

Shropshire and Staffordshire Area Team  
2014/15 Patient Participation Group Report & Action Plan

Practice Name: Hartshill Medical Centre

Date: 9/3/15

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 & Telephone																																					
Number of members of PPG: 16 Virtual Patient Group: 12																																					
<p>Detail the gender mix of practice population and PPG:</p> <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 10px;"> <thead> <tr> <th style="width: 20%;">%</th> <th style="width: 30%;">Male</th> <th style="width: 30%;">Female</th> </tr> </thead> <tbody> <tr> <td>Practice</td> <td style="text-align: center;">3204</td> <td style="text-align: center;">3372</td> </tr> <tr> <td>PRG</td> <td style="text-align: center;">7</td> <td style="text-align: center;">9</td> </tr> </tbody> </table>	%	Male	Female	Practice	3204	3372	PRG	7	9	<p>Detail of age mix of practice population and PPG:</p> <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 10px;"> <thead> <tr> <th style="width: 10%;">%</th> <th style="width: 10%;">&lt;16</th> <th style="width: 10%;">17-24</th> <th style="width: 10%;">25-34</th> <th style="width: 10%;">35-44</th> <th style="width: 10%;">45-54</th> <th style="width: 10%;">55-64</th> <th style="width: 10%;">65-74</th> <th style="width: 10%;">&gt; 75</th> </tr> </thead> <tbody> <tr> <td>Practice</td> <td style="text-align: center;">1272</td> <td style="text-align: center;">585</td> <td style="text-align: center;">854</td> <td style="text-align: center;">995</td> <td style="text-align: center;">979</td> <td style="text-align: center;">727</td> <td style="text-align: center;">651</td> <td style="text-align: center;">513</td> </tr> <tr> <td>PRG</td> <td></td> <td></td> <td></td> <td style="text-align: center;">1</td> <td style="text-align: center;">4</td> <td style="text-align: center;">5</td> <td style="text-align: center;">3</td> <td style="text-align: center;">3</td> </tr> </tbody> </table>	%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75	Practice	1272	585	854	995	979	727	651	513	PRG				1	4	5	3	3
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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	1078	9		46	2	13	8	
PRG	15							

	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice	68	42	2	11	32	15			27	
PRG						1				

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:

On a recent recruitment drive for the PPG, patients from different age and ethnic groups were approached by members of both reception and clinical staff. Members of the virtual group were also contacted to advise of the vacancies on the committee. Poster also displayed in the waiting room.

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:

Verbal (face to face & via telephone)  
Comments/Suggestions Box in waiting room  
Website feedback facility  
Since December 2015 – Friends & Family Test

How frequently were these reviewed with the PRG? Annually

### 3. Action plan priority areas and implementation

#### Priority area 1

##### Description of priority area:

A question in our patient survey of 2014 was regarding confidentiality at our reception desk. A total of 173 patients took part in the survey of which 28 patients commented more privacy would be appreciated. This equated to 16% indicating, in our view, that it was not a major problem. After discussion with the PPG and practice it was agreed to monitor the situation with a view to revisiting.

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

Confidentiality at reception was monitored and agreed the problem seemed to be intermittent and dependent on a number of factors. After discussion it was agreed to look at possible aids to reduce possible breaches. Various options were considered for example; an advisory sign suspended from the ceiling, screens, rope barrier, rearranging the seating in the waiting room. It was agreed by the practice that a sign should be purchased to be placed approximately 2 m from the reception desk which requests patients to wait at the given point until called by the receptionist

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

Patients accepted the new procedure very quickly. The practice has received good feedback from patients regarding this and the number of comments regarding overheard conversations has reduced.

## Priority area 2

Description of priority area: Patients invited to a Health Check Evening

What actions were taken to address the priority?

The practice has held an annual health check evening for the last 2 years. Patients have been identified who are at a higher risk of developing heart disease or suffering a stroke later in life. Each patient receives a personal invitation to a 'one-stop shop' where blood is taken, blood pressure measured, BMI calculated and information, tailored to the ethnic group attending, provided on how to minimise the risk of problems later in life. We have 2 GPs & 2 Practice Nurses on duty and available to answer queries etc. The session runs for 1 hour and patients are aware of the format of the session before they attend ie a group session. Each patient is given a Health Information Pack compiled by the practice.

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

In the past, approximately 50% of invited patients have attended. On a few occasions, patients have been accompanied by their partner (also registered at the practice) who felt they would also benefit from the evening. Feedback forms are available on the evening which are later reviewed and analysed.

Comments on the feedback forms have confirmed that patients found it a useful and informative session in a pleasant and relaxed environment.

As a direct result of attending these evenings, we have had several patients diagnosed with Diabetes, patients have taken advantage of free gym membership they were unaware of and an overall improvement in the general health of others.

A third health check evening is planned for February/March 2015.

### Priority area 3

#### Description of priority area:

- Patients to be advised when Dr running late
- Messages on tv screen difficult to read

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

When reviewing comments received via the suggestion/comment box from the waiting room, the 2 points above were mentioned several times each.

Regarding the subject of Dr running late – when a patient uses the automatic check-in machine, a message will appear advising how many patients are currently waiting to be seen before them. If patients require more information, they usually ask at reception. If for some unexpected the Dr or Nurse if running exceptionally late, the receptionists will advise the patients of the clinician concerned currently in the waiting room and then to patients on their subsequent arrival. It was agreed that the current system works well but will continue to be monitored.

Difficult to read tv screens – The tv screens provide a patient call system and also a means to pass practice information to patients in the waiting room. When the practice moved into the new building, the current 32” screens were installed. The practice had limited input into this decision. Comments regarding the size of the screens have been received both via the comments box and verbally to reception staff and clinicians. On reviewing the comments, the practice agreed that the screens were not as effective as they should be and therefore purchased 2 new 50” screens. These have now been installed and to date, no negative comments have been received.

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

It is hoped that the installation of the new tv screens will benefit all patients in finding our messages and patient call information easier to read and understand.

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):

**Car Parking:** Since moving into the new building, the majority of the problems regarding parking have been solved. More recently, the installation of the one-way only access teeth at the entrance to the car park has removed the danger of cars exiting the wrong way and also vehicles parking in the entrance.

**Telephone System:** The new telephone system does have a queuing system advising patients they are connected to the Hartshill Medical Centre. We regularly inform the IT dept of the problems we and our patients experience. We are aware it still is not perfect but unfortunately this is an area which is out of our control

**Ability to discuss confidential matters in private:** We have a separate room where patients can speak in private to a receptionist. There are now notices in the waiting room, on the reception desk and on the message display screens advising of this.

**Information for Carers:** A carers information file can be found on the reception desk for patients/carers to read. Included in the file is a self-referral form that carers may forward to the Carers Association.

**Privacy at reception:** Addressed as Priority 1

**Music in the waiting room:** The radio channel has been changed to a more middle of the road station but still providing local news and travel information.

**Appointment text reminder service:** This is now in place

**Bigger tv screens:** Addressed As Priority 3

