

# Standard Reporting Template

Devon, Cornwall and Isles of Scilly Area Team  
 2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: LEATSIDE SURGERY

Practice Code: L83043

Signed on behalf of practice: JANINE PAYNE

Date: 13<sup>TH</sup> MARCH 2015

Signed on behalf of PPG: BARRY WHEELER

Date: 18<sup>TH</sup> MARCH 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, Newsletter											
Number of members of PPG: 35											
Detail the gender mix of practice population and PPG:				Detail of age mix of practice population and PPG:							
%	Male	Female									
Practice	6898	7424	%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
PRG	16	19	Practice	2139	-----	-----	4610	-----	4463	1759	1351
			PRG	-			2	7	10	15	1

Detail the ethnic background of your practice population and PRG: We do not have this data recorded.

	White				Mixed/ multiple ethnic groups			
	British	Irish	Gypsy or Irish traveller	Other white	White &black Caribbean	White &black African	White &Asian	Other mixed
Practice	100%							
PRG	100%							

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

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:

Totnes is an extremely inclusive community and we have contact with all of our patient groups, apart from younger patients who we find it difficult to engage. It is one of our objectives this year to forge closer links with the local schools.

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:

All patient comments both verbal and written, we also have a feedback section on our website now and encourage patients to feed back via this medium. The Vice Chair of our PPG has set up a Facebook page for Leatside patients, this page is available for all patients to post comments and is managed by a patient, not the surgery, we are asked to answer any queries and input any new information for patients.

How frequently were these reviewed with the PRG? Annually and as and when needed.

#### Action plan priority areas and implementation

##### Priority area 1

###### Description of priority area: **POOR SERVICE PROVIDED BY ON SITE PHARMACY**

Our Patient Group was concerned at the poor level of service provided to the patients of Leatside by our onsite Chemist. The partners and the management of Leatside were very aware of this problem which had occurred when the longstanding Manager left and new systems were introduced, the staff, management and layout of the pharmacy found it difficult to cope with the demand and volume of work whilst taking on new systems and a brand new Electronic Prescription service (EPS)

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

Regular meetings were held with the local, regional and national managers of the Pharmacy chain. We established close working relationships with the new local manager when appointed and the two new Pharmacists that were appointed to the store. Changes were made to the layout of the store, to enable better patient flow and drug storage which also made the retail element of the store separate.

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

Now no complaints from patients.

No queues in the store.

Very good working relationships between all Leatside staff and the Pharmacy staff, ensuring patient care is at the centre of our service. We also have established a PHARMACY FIRST service here at Leatside, so patients can benefit from Pharmacists dispensing directly to the patient without the need to see a GP.

Update in Newsletter, we published an article in the Totnes Directory and we have two patient information screens with information for patients.

## Priority area 2

Description of priority area: **PATIENTS EXPERIENCING LONG WAITS ON THE TELEPHONE**

We were experiencing complaints from patients held in queues on the telephone system, which we wanted to remedy.

What actions were taken to address the priority?

We developed and enhanced alternative methods of access for patients ; i.e. on line booking, on line prescriptions, registration and feedback. We also developed e-mail consultations and promoted our Leatside direct dial telephone lines and spread the services across the working day from 8-6, we also used text messaging for results and appointment reminders. This resulted in more patients using alternative methods to contact us, making the demands on the telephones less.

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

We now have no complaints about the waiting times on the telephones, we notified patients, via our newsletter, via the Totnes Directory and our updated website and waiting room information screens.

### Priority area 3

Description of priority area: **POPULAR GP PATIENTS HAVE DIFFICULTY ACCESSING.**

What actions were taken to address the priority?

Although this particular GP is full time and is in the practice five days a week, because of his popularity sometimes there are waits for appointments that are longer than we would like. We have employed another full time male GP to absorb some of the workload, we have created alternative methods of contacting GPs, i.e. email consultations and increased the amount of telephone consultations.

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

Less complaints about the waiting times, more accessibility across the working week with more appointments overall. We updated our website, information screens and newsletters.

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):

PPG Sign Off

We have made significant changes to patient services over the last couple of years. We are very responsive to patient feedback which we receive daily. Consequently our complaints are low and patient satisfaction seems high. Our Friends and Family Feedback is very positive and we hope to build on that method of reporting.

We have recently recruited two new partners to the practice, therefore, increasing our availability for patients.

We were the first practice in our CCG to implement the Electronic Prescription service, enabling patients to request their prescriptions on line, or over the telephone and then collect their medication direct from the chemist of their choice.

To evidence our commitment to a greener environment, in line with the ethos of the Totnes community we have installed solar panels on the surgery roof, created a bicycle parking area and offer the use of an electronic bicycle to patients wishing to start exercising.

Report signed off by PPG: YES

Date of sign off:

How has the practice engaged with the PPG:

In order to engage with all patients within the community, Leatside Surgery have become active members of Caring Town Totnes which is working towards an integrated approach to care in the community, researching gaps in provision of service and working towards micro commissioning of services. To this end we have been involved in an audit into Childrens services. We are also working very closely with Totnes Caring to gain active feedback from patients and carers. We have developed close links with South Hams District Council and have become part of the local NETWORK, ensuring we work together to develop services in line with building growth and population demand, this network involves all public sector organisations.

At our recent PPG meeting (minutes attached) it was agreed to meet more regularly on a face to face basis in order to link more closely with our patients on a regular basis, ensuring they are informed of all the changes currently taking place within the local

health and social care community. The next meetings have been scheduled quarterly and the members will determine the content of the meeting and we will organise guest speakers to inform the group.

We believe we are striving to constantly improve the services to patients and have a completely 'open door' policy for patients to feedback to the management team, but we cannot be complacent as we are a large practice and need to ensure we hear from all groups of patients.

Our PPG has a representative which sits on the Locality Commissioning Group(LCG) Patient Forum which meets every two months, this forum is chaired by a patient representative from a practice within the LCG and is an opportunity to sharing information across the seven practices with the LCG and highlighting areas where patient input has been invaluable.

We are actively involved with our carers and the cared for, we support our voluntary Pulmonary Rehabilitation Group in their effort to get sustainable funding, we support Gardening for Health inTotnes.