

Annex D: Standard Reporting Template

Essex Area Team
2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: **Brickfields Surgery, 4 Brickfields Road, South Woodham Ferrers, Chelmsford, Essex CM3 5XB**

Practice Code: **F81721**

Signed on behalf of practice: Dr Suzanne Everett Date: 24/03/2015

Signed on behalf of PPG: Mr David Birch Date: 24/03/2015

Brickfield Surgery Profile:

Total practice population: 5,671 at 1st April 2014

Staff:

Two male Doctors and one female Doctor

One Salaried GP (part time – 1 day)

Three Practice Nurses

One Advanced Nurse Practitioner

One Healthcare Assistant & Phlebotomist

One Practice Manager and one Business Practice Manager

Seven Administration and Reception Staff

The surgery is open at the following times:

Opening Times

Monday 07:30 - 18:30

Tuesday 07:30 - 18:30

Wednesday 07:30 - 18:30

Thursday 07:30 - 18:30

Friday 07:30 - 18:30

Weekend closed

Surgery Website:<http://www.brickfieldssurgery.co.uk/opening-times.aspx?t=1>

The Patient Participation Group link: <http://www.brickfieldssurgery.co.uk/ppg.aspx>

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 – regular patient group meetings held at the surgery and Email – virtual group communicated by email only for their views, comments and suggestions.																																											
Number of members of PPG: 70 @ 1 st April 2014																																											
Detail the gender mix of practice population and PPG: At 1 st April 2014 Total = 5671		Detail of age mix of practice population and PPG: At 1 st April 2014 Total = 5671																																									
<table border="1"><thead><tr><th>%</th><th>Male</th><th>Female</th></tr></thead><tbody><tr><td>Practice</td><td>48.30 % (2739)</td><td>51.70% (2932)</td></tr><tr><td>PRG</td><td>43% (30)</td><td>57% (40)</td></tr></tbody></table>	%	Male	Female	Practice	48.30 % (2739)	51.70% (2932)	PRG	43% (30)	57% (40)	<table border="1"><thead><tr><th>%</th><th>0-15</th><th>16-24</th><th>25-34</th><th>35-44</th><th>45-54</th><th>55-64</th><th>65-74</th><th>75+</th></tr></thead><tbody><tr><td>Practice</td><td>19.8</td><td>10.32</td><td>11.57</td><td>14.55</td><td>16.43</td><td>12.49</td><td>9.31</td><td>5.34</td></tr><tr><td>PRG</td><td>1.4</td><td>8.6</td><td>7.1</td><td>14.2</td><td>10</td><td>18.6</td><td>28.6</td><td>11.4</td></tr></tbody></table>							%	0-15	16-24	25-34	35-44	45-54	55-64	65-74	75+	Practice	19.8	10.32	11.57	14.55	16.43	12.49	9.31	5.34	PRG	1.4	8.6	7.1	14.2	10	18.6	28.6	11.4
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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	934	3		73	10	6	15	11
PRG								2

	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice	46	1	3	21	26	23		1	0	15
PRG	2	0	0	0	0	0	1	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:

When the Patient Participation Group was formed in April 2011 at Brickfields Surgery the patients were invited to join the PPG either as a committee member or if they preferred to join the virtual email group by a letter sent from the Partners inviting them to join. A small group of members were formed and became the regular committee members including a voted in Chairman person. The Practice Manager assists as the committee secretary and sends out invitations to meetings, takes the minutes and circulates them to members. Whilst recruiting members for the PPG, care was taken to try and get a representative group from different ethnic backgrounds, age and gender by advertising within the surgery and directly approaching these groups or individuals'. This method of engagement has continued and patients can join the PPG group at any point by giving their details to reception. The practice welcomes and encourages all ethnic groups to be fully involved in the PPG. This way we believe that we can continue to have a representative group of the practice population.

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:

The sources of feedback that have been reviewed during this year are all suggestions and patient complaints which are reviewed at Practice Business Meetings with the Doctors, Nurses and staff, when appropriate.

