

Waterfoot Patient Reference Group (WPRG)

Report and Action Plan March 2016/17

Our Patient Participation Group (WPRG) is represented by eight patients from a cross section of backgrounds and is attended and supported by a GP representative and the practice's Strategic Director.

The Group is publicised on our website, through Facebook and Twitter as well as by word of mouth and reception displays. We aim to disseminate information as widely as possible to attract interest from all sectors, including minority groups, of the community.

We administer a 'Virtual WPRG Facebook Group' which has 25 Members and a Facebook Community 'Open' Information Page which is liked by 108 members of the Public.

Our WPRG Twitter Account has 135 dedicated followers but our 'Awareness' Posts are 'Retweeted' to over 23000 by using #Rossendale.

The WPRG was launched in November 2011, constituted from an adaptation of a national patient model, and meets on a Quarterly basis. It acts as a 'Steering Group' for many initiatives and one of its main actions was to review the annual patient survey and provide feedback for the practice.

As from the 1st of January 2015 the survey has been replaced by the Family and Friends (FFT) Reporting System that gives all patients the opportunity to provide continuous, near real-time feedback about their experience of the NHS care and treatment they have just received when visiting their GP Practice. The FFT question asks people if they would recommend the services they have used and offers a range of responses and the opportunity for free-text comments. It provides a mechanism to highlight both good and poor patient experience.

The Guidelines state "The real strength of the FFT lies in the free text follow up questions that are attached to the initial question, and a rich source of patient views can be used locally to highlight and address concerns much faster than traditional survey methods. We hope practices will get a reasonable number of responses that will help them to identify areas where they could make improvements to their services. We want practices to focus on this aspect of the FFT rather than the numbers."

The results have been considered in relation to the previous year's action plan and used to identify areas for development which will be the focus of future updated action plans.

The Action Plan:

The Action Plan is under continual review throughout each of the meetings during the year and updated formally around March each year on the website and feedback provided through all the communication channels currently available.

1. Improving representation on the patient forum

The Group strives to be more representative of all age groups, particularly the younger patient cohort, and recognises that attending meetings is not suited to many of its patients. Progress has been made by using Social Media through which an 'Open to the Public' information page has been set up on Facebook named the '**Waterfoot Patients Participation Group**' along with a 'Closed Group Members Only' page called '**Waterfoot Patients Reference Group Members**' where Registered Patients can communicate in confidence. **WPRG** has also been set up to communicate through 'Twitter' on the suggestion of one of the new younger members of the Steering Group, but the Group still feels there is much more work to do on communications.

Two of our members attended an East Lancashire CCG Patient Partners Board Workshop where Patient Participation Group Members from each of the Five Localities shared ideas and Best Practice to improve support and look at ways of increasing numbers.

Discussions have taken place with a local High School with the intention of setting up 'Student Health Councils' to engage our next generation of Rossendale Citizens.

Nominated Leads: Strategic Director & Chair of the WPRG.

Target date: Continuing improvement throughout 2017/8.

2. Continue to improve the quality of receptionists' service to patients.

Much work has been done in this area particularly in the NVQ Training. The Practice is looking forward to the recommendations that will emerge from the current review and development of Access to Primary Care Services as the need for 'Specific Health Related Training' as been identified as a need at an East Lancashire Level. This should help receptionists to signpost Patients to the right level of service at the right time and in the right place.

Nominated Lead: Team comprising Office Manager, Strategic Director, GPs.

Target Date: Review Dec 2017

Key issues identified re: core areas where complaints have arisen. Information training needed for all so that patients can be signposted and provided with appropriate information leaflets. Request for records information has been revised and new updates now available.

All receptionists now do annual on line training in core areas of information governance, safeguarding and health and safety issues.

3. Improving Internet access and appointments

A number of issues have now been resolved and Internet access for appointments and repeat prescriptions are operational. The Patients Group are piloting a scheme for patients' access to medical record which it is hoped to make more widely available to diabetic patients. The issues relating to links to the EMIS Website also appear to have been resolved and the WPRG will try to help further Patients who are interested in having access to their records.

There have been problems with the Prescription Electronic Transfer Systems introduced at the end of 2015 but these appear to be 'Teething Problems' by the Pharmacies converting from the 'Paper Process'. The Strategic Director is glad to report that there has been a major improvement in the service. This will be helped by a new prescription service in liaison with CCG Pharmacy team is due to go live on the 8th May 2017. Anne Bentley spoke to the Forum on the 7th March to discuss the new service. Prescriptions will now have to be ordered directly from the GP Practice. Once approved prescriptions will be sent electronically to the patient's nominated pharmacy using EPS.

'Wi-Fi' facilities are now operational in the reception area of the Health Centre to enable 'Tablet/iPad presentations' to improve communications.

Nominated Leads: Team comprising Senior Partner, Patient Group Representatives & Strategic Director.

