

Annex C

Arden, Herefordshire and Worcestershire Area Team

Patient Participation Enhanced Service 2014/15 – Reporting Template

Practice Name: BROOKSIDE SURGERY

Practice Code: M84616

Signed on behalf of practice: Madeleine Clark Practice Manager

Date: 27.3.15

Signed on behalf of PPG: Mr Chris Tickle Patient Group Chairman

Date: 31.3.15

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) – 3 Meetings per year, email and telephone contact between these meetings																																					
Number of members of PPG: 16																																					
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>48.89%</td> <td>51.1%</td> </tr> <tr> <td>PPG</td> <td>31%</td> <td>69%</td> </tr> </tbody> </table>	%	Male	Female	Practice	48.89%	51.1%	PPG	31%	69%	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>20%</td> <td>8%</td> <td>8%</td> <td>14%</td> <td>17%</td> <td>13%</td> <td>10%</td> <td>8%</td> </tr> <tr> <td>PPG</td> <td>0%</td> <td>0%</td> <td>12.5%</td> <td>6.25%</td> <td>12.5%</td> <td>12.5%</td> <td>25%</td> <td>31.25%</td> </tr> </tbody> </table>	%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75	Practice	20%	8%	8%	14%	17%	13%	10%	8%	PPG	0%	0%	12.5%	6.25%	12.5%	12.5%	25%	31.25%
%	Male	Female																																			
Practice	48.89%	51.1%																																			
PPG	31%	69%																																			
%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75																													
Practice	20%	8%	8%	14%	17%	13%	10%	8%																													
PPG	0%	0%	12.5%	6.25%	12.5%	12.5%	25%	31.25%																													

Annex C

Detail the ethnic background of your practice population and PPG: The Practice does not record ethnicity in the details requested.

	White				Mixed/ multiple ethnic groups			
	British	Irish	Gypsy or Irish traveller	Other white	White &black Caribbean	White &black African	White &Asian	Other mixed
Practice								
PPG	93.75%							

	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice										
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 membership of the Patient Reference Group is open to all registered patients. The Practice advertise the group in the surgery, on the surgery website and in local parish newsletters.

To widen the representation of the group then a number of patients in the following groups have been approached individually and informed of the existence of a Patient Reference Group and invited to participate:

- Parents with young children attending Baby Clinic
- Expectant mothers with appointments with the midwife
- Members of the travelling community
- Patients with long term conditions attending the chronic disease clinics

Annex C

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

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

We have a significant Traveller community and efforts have been made to raise awareness of the Patient Reference Group with them both directly and through the site warden.

2. Review of patient feedback

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

- Patient Survey results
- Comments to Patient Group members
- Comments made to staff and GPs about general issues with the Practice administration

How frequently were these reviewed with the PRG?

At all formal meetings that were held.

Annex C

3. Action plan priority areas and implementation

Priority area 1
<p>Description of priority area:</p> <p>Reduce DNA (Did not attend) figures</p>
<p>What actions were taken to address the priority?</p> <p>Practice drafted policy to contact patients that repeatedly DNA. This was taken to the group for approval.</p>
<p>Result of actions and impact on patients and carers (including how publicised):</p> <p>Practice policy approved by group and implemented. Figures for number of missed appointments are published each month in the surgery and on the surgery website.</p> <p>A desired reduction in the number of missed appointments would increase availability of GP or nurse appointments and reduce waiting times.</p>

Annex C

Priority area 2
<p data-bbox="203 395 589 427">Description of priority area:</p> <p data-bbox="203 467 2033 536">Increase uptake of online access for booking appointments and ordering repeat medication and to widen the information available to patients through the online service</p>
<p data-bbox="203 655 887 687">What actions were taken to address the priority?</p> <ul data-bbox="253 727 1854 871" style="list-style-type: none">- Posters advertising the online services were displayed in Waiting areas and on the TV screens.- New patients are informed of service when they register and encouraged to sign up- Dispensary staff encourage patients to use the online service to order repeat medications- Practice has widened the information available online to include all medications (not just repeats) and allergies
<p data-bbox="203 991 1312 1023">Result of actions and impact on patients and carers (including how publicised):</p> <ul data-bbox="253 1062 1899 1166" style="list-style-type: none">- Uptake of online services has doubled but is still relatively low- Practice has publicised the extended information available online through the website and local parish magazines- Online access to services assists patients with managing their own conditions and health.

