

## Annex D: Standard Reporting Template

Taken from; GMS Contract 2014/15, Guidance and Audit requirements, NHS England Gateway reference: 01347

East Anglia Area Team  
2014/15 Patient Participation Enhanced Service Reporting Template

Practice Name: Oakfield Surgery

Practice Code: D83067

Signed on behalf of practice:

Date: 26.3.2015

Signed on behalf of PPG/PRG:

Date:

### 1. Prerequisite of Enhanced Service Develop/Maintain a Patient Participation Group (PPG)

Does the Practice have a PPG? YES / NO	Yes
Method of engagement with PPG: Face to face, Email, Other (please specify)	Face to face
Number of members of PPG:	25

Detail the gender mix of practice population and PPG:			Detail of age mix of practice population and PPG:								
%	Male	Female	%	<16	17-24	25-34	35-44	45-54	55-64	65-74	>75
Practice	49.4	49.1	Practice	18.8	6.9	14.2	16.6	15.9	10.4	8.3	6.3
PPG	0.26	0.47	PPG	0	0.2	0.41	0.18	0.25	1	1	0.7

Detail the ethnic background of your practice population and PPG:

	White				Mixed/ multiple ethnic groups			
	British	Irish	Gypsy or Irish traveller	Other White	White & Black Caribbean	White & Black African	White & Asian	Other mixed
Practice	621	22	1	122	5	13	5	6
PPG	25	0	0	0	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	11	57	3	1	6	14	3	10	0	
PPG	0	0	0	0	0	0	0	0	0	

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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:

Our Patient Reference Group members were recruited mainly from our existing 'Friends of Oakfield Surgery'.

We are always looking to recruit new members as we do appreciate that our Patient Reference Group is not completely representative of our patient population. However, despite putting up posters, handing out leaflets to all new and existing patients of the surgery and actively encouraging new members to join through conversation, recruitment has not been easy. Anyone interested in joining the 'Friends of Oakfield Surgery', particularly from a younger sector of the patient list, is encouraged to approach any member of staff or contact [tracy.porter4@nhs.net](mailto:tracy.porter4@nhs.net) for more information.

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 (Lesbian Gay Bisexual Transgender) community? YES

If you have answered yes, please outline measures taken to include those specific groups and whether those measures were successful:

The ethnic origin of the above group is predominantly White British so we are also actively trying to encourage patients from different ethnic origins to join the 'Friends of Oakfield Surgery'. Elderly patients from different ethnic origins to join the 'Friends of Oakfield Surgery', Elderly patients with learning disabilities or other disabilities as well as carers or patients with various social factors such as working patterns are also encouraged to join the Patient Reference Group to bring fresh, new ideas and opinions to the Surgery. Patient Reference Group meetings are held quarterly at Oakfield Surgery after Surgery working hours, therefore ensuring that patients with an employment status are given the opportunity to attend meetings.

## **2. Review of patient feedback**

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

An initial discussion was held in December 2014 with the Patient Reference Group to formulate questions for the survey carried out for 2014/15. The patient survey took place during January and February and the 'Improving Practice Questionnaire' completed results were received on February 2015. CFEP UK Surveys Limited collated the results of the survey providing a 'Certificate of Completion' and an A4 poster summarising the results of the survey which will be put up around the Practice for all patients to see on the website/Jayex.

How frequently were these reviewed with the PPG?

Reviews take place at each ¼ PPG meeting.

The results of the survey were discussed with the Patient Reference Group at the Annual General Meeting (AGM) held on 25<sup>th</sup> March 2015. Statistical data relating to the findings, such as the Overall Practice Scores Graph, has been published in Oakfield Surgery and on our website.

### Action plan priority areas and implementation

#### Priority area 1

Description of priority area:

##### **Telephone Access**

When compared to last year's survey results the survey showed that 'patient's ability to speak to a practitioner on the phone' was below the national average. From the results of the 2014/15 survey it is apparent that the Oakfield Surgery overall score for this section is still below the national average despite measures put in place to rectify this.

