

# Standard Reporting Template

Devon, Cornwall and Isles of Scilly Area Team  
 2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: Foxhayes Practice

Practice Code: Y00568

Signed on behalf of practice: G Champion

Date: 16/2/2015

Signed on behalf of PPG: G Taylor

Date: 16/2/2015

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, Email, Other (please specify) Face to Face, Email & Survey																																					
Number of members of PPG: 83																																					
Detail the gender mix of practice population and PPG: <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 10px;"> <thead> <tr> <th style="width: 20%;">%</th> <th style="width: 40%;">Male</th> <th style="width: 40%;">Female</th> </tr> </thead> <tbody> <tr> <td>Practice</td> <td>1661</td> <td>1711</td> </tr> <tr> <td>PRG</td> <td>34</td> <td>49</td> </tr> </tbody> </table>	%	Male	Female	Practice	1661	1711	PRG	34	49	Detail of age mix of practice population and PPG: <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 10px;"> <thead> <tr> <th style="width: 10%;">%</th> <th style="width: 10%;">&lt;16</th> <th style="width: 10%;">17-24</th> <th style="width: 10%;">25-34</th> <th style="width: 10%;">35-44</th> <th style="width: 10%;">45-54</th> <th style="width: 10%;">55-64</th> <th style="width: 10%;">65-74</th> <th style="width: 10%;">&gt; 75</th> </tr> </thead> <tbody> <tr> <td>Practice</td> <td>789</td> <td>328</td> <td>692</td> <td>595</td> <td>415</td> <td>247</td> <td>157</td> <td>149</td> </tr> <tr> <td>PRG</td> <td>0</td> <td>3</td> <td>16</td> <td>24</td> <td>10</td> <td>14</td> <td>12</td> <td>4</td> </tr> </tbody> </table>	%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75	Practice	789	328	692	595	415	247	157	149	PRG	0	3	16	24	10	14	12	4
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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	2185	10	0	230	1	3	2	25
PRG	79	0	0	1	0	1	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	7	2	3	16	26	4	0	1	11	17
PRG	1	0	0	1	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:

In February 2012, 57 patients joined the group and the group has grown over the years, and to-date there are 94 members.

Approximately 15 members did not give information regarding their age and gender for this group and as a practice we have respected their decision. The staff team has shown commitment over the year, with 2 campaigns to increase the membership; one campaign used the Friends of Foxhayes newsletter to invite patients to join the PPG, and the other campaign involved inviting all newly registered

patients information about the Group at the time of their registration. There is also information available on the Practice web-site -

[www.foxhayespractice.nhs.uk](http://www.foxhayespractice.nhs.uk)

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:

*We are aware that we have limited representation from our Care Homes. Going forward for the coming year we will reconsider how to engage members from our Care Homes particularly patients who have Learning Disabilities.*

## 2. Review of patient feedback

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

The Patient Survey 2015 was similar to the 2014 and 2013 Surveys. The number of patients completing the survey was 257 compared to 250 in 2014, 202 in 2013 and 106 in 2012. The team are committed to ensure that as many patients as possible completed the questionnaire.

The patient population of the Foxhayes is younger than the majority of other practices within the city of Exeter. This has been shown in the age group of patients who participated in the survey, in that 73% of patients completing the questionnaire were aged below 54 years of age. The age range of patients who completed the survey generally replicates the age profile of the practice patient population. 2 patients were aged under 18.

Individual Clinicians have also sought feedback from patients by undertaking nationally recommended Surveys.

At the Practice Meeting an annual review of complaints was conducted - 4 complaints were received in total: request regarding a request for repeat medication, poor level of service from HCA, difficulty in obtaining a supply of medication and GP attitude. Verbal feedback from patients is also sought and debriefing sessions take place with the Team regarding difficult scenarios' they have dealt with.

#### Complaints

#### Action

Request for repeat medication

None - all operating procedures were followed

Poor level of service from HCA

Learning for the HCA to contact the duty Partner

Review of induction plan for new staff

Staff rota to include details of duty Partner

Difficulty obtaining supply of medication

The importance of communications between the team and patients. However, on this occasion there was poor communication between the Chemist and the patient.