Over the last two months we have collected returns from our Friends and Family survey and reviewed these internally to gain the ideas from patients and to understand their feedback about the services within the surgery and how these could be improved, if reasonable possible. Survey results for January 2015, we received 12 replies for “extremely likely” to recommend our service to friends and family if they needed similar care or treatment and only 2 “likely”, with no other replies in the different statements of Neither likely or unlikely, unlikely, extremely unlikely and don’t know.

Returns for February 2015 were 22 extremely likely, 3 likely and 1 neither likely nor unlikely.

On both sets of results we had a majority of lovely comments made about the staff, GPs and the good helpful service that we provide. Patients felt they were treated with respect and very promptly in a professional manner. We plan to continue to run this survey through this year and will review any comments, suggestions and complaints made to enhance and improve, when appropriate the services that we provide.

We have also reviewed The GP Survey (national) to see where we sit compared to the national average, see the large report below.

Latest data are from the January 2015 publication, collected during January-March 2014 and July-September 2014

Practice results - topline document
 You have selected the following practice:
BRICKFIELDS SURGERY
 Weighted data



Q1. Last seen or spoke to a GP

Base: All

	%	N
In the past 3 months	53	49
Between 3 and 6 months ago	15	14
Between 6 and 12 months ago	26	24
More than 12 months ago	*	*
I have never seen a GP from my GP surgery	*	*
Total		92

Q2. Last seen or spoke to a nurse

Base: All		
	%	N
In the past 3 months	52	47
Between 3 and 6 months ago	*	*
Between 6 and 12 months ago	12	11
More than 12 months ago	23	21
I have never seen a nurse from my GP surgery	*	*
All		91
Q3. Ease of getting through to someone at GP surgery on the phone		
Base: All		
	%	N
Very easy	25	23
Fairly easy	56	51
Not very easy	15	14
Not at all easy	*	*
Haven't tried	*	*
Total		92
Q4. Helpfulness of receptionists at GP surgery		
Base: All		
	%	N
Very helpful	45	42
Fairly helpful	48	44
Not very helpful	*	*
Not at all helpful	*	*
Don't know	*	*
Total		92
Q5. How normally book appointments to see a GP or nurse...		
Base: All		
	%	N
In person	35	33
By phone	93	86
By fax machine	*	*

Online	*	*
Doesn't apply	*	*
Total		92
Q8. Have a preferred GP		
Base: All		
	%	N
Yes	48	44
No	52	47
There is usually only one GP in my GP surgery	*	*
Total		91
Q9. Frequency of seeing preferred GP		
Base: All who prefer to see or speak to a particular GP		
	%	N
Always or almost always	50	22
A lot of the time	*	*
Some of the time	29	13
Never or almost never	*	*
Not tried at this GP surgery	*	*
Total		44
Q10. Last time wanted to see/speak to GP or nurse: What did you want to do?		
Base: All		
	%	N
See a GP at the surgery	79	72
See a nurse at the surgery	21	19
Speak to a GP on the phone	*	*
Speak to a nurse on the phone	*	*
Have someone visit me at my home	*	*
I didn't mind / wasn't sure what I wanted	*	*
Total		92
Q11. When did you want to see or speak to them?		
Base: All		
	%	N

On the same day	49	43
On the next working day	*	*
A few days later	21	18
A week or more later	*	*
I didn't have a specific day in mind	15	14
Can't remember	*	*
Total		89

Q12. Able to get an appointment to see or speak to someone

Base: All

	%	N
Yes	76	70
Yes, but I had to call back closer to or on the day I wanted	11	10
No	*	*
Can't remember	*	*
Total		92

Q13. What type of appointment did you get?

