

2014/15 Patient Participation Enhanced Service Reporting Template

Practice Name:  
**The Coastal Partnership including  
 The Coastal Villages Practice  
 Old Palace Medical Practice  
 Beechcroft Surgery**

Practice Code: D82058 / D82632 / Y03595

Signed on behalf of practice: Sharon Marsden  
 Date:



Signed on behalf of PPG/PRG: Dilly Turton (Chair) *Dilly Turton*  
 Date: *24th March 2015*

**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) | Both Face to face and Email  |
| Number of members of PPG:  | 40 on the register at the Village sites<br>9 members at the City sites |

| <b>BEECHCROFT</b> | Male            | Female       |
|-------------------|-----------------|--------------|
| Practice - 3572   | 1799<br>(50.3%) | 1773 (49.6%) |
| PPG - 4           | 2 (50%)         | 2 (50%)      |

| <b>Beechcroft</b> | <16            | 17-24       | 25-34        | 35-44        | 45-54          | 55-64          | 64-74          | >75            |
|-------------------|----------------|-------------|--------------|--------------|----------------|----------------|----------------|----------------|
| Practice          | 606<br>(16.9%) | 335<br>(9%) | 470<br>(13%) | 434<br>(12%) | 568<br>(15.9%) | 415<br>(11.6%) | 416<br>(11.6%) | 378<br>(10.5%) |
| PPG               |                |             |              |              |                | 1              | 1              | 2              |

| <b>BEECHCROFT</b> | White           |               |                    |               | Mixed/multiple ethnic Groups |                       |               |               |
|-------------------|-----------------|---------------|--------------------|---------------|------------------------------|-----------------------|---------------|---------------|
|                   | British         | Irish         | Gypsy or Traveller | Other White   | White & Black Caribbean      | White & Black African | White & Asian | Other Mixed   |
| Practice          | 3348<br>(93.7%) | 5<br>(0.001%) | 3<br>(0.001%)      | 102<br>(0.2%) | 8<br>(0.002%)                | 10<br>(0.27%)         | 3<br>(0.001%) | 7<br>(0.001%) |
| PPG               | 4               |               |                    |               |                              |                       |               |               |

| <b>BEECHCROFT</b> | Asian/Asian British |               |               |                |               | Black/African/Caribbean/Black British |               |               | Other         |               |
|-------------------|---------------------|---------------|---------------|----------------|---------------|---------------------------------------|---------------|---------------|---------------|---------------|
|                   | Indian              | Pakistani     | Bangladeshi   | Chinese        | Other Asian   | African                               | Caribbean     | Other Black   | Arab          | Any other     |
| Practice          | 36<br>(0.01%)       | 4<br>(0.001%) | 4<br>(0.001%) | 15<br>(0.004%) | 6<br>(0.001%) | 13<br>(0.004%)                        | 2<br>(0.001%) | 1<br>(0.001%) | 1<br>(0.001%) | 4<br>(0.001%) |
| PPG               |                     |               |               |                |               |                                       |               |               |               |               |

| <b>OLD PALACE</b> | Male        | Female     |
|-------------------|-------------|------------|
| Practice - 2967   | 1569(52.8%) | 1398 (47%) |
| PPG - 5           | 2           | 3          |

| <b>Old Palace</b> | <16       | 17-24       | 25-34          | 35-44        | 45-54        | 55-64        | 64-74         | >75           |
|-------------------|-----------|-------------|----------------|--------------|--------------|--------------|---------------|---------------|
| Practice          | 487 (16%) | 248<br>(8%) | 587<br>(19.7%) | 400<br>(13%) | 379<br>(12%) | 329<br>(11%) | 294<br>(9.9%) | 236<br>(7.9%) |
| PPG               |           |             |                |              | 2            | 1            | 2             |               |

