

Practice Improvement Projects

The PPG has done the following to help improve the services of The Handforth Health Centre Practice.

Meeting	Proposal/concern	PPG Action undertaken	Practice Action	OUTCOME
Feb-19	Concern of impact on service to existing patients from PROPOSED NEW 80 BED NURSING HOME in Handforth	Impact on Practice resources discussed at meeting. PPG agreed lack of need and detrimental impact. Chair to draft letter of objection. PPG Chair letter drafted.	PPG letter submitted to Practice Manager to accompany Practice's objection letter to local planning authority.	ACTION COMPLETE
February 2019	Concern - What impact BUILDING ALTERATIONS might have on GP facilities	Originally discussed Nov 2018 Reviewed plans and given conducted tour of workings. Discussion at meeting. NO major concerns voiced.	To update PPG as necessary	ACTION COMPLETE
January 2018	Concern (again !) of SIZE and DEMOGRAPHICS of PPG	Agreed new recruitment drive. Updated survey form to be used. New Chair to email PRG members and call for recruits on reverse of next Newsletter.	To ACTIVELY seek members via GP personal reminders to patients and an email to all PRG members.	ONGOING
January 2018	Produce six monthly NEWSLETTER	Possible topics for inclusion discussed. Members to email any other suggestions.	To facilitate, produce and issue	ONGOING
January 2018	Review ratios of availability of on line APPOINTMENTS	Requested annual statistics of ALL appointments and review of allocations	Agreed Subsequently advised appropriate alterations made	ONGOING
January 2018	PPG TERMS of REFERENCE <i>Is the current 2011 version outdated ?</i>	Considered outdated for current expectations and business. New Terms of Reference drafted & agreed.	New Terms of Reference agreed. Will be used to draw up future agendas.	ACTION COMPLETED

		To form basis of future PPG meeting business.		
January 2018	Need to fill PPG CHAIRPERSON vacancy	New Chairperson elected (<i>Annual rotation proposed</i>)	To update Practice information and advise ECCCCG bodies as necessary	ACTION COMPLETE
October 2017	Transmission of information to PPG members in ABSENCE of PPG CO-ORDINATOR	Practice requested to provide timely transmission of info. when Co-ordinator absent.	Absence cover system established and advised.	ACTION COMPLETE
July 2017	Produce six monthly NEWSLETTER to be available to FLU CLINIC patients ?	Members to submit topics for inclusion	To collate, produce and issue in time for larger numbers attending Flu Clinics	ACTION COMPLETE
July 2017	Concern over number of DID NOT ATTEND (DNAs) missed appointments	Discussed possible causes. Is reminder system compromised by outdated mobile numbers.	Reception to validate mobile phone numbers held on record as opportunity arises.	ONGOING
April 2017	Concern over FRIENDS and FAMILY TEST replacing more informative surveys.	Weakness of FFT system outlined. Does not meet PPG need for maximum info to provide holistic opinions	Practice complies with NHS guidance for FFT use but amenable to help facilitate more in depth surveys if PPG require.	ACTION COMPLETE
January 2017	Produce six monthly NEWSLETTER	Possible topics for inclusion discussed. Members to email any other suggestions.	To facilitate, produce and issue	ACTION COMPLETE
January 2017	Concern over PATIENT LED REPEAT ORDERING letter issued to patients	Advised:- hard to understand, misleading & confusing. Requested patient sight of future letters prior to issue.	To feedback concerns to ECCCCG (<i>original authors</i>). Requested future action Agreed	ACTION COMPLETE
October 2016	Test ON LINE MESSAGING facility	PPG members given access to on line messaging facility to test its resilience and effect on practice systems	To evaluate test data and report back	ONGOING Problem with message redirection identified. Service to be available when issues resolved.
Sept 2016	Provide PPG representative to respond to CQC inspector's	PPG member responded to CQC Inspector questioning	Practice to facilitate	PPG input incorporated within CQC report and findings.