Base: All who were able to get an appointment

	%	N
Appointment to see a GP at the surgery	67	53
Appointment to see a nurse at the surgery	35	28
Appointment to speak to a GP on the phone	*	*
Appointment to speak to a nurse on the phone	*	*
Appointment for someone to visit me at my home	*	*
Total		80

Q14. How long until actually saw or spoke to GP / nurse

Base: All who were able to get an appointment

	%	N
On the same day	39	31
On the next working day	16	13
A few days later	35	28
A week or more later	*	*
Can't remember	*	*

Total		79
Q15. Convenience of appointment		
Base: All who were able to get an appointment		
	%	N
Very convenient	52	42
Fairly convenient	40	32
Not very convenient	*	*
Not at all convenient	*	*
Total		81
Q16. Reason for not being able to get an appointment / the appointment offered was inconvenient		
Base: All who were not able to get an appointment/ convenient appointment		
	%	N
There weren't any appointments for the day I wanted	*	*
There weren't any appointments for the time I wanted	*	*
I couldn't see my preferred GP	*	*
I couldn't book ahead at my GP surgery	*	*
Another reason	*	*
Total		13
Q17. What did you do on that occasion?		
Base: All who were not able to get an appointment/ convenient appointment		
	%	N
Went to the appointment I was offered	*	*
Got an appointment for a different day	*	*
Had a consultation over the phone	*	*
Went to A&E / a walk-in centre	*	*
Saw a pharmacist	*	*
Decided to contact my surgery another time	*	*
Didn't see or speak to anyone	*	*
Total		15
Q18. Overall experience of making an appointment		
Base: All		
	%	N

Very good	36	33
Fairly good	40	36
Neither good nor poor	16	15
Fairly poor	*	*
Very poor	*	*
Total		92

Q19. Waiting time at surgery

Base: All

	%	N
I don't normally have appointments at a particular time	*	*
Less than 5 minutes	12	11
5 to 15 minutes	68	62
More than 15 minutes	14	13
Can't remember	*	*
Total		92

Q20. Impression of waiting time at surgery

Base: All

	%	N
I don't normally have to wait too long	78	71
I have to wait a bit too long	13	12
I have to wait far too long	*	*
No opinion / doesn't apply	*	*
Total		91

Q21a. Rating of GP giving you enough time

Base: All

	%	N
Very good	56	52
Good	35	32
Neither good nor poor	*	*
Poor	*	*
Very poor	*	*
Doesn't apply	*	*

Total		91
Q21b. Rating of GP listening to you		
Base: All		
	%	N
Very good	52	47
Good	41	37
Neither good nor poor	*	*
Poor	*	*
Very poor	*	*
Doesn't apply	*	*
Total		91
Q21c. Rating of GP explaining tests and treatments		
Base: All		
	%	N
Very good	41	37
Good	41	37
Neither good nor poor	12	11
Poor	*	*
Very poor	*	*
Doesn't apply	*	*
Total		91
Q21d. Rating of GP involving you in decisions about your care		
Base: All		
	%	N
Very good	35	33
Good	33	30
Neither good nor poor	18	17
Poor	*	*
Very poor	*	*
Doesn't apply	12	11
Total		92
Q21e. Rating of GP treating you with care and concern		

Base: All		
	%	N
Very good	43	39
Good	43	39
Neither good nor poor	*	*
Poor	*	*
Very poor	*	*
Doesn't apply	*	*
Total		91
Q22. Confidence and trust in GP		
Base: All		
	%	N
Yes, definitely	61	56
Yes, to some extent	33	31
No, not at all	*	*
Don't know / can't say	*	*
Total		92
Q23a. Rating of nurse giving you enough time		
Base: All		
	%	N
Very good	54	48
Good	34	30
Neither good nor poor	*	*
Poor	*	*
Very poor	*	*
Doesn't apply	*	*
Total		89
Q23b. Rating of nurse listening to you		
Base: All		
	%	N
Very good	56	49
Good	34	30

