



BIRMINGHAM AND SOLIHULL Area Team
2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: FIRSTCARE PRACTICE

Practice Code: M85051

Signed on behalf of practice: DR SHABANA RAHMAN

Date: 18/03/2015

Signed on behalf of PPG: MR ABDUL RASHID/MR HALEEM KHAN/Mr AWAD QAID/MR ZUBAIR AHMED Date: 18/03/2015

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

Does the Practice have a PPG? YES
<i>Method of engagement with PPG: Face to face, Email, By post, On the telephone</i>
Number of members of PPG: Mr Haleem Khan-Patient Mr Abdul Rashid-Patient Mr Jhitateja Singh-Patient Mrs Yesmean Akhtar – Patient

Mrs Shamim Akhtar – Patient
 Mr Yim Kwok – Patient
 Mrs Aisha Khan – Patient
 Mr Qaid – Patient
 Mr Ahmed – Patient
 Mr Majid - Patient

Detail the gender mix of practice population and PPG:

%	Male	Female
Practice	57%	43%
PRG	60%	40%

Detail of age mix of practice population and PPG:

%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
Practice	28.2%	12.8%	20%	13.7%	8.9%	7.4%	3%	3.24%
PRG	0%	0%	0%	20%	30%	20%	10%	20%

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	1%	0.08%	0%	0%	0.23%	0.1%	0%	0%
PRG	0%	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	5.2%	63%	13.2%	0.8%	0%	2.4%	0.71%	0%	10.4%	5.8%
PRG	10%	70%	0%	10%	0%	0%	0%	0%	10%	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 Practice Manager completed an audit on the practice's patient ethnic profile. The main ethnic groups identified were Pakistani, followed by Bangladeshi. The practice has identified quite a few minority ethnic groups of patients. The practice has advertised in several ways:

- **Posters** - *We have had posters up in the waiting areas advertising the group. The main poster has been in English advising patients that we have a group and how to join it and also covering the ethos of the group.*
- **Newsletters** - *We have used practice newsletters to advertise and promote the patient participation group. These were sent with all repeat prescriptions. These are available at the front desk.*
- **Envisage Waiting area Information Screen** - *We have also advertised on the Envisage screen in the waiting area. There is a poster displayed on the envisage screen advertising the patient participation group and asking patients to join the group.*
- **Practice website / practice leaflet**- *Our practice website has a separate patient participation group section with names of the current members of the group, aims and objectives of the group and how to join the group.*
- **Inviting patients opportunistically** – *Practice manager, GP's and Reception staff have been verbally inviting patients to join the group. Staff have been speaking to patients in general and perhaps who are either happy or unhappy with our service or also those who have contacted the team for other reasons. One of the Arabic speaking Drs at the practice has been discussing and encouraging Arabic patients to join the group. Our Bengali speaking receptionist has*

been encouraging and advertising the group among the Bangladeshi patients.

- ***Right side of prescriptions*** – *contains a message advertising the PPG group and encouraging patients to join.*

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:

- *Friends And family Test results*
- *Comments on NHS Choices website*

- *Review of complaints to the practice both verbal and written*
- *Verbal suggestions through the PPG group members*
- *Verbal suggestions made by patients opportunistically to staff members*
- *Suggestions from the suggestions box*
- *Suggestions made by third party organisations such as the Health Visiting Team/Midwife Team*

How frequently were these reviewed with the PRG?

- *Every 3 months*

3. Action plan priority areas and implementation

Priority area 1

Description of priority area:

Improve telephone access to the practice.

The first priority as identified by the patients was the problem of telephone access to the practice. Patients were asked to brainstorm and come up with issues that they felt affected the service provision of the practice. Access on the telephone was one major issue that patients wished to be improved. Comments on the NHS Choices website also confirmed that patients were having problems.

What actions were taken to address the priority?

- ***Patient Education*** – *on when to phone for what query. Receptionists would more actively educate patients that the busy times of 9 am and 1 pm were the times during which calls would be taken only for cancelling and booking of appointments*
- ***Consistency*** - *The reception staff were informed of the importance of being consistent in their approach.*
- ***Statistics Screen*** - *The receptionist would use the statistics screen that is available to them during the busy times. This data screen allows the receptionist to see in real time how many patients are waiting in the queue and tailor the speed and efficiency with which they answer the calls.*

- **Dedicated Staff Answering Calls** - At the busy times of 9am and 1pm two members of reception staff would be dedicated to answering the calls ensuring that patients' calls were handled quickly reducing the delay on the phones and the length of time in the queue.
- **Patient Queuing System** - The practice will contact the telephone service provider and request that the queue number system is enabled. This will allow patients to be made aware of where they are in the queue.
- **Online Services** - Online access is to be promoted more widely so more patients access the appointments on line with less pressures on the phones.

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

- *Calls are being answered more quickly and more efficiently by the reception staff.*
- *Patients are spending less time in the queue waiting*
- *More patients are accessing online services thus reducing the numbers of calls into the practice*
- *Patients are welcoming the education on how to use the system more effectively and efficiently*
- *Discussed at the PPG meeting and publicised on the practice website*

Priority area 2

Description of priority area:

Recruiting more patients to PPG so there is better representation of the patient community who can provide suggestions to improve the practice

What actions were taken to address the priority?

