Annex D: Standard Reporting Template

Wessex Area Team

2015/16 Patient Participation Enhanced Service – Reporting Template

Practice Name: The Esplanade Surgery

Practice Code: J84005

Signed on behalf of practice: J George Date: March 2016

Signed on behalf of PPG:  Date: 24th March 2016

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

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| Does the Practice have a PPG? **YES** | |
| Method of engagement with PPG: **Face to face, Email, Post, Notice in waiting room, occasional telephone contact.** | |
| Number of members of PPG: 16( email group **=** 20) | |
| Detail the gender mix of practice population and PPG:   |  |  |  | | --- | --- | --- | | % | Male | Female | | Practice | 49% | 51%. | | PRG | 25% | 75% |   Email group | Detail of age mix of practice population and PPG:   |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | | % | <16 | 17-24 | 25-34 | 35-44 | 45-54 | 55-64 | 65-74 | > 75 | | Practice | 14% | 10% | 10% | 12% | 16% | 13% | 14% | 11% | | PRG | 0 | 0 | 6% | 6.% | 6% | 31% | 44% | 6% |   Email group 4% 20% 12% 4% 16% 40% 4% |
| 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 | 72% | 0.26% |  |  | 0.24% | 0.18% | 0.4% | 0 | | PRG | 81% | 0 | 0 | 0.5% | 0 | 0 | 0 | 000 |   18.5% declined to give ethnicity  Email group:79% White British 4.3%African 16.7% declined   |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | |  | Asian/Asian British | | | | | Black/African/Caribbean/Black British | | | Other | | |  | Indian | Pakistani | Bangladeshi | Chinese | Other  Asian | African | Caribbean | Other Black | Arab | Any other | | Practice | 0.1% | 0.02% | 0.12% | 0.34% | 0 | 0.12% | 0.08% | 0 | 0 | 6.72% | | PRG | 0 | 0 | 0 | 0 | 0 | 0 | 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: **We constantly try to get other ethnic groups to engage they are not very responsive. We advertise the PPG in waiting room and on the website. We have increased our advertising in the under 25s group *We email the reference group allowing their views to be expressed, we get little response, although this form of feedback is without the need to attend face to face meetings. We also encourage feedback via the Friends and Family route and IPAD, paper surveys and website access is all available.*** | |
| 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**  ***We have a very general mix of age and no specific characteristics****.*  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

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| Outline the sources of feedback that were reviewed during the year:  Review of previous: ***Review of Patient survey & annual report from year end April 2015***  ***Input from complaints where appropriate.***  ***The Friends and Family test.***  ***Patient conversation plus emails from the patient reference group.***  ***Letter, email, face to face, suggestion box. These were located throughout the surgery waiting areas.***  ***Ideas generated by GP Partners at practice meetings.***  ***Ideas generated by staff at general staff meetings or ad hoc.***  ***Review of surveys carried out in 2015 one on the ANP by the patients and one by the ANPs reflecting on type of conditions seen.*** |
| How frequently were these reviewed with the PRG?  ***Meetings were held this year.***  ***Dates of:***  ***11th August 2015***  ***14th October 2015***  ***10th November 2015***  ***2nd March 2015***  ***We are also able to email some of the group for ideas or they in turn suggest ideas etc for future discussion, via email or telephone, especially if they cannot attend the meetings.*** |

Action plan priority areas and implementation

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| Priority area 1 |
| Description of priority area:   1. **The Advanced Nurse practitioners – are they effective? A survey was performed to establish this. This was identified as a priority area as the surgery has never provided this service before.** |
| What actions were taken to address the priority?  ***A Patient Leaflet produced for information on the ANP service***  ***Survey created to ask specific questions, to address patient needs.*** |
| Result of actions and impact on patients and carers (including how publicised):  **Results collated, a report produced and presented to the PPG for sign off then published on website and in waiting room for the patients. The survey showed the patients were very happy with the new ANP service available in the surgery. The survey results are attached to this report. The survey results were also shared amongst the partners and all the staff with a facility to feed back on the results if they wished.** |

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| Priority area 2 |
| Description of priority area:   1. **Survey for Advanced nurse practitioners to see if the patients they see are appropriate and present with appropriate problems etc**. **This was identified as a priority area as the ANP is a new role being used in the surgery.** |
| What actions were taken to address the priority?  **Another survey was run alongside the patient survey. The ANP survey assessed if patients booked in with the ANP had appropriate medical problems to their skill set. Were the patients` triaged appropriately into the ANP clinic?** |
| Result of actions and impact on patients and carers (including how publicised):  **Results collated, report produced, presented to PPG for sign off then published on website and in waiting room for the patients. Again this survey showed results that indicated the patients were directed to the ANPs correctly and very little was needed to be referred onto a GP or other healthcare professional. The survey results are attached at the end of this report. The survey results were again so shared amongst the partners and all the staff with a facility to feed back on the results if they wished.** |