	questioning.	by phone interview.		Resulting report provided a <i>GOOD</i> overall assessment.
April 2016	Newsletter to patients to update on important issues and service improvements within practice	Newsletter composed and passed to Practice to mark PATIENT PARTICIPATION AWARENESS WEEK	Approved	Available for PPG promotion and general distribution by hard copy and via website
January 2016	"Top 10 Appointment Tips"	Proposed that the Top 10 Appointment Tips in NAPP Bulletin December 2015 be placed on Practice website to advise/assist our patients.	Practice agreed	ACTION COMPLETE Button link to Healthwatch document on Practice webpage
January 2016	Concern: IT REQUIREMENTS of GP Contract March 2015. Are they being fully met and promoted ?	Practice asked for update on IT system policy & use re :- Number of on line Appts; Nominated GP system ; scope & access to detailed medical record; use of vouching system for on line enrolment.	Update provided. Policy and constraints fully explained by Practice manager. Practice cosiders itself fully compliant with contractual requirements & guidance but will review again.	INCREASE in NUMBER of on the day GP APPOINTMENTS and pre-bookable GP and Phlebotomy appointments on line w.e.f. March ACTION COMPLETED
January 2016	Progress on installation of NEW TELEPHONE SYSTEM	Update on progress requested in view of previously advised "IN NEW YEAR" timescale	Preferred contractor identified - cross over actions in progress - likely implementation FEBRUARY	New system INSTALLED 10% IMPROVEMENT IN PATIENT SATISFACTION Jan to July 2016
September 2015	Following newspaper reports of unfilled G P posts around the country does this Practice have unfilled GP Posts.	Attending G P was asked if this practice has unfilled posts	Response : ALL posts are filled. When Dr Newhouse reduces her hours a salaried G P will be employed to make up the shortfall	Action completed
May 2015	Concern over number of MISSED APPOINTMENTS (DNAs = Did not attend) wasting appointment slots otherwise available to other patients.	Request Practice take a more robust approach to repeat offenders	Practice to consider PPG request & their future action.	Options discussed at Sept 2015 Meeting. Practice to revisit its policy Reviewed at Jan & July meetings To be discussed at next partners meeting. REVIEW at OCT PPG
May 2015	Concern from MORI Survey Continuing fall in satisfaction	Requested Practice conduct a more radical and in depth	Practice to consider hardware & software options available as well	Review of :- other Practices ; call volumes; system/staffing concerns;

	levels ACCESSING THE SURGERY by TELEPHONE	evaluation of service to bring about access improvement.	as in house staffing improvements	hardware & software options. NEW TELEPHONE SYSTEM TO BE INSTALLED BY NEW YEAR
February 2015	Concern over low number of FFT responses received in replacement of GPAQ.	PPG asked ALL patients for input to improve future Action Plan targetting. Practice asked to increase resource committment to increase number of responses	Practice to consider and action if agreed.	Action completed FFT forms to more prominent position on Reception desk - responses remain at statistically insignificant level but National Average we are informed.
February 2015	Concern over reducing number of patients attending PPG Meetings (again)	Requested Practice contact 'dormant members' ; advertise PPG wherever possible and canvas opinion on daytime meetings of potential recruits.	Practice to consider and action if agreed.	Action completed Successful recruitment campaign by Practice resulting in eight new members,
December 2014	Concern over on-line system introduced 1/12/14 to gather FRIENDS & FAMILY TEST	e-mails to Practice indicating system weaknesses and offering alternative paper	Practice to consider	Action completed Concern acknowledged. System changed to inhouse paper based