| <b>Old Palace</b> | White         |               |                    |              | Mixed/multiple ethnic Groups |                       |               |               |
|-------------------|---------------|---------------|--------------------|--------------|------------------------------|-----------------------|---------------|---------------|
|                   | British       | Irish         | Gypsy or Traveller | Other White  | White & Black Caribbean      | White & Black African | White & Asian | Other Mixed   |
| Practice          | 2494<br>(84%) | 7<br>(0.002%) | 1<br>(0.003%)      | 331<br>(11%) | 10<br>(0.003%)               | 7<br>(0.002%)         | 3<br>(0.001%) | 9<br>(0.003%) |
| PPG               | 5             |               |                    |              |                              |                       |               |               |

| Old Palace | Asian/Asian British |                |             |                | Black/African/Caribbean/Black British |                |                |               | Other          |           |
|------------|---------------------|----------------|-------------|----------------|---------------------------------------|----------------|----------------|---------------|----------------|-----------|
|            | Indian              | Pakistani      | Bangladeshi | Chinese        | Other Asian                           | African        | Caribbean      | Other Black   | Arab           | Any other |
| Practice   | 23<br>(0.007%)      | 2<br>(0.0006%) | 0           | 4<br>(0.0013%) | 28<br>(0.009%)                        | 25<br>(0.008%) | 15<br>(0.005%) | 7<br>(0.002%) | 1<br>(0.0003%) |           |
| PPG        |                     |                |             |                |                                       |                |                |               |                |           |

| Coastal Villages | Male        | Female     |
|------------------|-------------|------------|
| Practice - 2967  | 1569(52.8%) | 1398 (47%) |
| PPG - 3          | 1           | 2          |

| CVP      | <16  | 17-24 | 25-34 | 35-44 | 45-54 | 55-64 | 64-74 | >75  |
|----------|------|-------|-------|-------|-------|-------|-------|------|
| Practice | 2623 | 1390  | 1525  | 1766  | 2478  | 2655  | 2973  | 2111 |
| PPG      |      |       |       | 1     | 4     | 5     | 30    |      |

| CVP      | White   |       |                    |             | Mixed/multiple ethnic Groups |                       |               |             |
|----------|---------|-------|--------------------|-------------|------------------------------|-----------------------|---------------|-------------|
|          | British | Irish | Gypsy or Traveller | Other White | White & Black Caribbean      | White & Black African | White & Asian | Other Mixed |
| Practice | 15042   | 61    |                    | 184         | 5                            | 5                     | 13            | 1312        |
| PPG      | 35      |       |                    | 4           |                              |                       | 1             |             |

| CVP      | Asian/Asian British |           |             |         | Black/African/Caribbean/Black British |         |           |             | Other |           |
|----------|---------------------|-----------|-------------|---------|---------------------------------------|---------|-----------|-------------|-------|-----------|
|          | Indian              | Pakistani | Bangladeshi | Chinese | Other Asian                           | African | Caribbean | Other Black | Arab  | Any other |
| Practice | 21                  | 3         | 2           | 9       | 58                                    | 6       | 5         | 11          |       | 1         |
| PPG      |                     |           |             |         | 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:**

*We continue to promote our PPG notice boards to all patients that register with the practice.*

*We have also designed a leaflet that all patients complete when joining the practice informing them that they are members and we would welcome them to our meetings.*

*We continue to use our PIP screens to advertise and have updated our website to be able to provide online access to information about the PPG group and access to the leaflets.*

*We keep our staff up to date with what is happening within the group so that they in turn keep our new patients advised. We have a small virtual group that are contacted by our Chair and Secretary for their views as the need arises. All members both virtual and face to face members received copies of minutes and other relevant information.*

*Our meetings are held 6 times a year on the coast and 3 times a year at the Norwich sites and vary between*

*lunchtime and early evening;*

*We have joined NAPP*

*We also have representation on the area PPG*

*We are pleased to report that we have engagement with our local high school and the Children's Centre who are represented at the meetings.*

**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? NO (None that are known or disclosed)**

**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:**

*FFT – one set of data from Dec/January 2015*

*CQC Report – October 2015*

*Patient Survey – 2014*

*Representative members from local groups, such as*

*The Children's Centre*

*WI*

*Baby Café*

*Carer's Groups*

*Parish Councils*

*PPG Action Plan - 2014*

**How frequently were these reviewed with the PPG?**

*The group meets 6 times a year at the Coastal Villages sites and 3 times a year at our Norwich sites; we also regularly contact the group throughout the year via email.*