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| Priority area 3 |
| Description of priority area:  ***The surgery is offering an increasing variety of services. A priority area was identified to improve information provided to our patients about all health services. The first point of contact in contacting the surgery is on the phone, this area was identified as a means of improving the communication*. It was suggested we change the front tel message to promote other health services like The Pharmacy first service, or self-help and over the counter meds before you make an appointment.** |
| What actions were taken to address the priority?  **Listen to phone options, take to partners meeting suggestion of change to first message to incorporate info on other services available before make patients make an appointment, pharmacy services , result services , prescription services and on line services etc.** |
| Result of actions and impact on patients and carers (including how publicised):  **To be evaluated three months after message is changed. Evaluation MAY 2016**  **Waiting room information for patients.** |

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):

1. **Home visits by other GPs surgeries** **–** *It was decided not to pursue this but to look at Nursing home and care home allocation amongst the locality surgeries, work is under way to divide the 15 + homes between three surgeries of the four surgeries. One surgery is due to close March 31st 2016. The priority will be to make sure those patients are able to register at one of the three remaining surgeries*

1. **Some nurse clinic re-organisation *–*** *New consulting room nearing completion end of Feb 2016, delays have occurred but will be in full use March 2016. 2 Nurse practitioners now available for 12 sessions per week for appointments, the service is well supported and going well*
2. **Website and email facility *–*** *Updated and ongoing work in progress.*
3. **FFT** *continues to be in use and monitored.*
4. **Saturday clinics for Flu***- very successful pilots will continue to promote for 2016*
5. **Phone System** *- Continue to monitor phone demand*

8. Report signed off by PPG:  Date of sign off: 24.03.16 (also discussed at last meeting with Group 2nd March 2016)

How has the practice engaged with the PPG: ***At each face to face meeting the Practice Manager (Mrs Janice George) and the lead GP (Dr Spencer Fox) have attended to facilitate the event. All members of staff clinical and non clinical are aware of the existence of the Patient participation group, and are involved with practice discussions regarding the outcomes from the meetings.***

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

***By information in the waiting room, the practice booklet, newsletters, website, NHS choices website and promotion of our email reference group as detailed earlier.***

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

***Yes, verbal, written comments, and emails.***

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

***Yes as detailed earlier.***

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

***Building work phase 1 almost complete this will offer patients a third room on ground floor, access for less physically able patients and carers will be much improved, this will allow rapid development of an increase in nurse led clinics which was a PPG priority.***

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

***We continue to listen to the collective voice of our PPG and use the information to shape our local and wider provision of health care.***

***The existing PPG group are cohesive and dedicated to helping us shape future needs and services of our registered population.***

ANP Survey part 1

December 2015

We ran 2 surveys in the month of December 2015

1. One to check what the patients thought of the new service.

(2) The second to see if the patients had been booked correctly to see the ANP instead of the GP

**This is the results of the (1) First survey:-**

**We ran the survey from 1st – 31st December 2015**

**We have one Advanced Nurse Practitioner and a Nurse Practitioner they work 12 sessions per week between them. The difference between advanced nurse practitioner and nurse practitioner is a qualification. They are both very experienced in their field are able to examine and prescribe some treatment. They both carry out the same duties.**

**For the purpose of the survey they will be referred to as ANPs**

**They saw 704 patients during the month of December 100%**

**There were 17 patients who booked an apt with the ANPs but did not attend (DNAs) 2.4%**

**When running a very busy surgery consisting of 10 minute appointments it is not always easy to record every patient that the ANP saw on the day.**

**Surveys handed out to the patients by the ANPs, were 300 in total (100%)**

**95 were returned (32%) one of the 95 had been taken away and then returned completely blank.**

**The 2015 Patient Participation Group Survey**

**Gender of the patients:-**

Male 32 (34%) Female 61 (64%) Declined to answer 2 (2%)

**Age of the patients**

Under 18yrs 13 (14%) 18-24yrs 7 (7%) 25 -34yrs 9 (9.4% ) 35-44Yrs 12 (13%)

45 -54yrs 9 (9.4%) 55-64yrs 14 (15%) 65-74yrs 19 (20%) 75+yrs 6 (6%)

