communication channels .

Attached to this report is a copy of the survey questions that were posed to the patients.  
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Also attached to this report are the survey results in graph format.

<S:\DATA\Survey reports\Patient survey completed for 2013.xlsx>

The results were collated and considered by an independent key strategic committee made up of PPG members prior to formal publication on the website.

In order to reach members in the community that do not have access to a computer, paper copies of the survey results and posters will be made available at the surgeries .

An article has been prepared for the local Community newsletter by the PPG Chair.

A strategic aim from the survey was to increase patients' awareness of the many services available to them at the practice. (This will be assisted by a communication strategy and awareness raising via posters and articles in the local newsletters and on-line).

### **Designing and undertaking the patient survey**

This describes how the questions for the patient survey were chosen, how the survey was conducted with our patients and includes a summary of the results of the survey (full results can be viewed as a separate document)

At the PPG meeting in September. 2013 it was agreed that a sub group would be formed to lead on the design, content and distribution of the patient survey. The sub group met in later that month to

discuss the survey design and distribution.

This working group was made up of four PPG members two from each village and the then Practice Manager, Mrs Anabel Sharma.

The survey was designed by the sub group that with the survey questions being tailored to "keeping it simple" maxim but with sufficient depth to ensure the required information from patients in relation to the specific areas that needed to be addressed was capable of being extracted by the survey.

The questions were shared with the PPG members for discussion prior to circulation to patients. There was unanimous agreement in respect of the question content .The survey commenced with patients attending the first Flu Clinic in October and was then extended out to both surgeries at Blidworth & Ravenshead during normal surgery opening times.

The survey results were collated in December 2013 and early January 2014.

A copy of the survey results is already attached as above.

90% patient satisfaction has been achieved in all areas within the survey domain.

The outcomes were reviewed by the PPG Chair & Vice-Chair, along with the Practice Manager in February 2014.

At the PPG meeting in January 2014, the PPG members were very happy with the survey results and gave very positive feedback, plus a commitment to investigate points raised by patients as well as actioning EPP courses and having the 'Warm Well & Wise' event.

The survey results have identified areas for improvement (AFI's) which have been included in the 2014/15 PPG Action Plan .( Copy Attached )

In addition, A number of patients (26) had expressed an interest in attending the Expert Patient Programme (EPP).

The PPG Chair contacted these individuals directly to provide further information in respect of EPP and this has resulted in a course being designed and implemented at the surgery. It will run on a weekly basis from 19/3/14 and the following six weeks with 14 patients attending.

A further course will run in November 2014 for patients who work and can't attend day time courses. It is proposed to hold a specific course for patients with diabetes. This will be designed and facilitated in consultation with the practice nurse practitioner who leads for this condition and has local ownership of diabetes management locally.

A further 115 patients indicated that they wanted a further 'Warm Well & Wise' event in 2014. This has been booked and funded to take place on the 7th July 2014.

Again this will involve a range of agencies both statutory and voluntary and includes the local Pharmacy manager who is a CCG lead who is working closely with the PPG Chair and Practice Manager so as there is holistic understanding and partnership working to maximise positive outcomes for our respective patients.

The emphasis on the July event will be to assist patients to improve their lifestyle, healthy living and local support services that can be accessed to improve their daily lives.

<p>How our patient survey was undertaken:  The survey was undertaken using the following circulation methods.</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Flu clinics at each surgery. Over 300 forms completed</li> <li><input type="checkbox"/> General circulation and completion on 4 intervals on surgery days.</li> <li><input type="checkbox"/> Christmas Fayre</li> <li><input type="checkbox"/> Community circulation locally via PPG members</li> <li><input type="checkbox"/> Internet via Practice Website</li> </ul>
<p>Summary of our patient survey results: See attached documents</p> <p>The overall results were discussed in detail and we looked at the practices strengths and weaknesses. After the results and customer comments had been reviewed, It was agreed by our PPG that the overall survey results were good with the majority of results better than the national average based on practices of a similar size.</p> <p>The PPG looked at the survey customer comments and this is how the group decided on the strategic areas that would be taken forward to the action plan for 2014/2015. .</p> <p>In line with the CCG requirements a date was set that the survey results would be put on the practice website and that the results would be printed as a poster and displayed prominently at the surgeries.</p> <p>An article is also being drafted for local community newspapers to provide an overview of the survey and its outcomes, including the action plan.</p> <p>The attached action plan shows the areas that the group agreed would be taken forward.</p> <p>In addition ,the PPG agreed with the Practice Manager that the practice would work harder to improve information sharing with patients .This would be done by updating the new patient’s information booklet and there would be a greater emphasis on ensuring patients are fully aware of any changes in procedures at the practice, such as on line services, telephone consultations ****. This work will be supported by the PPG where appropriate.</p> <p>The action plan is designed using the SMART model. All the areas identified and outlined in the Action Plan are Specific, Measurable, Achievable, Realistic and Time bound.  <a href="S:\DATA\PATIENT SURVEYS\ACTION PLAN 2014 2015.doc">S:\DATA\PATIENT SURVEYS\ACTION PLAN 2014 2015.doc</a></p>