Annex C

Priority area 3
<p>Description of priority area:</p> <p>Providing patients with text and/or email reminders for appointments</p>
<p>What actions were taken to address the priority?</p> <p>The practice has researched the technical aspects of this and are now confident that reminders for appointments can be sent secure from the EMIS system via the nhs.net. However we are aware that we have a number of out of date mobile phone numbers and are keen to tidy are database before such a service is switched on to ensure confidentiality.</p>
<p>Result of actions and impact on patients and carers (including how publicised):</p> <p>The Practice is committed to working towards offering this service but is aware that the nhs.net service for text messages will cease in Sept 2015 so is awaiting further guidance from NHS England before proceeding any further. This had been shared with the Patient Group.</p>

Annex C

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):

Previously raised issue	Action taken and outcome
Practice to raise awareness of online access by the use of posters, parish magazines, newsletters and email	<p>ACTION TAKEN:-Posters placed in waiting areas and EMIS online promotional slides included in presentations running on waiting room TV screens.</p> <p>OUTCOME:- Doubled number of patient registered for online access</p>
Practice to enquire about possibility of putting articles in other parish magazines in addition to the one already used and to ensure copies of newsletters are available in waiting areas	<p>ACTION TAKEN:- Newsletters and articles placed in wider range of parish magazines. New villages covered include Marton, Frankton and Ryton on Dunsmore.</p> <p>Copies of monthly newsletter available in waiting areas.</p> <p>OUTCOME:- increased awareness of Practice news</p>
Practice to use existing or newly purchased notice board to list current doctors together with opening times of both reception and dispensary	<p>ACTION TAKEN:- Notice board placed at entrance to the surgery with up to date list and photos of all GPs and nurses. This is also used for current health campaigns (e.g. flu vaccination) to raise awareness among patients.</p> <p>OUTCOME:- Patient better informed of who GPs and nurse are and can better identify who they are seeing</p>
Practice to work towards aligning the opening times of phone lines to match building opening times	<p>ACTION TAKEN:- The Practice has increased the opening times of the Practice and the times that reception staff are available by telephone by over 7 hours per week.</p> <p>OUTCOME:-Extended availability of reception by phone and in person. Increased number of appointments available with GPs later in the day.</p>

Annex C

4. PPG Sign Off

Report signed off by PPG: YES

Date of sign off: 31.3.2015

Has the report been published on the practice website? YES

How has the practice engaged with the PPG: **There is regular contact between the Practice Manager ('PM') and the Chairman of the Group on a need to know/consult basis. The PM and at least one of the doctors attend each group meeting.**

How has the practice made efforts to engage with seldom heard groups in the practice population? **Using website, village magazines, notices in the surgery and pharmacy**

Has the practice received patient and carer feedback from a variety of sources? **Anecdotally to members of the group and to doctors and PM**

Was the PPG involved in the agreement of priority areas and the resulting action plan? **The group was involved and able to comment.**

How has the service offered to patients and carers improved as a result of the implementation of the action plan? **See the comments in the main section of this questionnaire. The group feels that there is more awareness of the services offered and the need for patients to co-operate with practice in their delivery.**

Do you have any other comments about the PPG or practice in relation to this area of work? **No. Other than to say this is a**

Annex C

very well run practice, due to the dedication and professionalism of all concerned.

Do you have any other comments?

This form is an unwelcome further burden on the PM and the Patients' Group. If it is needed at all – and as Chairman I look forward to receiving a report analysing all the returns nationally – it should be reduced in scope by 50 – 75%.

Please return this completed report template to the generic email box – england.ahwat-pc@nhs.net no later than 31st March 2015. No payments will be made to a practice under the terms of this ES if the report is not submitted by 31st March 2015.