Neither good nor poor	*	*
Poor	*	*
Very poor	*	*
Doesn't apply	*	*
Total		88
Q23c. Rating of nurse explaining tests and treatments		
Base: All		
	%	N
Very good	49	44
Good	33	29
Neither good nor poor	*	*
Poor	*	*
Very poor	*	*
Doesn't apply	13	12
Total		89
Q23d. Rating of nurse involving you in decisions about your care		
Base: All		
	%	N
Very good	33	30
Good	34	31
Neither good nor poor	*	*
Poor	*	*
Very poor	*	*
Doesn't apply	22	20
Total		89
Q23e. Rating of nurse treating you with care and concern		
Base: All		
	%	N
Very good	46	41
Good	41	36
Neither good nor poor	*	*
Poor	*	*

Very poor	*	*
Doesn't apply	*	*
Total		88
Q24. Confidence and trust in nurse		
Base: All		
	%	N
Yes, definitely	77	65
Yes, to some extent	18	15
No, not at all	*	*
Don't know / can't say	*	*
Total		85
Q25. Satisfaction with opening hours		
Base: All		
	%	N
Very satisfied	45	40
Fairly satisfied	36	33
Neither satisfied nor dissatisfied	*	*
Fairly dissatisfied	*	*
Very dissatisfied	*	*
I'm not sure when my GP surgery is open	*	*
Total		91
Q26. Is your GP surgery currently open at times that are convenient for you?		
Base: All		
	%	N
Yes	81	73
No	15	13
Don't know	*	*
Total		91
Q27. Additional opening times that would make it easier to see or speak to someone...		
Base: All whose GP surgery is not open at convenient times		
	%	N
Before 8am	*	*

At lunchtime	*	*
After 6.30pm	79	14
On a Saturday	75	13
On a Sunday	*	*
None of these	*	*
Total		17

Q28. Overall experience of GP surgery

Base: All

	%	N
Very good	51	46
Fairly good	43	39
Neither good nor poor	*	*
Fairly poor	*	*
Very poor	*	*
Total		90

Q29. Recommending GP surgery to someone who has just moved to the local area

Base: All

	%	N
Yes, would definitely recommend	52	47
Yes, would probably recommend	41	37
Not sure	*	*
No, would probably not recommend	*	*
No, would definitely not recommend	*	*
Don't know	*	*
Total		91

Q30. Long-standing health condition

Base: All

	%	N
Yes	48	44
No	52	47
Don't know / can't say	*	*
Total		91

Q31. Medical conditions...

Base: All

	%	N
Alzheimer's disease or dementia	*	*
Angina or long-term heart problem	*	*
Arthritis or long-term joint problem	12	10
Asthma or long-term chest problem	*	*
Blindness or severe visual impairment	*	*
Cancer in the last 5 years	*	*
Deafness or severe hearing impairment	*	*
Diabetes	*	*
Epilepsy	*	*
High blood pressure	24	20
Kidney or liver disease	*	*
Learning difficulty	*	*
Long-term back problem	*	*
Long-term mental health problem	*	*
Long-term neurological problem	*	*
Another long-term condition	*	*
None of these conditions	51	43
I would prefer not to say	*	*
Total		85

Q32. Last 6 months, enough support from local services/organisations to help manage long-term conditions

Base: All who have a medical condition

	%	N
Yes, definitely	44	17
Yes, to some extent	*	*
No	*	*
I have not needed such support	*	*
Don't know / can't say	*	*
Total		38

Q33. Confidence in managing own health

Base: All

	%	N
Very confident	36	32
Fairly confident	63	57
Not very confident	*	*
Not at all confident	*	*
Total		90
Q34a. State of health today...Mobility		
Base: All		
	%	N
I have no problems in walking about	80	72
I have slight problems in walking about	*	*
I have moderate problems in walking about	*	*
I have severe problems in walking about	*	*
I am unable to walk about	*	*
Total		90
Q34b. State of health today...Self-Care		
Base: All		
	%	N
I have no problems washing or dressing myself	97	87
I have slight problems washing or dressing myself	*	*
I have moderate problems washing or dressing myself	*	*
I have severe problems washing or dressing myself	*	*
I am unable to wash or dress myself	*	*
Total		90
Q34c. State of health today...Usual Activities		
Base: All		
	%	N
I have no problems doing my usual activities	83	76
I have slight problems doing my usual activities	11	10
I have moderate problems doing my usual activities	*	*
I have severe problems doing my usual activities	*	*
I am unable to do my usual activities	*	*

