

# Annex C: Standard Reporting Template

## Essex Area Team 2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: Danbury Medical Centre

Practice Code: F81100

Practice website address: [www.danburymedicalcentre.co.uk](http://www.danburymedicalcentre.co.uk)

Signed on behalf of practice: *H. Hunt*

Date: *20.3.2015.*

Signed on behalf of PPG: *Wangbad*

Date: *20.3.2015*

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, Telephone
Number of members of PPG: 150

Detail the gender mix of practice population and PPG:

%	Male	Female
Practice	5503	5618
PRG	1.14%	1.55%

Detail of age mix of practice population and PPG:

%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
Practice	1972	840	830	1232	1862	1510	1647	1228
PRG	0.10%	2.26%	3.25%	2.11%	0.96%	1.25%	1.15%	0.57%

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								
PRG	142			4			1	1

	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice										
PRG						1	1			

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:

- Danbury Medical Centre has worked closely with patients since 1996 when the Danbury Patient Involvement Group was established. This Group have worked alongside the Partners and have provided patient based input into the Practice. In 2003 this Group achieved charity status.*
- The virtual PPG is representative of the Practice population and was created in 2010. The Practice has a higher than average over 65 patient list and this is represented in the membership.*
- We have encouraged membership of the PPG via advertising and word of mouth. Many younger members have joined the Group via the Practice website link.*
- The new Practice Insight newsletter, produced monthly and distributed within the surgery waiting areas and also downloaded online via the website*

*has reminded patients how to join the Group.*

*(e) Whilst there is significant membership of the virtual PPG, many patients provide little interest in responding to questionnaires and Newsletters and many attempts in obtaining feedback have resulted in minimal response.*

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? NO

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

## 2. Review of patient feedback

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

Patient Complaints

FFT feedback monthly summary

Reviews on NHS Choices

Feedback arising from patient communication regarding the merger of Danbury Medical Centre with Mountbatten House Surgery to commence 1.4.15.

How frequently were these reviewed with the PRG?

Three times during the year.

### 3. Action plan priority areas and implementation

Priority area 1
<p><b>Description of priority area:</b></p> <p>New Danbury Medical Centre</p> <p>With the move happening in early 2016, preparation towards the move has been the main action for the practice.</p>
<p><b>What actions were taken to address the priority?</b></p> <p>Displays were available within the main waiting room at the Practice, keeping patients informed of the progress. The Practice's website was regularly updated with progress to date.</p> <p>Newsletters have been produced to distribute within the Practice and also online.</p>
<p><b>Result of actions and impact on patients and carers (including how publicised):</b></p> <ul style="list-style-type: none"><li>• Patients were able to feel included in the construction of the new build and have been more tolerant of current issues including, for instance, inadequate parking, lack of space and cramped surroundings, all of which are out of our control.</li><li>• We have been discussing with the patient group the types of seating they would prefer in the new building.</li><li>• Patients feel included and are very positive about the new building.</li><li>• Staff are happier now that progress is well under way as they are able to chat freely with patients and share their excitement.</li></ul>

## Priority area 2

### Description of priority area:

Practice Noticeboard

The Practice noticeboard in the waiting room is updated monthly with theme to inform patients of change and new services.

### What actions were taken to address the priority?

The updating of the noticeboard is performed monthly to provide information and explanation to patients of services that are performed within the surgery, such as triage, admissions avoidance and online booking services.

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

- Offers patients more understanding of NHS initiatives (such as admissions avoidance)
- Less stress for clinicians as patients are better informed
- Patients giving positive verbal feedback

### Priority area 3

#### Description of priority area:

Advertising the on-line booking facility

#### What actions were taken to address the priority?

- Practice website updated to inform patients on the home screen about the ability to book appointments online.
- Posters displayed in waiting room.
- Leaflets provided at reception desk.
- Receptionists providing verbal reminders to patients on the telephone that they may wish to consider online booking in the future

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

- Increase in patients signed up and utilising online booking
- Patients with low levels of tolerance prefer online booking thus reducing stress on receptionists
- Lower levels of DNA for online booking as patients far more likely to cancel online appointment

## 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. Patients who do not attend (DNA) their appointments

Newsletters and website updates advertise the level of DNAs each month. An allocated spot on the Practice noticeboard alerts patients waiting in the waiting room to the monthly amount of DNAs and the resulting loss of clinical time. The Reception Manager's audits the level of DNAs on a three monthly basis. Patients receive letters from the Reception Manager if they do not attend an appointment.

### 2. Average Consultation Audit

An average consultation audit is carried out three monthly by the Rota Administrator to assess if waiting times can be improved. The majority of delays for patients waiting to be seen was likely to be when patient is booked in with the emergency GP (Duty Clinician) and has an appointment on the day. It is very difficult to predict how long an emergency appointment is likely to take.

### 3. Patients Waiting to Access the Surgery

Patients who arrive just before the 8.00am opening time are now offered a seat in the waiting room until reception is ready to open at 8.00am.



4. PPG Sign Off

Report signed off by PPG: YES

*Wongbad* MEMBER OF THE PPG.

Date of sign off: 23.3.2015

How has the practice engaged with the PPG:

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

*Patients have been approached during the course of the year by patient group members and DMC staff. The Practice has advertised widely on newsletters and website the option to join the patient group.*

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

*Yes, the practice widely advertises the Friends & Family Test on its website and within the surgery. An annual survey is undertaken and the results are discussed with the patient group. The practice formally reviews patient complaints and performs an annual complaints review. Compliments and thanks from patients are also discussed within the review. The Practice responds to comments on the NHS Choices website.*

Was the PPG involved in the agreement of priority areas and the resulting action plan? *Yes. A meeting was held with members of the patient group to discuss and agree the action plan.*

How has the service offered to patients and carers improved as a result of the implementation of the action plan? *Yes.*

*The information shared from the practice to patients with regard to the new premises has been excellent. Displays have been erected within the waiting area and information relayed on the practice website. A monthly patient newsletter has been created that informs patients about the progress to date and a separate book is being created by the partnership at the practice to produce a photographic timeline of events that will be available for years to come. The information within the waiting room is updated and has appropriate, relevant displays and importantly highlights to patients the amount of unnecessary "DNA" appointments. Online booking is widely advertised both on the website but also relayed via the reception team. This helps patients enormously and the practice now has 25.8% patients signed up for online appointment booking which is excellent.*

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

*Members of the patient group and the practice itself is committed to improving the patient experience at the surgery and the prospect of a new premises in February 2016 will be much welcomed by patients registered at the surgery.*