

TRINITY & BOWTHORPE MEDICAL PRACTICE

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East Anglia Area Team

2014/15 Patient Participation Enhanced Service Reporting Template

Practice Name: **TRINITY & BOWTHORPE MEDICAL PRACTICE**

Practice Code: **D82017**

Signed on behalf of practice: *A Glanfield*

Date: 13.03.15

Signed on behalf of PPG/PRG: *M Coates (Chairperson TS)*

Date: 13.03.15

P Postle (Chairperson BHC)

Date: 17.03.15

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 quarterly meetings at both Trinity Street and Bowthorpe Surgeries; and engagement via email and post. Newsletter from N.A.P.P.
Number of members of PPG:	19 as at 06.03.15 (9 - TS 10 - BHC)

Detail the gender mix of practice population and PPG:

%	Male	Female
Practice	49%	51%
PPG	42%	58%

Detail of age mix of practice population and PPG:

%	<16	17-24	25-34	35-44	45-54	55-64	65-74	>75
Practice	21%	9%	18%	15%	12%	11%	8%	6%
PPG	0	0	0	11%	11%	26%	47%	5%

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	48.4%	0.5%	0	6.9%	0.2%	0.4%	0.3%	21.6%
PPG	95%	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	1.5%	0.2%	0.1%	0.4%	2.3%	1.1%	0.1%	0.1%	1.3%	4.0%
PPG	0	0	0	0	5%	0	0	0	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:

We have continued to actively advertise PPG information and joining instructions for new members of the PPG via the PIPS screens at both sites, on the website which has a dedicated page for the patient forum and in the new patient packs. We have also trialled advertisements in the local community newsletter at Bowthorpe. Unfortunately the responses to date have been poor.

We had trialled having the quarterly patient forum meetings at lunchtime to encourage younger members to attend who may not necessarily be available for the evening meetings, but this was not successful.

We have also tried to arrange a visit to Sure Start Children's Centre to encourage young families to represent and will continue to pursue this.

We have leaflets in different languages on the reception desks but will look into having the patient forum information on the PIPS screen in Arabic.

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

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

n/a

2. Review of patient feedback

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

- *A suggestions box is provided in both reception waiting areas but is rarely used by patients. We have updated our Compliments, Comments & Complaints leaflet which is available from the reception desk for patients to pick up and take away. This leaflet is also displayed as an electronic poster on our PIPS screen and available via the website.*
- *CQC report following inspection of Bowthorpe Health Centre in February 2014. The report is available via a link on the practice website.*
- *NHS Friends & Family Test*
- *GP Patient National Survey*
- *NHS Choices website*

- *Patient complaints*
- *PPG Survey 2013/14*

Sample of comments from the above sources:-

I am very happy with the services provided by this surgery. It is always possible to obtain an appointment on the day requested. The doctors are thorough and have time to listen to my concerns as a patient. Source FFT

Ease of obtaining appointment - called in morning and appointment available for the same day. Brilliant service. Source FFT

It's difficult to phone at 8.30am to get an appointment as this is the time I have to take my children to school, but when I phone after I've dropped them off, most of the appointments have been taken already. Source PPG Survey 2013/14

Caring, professional team of doctors who have time to listen to our concerns. Source FFT

This is a caring practice. It treats its patients well and always promptly. It is always possible to see a doctor on any given day. It also provides training for student health practitioners on a regular and effective basis. Source FFT

Have used this surgery for many years. Service always professional and friendly. Source PPG survey 2013/14

Try and have more same day appointments available. Source PPG Survey 2013/14

I've been with this surgery for about 43 years and watched it grow and improve. It has always been friendly and supportive when I've needed its services, but the tatty notices have always been here. I'm not sure that the giant screen adds much, it's difficult to see clearly unless you are opposite it – the content isn't terribly inspiring. Source PPG survey

Recently it has been quite hard to get an appointment, I'm not a fan of the triage system in the mornings, which can result in over 40 calls in the morning just to get an appointment with the doctor that date. Would prefer to be able to book more in advance over the telephone. Source FFT

Use 'pip' for entertainment as well as information – waiting room a bit of a harsh environment. Staff helpful but some systems could be reviewed. Source PPG survey

Great staff, encouraging, kind, helpful, supportive and thoughtful. You could only better it with tea and biscuits. Source PPG survey.

