



Standard Reporting Template – Patient Participation DES 2014/15

Surrey & Sussex Area Team

Practice Name: NEWTONS PRACTICE

Practice Code: H82056

Signed on behalf of practice As per hard copy on file at the Practice

Date 30/03/2015

Signed on behalf of PPG As per hard copy on file at the Practice

Date 30/03/2015

1. Prerequisite of Enhanced Service – Develop/Maintain a Patient Participation Group (PPG)

Does the Practice have a PPG? YES / NO	YES
Method of engagement with PPG: Face to face, Email, Other (please specify)	Regular monthly meetings & email communication.
Number of members of PPG:	15 members

Detail the gender mix of practice, population and PPG:			Detail of age mix of practice population and PPG:						
%	Male	Female	%	< 15	15 - 44	45 - 64	65 - 74	75 - 84	> 85
Practice	6544	7068	Practice	2392	5395	3119	1373	808	525
PPG	4	11	PPG						

Detail the ethnic background of your practice population and PPG:

%	White				Mixed/ multiple ethnic groups			
	British	Irish	Gypsy or Irish Traveller	Other white	White Black & Caribbean	White & black African	White & Asian	Other mixed
Practice	27	0	0	0	0	0	0	0
PPG	12	0	0	0	0	0	0	1

	Asian/ Asian British					Black / African / Caribbean / Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any Other
% Practice	0	0	0	0	0	0	0	0	0	0
PPG	0	0	0	0	1	0	0	0	0	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:

Newtons PPG currently has a core group of 15 members who attend meetings on a regular basis. The youngest member of the group is in her 30's whilst a small number of members are in their 50's. The remaining members are beyond retirement age but having come from varied working backgrounds they bring a wealth of knowledge and experience to the group. Despite practice efforts to encourage younger members to join the group there has been little success to date.

The membership does include two patients with physical disabilities; the Chair of the group who is blind and a 'virtual' member with a hearing impairment and at least two members of the group have mobility problems.

We have a South American member, a member from a mixed race background and we have recently welcomed our first Asian member to the group. The remainder, and predominant, members are white and middle class which reflects the demographic profile of Haywards Heath.

Haywards Heath is considered to be a desirable place to live, with a direct commute to London or Brighton and easy access to the countryside it has made this part of West Sussex a favourite location for families to settle. The area is ideal for recently retired people downsizing, and has long been established as a retirement hot spot. Increased building of more retirement homes in Mid Sussex has seen a marked increase in the number of retired people moving into the area.

The PPG has taken an active interest in keeping up to date with age related long term conditions and has recognised the need to change to accommodate an aging population and consequently now has two of its members as Dementia Champions and another member is the Chair of The Dementia Steering Group.

Are there any specific characteristics of your practice population which means that other groups should be included in the PPG? e.g. large student population, significant number of jobseekers, large numbers of nursing homes or a LGBT community? YES/NO

Newtons Practice cares for a significant number of Nursing and Residential Homes. We ensure that we actively engage with Matrons of the Homes via Admission Avoidance and via the Local Nursing Home SLA.

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

Many patients in these homes have dementia and consequently are more difficult to engage with and bearing that in mind we recently offered an Understanding Dementia Workshop. This was arranged by the PPG, to inform patients and carers of some of the issues and challenges that this disease impacts on families.

2. Review of patient feedback

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

With the support of the PPG we carried out a patient survey called 'Getting to know our Patients' – see Appendix A & Appendix B. With the introduction of the Friends & Family Test encourages patients are encouraged to give feedback.

How frequently were these reviewed with the PRG?

The Chair/sec and sub- committee contribute to all surveys. The group meet on a monthly basis and address current issues and monitor developments in on-going matters.

Action plan priority areas and implementation

Priority area 1

Description of priority area:

The Telephone System

What actions were taken to address the priority:

The telephone system was out of date, causing regular interruptions to the service, deeming the equipment unreliable and not fit for purpose. Extensive research was carried out and following consultation with the Partners a telephone supplier was instructed to install a new telephone system.

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

- The telephone system selected has ensured that it is future-proofed to allow for additional lines to be added when the demand arises.
- A call queuing announcement informs patients of their position at busier times.
- A signposting announcement advises patients when requesting results, making enquiries and booking appointments.
- A facility to show the statistics of calls made, enabling the practice to analyse results and future plan e.g. target busy times and plan staff cover accordingly.
- A call recording facility.
- The new system has enabled development of our Urgent Care Clinic.
- Publicised by notices in reception, through members of the PPG and by word of mouth.