Total		91
Q34d. State of health today...Pain/Discomfort		
Base: All		
	%	N
I have no pain or discomfort	55	50
I have slight pain or discomfort	30	27
I have moderate pain or discomfort	14	13
I have severe pain or discomfort	*	*
I have extreme pain or discomfort	*	*
Total		91
Q34e. State of health today...Anxiety/Depression		
Base: All		
	%	N
I am not anxious or depressed	79	71
I am slightly anxious or depressed	12	11
I am moderately anxious or depressed	*	*
I am severely anxious or depressed	*	*
I am extremely anxious or depressed	*	*
Total		90
Q35. Activities limited today due to recent illness or injury		
Base: All		
	%	N
Yes, limited a lot	*	*
Yes, limited a little	13	12
No	85	77
Total		91
Q36. Have a written care plan		
Base: All		
	%	N
Yes	*	*
No	98	88
Don't know	*	*

Total		90
Q37. Helped putting care plan together		
Base: All who have a written care plan		
	%	N
Yes	*	*
No	*	*
Total		*
Q38. Using written care plan to help manage health day-to-day.		
Base: All who have a written care plan		
	%	N
Yes	*	*
No	*	*
Total		*
Q39. Reviewing written care plan with GP, nurse or other health professional.		
Base: All who have a written care plan		
	%	N
Yes	*	*
No	*	*
Don't know	*	*
Total		*
Q40. Know how to contact an out-of-hours GP service		
Base: All		
	%	N
Yes	55	50
No	45	40
Total		90
Q41. Tried to call an out-of-hours GP service in past 6 months...		
Base: All		
	%	N
Yes, for myself	*	*
Yes, for someone else	*	*

No	89	81
Total		91
Q42. Ease of contacting the out-of-hours GP service by telephone		
Base: All who have tried to call an out of hours GP service when the surgery was closed		
	%	N
Very easy	*	*
Fairly easy	*	*
Not very easy	*	*
Not at all easy	*	*
Don't know / didn't make contact	*	*
Total		10
Q43. Impression of how quickly care from out-of-hours GP service received		
Base: All who have tried to call an out of hours GP service when the surgery was closed		
	%	N
It was about right	*	*
It took too long	*	*
Don't know / doesn't apply	*	*
Total		10
Q44. Confidence and trust in out-of-hours clinician		
Base: All who have tried to call an out of hours GP service when the surgery was closed		
	%	N
Yes, definitely	*	*
Yes, to some extent	*	*
No, not at all	*	*
Don't know / can't say	*	*
Total		10
Q45. Overall experience of out-of-hours GP services		
Base: All who have tried to call an out of hours GP service when the surgery was closed		
	%	N
Very good	*	*
Fairly good	*	*
Neither good nor poor	*	*

Fairly poor	*	*
Very poor	*	*
Total		10
Q51. Gender		
Base: All		
	%	N
Male	44	41
Female	56	51
Total		92
Q52. Age		
Base: All		
	%	N
18 to 24	*	*
25 to 34	16	14
35 to 44	21	20
45 to 54	23	21
55 to 64	14	13
65 to 74	16	15
75 to 84	*	*
85 or over	*	*
Total		92
Q53. Ethnic group		
Base: All		
	%	N
English / Welsh / Scottish / Northern Irish / British	96	87
Irish	*	*
Gypsy or Irish Traveller	*	*
Any other White background	*	*
White and Black Caribbean	*	*
White and Black African	*	*
White and Asian	*	*
Any other Mixed / multiple ethnic background	*	*