Would like option to pre-book appointment rather than ringing on the day. PPG Survey 2013/14

I am amazed at the great service that we get from the NHS through this practice. I have always been able to have a consultation with a Doctor or Practice Nurse at a suitable time for me. They treat me with respect, involve me in decisions and give me full information of any conditions I have. They also advise me on preventative life choices. The receptionists are very friendly and professional and as this is the first point of contact by patients this makes such a good impression. Source NHS Choices

Receptionist was very helpful. Very good service. Source Compliments, Comments & Complaints leaflet

I would like to thank all members of the team as xxx and I have consistently found this practice to be highly professional and also warm, friendly and welcoming. Recently when xxx had anxiety episodes we were able to access the GPs at short notice and repeatedly and they helped us through this time with care and understanding beyond expectations. Source Compliments, Comments & Complaints leaflet

Knowledgeable and understanding doctors and nurses. Able to get appointment same day when important issue. Efficient referrals to N&N when needed. Source FFT

It is difficult to get an appointment with the same doctor if you have other daytime commitments. Some sort of weekly pre-booking system would be helpful. Source FFT

How frequently were these reviewed with the PPG?

Any urgent or pressing comments or issues are discussed with the group. e.g. recently used as a focus group to discuss record sharing.

3. Action plan priority areas and implementation

Priority area 1

Description of priority area:

Online appointments & Saturday morning clinics

Continue to promote awareness of the option to book appointments online and of the pre-bookable Saturday morning clinics.

What actions were taken to address the priority?

- *Information displayed on the practice PIPS screen inviting patients to visit the practice website and register with SystmOnline to enable online appointment bookings*
- *Information displayed on the practice PIPs screen promoting awareness of the Saturday morning clinics available to both Bowthorpe and Trinity Street patients*
- *Saturday morning clinic and online booking information on NHS choices*
- *Saturday morning clinic and online booking in new patient packs and receptionists actively advise new patients*

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

We are continuing to promote online booking and Saturday morning clinics and will look at carrying out a survey.

Priority area 2

Description of priority area:

Content for PIPs screen

What actions were taken to address the priority?

Feedback from the last survey suggests there could be an improvement on the content of the PIPS screen and we will gather feedback from the PPG about content suggestions.

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

Patients are better informed of our services via the PIPS screen and other local services available. Also general health advice is available and information about current NHS campaigns.

Priority area 3

Description of priority area:

Practice Newsletter

What actions were taken to address the priority?

Will look into producing a quarterly newsletter with input from the PPG and members of the practice team.

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

Outstanding – on the agenda for the next meeting in April 2015.

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):

Action Plan 2013/14

Text Messaging

Trial of reminding patients of appointments via text messaging and to also reduce the number of DNAs. Results - This is being carried out with those patients who have agreed to opt in to text messaging. We had some initial hitches with the text messaging system but this now seems to be working well for the practice and the patients. There has been a slight decrease in the number of DNAs and we expect this to continue as the service is more widely used. Reception staff are actively asking patients if they wish to opt into text messaging and confirming contact numbers.

Website & Online Booking

We have continued to encourage patients to use the surgery website and online booking by promoting the surgery website and online booking using electronic posters on the PIPS screens. The surgery website address is printed on all outgoing correspondence to patients and in new patient packs. Action outstanding article in Bowthorpe Community Newsletter.

Will look into producing our own quarterly newsletter which could be used to promote the website and online booking which would be available on the website with input from the PPG.

4. PPG Sign Off

Report signed off by PPG: YES

Date of sign off: 17.03.15

How has the practice engaged with the PPG:

Yes

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

Yes. On website; on PIPS screen and in new patient packs.

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?

At all stages

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

Patients and carers are better informed of services available.

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

Everything is moving forward positively and smoothly.