



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 advertised for members of our PRG by placing posters in the following locations:

- The practice
- Morrisons Larkfield
- Tescos in West Malling and Lunsford Park
- Sainsburys, Aylesford
- Larkfield Library
- Paydens chemist Larkfield
- Larkfield Leisure Centre
- Mallings Technical College
- Leybourne and Ditton Parish Council

Other ways this was advertised:

- Practice web site
- We contacted patients that had previously expressed an interest in taking part in PRG's.
- Word of mouth

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:

- Feedback from the PRG
- Feedback from Friends and Family test

- Feedback from patient complaints
- Feedback from constructive suggestions

How frequently were these reviewed with the PRG?

Via meetings and email communications throughout the year.

### 3. Action plan priority areas and implementation

#### Priority area 1

Description of priority area:

##### **Short Message Service (SMS)**

It was put forward and agreed with the PRG that priority 1 would be to implement SMS to patients. Initially this will be used for appointment reminders and recalls.

What actions were taken to address the priority?

At meetings with the PRG, patients who did Not Attend for appointments (DNA) was highlighted as a big area of concern for all. The practice had gathered lots of data on this area and levels of DNA's for all appointment types is high. We agreed the practice needs to introduce more methods to try and reduce DNA's.

It was also anticipated that the introduction of SMS to patients would help create efficiencies in the practice recall system which currently involve sending letters by post.

Timescale: The practice would begin the on-going background work for implementing SMS messaging to patients immediately with a view to starting to send SMS messages to patients by the summer of 2015.

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

Patients will be sent reminders of appointments which will be helpful to them and will hopefully reduce the amount of DNA's and

therefore increase appointment availability for all patients.

Patients will be sent reminders regarding when they need to attend the surgery to book routine check-ups such as blood tests, annual diabetic, asthmas, COPD reviews etc. It is hoped that patients will be more proactive in making these appointments.

Most people carry their mobiles around with them and so will always have access to the information regardless of their whereabouts/location.

## Priority area 2

Description of priority area:

### **Enhanced Online Services**

It was put forward and agreed with the PRG that priority 2 would be to implement enhanced on-line services access for patients which will allow them access to their patient summary.

What actions were taken to address the priority?

Meetings with practice staff and the PRG.

The practice has already implemented the facility to offer Online Access to appointments and repeat prescriptions and therefore the option to expand this to enable them to view their electronic medical record online is the next step to enhance our patient online access.

Key staff at the practice have completed online training to and formed a project group to facilitate the implementation of SCR online access.

Timescale: To initially offer the basic patient summary online access to repeat medication and allergies before the end of March 2015.

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

Patients will have access to certain types of information on their medical record using their computer, tablet or smartphone rather than having to telephone or visit the surgery.

Online services will complement and not replace the existing ways in which patients can access appointments, prescriptions and

their records. Repeat medication and allergies will be available initially. Patients will have more control of their own health record and wellbeing.

### Priority area 3

Description of priority area:

#### **Newsletter**

It was put forward and agreed with the PRG that priority 3 would be to produce an enhanced Practice Newsletter.

What actions were taken to address the priority?

Meetings with practice staff and the PRG.

The PRG felt that it would be useful and an effective method for the practice to inform patients of practice information for example doctor/staff updates, new services, flu clinics, PLT closure afternoon dates and on-going progress of projects and practice developments.

Timescale: The first newsletter to be produced in quarter 1 of 2015/16.

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

Patients will be informed of key information and will be able to refer to this for reference and offer feedback.

The Newsletter will be available via the website and via 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 update on last year's action plan**

##### **Action 1: Promote the appropriate use of Out of Hours Care**

Practice posters, notices on the waiting room TV screen, vision online service, practice leaflet, practice telephone message and website all have information regarding the practice opening times and the out of hours services that are available. Following discussions with the PRG, the practice will also start placing useful practice information such as opening times, flu clinic dates etc in the "in touch" East Malling parish magazine. This will help to target the elderly and those without internet access. We will also

look into doing the same in other local publications.

The PRG are in agreement that the NHS 111 service is no longer a new service and is being promoted nationally and that public awareness had increased. Apart from the existing information provided by the practice it is felt that no further promotion is currently required.

The Practice passed the patients comments received via the patient questionnaire regarding the NHS 111 service. The service replied with an email thanking Thornhills for their feedback and that it would be reviewed.

### **Action 2: Produce more detailed information regarding practice procedures**

As per question 13 on last year's Patients Questionnaire, additional information for patients about services have been produced and are now published on our website and available from reception. Prior to publication draft versions were circulated to the PRG for review/feedback. PRG feedback included that the flowcharts could be made easier to follow by making the process arrows thicker and using less variety of shapes. It was discussed how new patients would be made aware of these procedures and for those without internet access. The PRG were reminded that all practice information was available via reception for those with limited alternative access and information regarding what procedures are available are also included on the waiting room TV screen. The PRG were impressed with the content of the procedures and these were approved. The PRG were asked to suggest a catchy name for a new section on the website that will hold all the information on policies and procedures the PRG, suggestions included "sign post" or simply "help".

The practice procedures for patients that have been produced are as follows:

- Sick notes
- Travel Vaccines
- Phone Triage
- Home visits
- Private Fees.
- Out Of Hours
- Test Results

### **Action 3: Introduce Online access to services**

The practice has gone live with online services for appointment booking and repeat prescriptions. Patients can sign up via our web site or by coming into the practice. The accounts must be activated prior to use and reminders of activation codes are available. It was discussed with the PRG that this service could be advertised in the Parish Magazines. To help patients there is an existing FAQ and user guide available on the website.

### 3. PPG Sign Off

Report signed off by PPG: YES

Date of sign off: 25.03.15

How has the practice engaged with the PPG:

Via meetings and email communication throughout the year.

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

We have produced more information for patients regarding how to access our services and made these available on the website. We will be advertising our services in parish magazines. We have updated our web site with significantly more information to patients and implemented on-line access to our services.

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

Yes. Via the PPG, Friends and Family Test (FFT) and constructive suggestions feedback form. Both are available from reception or via the website.

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

Yes, we met with the PPG and also communicated via email and acted upon their feedback.

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

We have already highlighted the benefits to patients and following our most recent meeting with the PPG it was requested that the following was minuted:

“The PRG showed thanks and appreciation and offered congratulatory comments on how well the Practice was run.”

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

The practice is very grateful for the continued support and encouragement that our PPG offer us. It makes all the hard work we do worthwhile when we receive such positive feedback.