North Colchester Healthcare Centre
2016 – 2017 PPG Report & Action Plan

Does the Practice have a PPG? Yes

Method(s) of engagement with PPG:

Face to face with a structured meeting involving the PPG, Service Manager or Deputy Service Manager and clinical team when required at North Colchester Healthcare Centre.

This year we have continued to advertise for members by
- Posters on patient notice board in waiting area
- Advertising on our website
- Show of interest on the new registrations paperwork
- Clinical staff actively recruiting through discussion during appointments
- Management actively recruiting following discussions following incidents/concerns/complaints
- Chairperson meeting with patients before meetings

Number of members of PPG: 7

Detail the gender mix of practice population and PPG:

%	Male	Female
Practice	3374	3518
PRG	3	7

Detail of age mix of practice population and PPG:

%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
Practice	1614	648	1999	1228	806	354	171	72
PRG	0	0	1	3	1	0	0	2

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	3563	42	303	798	44	34	23	26
PRG	3	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	76	30	8	23		69	9	22	2	
PRG	0	1	0	0	0	1	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:

This year we have continued to advertise for members by
- Posters on patient notice board in waiting area
- Advertising on our website
- Show of interest on the new registrations paperwork
- Clinical staff actively recruiting through discussion during appointments
- Management actively recruiting following discussions following incidents/concerns/complaints
- Chairperson meeting with patients before 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 community?

No

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

1.   Review of patient feedback

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

The North Colchester Healthcare Centre conducts daily surveys to ensure that our patients are providing feedback on a regular basis. The survey has a comment section and these are reviewed on a monthly basis to allow us to make any relevant changes or raise any positive or negative comments to the appropriate team.
The manager reviews all feedback provided through NHS Choices. Patients who have provided feedback (and given their details) are contacted for further discussion.
The manager reviews all feedback provided through our website, http://www.northcolchesterhealthcarecentre.nhs.uk/ and contacts patients for further discussion.
All relevant feedback from the PPG also provides excellent feedback regarding the service and improvements that can be made
Passed on to appropriate teams and discussed during team meetings for learning and development.
The North Colchester Healthcare Centre also sends out text message surveys to registered patients to ask their views on services provided.
The manager reviews all complaints and compliments received and discusses this feedback with the appropriate teams.

How frequently were these reviewed with the PRG?

In quarterly meetings

2. Action plan priority areas and implementation

Priority area 1
Description of priority area: Patient Access for registered patients to speak to the GP of their choice.
What actions <u>to be</u> taken to address the priority? Re-Audit GP Access in January 2017 and to review number of specific appointment slot allocation.
Result of actions and impact on patients and carers (including how publicised): To reallocate slots accordingly to meet various demands. A new PPG notice board has been installed which is managed by the PPG. This includes a section on 'Did you Know' which will display the results of the action on a "what you said, what we did" following patient feedback. Updates are fed back to the PPG at regular meetings and minutes are to be uploaded to the website.

Priority area 2
Description of priority area: Ease of making an appointment.
What actions <u>to be</u> taken to address the priority? Telephone issues being reviewed to enable better access and changes being implemented. Online appointment slots reviewed and to be increased where needed Online appointments slots reviewed and to be increased where needed.
Result of actions and impact on patients and carers (including how publicised): Increased online access availability. Improved telephone access to book appointments. A new PPG notice board has been installed which is managed by the PPG. This includes a section on 'Did you Know' which will display the results of the action on a "what you said, what we did" following patient feedback. Updates are fed back to the PPG at regular meetings and minutes are to be uploaded to the website.

Priority area 3

Description of priority area:

When patient see or speak to a Nurse they are good at explaining tests and treatments.

What actions to be taken to address the priority?

Lead Nurse to speak to Nurse Team at the next team meeting.
Identify any training needs and address where appropriate.

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

Improved patient satisfaction results.
A new PPG notice board has been installed which is managed by the PPG. This includes a section on 'Did you Know' which will display the results of the action on a "what you said, what we did" following patient feedback.
Updates are fed back to the PPG at regular meetings and minutes are to be uploaded to the website.

Priority area 4

Description of priority area:

Patients who last saw or spoke to a Nurse felt they were listened to.

What actions to be taken to address the priority?

Lead Nurse to speak to Nurse Team at the next team meeting.

Identify any training needs and address where appropriate.

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

Improved patient satisfaction results.
A new PPG notice board has been installed which is managed by the PPG. This includes a section on 'Did you Know' which will display the results of the action on a "what you said, what we did" following patient feedback.
Updates are fed back to the PPG at regular meetings and minutes are to be uploaded to the website.

Progress on previous years

Is this the first year your practice has participated in this scheme?

NO

If you have participated in this scheme for more than one year, outline progress made on issues raised in the previous year(s):

One of the main issues in previous years was getting a patient participation and only a virtual group was being offered due to no attendance at previous meetings. This also later failed with no actions being pushed forward. Following the start of new service management a revamp of the PPG was pushed forward and the new group was set up with its first meeting in April 2016. The group is now thriving and new membership is being driven by the PPG and management.

Patient access was low and generated a high level of complaints. The new service manager now reviews this annually along with complaints regarding access has reduced with access improving.

3.	PPG Sign Off

Report signed off by PPG:

Date of sign off:

How has the practice engaged with the PPG:

Structured monthly meetings with interaction from the PPG.
Email and telephone communication with the chair person/s.
Ad Hoc meetings when required with the Chairperson/s

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

A new patient newsletter to be introduced with a PPG section for meeting updates and local updates.

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

The practice surveys patients daily and reviews the results on a monthly basis
The Manager reviews all feedback obtained though NHS Choices, our practice website, complaints and compliments.

Was the PPG involved in the agreement of priority areas and the resulting action plan?

Yes. We discussed priorities for the current year in our meeting on the 13th December 2016 and a detailed review of the action plan was completed of the chair on 21st Dec 2016 and recommendations incorporated into the plan. Both the PPG and the practice agreed that the focus should be on access and communication.
The draft report is to be presented to the PPG at the January 2017 meeting.

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

The PRG feel engaged with the service and the changes they have been able to influence and see implemented.

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

The PRG is a valuable asset to the practice and very proactive with their innovative ideas
The changes we implemented as a result of our action plan have had a positive impact on patient experience. They have resulted in greater choice of service for patients which has created a positive impact on the relationship between practice and patient.