<p><b>Analysis of the patient survey and discussion of survey results with the PRG</b>  This describe how the patient survey results were analysed and discussed with PRG, how the practice and PRG agreed the improvement areas identified from the patient survey results and how the action plan was developed:</p>

**The key improvement areas which we agreed with the PRG for inclusion in our action plan were:**

Key points related to improving patient engagement and the distribution of information to them and gaining feedback would form part of the PPG Action plan for 2013/14.

It included ;

Increasing the communities awareness of the PPG

How the PPG can support the development of healthcare locally, by being the voice for patients and information source for the practice about our communities.

The PPG Action Plan is to be validated at the PPG AGM on 18th March 2014. (It was felt that swift action was required, for patients to feel their comments had been heard and responded too).

At the AGM the PPG Action Plan was agreed unanimously.

**ACTION PLAN**

**How the practice worked with the PPG to agree the action plan:**

The key elements of the action plan came from the outcomes of the recent survey, guidelines set by the Newark & Sherwood CCG relating to the purpose and roles of the PPG, alongside NAPP's guidelines relating to the roles and responsibilities of a PPG.

Our PPG is quite clear about its role and responsibilities in relation to working with the practice for the benefit of patients in the community, and it is due to this clear understanding boundaries and responsibilities that we have such a good working relationship with the healthcare team, who respect the contribution of the PPG to individual patients and the practice in general.

There are to be bi-monthly reviews of the PPG action plan by the Practice Manager and PPG Chair with outcomes and updates being communicated as key messages via the media links, website and posters.

In addition from April 2014 the Citizens Advice Bureau are becoming a partner member of the practice and will be holding surgeries on a weekly basis. It is intended that the PPG engage with the CAB as part of the aim to uplift the under represented patients within the area.

We identified that there were the following contractual considerations to the agreed actions:

There were no changes identified that were not agreed by the PPG.

The changes identified did not have any impact on contractual arrangements				
Copy of agreed action plan is as follows: <b>See attached action plan</b>				
Priority improvement area Eg: Appointments, car park, waiting room, opening hours	Proposed action	Responsible person	Timescale	Date completed (for future use)

**Review of previous year's actions and achievement**  
 We have summarised below the actions that were agreed following the patient survey 2012/13 and whether these were successfully completed or are still on-going and (if appropriate) how any have fed into the current year's survey and action plan:

The ethos of last year's survey was , “ **We asked ,You said , We did “**

The outcomes were;

**Patients asked for more appointments.**

Initially we looked at how many patients failed to attend for appointments.  
 Our aim was to bring this number down by making patients more aware of the importance of cancelling if they cannot attend.  
 This would create and allow more appointments for patients that need them.

We have put up posters all over the villages and in surgery to highlight the amount of patients that DNA and the number of lost appointments this can cause.

**Car parking was identified You said that parking can be a problem.**

We have asked a company to come and re-design the car park, creating a few more usable spaces.

**You said that you would like more information on how patients can help themselves with their long term conditions**

The PPG have rolled out three Expert Patient programs in the past year more are planned as outlined above.

There is no disagreement with the PPG and vPRG on any of the actions in the action plan.

This report is available in hard copy at both surgeries and posted on the website.

Copies have been sent to the members of the PPG and members of our vPRG have been signposted to our website.

All staff has been made aware of the report and can view it in the Practice database or on-line .

**Where there were any disagreements between the practice and the PGG on changes implemented or not implemented from last year's action plan these are detailed below:**

None were identified.

The outcomes of the action plan for last year have served to enhance the good working relationship between the practice and the PPG. There is clearly respect and a growing understanding of the need to work together on both sides, and importantly both sides are able to have a frank and honest discussion in a bid to get the best for patients and practice given the growing reduction of resources and funding.

**Publication of this report and our opening hours**

This report will be published in full on the practice website along with the associated documents that includes the survey questions and results, the PPG Action Plan for 2014 and in local media circulations as previously outlined.

**Opening times**

These are the practice's current opening times (including details of our extended hours arrangements)

The practice is open as follows ;

Monday 8am-6pm- GP and nurses- Telephone booking and on line booking (24/7)

Tuesday to Friday 7.30am-6pm GP and nurses – Telephone Bookings and online booking (24/7).  
Saturdays on a monthly rota basis from 8-12.00 p.m. - GP only pre-booked appointments.

Services can also be accessed in person and via the practice website.

Our opening hours include extended access hours.