

Annex D: Standard Reporting Template

Shropshire and Staffordshire Area Team
2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: Dr Miles and Partner

Practice Code: M83100

Signed on behalf of practice:

Date: 17th February 2015

Signed on behalf of PPG:

Date:

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) = Face to face and email																																					
Number of members of PPG: 15																																					
<p>Detail the gender mix of practice population and PPG:</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 20%;">%</th> <th style="width: 30%;">Male</th> <th style="width: 30%;">Female</th> </tr> </thead> <tbody> <tr> <td>Practice</td> <td>1935</td> <td>1966</td> </tr> <tr> <td>PRG</td> <td>6</td> <td>9</td> </tr> </tbody> </table>	%	Male	Female	Practice	1935	1966	PRG	6	9	<p>Detail of age mix of practice population and PPG:</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <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>738</td> <td>367</td> <td>435</td> <td>433</td> <td>540</td> <td>435</td> <td>489</td> <td>464</td> </tr> <tr> <td>PRG</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td>1</td> <td>10</td> <td>4</td> </tr> </tbody> </table>	%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75	Practice	738	367	435	433	540	435	489	464	PRG						1	10	4
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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	3669			172	3	2	3	16
PRG	15							

	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice	1	3		6	8		17	1		
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:

The practice recognises that this is not a true representation of the practice population as the members are mostly older and retired people and are all white British

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? YES/NO

All patients under the age of 56 are not represented.

Ethnic minorities are not represented

If you have answered yes, please outline measures taken to include those specific groups and whether those measures were successful:

See below

2. Review of patient feedback

Outline the sources of feedback that were reviewed during the year:

FFT

Feedback following education events

Verbal communication during recruitment weeks

How frequently were these reviewed with the PRG?

At each meeting

3. Action plan priority areas and implementation

Priority area 1
<p data-bbox="185 384 589 419">Description of priority area:</p> <p data-bbox="185 459 689 494">Patients with respiratory problems</p>
<p data-bbox="185 644 889 679">What actions were taken to address the priority?</p> <p data-bbox="185 719 1995 863">An education event was organised for 10th July. There was a respiratory specialist nurse and representatives from the “breathe Easy” group – part of the British Lung Foundation. The practice searched for patients with respiratory problems and send out random invitations to patients from that list. The invitations were extended to carers and/or family members and friends of patients</p>
<p data-bbox="185 1090 1317 1125">Result of actions and impact on patients and carers (including how publicised):</p> <p data-bbox="185 1165 1973 1308">The event was well attended. Feedback was publicised on the practice/PPG notice board, practice newsletter and practice facebook. Following on from the respiratory event a second event was organised for 16th October and the BLF now hold regular “Breath Easy” groups at the health centre which are well attended.</p>

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Priority area 2

Description of priority area:

Improving the lifestyle of patients

What actions were taken to address the priority?

An education event was organised for 15th May and there were exhibitions from the Health Improvement Team, Aquarius (alcohol services), Millers chemist (smoking cessation) and local pharmacists.

There were raffle prizes donated by Tesco (healthy food and snacks) and local pharmacies.

The practice searched for patients with BMI over 25 and sent out random invitation to patients.

The invitations were extended to carers and/or family members and friends of patients

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

The event was well attended.

Feedback was publicised on the practice/PPG notice board, practice newsletter and practice facebook

Priority area 3

Description of priority area:

Completion of falls questionnaires for patients eligible.

What actions were taken to address the priority?

PPG members attended the surgery during the flu clinics to help patients who required it to complete the questionnaires

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

The practice has a falls questionnaire completed for every eligible patient

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):

Survey Results/Action Plan

2013/14

26.8% of patients were not aware of the online service. 38.14% chose not to use it.

ACTION:

The practice and PPG have promoted this by displaying posters in the waiting area, attaching slips to repeat prescriptions and organising training events to take place in the surgery for patients to drop in and learn how to access and utilise this service. The intention is to make accessing the services easier for patients.

60.6% of patients were aware that they could be overheard in the reception area. Out of these 16.16% were not happy about this. 20.2% were not aware.

ACTION:

This has been a concern for the practice since the move to the new building and has been raised several times with the project manager of the building and the building manager. It was agreed that each GP receptionist area would be separated by a perspex panel. The practice is aware however that this does not solve the problem of being overheard. There is a confidentiality booth that patients can ask to use if they so wish.

38.14% of patients would like the surgery to open at additional times. The times suggested varied; 12%% earlier than 8:00am, 10% later than 7pm, 35% Thursday afternoon, 42.5% Weekend.

ACTION:

The practice has looked at the surgery opening times and has varied a few times looking at different times. As the practice does not own the building any changes in opening times would have to be negotiated and agreed with the landlord. The practice did pilot opening until 8:00pm one night a week but feedback at that time showed that patients preferred more than one late night opening, therefore it was changed to 7:00pm 3 nights per week.

As part of the Winter Pressures scheme 2014-1015 the practice opened on Saturday Mornings between November14 and February 15 for emergencies.

4. PPG Sign Off

Report signed off by PPG: YES/NO

Date of sign off:

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 attended the surgery every day for a week to try to recruit new members. There is a specific PPG noticeboard in the waiting area. The practice has a facebook account and website that regularly updates information regarding the PPG. The practice has a PPI group who receive copies of meetings via email.

Has the practice received patient and carer feedback from a variety of sources? Yes, feedback received at and following the education events, the practice receives Thank you Cards on a regular basis. The practice has 2 months feedback as part of the Friends and Family Test, all of which are positive.

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? Regular "Breathe Easy groups" at the centre: second Tuesday of each month 4pm

Do you have any other comments about the PPG or practice in relation to this area of work? It is difficult to recruit new members to the PPG. The PPG as a whole feel that they need to be more active regarding issues, this isn't always possible or appropriate.

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