More methods used to advertise the PPG group in order to engage a wider range of representation of the patient community. These included

- **Posters** - *We have had posters up in the waiting areas advertising the group. The main poster has been in English advising patients that we have a group and how to join it and also covering the ethos of the group.*
- **Newsletters** - *We have used practice newsletters to advertise and promote the patient participation group. These were sent with all repeat prescriptions. These are available at the front desk.*
- **Envisage Waiting area Information Screen** - *We have also advertised on the Envisage screen in the waiting area. There is a poster displayed on the envisage screen advertising the patient participation group and asking patients*

to join the group.

- **Practice website / practice leaflet**- Our practice website has a separate patient participation group section with names of the current members of the group, aims and objectives of the group and how to join the group.
- **Inviting patients opportunistically** – Practice manager, GP's and Reception staff have been verbally inviting patients to join the group. Staff have been speaking to patients in general and perhaps who are either happy or unhappy with our service or also those who have contacted the team for other reasons. One of the Arabic speaking Drs at the practice has been discussing and encouraging Arabic patients to join the group. Our Bengali speaking receptionist has been encouraging and advertising the group among the Bangladeshi patients.
- **Right side of prescriptions** – contains a message advertising the PPG group and encouraging patients to join.

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

- Three more members have been recruited to the PPG group in the last year.
- One patient from the Arabic community from which the PPG has not had representation in the past.
- We will continue to advertise and actively recruit more members from the groups that are not represented by the PPG at present.
- Publicised on the practice website and at the PPG meetings

Priority area 3

Description of priority area:

- *Improving awareness of patients about on line services that are available to all patients to access securely the ability to book/cancel appointments, order repeat prescriptions and view medical records on line. The group felt that by encouraging patients to book on line etc. this would lessen the burden of the incoming calls to the practice.*
- *Also with the fact that the policy for ordering repeat prescriptions via the pharmacies had changed, by encouraging patients to order online would make the process of requesting their repeat medication easier and more efficient for patients.*

What actions were taken to address the priority?

- *On line services were actively promoted.*
- *The practice leaflet was updated.*
- *The right hand side of the prescriptions were used to advertise the on line services.*
- *Launch of the practices' new and updated website enabled patient's to access a much easier, more user*

friendly system.

- *Patients at the front reception were being opportunistically informed about the online services available.*
- *Advertised on the Envisage screen.*
- *Publicised in the PPG group meetings.*
- *Posters were put up in the health centre waiting area.*

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

- *Many more patients have taken their unique PIN numbers and are now accessing on line services through Patient Access.*
- *This in turn is reducing the number of calls to the practice.*
- *Therefore reducing the length of time patients are waiting in the telephone queue.*
- *Publicised in the PPG group meetings/Practice website.*

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):

- *More patients have approached the practice requesting to join the PPG group and the practice has been able to recruit new members with fresh and exciting new ideas and vision for the practice. They have been able to give valuable feedback and insight into their experiences as a patient.*
- *Access to appointments has improved as indicated from the various feedback sources. The telephone access still raises concerns and is being actively reviewed by the practice.*
- *Recruitment of a practice nurse-the practice has successfully recruited an experienced practice nurse who has a wealth of experience and a special interest in diabetes care.*
- *Recruitment of an experienced HCA to support the nursing team.*

4. PPG Sign Off

Report signed off by PPG: YES

Date of sign off: 18/03/2015

How has the practice engaged with the PPG:

- *Regular face to face meetings every 3 months*
- *Via email communication*
- *Via telephone communication*
- *Via post communication*

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

- **Posters** – *the practice has had posters up in the waiting areas advertising the group. The main poster has been in English advising patients that we have a group and how to join it and also covering the ethos of the group.*
- **Newsletters** – *the practice has used practice newsletters to advertise and promote the patient participation group. These were sent with all repeat prescriptions. These are available at the front desk.*
- **Envisage waiting area Information Screen** – *the practice has also advertised on the Envisage screen in the waiting*

area. There is a poster displayed on the envisage screen advertising the patient participation group and asking patients to join the group.

- **Practice website / practice leaflet**- the practice website has a separate patient participation group section with names of the current members of the group, aims and objectives of the group and how to join the group.
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- **Right side of prescriptions** – contains a message advertising the PPG group and encouraging patients to join.

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

Yes.

- *Friends And family Test results*
- *Comments on NHS Choices website*
- *Review of complaints to the practice both verbal and written*

- *Verbal suggestions through the PPG group members*
- *Suggestions from the suggestions box*
- *Suggestions made by third party organisations such as the Health Visiting Team/Midwife Team*

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?

- *Improved awareness of patients with regards to on line services available and how to access them thus reducing the number of calls to the practice and reducing telephone queuing times.*
- *Improved representation of the patient community as more patients have been recruited to the PPG group. Enabling the wider patient community to be able to voice their opinions or concerns through members of the PPG.*
- *Improved telephone access to the practice by educating patients about when to telephone the surgery for various queries. The statistics screen used has allowed the reception staff to become more efficient in taking and handling the calls. There is less time waiting in the queue as there are dedicated reception staff handling calls during peak times.*

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

We feel the practice is improving all the time and understand the issues that it faces in terms of patient expectations and demand. The practice takes on board suggestions and strives to continue to improve.