<p>Attitude of GP</p>	<p>To consider electronic prescribing</p> <p>Discussed with team the importance of giving patient realistic time-frame when GP and Nurses will make telephone calls.</p> <p>The importance of teamwork when dealing with patients</p>
<p>How frequently were these reviewed with the PRG?</p> <p>Complaints and overall performance are shared at the Friends of Foxhayes meetings which take place quarterly, the last one taking place on 16<sup>th</sup> February 2015 when the results of the Survey were also discussed.</p>	

### 3. Action plan priority areas and implementation

Priority area 1
<p>Description of priority area:</p> <p><b>Pathology Results</b></p>
<p>What actions were taken to address the priority?</p> <p>The Practice Team will work with patients to improve how pathology results are given to patients.</p> <ul style="list-style-type: none"><li>• Map the existing process</li><li>• Review the process with the PPG</li><li>• Redesign new process which optimizes new technologies i.e. SMS &amp; online access to patient records</li></ul>
<p>Result of actions and impact on patients and carers (including how publicised):</p> <p>February 2015 - Results discussed with the Friends of Foxhayes Participation Group.</p> <p>March 2015 - Mapped project plan in place.</p>

## Priority area 2

Description of priority area:

### **Repeat Prescribing Service**

What actions were taken to address the priority?

An Audit has taken place 2014/15 on the repeat prescription process.

Review of prescribing protocol.

Consider the use of the Electronic Prescription Service.

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

In the results of the Survey patients did not think that you got their repeat prescriptions processed in 72 hours, once the audit took place this confirmed that prescriptions were completed within 48 (for patient collection) and 72 hours (Pharmacy collection).

Agreement has been reached to adopt the Electronic Prescription Service.

### Priority area 3

Description of priority area:

#### **Increase Online Booking**

What actions were taken to address the priority?

The Team will discuss and adopt usually practices to ensure this service is widely publicized and encourage patients to partake. The Team took the nationally recommended training to implement the new service.

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

Information was added to the website, email and in the waiting room for patients to register for the new service. The use of the service will be monitored by a Managing Partner.

This has made it easier for patients to access our services when they need to, to request medication, book appointments and view their medical records.

This will in time reduce phone calls to the practice making it easier for patients who do not have access to the online services to get in touch with us.

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):

### **Team Learning**

Over the year Gillian Champion implemented a programme on Team learning which included chaperone training for members of the Team, Data Protection and Health and Safety Training. Regular meetings were held to discuss cases as well as sharing learning and feedback from staff who had attended external learning events. The feedback from the latest Survey recognised the excellent team at the Practice and has also been recognised by the CQC Inspectors who have awarded the Practice as Outstanding for Caring and Patient's Needs.

### **Access to Services**

Telephone Access - The partners of the practice reviewed and discussed the telephone access to patients. It was identified that the pressure points on the system were between 8.30-9.00am on Monday and Thursday mornings. Feedback from the Friends of Foxhayes on options to change the telephone system were that they preferred not to have a stacking system, as often the cost of the call is extremely high. There is a direct line to the Surgery Reception for patients who are identified at risk of emergency admission to Hospital. NHS Choices and the Practice website are also reviewed regularly.

#### **ACTIONS:**

- Increase members of staff manning the phones during hot spots.
- Telephone training for staff

### **Online booking of appointments**

419 (12%) of patients have access to online booking. The team have worked very hard to encourage patients to use this service. The feedback from patients has been very positive, however some patients do want immediate access to a GP and Nurse this is something we will explore during 2015/2016.

### **Anchor Point for Bicycles**

The Practice has reviewed the Health and Safety Risk Assessment and have decided to install some anchor points for bicycles at the front of the building.

4. PPG Sign Off

Report signed off by PPG: YES

Date of sign off: 16<sup>th</sup> 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? *Information via website, waiting room, SMS message.*

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

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? *To enable the practice to review and implement new services to improve access for patients'.*

Do you have any other comments about the PPG or practice in relation to this area of work? *No*