	responses from patients	based system for consideration	.	one implemented w.e.f 10/12/14
October 2014	Concern over national publicity of GP service "in crisis"	Attending GP was asked if this Practice is "in crisis"	Response : GP recruitment crisis in region. Extreme pressure on services due to workload move from secondary to primary care without extra funding. We are in lowest funded CCG in NW	Action completed
July 2014	Action Plan for 2014/15	Need for promotion of on line services ; getting more mobile numbers to prevent missed appointments & GP access	Practice to facilitate	Discussed & approved Mob. nos. Up from 3,628 to 4,282 On line users from 973 to 1,151
April 2014	Updated NEWSLETTER in the format of the May 2008 one is required	Each PPG member to update a section of the NEWSLETTER and add to as required.	Practice to facilitate	COMPLETED. Copies of updated NEWSLETTER available in the Practice waiting Room & counter
April 2014	Concern over access to GP	Considered a major problem & a common concern across all surgeries. PPG chair will escalate to his regional forum	Practice to view & consider alternative systems in place at other Practices in area. Make proposals for improvement.	ONGOING CONSIDERATION Doctor First' system viewed in several locations. Discussed at October PPG meeting. A 'hybrid' for same day appointments seemed the preferred choice.
April 2014	Ongoing concern regarding help to our patients who are CARERS	Requested Practice to refresh staff awareness of carer support & needs	Practice to consider and action if agreed	Representative of Cheshire Carers attended staff meeting. 'Carers Cards' taken into use.
November 2013	Review most recent GPAQ Survey results and proposed Action Plan	Responses to Qs 13,20 & 25 showed a drop in satisfaction levels -requested be included	Practice to consider	Action completed
November 2013	Concern over service to ALL patients resultant upon new proposal for nominated GP for patients aged over 75	Requested Practice to advise planned implementation of proposal and impact on service /resources available to ALL.	Practice agreed to provide information as planning and implementation progresses.	All over 75s allocated named GP. This is a coordinating, preventive role. Which is not expected to impact on overall service levels
November 2013	Concern over failures of Electronic Check In system	Acknowledged new machine purchase, not solved problems. Agreed practice action	Practice to seek to rectify unique system failures as a matter of utmost urgency	Electronic Check in reported as now working 99% of time at 8th April 2014 meeting.

November 2013	Concern over reducing number of patients attending PPG Meetings	Requested Practice to advertise' PPG on prescription slips.	Practice to consider and action if agreed.	PPG again advertised as requested. Remember this is augmented by Virtual' PPG Group of 38.
January 2013	Concern over response time to telephone calls to reception	Concern referred to Reception Management for information and any action required.	Practice Management to monitor and address as req'd	Action to address incorporated into 2014 GPAQ Action Plan
January 2013	Brighten up Waiting Room	Proposal that the Practice seek artwork from local schools/colleges to decorate Waiting Room etc.	Practice to consider and action if agreed.	Not proceeded with. (instigator no longer active on PPG)
January 2013	Review most recent GPAQ Survey results and proposed Action Plan	Requested inclusion of action re Q16 - greater publicity of Saturday routine surgeries.	Practice to consider at Partners Meeting 6 February	Action completed New signage in waiting room
January 2013	Clarity of information for CARERS	Proposal that the Carers link be given greater prominence on the Practice Webpage	Practice to consider and action if agreed	Action Completed Dedicated page with 'button' access on practice's new website
July 2012	Practice requested that after re-surfacing of CAR PARK they consider better use of space	Suggestions for able-bodied off site parking & double banking of staff cars.	To consider proposals to maximise use of restricted space available.	Resurfacing completed. Opportunity for local input prejudiced by Council 'standards' and multi user issues.
March 2011	Promote the use of ON LINE SERVICES within the Practice	Request Practice to encourage use of services and simplify any systems if possible.	Co-ordinator to investigate use of tear off attachment to script and any other ways of promoting and simplifying use.	As result of Patient GPAQ Survey action incorporated in 2012 Action Plan
May 2010	Clarity of the Electronic Check in Screen for patients with poor eyesight	Request to change contrast & font to sharpen text.	Co-ordinator to investigate. Increased contrast achieved by change of colours. "Press Firmly" notice to be added	ACTIONED
February 2010	Growing Patient Participation (NAPP Bulletin 37) PPG still not representative	Repeat 'in surgery' events To be combined with Stop Smoking promotion	Practice to facilitate	Manned desk at clinic 11 January
February 2010	In view of recent Press concerns is our practice's 'out	Practice requested to obtain information held by PCT to	Practice to provide information	No Practice specific information available. PCT surveys seen