Priority area 2

Description of priority area:

Patient access to a clinician

What actions were taken to address the priority:

Demand outweighed resources for acute treatment. The practice having been involved in the Paramedic Mentoring Scheme identified this as a potential resource that could prove beneficial to the practice and patients through developing an Urgent Care Clinic (UCC). The UCC enables the paramedic to triage calls and signpost patients to the most appropriate care.

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

- Patients with acute symptoms or concerns are contacted the same day by a paramedic; they receive advice or are signposted to the most appropriate care.
- Two Paramedic Practitioners support the Duty Doctor 5 days per week.
- Patient satisfaction.
- The Reception staff morale has improved significantly.
- The UCC has relieved pressure on the demand for GP appointments.
- GP appointments are more readily available for patients and carers with on-going long term conditions or concerns.
- The practice website and the practice booklet lists the UCC as a service.
- There are UCC staff picture profiles in reception.

Priority area 3

Description of priority area:

Dementia

What actions were taken to address the priority:

The Dementia Workshop and Educational Event organised by the PPG – see Appendix C

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

- Knowledge gained by all involved.
- Two PPG members have signed up to become Dementia Champions.
- Awareness of Carers and the profile of the Carers Support Group has been raised.

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)

Free text
<ul style="list-style-type: none"> • The purchase of a new telephone system. • The telephone system enables easier monitoring of patient demand. • The telephone system has an auto attendant feature which signposts patients to the appropriate service. • The introduction of the Urgent Care Clinic. • The Employment of Paramedics to run the Urgent Care Clinic five days a week to ease the demand for GP appointments. Paramedics treat the patient or signpost them to the appropriate clinician. • The continuation of extended opening hours allowing for easier access for commuters. • The Practice Booklet and Practice website are continually updated to keep patients informed of changes.

3. PPG Sign Off

Report signed off by PPG: YES	Yes
Date of sign off:	30 th March 2015
How has the practice engaged with the PPG:	The Assistant Practice Manager attends each meeting and is available to discuss issues regarding the development of both IT and Admin systems within the practice.
How has the practice made efforts to engage with seldom heard groups in the practice population?	Advertising via posters, the Practice website and the Practice Booklet. Varying the times and days of meetings to accommodate different age groups..
Has the practice received patient and carer feedback from a variety of sources?	Yes
Was the PPG involved in the agreement of priority area and the resulting action plan?	Yes
How has the service offered to patients and carers improved as a result of the implementation of the action plan?	As outlined above.
Do you have any other comments about the PPG or practice in relation to this area of work?	The PPG is a dynamic and proactive group of volunteers who work closely with the Practice. Their main role is improving communication between the patients and the practice and acting as a representative of the wider patient population. They provide an invaluable service to patients and to the practice.

Appendix A

Getting to know our patients:

Do you have internet access?

Yes /No

If yes please provide us with your email address next time you visit.

Do you refer to Newtons Practice website for up to date information?

Yes /No

Did you know you can order your repeat prescription on line?

Yes/No

Did you know you can make appointments on line?

Yes/No (If no please ask for an application form from the receptionist)

Have you failed to keep an appointment with Newtons in the last 6 months?

Yes/No

If yes, Was this because you forgot?

1. You could not reach us to let us know?
2. Other (Please explain)

Are you aware that you can book a telephone consultation with your GP?

Yes/No

Are you aware that Newtons Practice provides a same day appointment in our Urgent Care Clinic to ensure that patients do not need to attend the Local A & E department?

Yes/No

Our medical receptionist will help you to access the most suitable service for your needs. Therefore they will need to ask questions about your illness or health needs. All our staff are all bound by the NHS code of confidentiality. Do you have problem providing them with this information?

Yes/No

If Yes, please explain why.

Would you be interested in joining the practice's Patient Participation Group. Y/ N

