

2015/16 Patient Participation End of Year Report

Practice Name: Jubilee Medical Group

Practice Code: G82097

Signed on behalf of practice: Alison Airey – Practice Manager Date: 30<sup>th</sup> March 2016

Signed on behalf of PPG: Chris Carter - Chairman Date: 30<sup>th</sup> March 2016

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

Does the Practice have a PPG? <b>YES</b>																																					
Method of engagement with PPG: Face to face, Email, Other (please specify) <b>Face to Face, by phone and Email</b>																																					
Number of members of PPG: <b>8</b>																																					
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>8057</td> <td>8768</td> </tr> <tr> <td>PPG</td> <td>3</td> <td>5</td> </tr> </tbody> </table>	%	Male	Female	Practice	8057	8768	PPG	3	5	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>3117</td> <td>1368</td> <td>1796</td> <td>1791</td> <td>2360</td> <td>2355</td> <td>2275</td> <td>1763</td> </tr> <tr> <td>PPG</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td>3</td> <td>5</td> <td></td> </tr> </tbody> </table>	%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75	Practice	3117	1368	1796	1791	2360	2355	2275	1763	PPG						3	5	
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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	54.5	0.40		2.5	0.20	0.10	0.22	0.09
PPG	100							

	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice	12.5	1.05	0.09	2.10	2.49	3.55	0.28	1.34		7.77
PPG										

*\*ethnicity data not available for every patient*

## 2. Review of Patient Feedback

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:

Since the formation of PPGs the practice has worked hard to try to recruit members who accurately reflect the practice population however the group is aware it is not reflective of the age profile of the practice population. To address this issue the PPG have continued to work with the Practice to maintain the virtual Patient Reference Group of over 4000 patients (in some cases email address will access more than 1 patient) who have agreed to be canvassed from time to time for their opinions on the practice and its services, receive the regular newsletter and are invited to provide feedback and suggestions . The PRG is maintained and promoted by the PPG through:

- Regular newsletters produced by the PPG
- Targeting patients via email asking them to participate in the PRG and the Appointments Survey
- Displaying notices in our Waiting Rooms
- Promoting the PPG and PRG by members attending during specific patient clinics such as annual flu vaccinations, at the

AGM and specific outreach events.

This promotional activity has meant that the PRG now represents more than 25% of our practice population.

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:

Under the VMO scheme we look after many residents who reside in the 5 Nursing and Residential Homes in the local area. These patients are predominantly housebound and therefore do not attend the surgery but as our GPs visit the Homes at least once each week (often more) they have good working relationships with the Homes Managers and staff who will raise any issues or comments on behalf of their residents about the services we are providing.

The Home Managers receive copies of the Newsletter which they can circulate to their residents. The PPG and Practice have also undertaken outreach sessions with Wellfield and Turners Oak – sheltered housing units, in order to outline the services available to them, obtain feedback about their experiences when using the practice and arrange future outreach sessions

We have in excess of 100 housebound patients in the area, living in their own homes. Many of these have Carers and we have actively targeted this group by providing a leaflet to promote the support we can give them and the 'cared for' patient. We reached out to Young Carers through the local schools.

3. Outline the sources of feedback that were reviewed during the year.

1) **Patient Surveys** –The PPG decided not to undertake a full patient survey in 2015 following the largescale exercise

undertaken in 2014. However a specific survey on the appointments system (an issue of concern in the 2014 survey) was undertaken. Also in line with the GMS Contract we have been participating in the Friends and Family Test but have been extremely disappointed with the response rate, which has been minimal.

- 2) **Via the PRG** – the Patient Reference Group is a ‘virtual’ group of patients who are usually contacted via email and asked to respond to a specific questions about our services and to submit specific questions or comments about the practice. A member of the PPG has a lead role and monitors all responses which are discussed and actioned at PPG meetings.
- 3) **At Meetings** Feedback is received at the PPG regular meetings with the practice and through the AGM, also at outreach meetings eg Wellfield and Turners Oak
- 4) **Informal feedback from PPG members** – members of the PPG have close contact with the managers at the practice and will approach us with specific queries, questions and concerns raised to them by other patients.
- 5) **Through the PPG email account** – we circulate the Newsletter via email to every patient who has an email address recorded with the practice. Patient often use this method to feed-back issues, comments or observations to the PPG and the practice.

4. How frequently were these reviewed with the PPG?

The PPG is involved in every aspect of the feedback explained above, this is discussed in our regular joint meetings, which are held 6 to 8 times a year.