Indian	*	*
Pakistani	*	*
Bangladeshi	*	*
Chinese	*	*
Any other Asian background	*	*
African	*	*
Caribbean	*	*
Any other Black / African / Caribbean background	*	*
Arab	*	*
Any other ethnic group	*	*
Total		91
Q54. Working status		
Base: All		
	%	N
Full-time paid work (30 hours or more each week)	51	45
Part-time paid work (under 30 hours each week)	18	16
Full-time education at school, college or university	*	*
Unemployed	*	*
Permanently sick or disabled	*	*
Fully retired from work	23	21
Looking after the home	*	*
Doing something else	*	*
Total		90
Q55. Journey time from home to work		
Base: All in part or full-time work		
	%	N
Up to 30 minutes	62	38
31 minutes to 1 hour	16	10
More than 1 hour	19	12
I live on site	*	*
Total		61
Q56. Can take time away from work to see GP		

Base: All in part or full-time work		
	%	N
Yes	76	47
No	24	15
Total		61
Q57. Parent or legal guardian		
Base: All		
	%	N
Yes	33	29
No	67	58
Total		87
Q58. Deaf and use sign language		
Base: All		
	%	N
Yes	*	*
No	100	86
Total		86
Q59. Smoking habits		
Base: All		
	%	N
Never smoked	59	53
Former smoker	33	29
Occasional smoker	*	*
Regular smoker	*	*
Total		90
Q60. Look after/provide support to family etc. for physical or mental ill health/problems in old age		
Base: All		
	%	N
No	83	71
Yes, 1-9 hours a week	*	*
Yes, 10-19 hours a week	*	*

Yes, 20-34 hours a week	*	*
Yes, 35-49 hours a week	*	*
Yes, 50+ hours a week	*	*
Total		86

Q61. Sexual orientation

Base: All

	%	N
Heterosexual / straight	97	87
Gay / Lesbian	*	*
Bisexual	*	*
Other	*	*
I would prefer not to say	*	*
Total		90

Q62. Religion

Base: All

	%	N
No religion	44	40
Buddhist	*	*
Christian	52	48
Hindu	*	*
Jewish	*	*
Muslim	*	*
Sikh	*	*
Other	*	*
I would prefer not to say	*	*
Total		92

How frequently were these reviewed with the PPG?

These are reviewed at Gp meetings and PPG meetings throughout the year. Please see the attached list of dates from PPG meetings last year and the Combined patient participation group dates of meetings as evidence at the end of the document in appendix A. Due to patient confidentiality we cannot attach the minutes of the meetings as we would need consent from the patients attending the meetings and some items would be inappropriate to mention in this document.

We are very fortunate in South Woodham Ferrers, in that we have four excellent GP surgeries Staffed by experienced doctors and other clinicians. In addition the administration of the surgeries is of a high standard and is constantly improving.

Each of the four has a group of patients who volunteer to sit on the Patient Participation Group (PPG).

This group, which varies in number, is in touch with the clinicians and reflects the requirements of the patients.

Any complaints can be discussed with the surgery staff and hopefully resolved. Also the doctors and nurse/practitioners can pass on any information that could assist their patients. Some groups also publish a regular newsletter and contribute to the surgery website if available.

Some have extended this basic principle to a virtual arrangement where all patients willing to participate can communicate by email. This enables satisfaction surveys to be easily carried out.

A year ago, the four groups decided to get together to form a Combined PPG which would be comprised of three or four members from each PPG, meeting together on a regular basis in each surgery in rotation.

Doctors, nurses and practice managers attend many of these meetings and different speakers are invited to address the group on areas which affect us all.

Any matters confidential to a respective surgery are excluded from discussion, and we have found many areas of common ground. NHS England, Health Providers and the Clinical Commissioning Group now have a central focus point where they can discuss new proposals with the knowledge that the patient will be kept informed .

The main intention of the patient groups meeting together is to improve services in SWF.

3. Action plan priority areas and implementation

Priority area 1

Description of priority area:

Sainsbury's Development with New Health Centre for South Woodham Ferrers.

