**Derbyshire & Nottinghamshire Area Team**

2014/15 Patient Participation Enhanced Service REPORT

Practice Name: The Surgery@Wheatbridge

Practice Code: C81012

Signed on behalf of practice Amanda Raybould, Practice Manager Date: 26.3.15

Signed on behalf of PPG: Ian Edmundson, Wheatbridge PPG Date: 26.3.15

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, Other (please specify)  The PPG and Practice meet every 3 months. We also have a virtual PPG, information about this is available on the practice website.  The PPG also have a subcommittee who will meet on an ad hoc basis whenever an issue needs a more detailed review. |
| Number of members of PPG: 15 |

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| Detail the gender mix of practice population and PPG:   |  |  |  | | --- | --- | --- | | % | Male | Female | | Practice | 7799 | 7849 | | PPG | 5 | 10 | | Detail of age mix of practice population and PPG:   |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | | % | <16 | 17-24 | 25-34 | 35-44 | 45-54 | 55-64 | 65-74 | > 75 | | Practice | 2648 | 1391 | 2071 | 2046 | 2265 | 2040 | 1796 | 1391 | | PPG | 0 | 0 | 0 | 0 | 0 | 0 | 11 | 4 | |
| 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 | 9324 | 27 | 0 | 223 | 25 | 15 | 14 | 27 | | PPG | 15 |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | | % | Asian/Asian British | | | | | Black/African/Caribbean/Black British | | | Other/unknown | | |  | Indian | Pakistani | Bangladeshi | Chinese | Other  Asian | African | Caribbean | Other Black | Arab | Any other | | Practice | 174 | 29 | 12 | 72 | 37 | 21 | 15 | 11 | 0 | 5622 | | PPG |  |  |  |  |  |  |  |  |  |  | | |
| 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:  The PPG have actively tried to encourage patients from different age groups, and ethnic backgrounds by initiating a virtual PPG, to hopefully encourage people who are working, or at school. The PPG have conducted surveys in the waiting room, which has enabled them to inform patients about the PPG and encourage them to join.  The PPG also have an information board in the waiting room, which is updated regularly. | |
| 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:*  Feedback was reviewed from the results of the annual patient survey. Our suggestion box and comments are reviewed every 3 months at the PPG meetings |
| *How frequently were these reviewed with the PRG?*  These were reviewed at our 3 monthly meetings. |

1. **Action plan priority areas and implementation**

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| Priority area 1 |
| *Description of priority area:*  To update leaflets and Practice brochure to inform patients of who/where to contact when the Practice is closed. |
| *What actions were taken to address the priority?*  One of the surgery staff updated the leaflets and Practice brochure to make more patients aware of the out of hours and 111 system, and the options they provide when the Practice is closed. |
| *Result of actions and impact on patients and carers:*  This action is on going and amendments will be made to the leaflets and Practice brochure when any changes occur.  *How were these actions publicised?*  The leaflets are in the waiting room and the practice brochure is given to new patients joining the practice. |

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| Priority area 2 |
| *Description of priority area:*  To encourage more patients to join the PPG |
| *What actions were taken to address the priority?*  A virtual PPG was established with around 50 patients responding to the invitation. |
| *Result of actions and impact on patients and carers:*  This action is ongoing, the PPG are continually trying to recruit new members.  *How were these actions publicised?*  Practice and PPG websites |

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| Priority area 3 |
| *Description of priority area*:  To inform patients of which pharmacists are available to give advice when the practice is closed. |
| *What actions were taken to address the priority?*  The WPPG website has added a link of pharmacists in the area who are available to give medical advice. |
| *Result of actions and impact on patients and carers:*  This action is ongoing; it is amended as and when necessary.  *How were these actions publicised?*  A link was added to the WPPG website |

**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):

2013 Actions were:

1. To alter the telephone system so that the 9th caller would get an engaged signal- This was completed in early 2013, complaints about this area decreased dramatically.
2. To amend the timeline of return telephone calls from clinicians-Patients appreciated that a time for call back couldn’t be specified, but we did change the procedure so that we could specify am or pm.
3. On line appointments had been stopped – appointments are now available to book on line, up to 2 weeks in advance.
4. **PPG Sign Off**

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| Report signed off by PPG: YES  Date of sign off: 26.3.15 |
| How has the practice engaged with the PPG:  *How has the practice made efforts to engage with seldom heard groups in the practice population?*  The PPG attend the practice to conduct the annual survey.  They attend the annual flu clinic, which is held at the practice on a Saturday morning, to promote the PPG.  *Has the practice received patient and carer feedback from a variety of sources?*  The PPG receive feedback from patients via patient surveys and suggestion box comments.  *Was the PPG involved in the agreement of priority areas and the resulting action plan?*  Yes, these were discussed with the practice at the next meeting, and a sub group of the WPPG met to discuss and agree the action plan.  *How has the service offered to patients and carers improved as a result of the implementation of the action plan?*  Patients are now more aware of who to contact when the surgery is closed and where they can obtain medical advice if required. This is an area that will be constantly revisited    More patients are aware of the PPG and how it can help the practice to make changes, if possible.  *Do you have any other comments about the PPG or practice in relation to this area of work?*  The PPG and practice work well together, a good working relationship has developed. The PPG work to defend and improve the service to patients as change is introduced on a regional level. |

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| **Please submit completed report to the Area Team via email no later than 31 March 2015 to:**   * Derbyshire practices: [e.derbyshirenottinghamshire-gpderbys@nhs.net](mailto:e.derbyshirenottinghamshire-gpderbys@nhs.net) * Nottinghamshire practices: [e.derbyshirenottinghamshire-gpnotts@nhs.net](mailto:e.derbyshirenottinghamshire-gpnotts@nhs.net) |