The managerial staff have logged that telephone access has been an on-going problem since 2011/2012 despite previous measures to rectify this problem. The Jayex touch screen patient check in screen was installed in the reception area in March 2013 and as predicted has reduced the number of walk-in patients at the desk and thus freed up the reception staff members to answer both of the telephone lines more efficiently however this has not been reflected in the survey results.

The emergency telephone line (01638 662018) at Oakfield Surgery is answered between 08:00am and 08:30am Monday to Friday and is for emergency matters only that cannot wait until the surgery opens at 08:30am.

The reception telephone lines (01638 662150 and 01638 662018) open between 08:30am and 18:30pm Monday to Friday and both lines are to be used to make appointments, contact the dispensary, contact the secretary, request home visit and any other enquiry. We also have a fourth line for clinicians/health professionals.

It has been brought to the attention of the management that the majority of the patient population are unaware that there are two telephone lines that are answered by the reception staff from 08:30am, despite both of the contact telephone numbers being available on the Oakfield Surgery website, on the practice leaflet, on SystemOnline and in directory listings. As a result of this, patient education has become of high importance to help to educate patients of the two telephone line numbers, the appointment system used in the surgery to identify exactly how to book an appointment and the type of appointments available and the use of SystemOnline, our new online system through which patients can book appointments and re-order medication, login details are to be requested from the reception desk in person to access this.

What actions were taken to address the priority?

Action plans have been put in place by the Patient Reference Group and Oakfield Surgery to increase patient awareness of the available telephone numbers to contact the surgery. These include :

1. The production of a new "Did you Know ...? Leaflet to be given out to new and existing patients; highlighting the telephone numbers to contact reception on and the appointment system used within the surgery.
2. A generic 'Did You Know ...?' SMS text message being sent to all patients with a consent status to receiving SMS text messages highlighting the telephone number to contact reception on and the appointments system used within the surgery.

However, this would only reach a small percentage of our patient population who have mobile telephones and have consented to receiving SMS text messages.

3. A 'Did You Know ..?' page will be added to the Oakfield Surgery website [www.oakfieldsurgery.org](http://www.oakfieldsurgery.org) once discussed with the website designer, highlighting the telephone numbers to contact reception on and the appointments system used within the surgery.
4. A 'Did You Know ...?' message will be added to the SystemOnline Oakfield Surgery webpage also highlighting the telephone numbers to contact reception on and the appointments system used within the surgery.

In January 2014 Oakfield Surgery introduced a new online booking appointments and repeat medication requests system, SystemOnline. Patients must attend the surgery in person to request and obtain their personal login details for this system (patients may be asked to provide suitable identification before these details will be given out). Once fully operational SystemOnline will allow patients to make certain appointments with clinicians and will allow them to request repeat medication, thus reducing the number of telephone calls coming into the surgery.

At present, patients who have their login details are able to book nurse appointments, order prescriptions, view test results, view a summary of their record and change their personal details.

Patients who have obtained their login details are able to request their repeat medications through SystemOnline and the dispensary in Oakfield Surgery have noticed the reduction in phone calls requesting medications already. Once more patients are aware of this system and are using it this will help to free up the telephone lines for the patients making appointments.

The managerial staff at Oakfield Surgery have been monitoring the usage of SystemOnline to identify the impact this has on the telephone lines and patients ability to contact the surgery. If it is felt that this system continues to reduce the impact on the telephone calls, and at the time of preparing this report 13.3% of patients have registered on line and we expect this figure to continue rising as patients who need to have access to speak to the doctor.

Description of priority area: 2

**Speak to Practitioner on the phone**

The patient experience survey highlighted what had already been brought to the management's attention, that patients do not feel they are able to easily speak to practitioner's on the phone. It is felt that the measures put in place in priority 1 area are also relevant to this priority.