All four practices in South Woodham Ferrers have been approached by Kensington & Edinburgh Estates for a new Sainsbury's with a new NHS health facility in South Woodham Ferrers on land currently occupied by Crouch Vale Nursery and Plant World on the Burnham Road. A planning application has been made to Chelmsford City Council and we be considered in August 2015 by the council. We have expressed an interest in this proposal as we feel our current building in not fit for purpose as we have no lift and work over two floors. We currently make reasonable adjustments for patients to be seen downstairs if they cannot manage the stairs to the next floor.

What actions were taken to address the priority?

Discussion have taken place with patients, PPG and the general public/ residents in South Woodham Ferrers over the last few months with a few public meetings being held to discuss the possible impact on the local area of the town, transport issues and patient access. Further meetings have taken place at sub locality level with the practices, developers, NHS England to discuss the project and the scope of the project as services such as phlebotomy, physiotherapy, District Nursing and out patients clinics could be part of the new development, which would provide an integrated service for patients of South Woodham Ferrers
The Chairman of Brickfields Surgery consulted with Ian Stidson from NHS England about this new proposal and Mr Stidson stated the NHS England support will not be forthcoming unless all four GP surgeries in South Woodham Ferrers are to move and the move would have to be cost neutral for NHS England and the practices.

An application has been made to NHS England in the form of a PID document to gain their support and funding for this move to a new site.

All the Practices in the SWF locality decided to survey their practice population about the move to the new health centre. Brickfields Surgery ran a patient survey over the month of October 2014 to ask patients to have their say to move or stay. We wanted to hear their views on the proposal but informed them we were still waiting for planning permission from Chelmsford City Council. Patients attending the surgery were asked to fill in the short survey and leave it at reception. A total of 188 replies from the survey were received a total of 147 against the move and only 41 in favour. One comment received was that a patient wanted a cottage hospital similar to the community hospital at Braintree and could it be on site where we are? Another comment made was "as regards to moving the practice I think it could be difficult for your disabled patients to attend the surgery as it is now in the centre of the town and is very convenient for them now."

The PRG were also asked the views and 9 said yes and 16 said no and 2 did not mind.

The survey showed that the majority of the patients surveyed did not want to move, this information was discuss with the Partners.

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

We are still waiting to hear if NHS England will support the move to the new health centre and waiting to see if the PID is accepted.

We had a meeting on 11th March 2015 to discuss this with the Contracts Manager, all SWF practices and the MECCG present. The purpose of the meeting was to discuss the PID document and to strength our reasons for making this move and to identify possible new ways of working as an integrated team providing medical services in the future to the benefit of the patients. This could mean the sharing of back office staff, sharing of Nurse skills such as specialist disease management and sharing of Gps with specialist interests such as joint injections, coil implants & removal and minor surgery.

This move to a new health centre would have a major impact of patients and their cares as the location of the new centre is a mile away from the current surgeries and on a busy main road. The new health centre will need proper improvements to current road access and travel links.

Priority area 2

Description of priority area:

New computer system at Brickfields Surgery

Brickfields Surgery have been using Emis LV computer system for the last 10 years and as from 31st March 2015 the clinical system would not be supported by Emis anymore which gave the surgery the opportunity to move to a more advanced and technically clinical system in the form of Systmone from The Phoenix Partnership.

What actions were taken to address the priority?

It was agreed with Mid Essex Clinical Commissioning Group that the surgery would migrate to the new computer system in mid-January 2015.

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

Systmone clinical system is a more advanced, technical computer system for practices to use. It gives the practice more on-line services for patients to use such as on-line booking of appointments and ordering of repeat prescriptions. As from 1st April 2015 patients who are registered for systmonline will also be able to access a small medical record summary of their medical record. When patients book an appointment, if we have their mobile telephone number and have their consent to use this as a preferred contact method they can receive SMS test reminders for their appointments. We hope to see a possible reduction on patients that do not attend by using this reminder service. Most community services such as District Nurses, Mid wives, Health Visitors all use Systmone and therefore we can share information, with the patients consent, in the medical record. This can give us continuity of

care and more information about how the patient is getting on using other services.

