

Annex C

**Arden, Herefordshire and Worcestershire Area Team
Patient Participation Enhanced Service 2014/15 – Reporting Template**

Practice Name: Southam

Practice Code: M84026

Signed on behalf of practice: _____ Date: 19 March 15

Signed on behalf of PPG: _____ Date: 19 March 15

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 meetings (quarterly)								
Number of members of PPG:		27								
Detail the gender mix of practice population and PPG:		Detail of age mix of practice population and PPG:								
	Male	Female	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
Practice	4051	4061								
PPG	5	22				2	4	5	6	10

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Detail the ethnic background of your practice population and PPG:

	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	26			1				

	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:

All patients are notified of the PPG and meetings, continually targeting new patients to join the group.

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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
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:

Patient Satisfaction Questionnaire
FFT Results
Phlebotomy Audit

How frequently were these reviewed with the PRG?

FFT – quarterly
The rest - annually

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3. Action plan priority areas and implementation

Priority area 1
<p>Description of priority area: RAISE AWARENESS OF ON LINE FACILITIES WITHIN THE PRACTICE It had been noted that responses on the patient questionnaire highlighted that some patients were not aware of this facility.</p>
<p>What actions were taken to address the priority?</p> <p>Compile a new patient information pack Include a leaflet on how to register and use the on-line facilities New website to be developed to make it easier to use.</p>
<p>Result of actions and impact on patients and carers (including how publicised):</p> <p>This will – Improve access for patients Improve choice for patients – some still not happy with telephone service despite recent improvements</p> <p>Publicise by – Production of new patient pack Leaflets (from EMIS but in house ones also) Posters in house and local pharmacy Website</p>

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Priority area 2

Description of priority area: **PROMOTE USE OF ON LINE FACILITIES**

PPG members and practice are keen for patients to not only be aware of this service but to use the service.

What actions were taken to address the priority?

PPG members working closely with the practice to produce a 'Business Card' to include not only useful contact telephone numbers and web site addresses but specific information regarding accessing the on line services.

It was also thought this would be an opportunity to promote the PPG if the Business card is produced by them

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

Improve access for patients

Offer choice for patients

'Business Cards' are advertising in themselves and will be widely available throughout the practice and the local pharmacy

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Priority area 3
<p>Description of priority area: PROMOTE MEMBERSHIP OF THE PPG TO BE REPRESENTATIVE OF ALL PRACTICE POPULATION It is noted that Group members are all of the age 39 and above. Members are keen to attract views of younger patients and any other groups not represented.</p>
<p>What actions were taken to address the priority? Discussed continuously at previous meetings and agreed this should be part of surgery Action Plan for the coming year Agree to new PPG campaign/posters Want to develop a virtual group to try to attract a wider representation</p>
<p>Result of actions and impact on patients and carers (including how publicised):</p> <p>New publicity campaign – ‘Your Surgery Needs You’ to be advertised in house, posters, leaflets, new business cards, web site. PPG will also be proactive during flu campaign when they are in surgery providing tea and coffee.</p> <p>Introduction of a virtual group is hoped to attract more PPG members – those that wish to be involved but do not wish to attend the quarterly meetings.</p>

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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):

Our PPG was formed in 2003. Since that time progress has been made in many areas including:

- Introduction of water fountain for patients
- New telephone system to 0844 – to improve access.
- New telephone system away from 0844 – following direction from NHS England. Wanted to keep the increased access but at a lower cost.
- Trial of on line facilities for viewing on line medical records before introducing to all patients – now all patients can have access
- Extended Hours within the practice – was initially a commuter clinic but now offered more widely
- New waiting room seating – old seating was wooden and uncomfortable – new padded seats, which are cleanable have been introduced. The group helped choose the design
- Trial of patient booking in system prior to installation – helped show other patients how to use
- Development of protocol on how to deal with patients who do not attend appointments – a lot of appointments were wasted as they were blocked by patients who did not attend. The group developed a stage of three letters which are sent to patients depending on whether they continue not to attend appointments. This has helped reduced our DNA rate
- Providing tea and coffee at flu clinics – donations from this are used to purchase toys for the childrens waiting area.
- A member of the PPG is now an active member of the PPPG and reports back regularly from the meeting, items raised at the surgery PPG are also able to be discussed at the PPPG

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4. PPG Sign Off

Report signed off by PPG: YES/NO YES

Date of sign off:

Has the report been published on the practice website? YES/NO YES

How has the practice engaged with the PPG: Quarterly meetings

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?

The PPG met on 4 March to discuss results of recent Patients questionnaire and previous feedback from the FFT

The Priority Areas and resulting Action Plan was suggested by members of the PPG and agreed by the Group and practice at that meeting

The practice continually makes efforts to engage with all groups of the practice population, some groups appear not to wish to engage or commit to regular meetings

Services continue to improve because of the annual action plans – see previous list

The PPG and the practice work closely together for the good of the patients registered

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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.