

Standard Reporting Template

Devon, Cornwall and Isles of Scilly Area Team
 2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: Middleway Surgery

Practice Code: L82026

Signed on behalf of practice: *K Clemes*

Date: 24-2-2015

Signed on behalf of PPG: *S Hunkin*

Date: 4-3-2015

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

Does the Practice have a PPG? YES																																					
Method of engagement with PPG: Face to face, Email, Other (please specify) Bi Monthly meetings and email																																					
Number of members of PPG: 15																																					
Detail the gender mix of practice population and PPG: <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 10px;"> <thead> <tr> <th style="width: 20%;">%</th> <th style="width: 40%;">Male</th> <th style="width: 40%;">Female</th> </tr> </thead> <tbody> <tr> <td>Practice</td> <td>48</td> <td>52</td> </tr> <tr> <td>PRG</td> <td>40</td> <td>60</td> </tr> </tbody> </table>	%	Male	Female	Practice	48	52	PRG	40	60	Detail of age mix of practice population and PPG: <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 10px;"> <thead> <tr> <th style="width: 10%;">%</th> <th style="width: 10%;"><16</th> <th style="width: 10%;">17-24</th> <th style="width: 10%;">25-34</th> <th style="width: 10%;">35-44</th> <th style="width: 10%;">45-54</th> <th style="width: 10%;">55-64</th> <th style="width: 10%;">65-74</th> <th style="width: 10%;">> 75</th> </tr> </thead> <tbody> <tr> <td>Practice</td> <td>18.4</td> <td>9.1</td> <td>10.39</td> <td>10.65</td> <td>14.56</td> <td>13.06</td> <td>13.64</td> <td>10.1</td> </tr> <tr> <td>PRG</td> <td>0</td> <td>6.6</td> <td>6.6</td> <td>0</td> <td>6.6</td> <td>13</td> <td>26</td> <td>26</td> </tr> </tbody> </table>	%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75	Practice	18.4	9.1	10.39	10.65	14.56	13.06	13.64	10.1	PRG	0	6.6	6.6	0	6.6	13	26	26
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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	99							
PRG	100							

	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice										
PRG										

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:

It is very difficult to ensure that the PPG is representative. We have information in our Practice Newsletters, Practice Website, Information board in the Waiting Room and a PPG information board giving details of when the meetings are held and inviting people to attend. PPG representatives also attended the Saturday Morning Flu Clinics and created their own patient leaflet advising patients of what a PPG is and how they can join.

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:

The PPG devised and ran their own Patient Survey at the beginning of the year. We have been running the Friends and Family test since the beginning of December.

How frequently were these reviewed with the PRG?

The results of the Patient Survey were reviewed at the following PPG meeting. The Friends and Family results were reviewed at the January 2015 meeting and will be reviewed at each meeting following.

3. Action plan priority areas and implementation

Priority area 1
<p>Description of priority area:</p> <p>Long waits for routine blood test appointments</p>
<p>What actions were taken to address the priority?</p> <p>The Practice have agreed to employ an additional Healthcare Assistant to offer extra appointments each week. In the interim period the Practice are employing extra locum cover to clear any backlog.</p>
<p>Result of actions and impact on patients and carers (including how publicised):</p> <p>More appointments are available meaning patients can obtain routine tests earlier. Publicised in the Waiting Room via the Friends and Family Test poster.</p>

Priority area 2

Description of priority area:

Improving confidentiality and making the waiting room more “patient friendly”

What actions were taken to address the priority?

The PPG are currently running a survey to obtain patients views on whether they would like the Practice to have background radio in the waiting area.

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

The results of the survey will be considered by the PPG at the next meeting and the results will be publicised vis the PPG noticeboard, Practice Newsletter and Practice website.

Priority area 3

Description of priority area:

Patients are often unsure as to when the various doctors run their clinics and whether any of them have specialist interests.

What actions were taken to address the priority?

The PPG have devised their own patient leaflet which has a timetable in it, highlights any special interests and also gives details about the Practice Nurses and their specialities.

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

The leaflet is available from Reception. It is included in the "New Patient Welcome Pack" and is also available electronically via our website. PPG members also attended the Saturday Morning Flu Clinic and handed the leaflets out to patients attending for appointments.

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):

The PPG were concerned about the number of missed appointments that were occurring. The Practice has now implemented a new system to monitor patients who persistently “DNA” appointments with warning letters being sent out. The Practice staff also ask patients to repeat the appointment date and time back to them to ensure they have understood.

4. PPG Sign Off

Report signed off by PPG: YES

Date of sign off: 25-2-2015

How has the practice engaged with the PPG:

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

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

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

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

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

- Dedicated noticeboard, information in Practice Newsletter and on Practice Website.
- Yes – use of Friends and Family test and now have patient comments book, as well as using complaints and significant events as learning opportunities.
- Yes
- Too early to tell