Priority area 3

Description of priority area:

Touch screen check in

A new touch screen check in board has been purchased by the surgery to allow easier access for patients to book into their appointments using the check in screen.

What actions were taken to address the priority?

A new touchscreen check in has been placed on the wall next to the repeat prescription request box.

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

Patients can now book themselves in on the touch screen in a choice of languages; it makes it a quicker process and easier access for them. This allows the reception desk not to become too blocked up with patients just waiting to book in. They now have a second option to use the touch screen check in if they prefer, if not they can still book in at reception.

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):

Practice survey results were discussed over the last 2 years and reviewed with the PPG, GPs and staff to identify these actions areas. Please see below the action and outcomes.

2012 – 2013 Action Outcomes

Below are the outcomes for the 'suggested actions' agreed by the Practice and Patient Group for 2012 - 2013.

Improvement to the front door

New, wider, entrance door with an automatic opener. Decorating and a new carpet are to be arranged to complete the entrance hall.

Outcome: The new entrance doors have been a great success with the patients.

Trial open clinic

A six month trial of an open surgery in the mornings

Outcome: The open surgery has been a great success and will be extended this year

Electronic Display board

The cost of display boards was over £6000.00, as they would need to be connected to our computer/appointments system. It was decided the cost was too high taking into consideration the money already allocated to the entrance doors and re-decoration.

Outcome: The practice has compromised and has purchased two white-boards, which the reception staffs, updates regularly.

The actions below are 'suggested actions' set for 2013/14

Noticeboard

Practice noticeboard- one which only holds information about Brickfields Surgery, including hours of opening; clinic hours; how to request a prescription; how to book an appointment; details of services provided by our clinicians etc.

Outcomes: Noticeboards have been updated.

Online Access

Online access - this service would start gradually and grow over the year. This will not disadvantage patients who do not wish to use this service. To begin with, only a few appointment slots will be available for online booking and the number will gradually increase if the service is well received by our patients.

Outcomes: Online services are fully available for any patient who wishes to use them such as booking appointments and ordering repeat prescriptions on line. As from 1st April 2015 patient who are registered or wish to register for systmonline services at the practice will soon be able to access their medical records summary.

Appointments

The open surgery has been a great success. The practice will extend the service offering a short afternoon open surgery. A short session will be made available once the Nurse Practitioner is in place. Patients having difficulty using the stairs to inform reception, the clinicians will see this group of patients in an available room on the ground floor.

Outcomes: The Practice employed a new Advanced Nurse Practitioner last July 2014 and she took over the emergency walking surgery sessions at the surgery both morning and afternoon but after a couple of months we reviewed the use of the afternoon walk-in emergency clinic with the

Doctors and Advanced Nurse Practitioner and found that it was being under used. It was therefore agreed that the afternoon session with the ANP should become a booked clinic with three emergency slots at the end. We have kept a close review on this clinic and found it to be more productive using it in this format.

4. PPG Sign Off

Report signed off by PPG: YES/NO

Date of sign off:

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?

Appendix A

Dates of PPG meetings at Brickfields Surgery

1. PPG meeting 08.10.2015 at Brickfields Surgery
2. PPG meeting 17.03.2015 at Brickfields Surgery

(Minutes of meetings held at the surgery)

Dates of the Combined PPG meetings of all four South Woodham Ferrers Surgeries

1. Meeting of the Combined PPGs Group 29.07.2014 at Kingsway Surgery
2. Meeting of the Combined PPGs Group 01.10.2014 at Greenwood Surgery
3. Meeting at MECCG with Rachel Harkes and Sian Brand of the Communication and Engagement section 06.10.2014 at Wren House, Chelmsford, Essex
4. Meeting of the Combined PPGs Group 26.11.2014 at Brickfields Surgery
5. Meetings of the Combined PPGS Group 28.01.2015 at The Practice PLC SWF

(Minutes of meetings held at the surgery)