*Our Coastal Villages sites now have an AGM and a new constitution and Terms of Reference; this will be rolled out to our Norwich sites this year as an action.*

*We have recently changed with way we hold our meetings to both evening and lunchtime in an event to maximise the capture of availability of members.*

### 3. Action plan priority areas and implementation

#### Priority area 1

##### Description of priority area:

*Patients finding it difficult to make an appointment with their preferred GP*

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

*We have recruited 2 new GPs*

*We had two GPs returning from Maternity leave*

*We audited our doctor patient ratio across our practice to ensure we had even distribution taking into account patient demographics and made some adjustments*

*We agreed that we would limit the movement of GPs between sites to improve continuity*

*All patients were given a preferred GP*

*This was published on our PIP screens*

*Reception staff discussed their preferred GP with patients either face to face or via telephone*

*We adjusted the ration of pre-bookable and bookable appointments.*

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

*We received excellent feedback from CQC who highlighted the good work we are doing in this area; although there is still some way to go, patient feedback is good, we are receiving fewer complaints;*

*Our staff are now actively encouraging patients to rebook with the same GP where possible.*

*The recent patient survey showed that we scored low again; we initially discussed this at our last Coastal meeting where it was felt that we should be looking at raising patient awareness of the work we have done in this area; We will also be discussing this at our next PPG meeting in May.*

*Our Norwich sites are pleased with the improvements we have made and we received positive feedback from our last PPG in January.*

*We used our PIP screens, PPG meetings to send the message out to patients*

The Chair produces an annual report for patients and the group, this is displayed on our PPG notice boards and circulated within the groups.

## Priority area 2

### Description of priority area:

*Raise awareness of on-line services*

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

*We have displayed posters and used our PIP screens to show patients the process of enrolment*

*We have put messages on our prescriptions*

*We put information within our Parish news letters*

*We ensured that all our front of house staff were confident on the process so that they could inform the patient.*

*We ensured as many of our members within the group used the service so they could convey the simplicity to others.*

*It is well advertised on our website.*

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

*We have had a 28% increase in the number of patients asking to use the on-line system for both booking appointments and requesting prescriptions at our Coastal sites and a 18% increase at our Norwich sites. This continues to rise daily as the word spread amongst our patient community.*

*The Chair produces an annual report for patients and the group, this is displayed on our PPG notice boards and circulated within the groups.*

### Priority area 3

#### Description of priority area:

*Recruiting younger members to the group (Action for our Coastal sites only)*

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

*Chair and secretary of the group wrote to the local high school within the catchment of the surgeries.*

*We had one response, resulting in a visit to the school to attend a Student Council comprising of various age groups for questions and an invitation to return to follow up the session.*

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

*Students seemed very interested in finding out about the practice and what is available for them as patients. They were invited to attend with a parent and we are hoping to see some of them this coming year. The Chair and Secretary have also been invited back to a follow up session at the school.*

*We also now have regular attendance from staff from the Children's Centre, who also actively promotes the group with young parents and our Chair regularly attends the local baby café.*

*The Chair produces an annual report for patients and the group, this is displayed on our PPG notice boards and circulated within the group.*

## Priority 4

### Description of Priority Area

*Booking follow up appointments; The Group felt that when a GP needs to arrange a follow up appointment that it should be within a shorter time frame to that the patient is not left worrying about what is happening. (Norwich Sites Only)*

### Actions

*We agreed that patients requiring urgent follow up would be telephone consulted with the GP or urgently appointed for the following day*

*Appointment slots will be allocated for follow ups with both Nurse and GP;*

### Results of Impact of Action

*We discussed this within the group at the next meeting; we displayed a notice on our PIP screen.*