## 5 Action plan priority areas and implementation

### Priority area 1

Description of priority area: ACCESS TO SERVICES

What actions were taken to address the priority?

Despite making more appointments available, the ability to meet demand for urgent appointments is a continuing concern and this is reflected in responses to the appointments survey. This has been exacerbated by recruitment difficulties and an unusually high demand for appointments, reflecting experience across the CCG area. The Reception Team has been strengthened with more staff and from April 2016 the surgery will have its full complement of GPs. This is enabling the surgery to introduce a GP led triage system for urgent appointments. A text reminder service has also been introduced and a concerted effort made to obtain patients mobile phone numbers. Hopefully this will reduce DNAs.

In addition, to the introduction of both Counselling and Ultrasound services in 2014, hosted at New Ash Green surgery on a weekly basis, we now also have a Physiotherapy service for neck and back pain, which started in January 2016. A leaflet outlining all the hosted services available to patients has been produced and a review of all patient information leaflets is being undertaken by the PPG in order to better signpost the range of multiagency support available locally.

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

All the actions are publicised via the Newsletter, Noticeboards and at the AGM. The impact of these changes will be monitored by the PPG and another survey is being planned for late summer to obtain patient feedback on these changes

## Priority area 2

Description of priority area: Service Improvement.

What actions were taken to address the priority?

Two PPG representatives attend regular meetings with the Practice to discuss ways JMG can raise standards in line with the CQC framework. They also provide regular updates of patient perceptions on how well the practice is performing. This has developed further with each member of the PPG partnering individual GPs/Practice Managers to review the outcomes of CQC inspections of outstanding practices. This was undertaken for CQC patient groups and Carers. The service offered by Jubilee Medical Practice was then compared to these outstanding practices. In many areas JMG services matched features of outstanding practices. Where this was not the case a list of areas that could be further improved was identified by the PPG, has been discussed by the Partners and will form the basis for action planning alongside patient feedback.

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

These actions will be publicised via the Newsletter, Noticeboards and AGM and monitored through regular patient feedback and specific surveys.

### Priority area 3

Description of priority area: Improving Patient Feedback

What actions were taken to address the priority?

Concerns that the Friends and Family Test (FFT) is an inadequate mechanism for obtaining patient feedback in a way which enables service improvements to be identified have been verified. The practice undertook a specific appointments survey (see above) to ascertain patients' views which was analysed by members of the PPG, and we are planning a fuller patient survey in the late summer to help assess the impact of service improvements.

The PPG intends to extend its outreach work and will use these contacts to complement existing patient feedback and for health promotion, eg a visit to a local primary school is being arranged by a GP and PPG member to promote healthy eating with the children. Also the AGM is being extensively advertised in the hope that attendance can be increased. The meeting will include a session on resuscitation, a health quiz, PPG report and free refreshments.

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

Via the Newsletter, Web site, noticeboards and feedback from the PRG , AGM and other meetings.

## 6. 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):

- 1) **The PPG itself** – since its inception the role of the PPG has evolved and grown and the current PPG has an active and invaluable role within the practice. They both support and assist the practice with many aspects of our work and provide us with valuable insight of how our patients feel we are doing and what areas we can improve upon. The group has a rigorous selection process and appointed 3 new members. In the light of research by Healthwatch into PPG effectiveness across Kent the group has reviewed its role and allocated revised individual responsibilities to group members.
- 2) **CQC Working Group** – The work of this joint sub-group to look specifically at the requirements of CQC and the outcomes of inspections undertaken in order to improve JMP services continues (see 3 above)
- 3) **Premises** – previous surveys identified the need for improvements to our practice buildings and these are being undertaken, albeit slowly, due to financial restraints. However the practice has submitted bids for funding from (previously) the PCT and latterly from NHS England to make the improvements required. In 2014-15 we had new clinical sinks and replacement flooring installed at New Ash Green surgery. During 2015-16 we have had new clinical sinks installed at Kent House surgery, purchased new chairs for the Waiting Room and had works done at New Ash Green surgery to install a privacy room within the Waiting area.

## 7. PPG Sign Off

Report signed off by PPG: YES

Date of sign off: 30<sup>th</sup> March 2016

How has the practice engaged with the PPG:

The PPG represents an effective partnership between patient representatives, GPs managerial and administrative staff.

The PPG has a good relationship with the practice and actively supports the practice in undertaking surveys, patient information and education and at specific events eg the Flu Clinic. The PPG meetings are attended by the Practice Manager, Doctors and Surgery managers.

The pairing of GPs with PPG members to identify potential for service improvement based on the outcomes of Outstanding CQC inspection is a welcome development (see above)