

Standard Reporting Template

NHS England (Wessex)
2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: Alresford Surgery

Practice Code: J 82124

Signed on behalf of practice: Richard Hanney

Date: 31/3/15

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 / NO	yes
Method of engagement with PPG: Face to face, Email, Other (please specify)	face to face and virtual
Number of members of PPG:	all patients are entitled to attend PPG meetings and meetings are advertised. The virtual group has 31 members.

Detail the gender mix of practice population and PPG:

%	Male	Female
Practice	48	52
PRG	53	47

Detail of age mix of practice population and PPG: %

%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
Practice	17	10	8	15	15	14	10	15
PRG	0	5	8	8	16	16	25	22

Detail the ethnic background of your practice population and PRG: top line % - bottom line recorded numbers

	White				Mixed/ multiple ethnic groups			
	British	Irish	Gypsy or Irish traveller	Other white	White &black Caribbean	White &black African	White &Asian	Other mixed
Practice	96.5	1	0	3	0	0	.5	0
PRG	94	0	0	0	0	0	3	3

	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice	17	6	7	8	1	0	2	3	0	1
PRG	0	0	0	0	1	0	0	0	0	1

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:

We have tried holding our meetings at different times of the day to see if this helps increase face to face meeting attendances. Meetings are advertised in our newsletter which is published in local magazines which are delivered free to every household as well as parish magazines covering the local villages. In addition patients can subscribe to receive the newsletter via email, it is published on our website and hard copies are available in the surgery waiting room.

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:

Nothing in particular. We have a very high percentage of White/British population with only a few minority patients. We have a larger than average elderly cohort of patients.

2. Review of patient feedback

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

We have undertaken:

- a published survey
- have an open complaints/compliments/comments ethos,
- Friends and Family Test

The results have been shared with our Patient Participation Groups and their advice sought.

How frequently were these reviewed with the PRG?

Twice

3. Action plan priority areas and implementation

Priority area 1

Description of priority area:

Improve communication and increase engagement with our patients.

What actions were taken to address the priority?

The introduction of Twitter and Facebook pages and more information given about the Practice, CCGs and Provider Company.

Patients have asked for more information on our TV notice Boards.

Reception have been asked to keep patients aware of doctors running behind appointment times.

Introduction and development of those using Patient Access to book appointments online, order repeat prescriptions check medical information thereby reducing pressure on telephone calls.

We have a monthly newsletter which is published in local magazines which are delivered free to every household in the town as well as parish magazines covering the local villages. In addition patients can subscribe to receive the newsletter via email, it is published on our website and hard copies are available in the surgery waiting room.

Improvements to 'lighten' up the information on Notice Board TV Screen if this is possible.

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

Introduction of Facebook and Twitter

We are still trying to agree the best time to hold face to face meetings, an early evening meeting was poorly attended and results of a survey were mixed. However we have improved the representation of younger people. The group feel that evening meetings have a value but should start later (7.30 – 8pm)

We have listened to comments and suggestions made by our patients and will have a photoboard of our doctors, nurses and staff in the building and on our website.

Progress has been reported on our newsletter and from our survey. 75% of our patients are aware of our monthly newsletter and read it.

Promote Patient Access – have a handout of registration tips to help guide patients.

Priority area 2

Description of priority area:

Improvements to the building

What actions were taken to address the priority?

A comprehensive extension and refurbishment programme was undertaken to improve patient waiting areas and consulting/treatment rooms. Following this work we listened to patient comments and have

- installed an electronically operated door to the main waiting room
- installed an additional health advice screen in our second waiting area
- will improve the queueing system in the reception area to improve confidentiality.

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

Access to our building is greatly improved particularly for those with pushchairs or wheelchairs and further work is planned.

Install a drop bin for urine and other samples to reduce traffic at reception

Improve queueing system to prevent crowding at reception

The building is now far more accessible with wider access for wheelchair users. It was suggested that more could be done to improve access to consulting rooms and this will be looked into.

Information included in newsletters.

Priority area 3

Description of priority area:

Availability of appointments

What actions were taken to address the priority?

It was accepted that pressure on appointments is reducing levels of service currently. There is a 3-4 day minimum wait for routine appointments - what can be done?

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

More information that will help patients decide if they need to be seen and by whom – signposting to services.

Review access to same day appointments for those acutely unwell – walk in clinics, nurse clinics, duty doctor, triage.

A discussion on the possible future direction of Primary Care delivery – hubs offering a range of care – was undertaken.

Publicise that continuity of care is valued by doctors as well as patients and, except in emergency situations, is not difficult to achieve.

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):

Refurbishment of main entrance, reception, waiting rooms, treatment rooms and provision of an extra consulting room is complete.

Our publicity includes availability of extended hours appointments.

Promotion of online appointment booking facility.

Increased numbers of patients receiving text reminders of their appointments

Regular Primary Health Care Team Meetings held internally

4. PPG Sign Off

Report signed off by PPG: YES

Date of sign off: 25/3/2015 – circulated to both Face to Face and Virtual Groups for their information and feedback

How has the practice engaged with the PPG:

Meetings, email correspondence to agree survey and review outcome of the survey with the virtual group.

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

Introduction of Facebook and Twitter to make patients aware of PPG, newsletters distributed in various formats encouraging participation.

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

Yes – patient survey, Friends and Family test comments, complaints, compliments and other verbal feedback

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

Yes, both face to face and virtual group involved.

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

YES – covered in comments above.

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

It forms a valuable means of getting ideas and suggestions from the users perspective. It provides a critical voice from patients who are willing and able to be involved.