*Patients are now able to be appointed more promptly for follow up.*

*Less concern from patients about waiting to see the GP.*

## 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):**

- *Our meeting attendance has improved since we alternate the dates and times of the meetings.*
- *The PPG has now a secretary for clerical support remunerated for the expenses for materials and travel by the surgery.*
- *The secretary and Chair have regular meetings with the Practice Manager to keep up to date with the information about the surgery.*
- *The Chair of the Coastal Partnership PPG was invited to attend Surgery Clinical Staff meeting which was very useful and from that meeting the Chair and Secretary now have arranged 4 meetings a year with the doctors to touch-base with them and to ensure two-way exchange of information and keep current with the services at the surgeries*
- *The recruitment of the new young members and other minority groups is an ongoing process. We have had our first meeting/contact with the student council and their facilitators from one of the village's High school for their engagement with the PPG. This will help us and the PPG to gain their views and experiences of services provided during their visits to the GP surgeries. It was a positive and constructive meeting. We hope to continue the dialog on a regular basis.*
- *Our PPG meetings will now take place bi-monthly instead of quarterly and now we have set Dates and Venues for the future meetings in advance for members to put in their diaries and hope that the attendance will continue to improve.*
- *We have finalised the PPG information leaflet and will be getting them printed for circulation.*
- *We have discussed and defined the role and duties of the lead PPG members to act as contact for each of the four surgeries.*
- *Our PPG has now signed up to the National Association for Patient Participation Groups.*
- *Our contribution to Patient Satisfaction Survey is on-going.*
- *The Chair attend Baby Cafe, and Baby clinics where she meets young parents and discuss the role of the PPG. encourage them to provide feedback to report to the PPG and the Practices for improvement in services.*
- *Pleased to report our Norwich meetings are attended by our Reception Leads and GPs*
- *New for patients at our Norwich sites we addressed an action to ensure that we offered patients an appointment within two days if they were contacted with a result that needs further action. Where possible we currently already do this at our Coastal sites.*
- *The PPG members played an active role in promoting the flu vaccination programme for The Practice*



- *Members are also actively promoting the FFT by promoting within their individual groups and family members.*

#### **Events/Speakers**

- *Rebecca Driver, Director of Engagement from Health East NHS Great Yarmouth and Waveney Clinical Commissioning Group, to give us a Presentation on the new NHS structure and she also answered many queries regarding the Mental Health Consultation proposals at our Coastal sites*
- *Reception Lead and GP attendance at all Norwich Meetings*
- *We had Julie Church, Trinity Children's Centre Manager, to inform the members about the Centre and the activities undertaken by the Centre to help and support the families and community in the area.*
- *Health trainer presentation at our Norwich sites*
- *We have helped and supported vaccination programme at all the surgeries.*
- *The PPG members have also helped and encouraged patients in completing Patient Satisfaction Questionnaires for annual surveys.*
- *Chair Attended The Joint Great Yarmouth and Waveney PPG Forum as a representative and report back to our PPG.*
- *Members attend other group/organisation meetings within the villages to meet the patients and inform them about the PPG so that they have the opportunity to become members or provide feedback.*
- *Representation PPG at the Trinity Children's Centre Advisory Board Meetings*

#### **Future Work Plan**

- *Our future plan is to make the PPG more effective and involving for the members.*
- *Chair will attend Martham Village meeting to inform the villagers about the PPG group and encourage them to become members.*
- *The online Patient Satisfaction survey gave very low response therefore the PPG group will be discussing how we can improve the response rate in the future.*
- *All the members will continue to be involved with the membership of other organisation and provide a two-way flow of information and feedback.*
- *Develop joint meetings between the Norwich and Coast PPG groups*
- *Welcome our newly merged Windmill Surgery into the PPG group*
- *Encourage representation from other surgery staff to present to the group their role within the organisation*
- *Continue to analyse the FFT data to look at ways to improve the surgery*
- *Continue to look at how we can improve the area around patients being able to see the GP of their choice*

#### **4. PPG Sign Off**

Report signed off by PPG: YES/NO

Date of sign off:

How has the practice engaged with the PPG:

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

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

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?

As explained above

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