

PPG report & Action Plan

Portsmouth Group Practice 2017/18

Practice Population:	Capitation as of March 2018: 43,976 Breakdown: Male – 21,756 Female – 22,220
Membership of PPG:	Total Members: 535 Gender: Male: 214 Female: 321 Age Range: 18-24: 18 25-34: 119 35-44: 122 45-54: 107 55-64: 85 65-74: 52 75-84: 27 85+: 5 Ethnicity: British or Mixed British 453 Pakistani or British Pakistani 1 Irish 1 Other Asian Background 2 Other White Background 26 Bangladeshi/British Bangladeshi 4 White & Black Caribbean 2 African 11 Indian of British Indian 1 Other Mixed Background 2 Other Black Background 4 Chinese 8 White European 4 White & Asian 2 Not Stated 14
2017/18 Survey:	The survey was sent out to our PPG and also advertised in house in January 2018 for six weeks. The most notable trends were: <ul style="list-style-type: none"> • Little appetite for extended hours on a Sunday – Saturdays was the most popular although 40-46% of respondents would attend early morning and late afternoon appointments. • Only 26% of respondents currently use extended hours – we will endeavour to further promote these in 2018/19 • 80% of respondents were aware of the online services. This is very reassuring given the huge amount of promotion the practice has participated in this year to increase uptake from 9.80% in March 2017 to 22.0% in March 2018. Our last survey in 2016/17 demonstrated less than 14% of patients were aware of online services.

Additional Services - Patients were asked what additional services they would like to access through online service. The top 5 answers were:

- Blood tests and results
- Proactive opportunities such as upcoming flu jab dates and database of local support groups
- E consultations
- A simpler online service
- More appointments

SystemOnline can give blood test results once they have been reviewed by a clinician. However, we will look to offering blood test appointments online in 2018/19.

Our website (www.portsdowngrouppractice.co.uk) will be the place for promotion of flu clinics and resources. We are in the process of developing a 'patient information' area to cater to this.

E consultations are returning! After the pilot in 2015, which did not see a significant uptake, the local Clinical Commissioning Group (CCG) has funded this service. There are currently four practices in the city who have implemented eConsult and Portsmouth Group Practice is scheduled to go live in April/May. There will be marketing in house and on the website around launch.

Regrettably we have no control over SystemOnline to make it simpler. However, comments made around being locked out, not understanding the terminology etc. when resetting login information, has been passed on to our IT department to see if they can escalate to SystemOne (our clinical system provider).

More appointments – we have added cervical smear clinics to the online booking system to improve our uptake rates. In 2018/19 we would like to add more appointment 'types' into the system. Again, this will be promoted on our website, in practice and likely via text/email.

Focus Areas - Patients were asked to highlight up to two areas they felt we should focus on, with reasons why. Availability of routine appointments dominated the responses, as did the ability to pre book routine appointments at convenient times around an 8am – 5pm working day. The availability of appointments online vs over the phone was also raised, as was some clarity over who would be the most appropriate clinician to book an appointment with.

<p>Areas for improvements identified for 2018/19 Priorities:</p>	<p>Overhaul of the appointment system. This is priority for both staff and patients as it causes frustration to both. However, with six sites, over 100 staff and 44,000 patients it is not something we can change overnight. We have already started reviewing appointment data to identify appointments required per thousand patients.</p> <p>We will likely start with our Healthcare Assistant and Treatment Room Nurse rotas. Whilst we appreciate the majority of feedback is the ability to book a doctor's appointment, these appointments are more easily auditable and monitored for us to offer the correct number at sites.</p> <p>In the meantime, we have published resources on our website regarding appointments – top tips and how to get the most from your appointment. There is a common misconception that a doctor is the only clinician who can help a patient with an ongoing condition. We employ a wide range of general and specialist clinicians and as part of this work we will work to communicate this. We are also fortunate to have access to very good voluntary sector support and a minor ailments scheme with good uptake from pharmacists in the city, so we will also endeavour to signpost patients to the most appropriate service – which is not always within the practice.</p>
<p>Summary of changes to date:</p>	<p>Patient feedback is not solely restricted to our annual survey and VPG/PPG communications. During the year patients are invited and encouraged to provide feedback to the practice. The main feedback we regularly receive is currently through the 'Friends and Family Test' (FFT) completed by registered patients on forms in practice and via text responses sent automatically after appointments. The results of the FFT are published on our website monthly. Some of the feedback that we were able to implement action from are listed below:</p> <ol style="list-style-type: none"> 1. "Awareness of referrals process – confusing" We have published a 2 WW referral guide on our website. We have also undertaken a huge amount of work, led by our secretarial team, to increase uptake of e-referrals. There is a national plan to 'switch off' paper referrals in October 2018, but eReferrals are auditable and, usually, straightforward. We are currently using the referral system for approximately 80% of referrals. The remaining 20% are only being sent the 'old way' as that hospital department is not yet accepting eReferrals but this is changing on a weekly basis. 2. "Heyward Road looks grubby" As patients of Heyward Road will know, there has been a longstanding intention to move into new and purpose built premises adjacent to eh Heyward Road surgery site. At present, this is not a viable option and the partners have therefore invested significant funds into updating and refurbishing the Heyward Road surgery. We have so far invested time in 'clearing up' the site,

branding and redecorating. The work continues!

3. "Some difficulty in gaining appointments". The introduction of the centralised call centre with an overview of all appointments in March 2018 has helped. We are collecting data to ensure adequate staffing and frequently reviewing training needs.
4. "Online services do not make it clear which site to attend". We are limited in our ability to amend online services and messages we can put to patients, but have raised this with our clinical system provider.
5. "Travel service questionnaire not available at appointment." You can download or submit travel forms through our website. The travel nurse will then call to discuss and if vaccinations are necessary, you can then book your appointment.
6. "Phone queues are very long. " There are always days/times when demand is high – we do increase staffing but we have restrictions on lines and, sometimes, exceptional surges in demand. However, our call provider information shows average waiting times are much improved on pre call centre times and we continue to monitor and benchmark.
7. "Waited for a long time as my child's immunisation was out of stock". We have centralised ordering to ensure stocks levels are maintained at all sites.
8. "Totally happy with my treatment but the surgery seemed overstretched." It is common knowledge that primary care workforce is stretched. However we are constantly reviewing different ways of working and models of care to offer an appropriate number of appointments to patients. We need our patients help in this – small things like cancelling an appointment rather than just not turning up can have a huge impact.
9. "No indication for delays in being seen when you are in the waiting area". We have reconfigured our self-check in board, which we encourage patients to use, to indicate a wait time on arrival.

We thank patients for the overwhelming number of positive responses regarding our staff and services.