Target Date: **Summer 2016 Achieved New service Summer 2017**

4. Identify and Improve Provision for Vulnerable Groups

This is an ongoing programme which is under continual review. An open day for patients with **learning disabilities** proved to be extremely successful and will be used as a platform on which to build further events. Three Wooden Planters have been acquired to specified

design specifications for wheelchair access to involve all patients interested in their maintenance and to help in the Education of Healthy Eating Initiatives.

A patient has agreed to be head gardener in a voluntary capacity.

The Patients Group also has representation on **Military Veterans Groups** ensuring two-way communications to help and support this vulnerable Group and their Families.

A new area which has come to the fore is providing services for **Asylum seekers**. The information literature which Irwell have piloted will be considered as well as input from other relevant services.

The WPRG has a Steering Group member on the **Dementia Friendly Rossendale (DFR)** initiative that has undertaken Dementia Champion Training and with the help of the Waterfoot Patients Panel has pledged:

- To engage with Rossendale GPs throughout the PPG networks and work closely with them to establish how they would wish to be supported by Dementia Friendly Rossendale.
- To devise a universal model (agreed with GPs) that would capture a baseline of information that could be built upon by GPs to facilitate the social prescribing to an individual patient (and their families and carers) diagnosed with dementia.
- To ensure that this is consistently applied and made available to all patients across the Rossendale GP practices.

Ultimately we believe the Waterfoot PPG can help Rossendale Patients to live better with Dementia and the DFR is now a 'Standing Agenda Item' for ongoing development to be discussed to allow members to raise awareness. **A Dementia Awareness Session for Staff was held mid-April 2016 . This proved to be very successful.**

The PPG has asked if an analysis could be made of Patients with Autism, Hearing and Sight impairments, or Patients acting as Carers, to see if the Group can provide additional support in those areas in the coming year.

During the PPG Awareness Week in June 2017, with the help and support from the East Lancs CCG Patient Partners Board, a focus will be made in spreading awareness about Diabetes.

Nominated Leads: Team comprising Patients Group, Nurse Practitioner & Office Manager.

Target Date: Ongoing Review.

5. Develop Community Links

The Waterfoot PPG has taken a Lead in the forming of a '**Rossendale PPG Network**' sharing Issues and Information and Best Practice with the eight other GP Practices in Rossendale. Primary and High School links continue to strengthen with work regularly on display and

visits from Pupils. It is hoped to establish strong foundations through the Rossendale Network through the coming year.

We also have a representative on the **Rossendale Locality CCG Steering Group** and had representation on the East Lancs CCG Co-production group for **Improving Access to Primary Care Services**.

The involvement at East Lancashire CCG level has resulted in invitations to share Best Practice in the Burnley and Ribble Localities in respect of every day PPG issues and resolutions. **These links are now embedded by our representation on the East Lancs CCG Patient Partnership Board and our involvement has resulted in our PPG Chair receiving the Patient Representative of the Year in March 2016 for the East Lancashire CCG Staff Excellence Awards 2015.**

The involvement in the **DFR Steering Group** has led to a much wider community links throughout the whole of Rossendale such as Business & Commerce, Education, Health and many Public Agencies.

Nominated Leads: Team comprising Practice Staff and the Patients Group

Target Date: Ongoing review.

6. Development of a quarterly Practice Newsletter

This initiative has at last come to fruition through the lobbying and support of the East Lancs CCG and our involvement on the **EL CCG Patient Partnership Board**.

Together we 'Piloted' a quarterly 'double-sided' newsletter template which now has been adopted by the other Rossendale Practices. **It has now been extended to the other East Lancs Localities and gives news from the East Lancs CCG, each of the Localities and allows individual GP Practices to add their own information before publication.**

The practice has agreed to monitor and contribute to this development and input appropriate news where applicable especially in view that our current chair will be standing down from this responsibility.

Nominated Leads: Chair of the Patients Group, ELCCG Communications and the Waterfoot Strategic Director.

7. Develop Self-care, Own Condition Management & Sharing Best Practice

We have been actively involved in the development of the **REAL Community Directory for Rossendale that went live 26th of February 2016 and information is being added quite regularly especially on the Patient Partners Section designed from our suggestions** – you can follow the link to the Patient Participation Groups on the Home Page at <http://www.reald.co.uk> for 'Information & Resources' or try this direct link <http://www.reald.co.uk/ppg-network/> **which will take you to the PPG Network Page.**

The directory is a resource for Clinicians, Organisations and the Public at large to find activities and support available in Health-related matters to aid the 'Social Prescribing' Agenda.

Our PPG is continuing to add information to the Directory Pages for the sharing of Best Practice within Rossendale and intends to build up Self-care and Condition Management Information to support ourselves as well as reducing the pressures on our General Practitioners.

The Directory has been so successful that other Localities are looking to replicate a version for districts.

Ronnie Barker – Chair