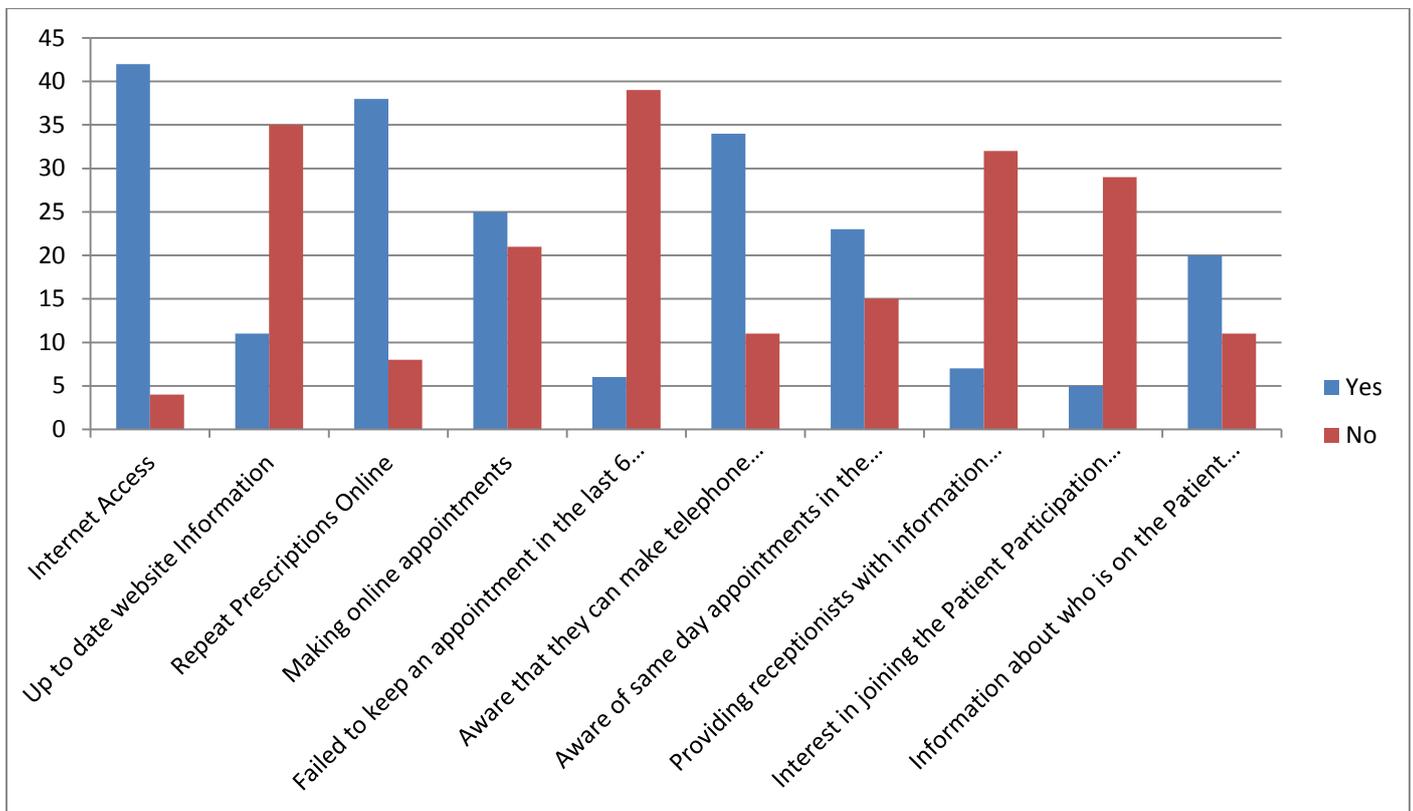
If yes please ask for a form reception.

Do you think there should be some information about who is on the committee of Newtons Patient Participation Group representing you, displayed in the waiting room?

Yes/No

What service would you like the practice to introduce that would benefit you as a patient??

Appendix B



Appendix C

Newtons Patient Participation Group
invite you to our first lunchtime workshop

**UNDERSTANDING
DEMENTIA
The Elephant in the Room**

Dr Kyle Nagendra G.P. with a special interest in
dementia

and

Jenny from "Know Dementia"
will talk to us about medical and emotional aspects
of the disease.

Please join us on

October 23rd at 1.00pm

Venue: Newtons Surgery
Heath Road, Haywards Heath
RH16 3BB

NEWTONS  **PRACTICE**

PPG

As you are well aware, it is to become mandatory for all GP Practices to have a Patients' Participation Group.

In order to qualify for extra funding for your Surgery strict procedures must be met and these include PPGs having to have three specific projects of their own choice. Amongst the three that we have chosen at Newtons Surgery is Dementia and to this end we are running a "pilot" workshop entitled

Understanding Dementia
"The Elephant in the Room"

We would like to invite members of your PPG to join us for this event at which there will be two speakers, Dr. Kyle Nagendra, who as a GP in our Practice, has a special interest in Dementia and Jenny.....of "Know Dementia", a local charity, providing education, help and support. They will be talking about the medical and emotional aspects of the disease. We are hoping that your members will be able to help make this, our first workshop, a success and that it will promote more public understanding of the disease that is the "elephant in the room."

Many thanks,
Clive Jacobs (Chairman)
Newtons PPG

Because space is very limited we would appreciate it if you could advise us that you will be coming.

E-mail: dehoop@onetel.net

Contact Helen Tel: 01444 483774