

## Progress report to the September 2015 meeting of the Datchet Health Centre Patient Participation Group

The practice would like to take this opportunity to acknowledge the contribution of the PPG over the last 12 months. This has helped and challenged the practice in a number of areas:

- Producing regular, quarterly newsletters that are distributed electronically and in the waiting room
- Designing the 2014 patient survey and proposing an action plan based on the views of 232 patients (see below)
- Encouraging the practice to focus on improving signposting and support for carers
- Meeting with the CQC inspectors and providing a vital patient perspective to their report
- Reviewing the 'new' website in considerable detail, identifying numerous issues to be addressed before going 'live'.
- Providing feedback both at the meetings and between the meetings on the experiences of patients and carers using our services
- Organising a well-attended and well-received dementia awareness health promotion evening
- Promoting improvements to the practice noticeboards, voicemail messages and telephone music while waiting
- Contributing to the practice and wider discussions about the introduction of evening and weekend appointments

Each year the Patient Participation Group develops an Action Plan based on feedback received from patients throughout the year. The Action Plan for 2015/16 is summarised below, together with an update on progress to date.

Priority	Actions	Timescales
Review the appointment system	Analyse demand, explore options, and consult with PPG on solutions	Changes implemented by June 2015
<p><b><i>The main changes have been to increase capacity to meet demand. This has been achieved through the recruitment of a full-time advanced nurse practitioner and a new practice nurse who works three full days each week. Additional capacity has been achieved through our GP trainees (we have had two in place for most of the last six months) and through the evening and weekend appointments that are part of the Prime Minister's Challenge Fund arrangements. For nearly the entire week, all of our consulting rooms are full.</i></b></p> <p><b><i>In addition, we have promoted online booking and alternatives to the Datchet Health Centre (through our noticeboards and websites). The Windsor, Ascot and Maidenhead Clinical Commissioning Group has commissioned external consultants to study the access arrangements for a handful of local practices and we will benefit from the learning that is derived.</i></b></p>		

Priority	Actions	Timescales
Improve telephone access	Review best practice, promote alternatives to telephoning	Review complete by June 2015
<p><b>Two lengthy conversations with our current providers</b>  <b>Discussion with the PPG about options</b>  <b>Changed telephone message to reassure patients that there are no more than 5 people ahead of them in the queue</b>  <b>Changed music to provide a more agreeable experience while patients are waiting</b>  <b>It is not currently affordable to increase the numbers of staff (there are currently three) who answer the phones at the start of the day</b></p>		
Customer service training	To support administrative team in a stressful role	Initial training by end of April 2015
<p><b>As previously reported, a customer training session was delivered by Hamilton Mercer on 21<sup>st</sup> April 2015 and a follow-up session took place in-house on 19<sup>th</sup> May. The key message is about dealing empathetically with patients, listening carefully to their concerns, actively identifying options.</b></p>		
Improve communication	Help patients to understand better how the practice works	Ongoing
<p><b>New website has been developed with PPG feedback</b>  <b>Practice noticeboards have been remodelled with key information about the practice</b>  <b>An additional 60 people so far recruited to the email circulation list</b>  <b>New website has an option to allow people to sign up directly</b></p>		
Make case for in-house phlebotomy	Analyse provision across the local area and then lobby CCG	Plan of action by Sep 2015.
<p><b>In-house phlebotomist is now available for two hours each morning, every day of the week for priority patients. PPG may wish to raise the issue of variable access to phlebotomy with the CCG, possibly at one of the regular PPG networking meetings.</b></p>		
Clarify how test results are communicated	Prepare and disseminate a clear statement	By end of May 2015.
<p><b>Statement is on website and will be included in a noticeboard flyer (the flyer is overdue)</b></p>		
Introduce a nurse practitioner	Already recruited	Starts in April 2015
<p><b>Completed.</b></p>		
Investigate TV screens in waiting rooms	Evaluate options and how screens could be used	Decision by end of July 2015

Priority	Actions	Timescales
<b><i>Commissioning Support Unit has quoted £1800 to supply and mount monitors, with a further £900 for a laptop to connect with each. The partners do not support this but are open to exploring alternatives, such as preparing a DVD with messages that can run on a loop. PPG views on this would be most helpful.</i></b>		
Clearer tannoy announcements	Remind GPs regularly to speak slowly and clearly	Ongoing
<b><i>Ongoing</i></b>		
Tidy up the noticeboards	Think about key messages that need to be conveyed	First refresh by end of March 2015.
<b><i>Completed. One noticeboard upstairs and one downstairs has been re-designed.</i></b>		

**The practice will report on progress at the regular PPG meetings.**