Standard Reporting Template

Devon, Cornwall and Isles of Scilly Area Team

2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: Neetside Surgery

Practice Code: Y01127

Signed on behalf of practice: Date: 18.3.15

Signed on behalf of PPG: Date: 18.3.15

1. Prerequisite of Enhanced Service – Develop/Maintain a Patient Participation Group (PPG)

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| Does the Practice have a PPG?  **YES** | |
| Method of engagement with PPG: **Face to face, Email, Online** | |
| Number of members of PPG**: 4** | |
| Detail the gender mix of practice population and PPG:   |  |  |  | | --- | --- | --- | | % | Male | Female | | Practice | 1973 | 2372 | | PRG | 4 (0.20%) | 3 (0.13%) | | Detail of age mix of practice population and PPG:   |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | | % | <16 | 17-24 | 25-34 | 35-44 | 45-54 | 55-64 | 65-74 | > 75 | | Practice | 21% | 7% | 9% | 11% | 11% | 12% | 12% | 9% | | PRG |  |  |  | 0.004 | 0.005 | 0.002 | 0 | 0.002 | |
| 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 | 4039 | 14 | 0 | 44 | 0 | 6 | 6 | 5 | | PRG | 7 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |  |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | |  | Asian/Asian British | | | | | Black/African/Caribbean/Black British | | | Other | | |  | Indian | Pakistani | Bangladeshi | Chinese | Other  Asian | African | Caribbean | Other Black | Arab | Any other | | Practice | 0 | 1 | 9 | 9 | 0 | 0 | 3 | 0 | 0 | 0 | | PRG | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 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:  **This is discussed at every PPG meeting, the members do encourage others to join, but people are very busy. We have tried to run a virtual group, but the current members did not feel that this would be very useful. It is felt that face to face produces the best results as we can knock ideas around together. We have tried to have teenagers and young adults before but they are not interested enough to return. We do have a noticeboard in the waiting room and it is on the website. Occasionally the clinicians will ask patients while on the premises if they would like to take part.** | |
| 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: | |

1. Review of patient feedback

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| Outline the sources of feedback that were reviewed during the year:  **Patient Survey and Friends and Family Test**. **Follow up of our CQC visit in January, as members of the PPG were able to attend and spoke to the inspector**. **The GPs have also conducted their own questionnaires for the patients at different intervals if it has been needed for their own appraisal.** |
| How frequently were these reviewed with the PRG?  **At each meeting.** |

1. Action plan priority areas and implementation

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| Priority area 1 |
| Description of priority area:  **Improve surgery online communications.** |
| What actions were taken to address the priority?  **Created a Facebook page.**  **Also online access to The Waiting Room, which enables patients to book appointments, order medication and view their allergies page. This is in its early stages at the moment, but seems to be going ok.** |
| Result of actions and impact on patients and carers (including how publicised):  **Publicised on practice presentation website and newsletters.**  **Patients have another avenue to access information about surgery and where regular updates can be published.** |

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| Priority area 2 |
| Description of priority area:  **Upgrade the telephone system.** |
| What actions were taken to address the priority?  **Continuing from previous work the new telephone line was introduced. This has created a “happier” system for the patients where we now have a local number instead of 0844, we also had 2 more incoming lines installed so that this helps with access especially first thing in the mornings when lots of people are ringing at once.** |
| Result of actions and impact on patients and carers (including how publicised):  **The new number was publicised on website, prescriptions, Facebook, on the surgery waiting room presentation, surgery noticeboard, and face to face.**  **Additional phone lines were added at the busiest times to help patients get through and to be dealt with more quickly.**  **The new number is a local rate number so should be cheaper for those using mobile telephones**. |

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| Priority area 3 |
| Description of priority area:  **To monitor and adjust to expanding practice size.** |
| What actions were taken to address the priority?  **As the list size increases new recruitments were made, a new GP and receptionist also phlebotomy clinics were increased including more extending hours appointments. We also are the ward doctors for Stratton Hospital and the latest news is always included in each meeting. This is a very important part of health care in Bude/Stratton and we feel very privileged to be apart of that service.** |
| Result of actions and impact on patients and carers (including how publicised):  **Publicised on website, Facebook, on the surgery waiting room presentation, surgery noticeboard and face to face.**  **New recruitments have allowed a wider skills base at the surgery.**  **Increase in appointments improve patient access.** |

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):

All previous issues are regularly reviewed with the PPG. These include:

* To continue to promote the surgery website and to inform patients that prescriptions and messages can be communicated to the practice from the website
* The practice leaflet is updated regularly and is given to all of our new patients and is available on the website as well.
* The music playing in the waiting room.
* Continuing to train registrars/trainees (doctors in their last few months of training to become a GP).
* Monitoring disabled access.
* Changes going on in the NHS at the moment and using the PPG as a good way of communicating between the practice and our patients.

1. PPG Sign Off

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| Report signed off by PPG: YES  Date of sign off: 18.3.15 |
| How has the practice engaged with the PPG:  Regular meetings at 3 monthly intervals, with excellent attendance.  How has the practice made efforts to engage with seldom heard groups in the practice population?  **Advertised in surgery and website, and GPs ask patients face to face.**  Has the practice received patient and carer feedback from a variety of sources?  **Surveys**  Was the PPG involved in the agreement of priority areas and the resulting action plan?  **Yes**  How has the service offered to patients and carers improved as a result of the implementation of the action plan?  **Benefits have been outlined as above**.  Do you have any other comments about the PPG or practice in relation to this area of work?  **We feel our PPG meetings work very well and are an excellent way to keep in touch. The practice feeds back upto date news/changes and asks for their advice/suggestions. It is a two way relationship and we feel it is of benefit to both sides.** |