

## Standard Reporting Template

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

Practice Name: Highfield Health

Practice Code: J82663

Signed on behalf of practice:

Date:23.3.2015

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:28

Detail the gender mix of practice population and PPG:

%	Male	Female
Practice	9	19
PRG	32%	68%

Detail of age mix of practice population and PPG:

%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
Practice	0	4	5	4	2	7	4	2
PRG	0%	14%	18%	14%	8%	25%	14%	7%

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	1836	33	0	620	9	6	12	106
PRG	44%	1%	0%	15%	1%	1%	1%	3%

	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice	142	82	15	254	251	62	5	39	0	0
PRG	3%	2%	1%	6%	6%	1%	1%	1%	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:

**The PPG joining form is offered to patients who attend Highfield health at Reception.**  
**GP's will mention the PPG to patients.**  
**The PPG is advertised on our website.**

**We have a large student population and provide care for Sunrise Nursing home as well as local families. I think our current PPG, although smaller than we would ideally like, represents a cross section of our population. The plan for the future of our PPG is to encourage people to consider joining when they register with us. Having a large student population it is important to us that we encourage fresh members to keep us up to date with what is important to our new as well as our long term patients.**

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/NO

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

**Recruitment of students has been low but we plan to try and increase our student PPG numbers during our Registration period.**

## 2. Review of patient feedback

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

**Email  
Friends and Family feedback card**

**Friends and family feedback texts**  
**Patients comments while attending appointments**

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

### 3. Action plan priority areas and implementation

Priority area 1
<p>Description of priority area:</p> <p>Clinical Care</p>
<p>What actions were taken to address the priority?</p> <p><b>Comments from 'Friends and Family' test were viewed by staff at a Practice meeting. This was undertaken to ensure staff were aware of what areas our patients thought we were doing well in. It is motivating for people when they work very hard to know they are being appreciated. Also, to promote discussion surrounding the areas they thought we could improve on.</b></p>
<p>Result of actions and impact on patients and carers (including how publicised):</p> <p><b>The quarterly results will be reviewed and shared with staff so we can continue to offer a patient centred approach in all areas.</b></p>



## Priority area 2

Description of priority area:

**Customer care... Reception**

**Customer Care... Test Results**

What actions were taken to address the priority?

**Reception staff meeting:**

**This was as well as a general staff meeting. It was felt that Reception staff would be more open to discuss any issues and be more receptive to guidance without it being a full staff meeting.**

**The importance of confidentiality and professionalism was discussed. This in general is commented on as being very good and there are many comments to say how friendly and welcoming our reception staff are.**

**Although sometimes because the reception window is open, it was felt that reception and other staff while in the reception area, should be quieter and be aware that patients waiting to see a Doctor/Nurse could hear what was being said. Confidentiality and professionalism were felt by all to be a priority at Highfield Health and everyone felt happy to improve this in any way possible.**

**The importance of patients getting their results from tests was raised and the best way to achieve this was discussed so reception could offer a professional and smooth system while dealing with the general workload in Reception.**

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

**Reception professionalism will be determined by our continuous patient feedback and close relations with Practice Management.**

**It was agreed that patients**

**Would still be encouraged to phone for their results ( Encouraging patient responsibility for their health ) but the guidance would be to phone after 2pm.**

**Patients will be informed of this when their tests are undertaken.**

**Highfield Health will investigate a text system to send patients their results in the future.**

### Priority area 3

Description of priority area:

**Repeat Prescriptions.**

What actions were taken to address the priority?

**To ensure that prescriptions are correct and always available when patients need them we have organised our system in Reception so both staff and patients know what expectations are realistic.**

**We have advertised clearly to our patients that prescriptions will take 48hours before they are ready for collection.**

**We are also in the process of organising prescriptions for Sunrise Nursing home so patients always have the medications they need and Reception staff at Highfield are not inundated with requests for prescriptions that have already been completed.**

**A meeting was undertaken involving all healthcare professionals that are involved in this process, including Pharmacists, G.P, Medicines Manager, Nursing staff, Reception staff and carers.**

**It was very successful and another meeting will take place in 6 weeks to maintain high standards of care and good communication between all health care professionals so our patients receive the best possible care.**

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

**It was important to embrace the opportunity to work as a team to ensure prescriptions are produced on time and not reproduced so waste and in turn cost to the NHS can be reduced.**

**Also to have a safe effective system throughout the whole process of prescribing as 'electronic prescribing' is now being introduced at Highfield Health.**

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):

**Preferred appointment times - We have an out of hours service on a Wednesday evening 18.30-20.30 to accommodate a wider range of patient choice. We have advertised this more and it is very popular with our patients. We have an increasing uptake of this service.**

**Website access - Highfield Health's website has been and is still being updated to offer our patients a better online service.**

**Surgery facilities and Environment - We have decorated Highfield Health Surgery in the last year and we often have patients comment on what a lovely, well presented surgery we have.**

#### 4. PPG Sign Off

Report signed off by PPG: YES/NO **yes**

Date of sign off: **26.03.15**

Thank you. The completed template reads very well and I do not have any further comment to make. It is very reassuring to see how the practice has utilised the feedback to make improvements for everybody concerned.

It's a shame that there are not more members in the PPG, especially students, but I understand that engaging them in such activities is always difficult and there is not an easy solution to this! It certainly seems you have done your best to try and promote the group.

With regards to the FFT, I just wondered how it works? I know it is relatively new to the surgery. It's just that I have received texts on some visits recently and not on others but wasn't sure how they were generated. Also, I noticed that you can't just reply to the text that comes through (I have now saved the number to send replies to) but I wonder if that effects the response rate as it is a bit time consuming and I wonder if it puts other people off? Just a thought - I hope it doesn't and I thought that I would mention it as I don't want you to miss out on what would otherwise be excellent feedback. As I say, I don't know how it works in the GP practice environment, but, at the hospital, we get penalised for a low response rate!

Good luck with the implementation of strategies to tackle the "negative" feedback.

Thank you for sending the interesting progress report for NHS England. My only comment would be that I had to struggle with the statistics in the first section, because I couldn't understand the numbers in the Practice line - they did not seem to be totals, or percentages. However, I assume there is some ratio which NHS uses which makes it all perfectly plain to them and to you.

We are grateful that the practice is considering the three important matters of confidentiality, prescriptions and test results, all of which affect us personally. I don't think I have ever had to wait long enough in the waiting room to be able to overhear any conversations in the office! Warfarin prescriptions, which my husband needs, are always complicated because of the frequent changes, but we have always been able to sort them out OK.

Only comment is that I'm really glad the issue of repeat prescriptions is being addressed. I e-mail my prescriptions in & routinely (~40% of repeat prescriptions) have problems obtaining the right prescription/on time. I'm not sure how best to resolve the issue, copying in the pharmacy to the e-mail requests helps, as they can then chase it up.

How has the practice engaged with the PPG: **Email**

How has the practice made efforts to engage with seldom heard groups in the practice population? **See Above. We intend to do more work in this area, for example to engage our Nursing home patients more and our student population.**

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? **See Above**

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

**I think it is has been very beneficial to work symbiotically with our patients and has helped to improve our service. I feel excited about increasing our numbers in the future to enable us to keep improving!**