	of hours' service satisfactory	confirm service levels		show overall patient satisfaction
April 2009	Concern over C&EC NHS Press Release over poor local uptake of HPV vaccination programme	Request practice to advise of our' results Review in 6 months	Practice has a nurse dedicated to follow up action to ensure that target group all receive at least 3 invitations for jab.	Practice figures about national average and definitely NOT contributing to local concern Reviewed February 2010 - still meeting target. Concern removed.
April 2009	Wider age group spread required in PPG makeup	Proposed questionnaires to target young families to be given out at 'baby clinic'	Practice to consider. Questionnaire to be produced.	Actioned.
April 2009	Review most recent GPAQ Survey results and 2 year plan	Prioritise possible Practice action using March information mornings feedback.	Practice to consider telephone service changes - particularly ring back' message	Actioned. Confirmed 'ring back' message is physically unable to be deleted from system.
February 2009	To be able to contribute to NAPP initiative for PPGs to exchange information of their activities by linking PPG websites. Also further publicising PPG activity to patients using Practice's site.	Request to Practice to allow PPG to have its own page within the Practice website. Provide information to display on site	Practice to consider	Implemented November 2009 Provided
February 2009	Concern over lack of patient focus to information on Practice website. Particularly negative focus to information about on line repeat prescriptions service.	Request to Practice to review their website and present the information for patients with a more positive user benefit focus e.g. point out the advantages of on line repeat prescriptions rather than the restrictions to use	Practice to consider	Information redrafted Actioned
November 2008	Concern over communication of PPG activity to ALL Practice Patients and recruitment of a more balanced age profile of Patients to PPG	Proactive PPG events at 3 busiest morning surgeries (Monday/Tuesday) - PPG members with handouts and survey sheets - face to face	Approved Facilitation of events in Surgery and assistance in identifying any younger potential PPG members	EVENTS HELD 10,16 and 24 March 2009
May	Newsletter to patients to	Newsletter composed and	Approved	To be used at PPG promotion

2008	update on important issues and service improvements within practice	passed to Practice		Surgery sessions
May 2008	Consideration of Practice extended Surgery hours proposals	PPG happy to trial proposed extended hours - seeking feedback in 6 months	Implemented as proposed Feedback provided at September 2008 PPG meeting	Implemented
September 2007	Review Practice progress towards implementation of 2006 White Paper	Ask Practice to report on progress towards White Paper objectives	Provide GP to inform PPG	Dr Milligan attended meeting and satisfactorily addressed PPG concerns
June 2007	Raise patient awareness of prescription collection and other services provided by local pharmacies to reduce need to attend Surgery to collect Repeat Scripts = less cars in car park !!	Research and collate local pharmacy services	A receptionist to liaise to produce information poster suitable for display in Surgery	Poster displayed - further publicity given on Practice telephone message after implementation of on-line Repeat Prescription service. NOW NO NEED TO ATTEND SURGERY for REPEATS !!
April 2007	Lobby for Minor Ailments scheme to be adopted in East Cheshire (now merged with Central where in operation)	Passed to Practice for consideration - Chair to progress at Regional meetings	Actively supported by Partners	Implemented through local pharmacies April 2008. Poster displayed and leaflets available at reception
April 2007	Concern over publicity of PPG and wider patient input	Redesign of PPG Notice Board Request Practice to install patient Suggestion Box	Suggestion Box purchase agreed	PPG Notice Board redesigned and repositioned. Patient Suggestion Box installed - continues to be disappointingly underused !
January 2007	On-line Repeat Prescription & Appointment Booking Service requested by PPG	1) Passed to Practice for consideration 2) Lobby Practice for Repeat Prescriptions on line as in use in other Cheshire practices	1)On line Appointment Booking approved 2)Partner concern over some aspects of on line 'repeats' to be researched & resolved	1)On line appointments implemented May 2007 2)On line repeat prescriptions implemented October 2008
January	Concern over Car Park	Review usage and provide input	Liase with other joint owner	Car park surface repaired.

2007	congestion	to Practice Manager for consideration	& police. Review adequacy of disabled bays	2 disabled bays remarked. Further action frustrated by joint ownership issues
January 2007	Concern over efficiency of 'on site' pharmacy	Chairman to request Pharmacy management attend a PPG meeting to discuss our concerns	Facilitate PPG action	Area manager and 'on site' manager attended April 2007 discussed and undertook to resolve issues raised. Improved service achieved
November 2006	Review July 2006 GPAQ Survey results	Prioritise possible Practice action from patient viewpoint	Produce Action Plan to address areas for improvement	2 year GPAQ Action Plan has Waiting Room waiting time & Phone answering included as Practice improvement priorities
November 2006	Publicity for newly formed PPG	Provide Information	Provide site for PPG Notice Board in Surgery and include on Practice Website	Notice Board sited and dressed - website amended
October 2006	The practice set up a PPG affiliated to NAPP	17 patients volunteered to attend initial meeting	Facilitation of meetings and appointment of co-ordinator	PPG established. Coordinator appointed - she, a GP Partner and a receptionist attend all PPG meetings