

**Patient Survey/Friends and Family Test**

The Practice Manager explained that with effect from January the practice was contracted to undertake the Friends and Family Test which is a survey of patients asking one single question as to how likely they would be to recommend the practice to friends and family.

So for this year he has used that question as the basis for the practice survey of patients which were sent out in November to members of the e-mail group. Approximately 500 surveys were sent out and 103 responses were returned and the full details will be published shortly on the website, but approximately 80% of patients were happy, 10% were unlikely and about 10% extremely unlikely to recommend the practice.

The Practice Manager has continued the survey on a manual basis on the waiting room of the practice and on the website, and the results from patients who are actually attending the surgery are more positive with a much higher percentage likely to recommend the practice. Again, these results will be published, but it is unclear how or when as the instructions to the practice from NHS England are still coming through.

The group was asked if they wanted any other surveys arranged, and at the moment they did not but felt that as the year went on they could easily be arranged if a new project was seen.

**Group Membership**

The group membership has dwindled over the last 3 years, and it was agreed to try and recruit new members. It was suggested that we wanted to get more working age and younger people involved, and one idea was to hand out a flyer at children's vaccination clinics to the young mums and to teenagers attending the vaccination clinics.

**Review of actions:**

Action 1 from last year's survey was to communicate the services available at the practice by way of posters and a directory of services. A directory of services has been produced and is advertised within the practice, but it is still to be set up at the Community Centre/Library and the PM will take this forward a.s.a.p.

Action 2 was to promote the fact that we are a local centre for replacement hearing aid batteries; this has only been done to the extent that it is in the directory of services that is advertised and it was thought that a special sign at the reception desk would help elderly people.

Action 3 was for the practice to provide waiting room seating with arm support for patients who had difficulty with bench seating. 2 seats have been provided since the summer, and these have been well received by patients.

Action 4 was regarding health screening; this is included in the directory of services but it was suggested that the next newsletter be used to promote these actions and services.

Action 5 was for the practice to raise the patient reference group's concerns regarding unavailability of medication due to manufacturing problems with the local pharmacy Area Manager. The Practice Manager had met with the Manager of the pharmacy last June, and a very full discussion regarding the problems caused for patients, clinicians and the pharmacy by the unavailability of medication was undertaken. The conclusion of the discussion was that whilst the practice had raised these concerns and would continue to do so, and had in conjunction with the pharmacy put in place some actions, such as the pharmacy providing a weekly bulletin of unavailable medicines to the practice so that clinicians would be aware not to prescribe, the problems of patients being only part dispensed and then being unable to try to find the medication elsewhere remained. The pharmacy felt that this was in part a problem caused by patients who would insist on taking what medicine was available, rather than having to go into the city or down to Aylsham Road for the remaining medication and then complaining when it still was not available a week later. The practice concluded that they would continue to discuss things with the pharmacy but at the end of the day they were unable to manage their business.

### **Any other business**

The group raised the following points:

Equipment donations

News Letter

Reception badges

Electronic Notice Board

Hearing Aid batteries

Congratulations to the practice

Out of Hours procedures

Future meetings

**Equipment:** The group asked if the practice received donations from patients or other groups to purchase equipment, and specifically asked if the practice would like funds to be raised? The response was that the practice did not feel comfortable with funds being raised specifically for the practice, as it is an NHS funded practice. However, from time to time small donations have been received from grateful patients who wish us to purchase items and we have always been glad to do that.

**News Letter:** This will be sent out soon, it was suggested that given that we have some 500 e-mails addresses now it would be possible to send a version via e-mail.

**Reception badges:** No all receptionists are apparently wearing their badges and it was felt that this would be useful to know who they were, so that patients were able to ask for the same person again.

**Electronic Notice Board:** It was asked we have given up the idea of a "mugshot board" to identify members of staff and the response was that it was too difficult and costly to keep changing photographs with the number of GPs that go through the practice now because of the training programme. However, the idea of some sort of electronic bulletin board on which staff could be shown was to be looked into.

**Hearing Aid Batteries:** A notice at reception for hearing aid batteries, together with advertising in the newsletter.

**Congratulations to the practice:** The group wanted to congratulate the practice on its availability of appointments, its personal service which they felt from anecdotal discussion with patients from other practices, was a much better system. There was a discussion following from this about political agenda's to amalgamate practices into localities on a central hub type arrangement, and the group felt this would not be a helpful step, even if it did provide 8am to 8pm appointments.

**Future Meetings:** These were discussed, and it was decided that the meetings would return to being Saturday AM and should be on a quarterly basis with the next meeting date agreed at each meeting. It was agreed by those present that the next meeting would be on the **28 March 2015**, giving people plenty of notice, and at **10:00am**. These dates are provisional and those members of the group that were not present at the meeting will need to let the Manager know if they unable to attend on that day.

Annex D: Standard Reporting Template

Taken from; GMS Contract 2014/15, Guidance and Audit requirements, NHS England Gateway reference: 01347

East Anglia Area Team

2014/15 Patient Participation Enhanced Service Reporting Template

Practice Name: HELLESDON MEDICAL PRACTICE

Practice Code: D82018

Signed on behalf of practice:

Date: 23/01/15

Signed on behalf of PPG/PRG:

Date: 23/01/15A



PPG	83%	1%	0	0	.1%	.7%				
No Accurate figure for practice but 90% White British estimate										
	Asian/ Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any Other
Practice										
PPG	2.4	.6%	.1%	1.5%						7.4%

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 E Mail group is recruited at registration so is representative of the patients joining the practice in the last 2 years.

The PPG group were recruited by poster campaign. Following the loss of some members the group is no longer representative age wise and we are running a recruitment campaign aimed at young adults

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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? YES/NO

NO

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

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**2. Review of patient feedback**

Outline the sources of feedback that were reviewed during the year:  E Mail Surveys based on Friends and Family Test
How frequently were these reviewed with the PPG?  Qtly

**1. 3. Action plan priority areas and implementation**

<b>Priority area 1</b>
Description of priority area:  Better Communication of Available services
What actions were taken to address the priority?  Directory of Services Produced Posters put up in waiting Room Local Community Center & included in Newsletter sent to survey group
Result of actions and impact on patients and carers (including how publicised):  Too soon to say how effective but will survey in 2 months time

Priority area 2

Description of priority area:

To promote the fact that we are a local centre for replacement hearing aid batteries;

What actions were taken to address the priority?

this has only been done to the extent that it is in the directory of services that is advertised and it was thought that a special sign at the reception desk would help elderly people.

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

Improved awareness of service

Priority area 3

Description of priority area:

Action 3 was for the practice to provide waiting room seating with arm support for patients who had difficulty with bench seating.

What actions were taken to address the priority?

2 seats have been provided since the summer, and these have been well received by patients.

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

Newsletter Patient feedback

### **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):

Web Site developed for better information

On Line Booking system introduced

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

Report signed off by PPG: YES

Date of sign off: 17/01/15

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?

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

We are actively trying to recruit younger members by advertising and now have recruited a 16 year old patient to the group