Declined to answer 5 (5%)

**Survey Questions 1 -5**

**Q1 When you saw the Advanced Nurse Practitioner how good were they at giving you enough time?**

Very Good 84 (88%)

Good 4 (4.2%)

Neither good nor poor 0

Poor 0

Doesn’t apply 0

No response recorded 7 (7.36%)

**Q2 When you saw the Advanced Nurse Practitioner did you feel they listened to you?**

Yes 80 (84.2%)

Yes to some extent 1 (1.05%)

No not at all 0

Don’t know /can`t say 0

No response 14 (14.73%)

**Q3 When you saw the Advanced Nurse Practitioner did they explain your symptoms and give you confidence to manage your health condition?**

Yes 76 (80%)

Yes to some extent 3 (3.15%)

No not at all 0

Don’t know /can`t say 0

No response 11 (11.57%)

**Q4 Did you have confidence in the Advanced Nurse practitioner that you saw or spoke to?**

Yes definitely 80 (84%)

Yes to some extent 2 (2.10%)

No not at all 0

Don’t know /can`t say 0

No response 12 (12.63%)

**Q5 Would you be happy to see the Advanced nurse practitioner again with a similar problem?**

Yes would definitely 78 (82.1%)

Yes probably 5 (5.2%)

Not sure 1 (1.05%)

No probably not 0

No definitely not 0

Don’t know can’t say 0

No response 11 (11.57%)

Some of the patients left comments on the survey to include :-

*Superb service thank you*

*Fantastic ☺*

*The ANP listened very much so , it was good to get face to face advice.*

*Both of them are great*

*I would like to say that I have seen K twice now and on both times she has been extremely helpful and reassuring.*

There were no negative comments.

The results of the survey show and overwhelming confidence in the service offered by the advanced nurse practitioners here at the Esplanade Surgery.

92.2% said they had enough time

85.7% felt listened to

83.15% felt confident to manage their condition

86.10% of patients had confidence in the practitioner they saw

87.3% of patients said they would see the ANP again

ANP Survey part 2

December 2015

We ran 2 surveys in the month of December 2015

1. One to check what the patients thought of the new service.

(2) The second to see if the patients had been booked correctly to see the ANP instead of the GP

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**Results of the (2) second survey:-**

**We ran the survey from 1st – 31st December 2015**

**We have one Advanced Nurse Practitioner and a Nurse Practitioner they work 12 sessions per week between them. The difference between advanced nurse practitioner and nurse practitioner is a qualification. They are both very experienced in their field are able to examine and prescribe some treatment. They both carry out the same duties.**

**For the purpose of the survey they will be referred to as ANPs**

**They saw 704 patients during the month of December 100%**

**There were 17 patients who booked an apt with the ANPs but did not attend (DNAs) 2.4%**

**When running a very busy surgery consisting of 10 minute appointments it is not always easy to record every patient that the ANP saw on the day.**

**The survey is based on the actual numbers recorded at the time by the ANPs**

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| --- | --- | --- | --- | --- | --- |
| ANP Survey 2015 | | For the ANP to fill in Dec 2015 | | | |
|  |  |  |  |  |  |
| **Q1 Did the patient present you with a problem you could deal with?** | **Yes** | **No** | **Q2 did you have to refer the patient onto a GP?** | **Yes** | **No** |
| ANP 1 | 298 | 6 |  | 15 | 290 |
| NP 2 | 186 | 11 |  | 11 | 185 |

**Q1 Yes** 484 = 96.5% **No** 17 = 3.5%

Of the **17** (3.5%) patients that the ANP could not deal with some were referred onto the GP or other Health care professional.

**Q2 Yes** 26 = 5.4% **No** 475 = 94.6%

Of the **26** (5.4%) patients that were referred to a GP they were for a range of problems to include sick certificates, Skin lesion, speciality advice, onward referral to see a consultant, GP follow up or to the practice nurses.

In the month of December a total out of 704 (100%) patients were seen by the ANPs.

The Advanced Nurse Practitioners recorded on their surveys 501 (71.16%) patients seen.

Of the 501 patients recorded, the ANPs were able to deal with the problem of 484 (96.5%)

17 patients 3.5% presented with a problem the ANP could not help with.

475 patients 94.6% did not have to be referred onto the GP

26 patients 5.4% were referred on to the GP or other healthcare professional.

**Overall the surgery with the ANPs and reception staff who book the appointments are offering and running a very effective alternative service to seeing the GP.**

**Thank you to all of the patients who took part in the survey**