What actions were taken to address the priority?

See priority Area 1.

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

See priority Area 1.

### Priority area 3

Description of priority area:

#### **Opening Hours Satisfaction**

The recent survey highlighted that patients were not satisfied with the surgery opening hours.

What actions were taken to address the priority?

No action has been taken as the surgery is open 8.30 am – 6.30 pm Mon – Friday and offers extended hours surgery on Wednesday evenings.

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

The management however continue to ensure patients awareness of our appointment system in advertised by posters, Jayex, website, prescription counterfoil and leaflets.

#### **Opening Hours**

As a result of the 2014/2015 Patient Reference Group Survey Oakfield Surgery have not changed the opening times, they remain as follows:

***Monday-Friday***            8.30am-6.30pm

## Appointments

1. **ROUTINE** appointments are available to book up to 6 WEEKS in advance

*If all the advance appointments are already booked on your preferred date you may be offered an alternative date, or will be asked to phone 'on the week or on the day'*

2. A LIMITED number of routine appointments can be booked **ON THE WEEK**

*This allows you to book an appointment, for any day that week (that has availability) on the Monday morning, once these appointments have become available. Please phone 01638 662018 or 01638 662150 or attend the surgery at 8:30am on Monday morning to book this type of appointment.*

3. A LIMITED number of routine appointments can be booked **ON THE DAY**

*Please phone 01638 662018 or 01638 662150 or attend the surgery at 8.30am as these appointments fill up quickly.*

4. If your medical problem is an **EMERGENCY** you will always be seen the SAME DAY

*You will be asked to attend at the end of morning surgery. **Please be prepared to wait as we can be very busy** (Especially on Mondays and Fridays)*

5. If your medical problem is an **EMERGENCY BETWEEN 08:00AM AND 08:30AM MONDAY TO FRIDAY**

*Please telephone the **EMERGENCY LINE** on **01638 662018** and briefly explain your emergency to the receptionist so that it may be dealt with more quickly.*

Note –

- A. If your doctor is fully booked or not available you may be offered an appointment with our nurse practitioner.
- Jean is an independent nurse practitioner and can be consulted on ALL medical conditions. She is also able to prescribe medication.
- B. Our nurses, Denise, Karen and Morven, are qualified to see you for simple medical problems. Please ask at reception if you feel your problem could be seen by one of our nurses.

**Late Surgery :** Wednesday evening by appointment

During the hours when Oakfield surgery is not open a voicemail message machine has been set up in order to provide patients who may contact the Surgery at these times of alternative services available to them until the Surgery re-opens. The message states:

*The surgery is now closed; our opening hours are 08:30 – 18:30 Monday to Friday.  
Please listen carefully to the following options.*

- *If you have a life threatening medical emergency, please hang up and dial 999.*
- *If you need medical assistance and cannot wait until the surgery opens, please hang up and dial 111 for the NHS 111 service. Calls to this service are free of charge from both landlines and mobiles.*

*“Thank You”*

If you have participated in this scheme for more than one year, outline progress made on issues raised in the previous year(s):

In previous years the Patient Experience Survey has highlighted that patients were not happy with the comfort of the waiting room. To address this we have had the seating refurbished.

### 3. PPG Sign Off

Report signed off by PPG: YES

Date of sign off: 25.3.2015

How has the practice engaged with the PPG: *Quarterly meetings plus adhoc meetings with the Practice Manager.*

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

*The Practice continually strives to engage with all groups in the practice population.*

Has the practice received patient and carer feedback from a variety of sources? Feedback received from the following:-

1. PPG
2. Patient Experience Survey
3. National Survey
4. Written/Verbal complaints

*5. Written/Verbal compliments*

*6. NHS Friends and family test*

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?

*Ease of access to clinicians and to their personal records.*

*The PPG has been involved in the agreement of priority areas resulting action plan.*

*The Practice Manager attends each PPG meeting and has regular meetings with the PPG chair.*

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

