

Annex C

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

Practice Name: Davenal House Surgery Partnership

Practice Code: 81069

Signed on behalf of practice: Kate Smith

Date: 27/03/15

Signed on behalf of PPG: Mrs Clare Stallard

Date: 27/03/15

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): Email and 6 monthly meetings													
Number of members of PPG: 41													
Detail the gender mix of practice population and PPG:					Detail of age mix of practice population and PPG:								
%	Male				%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
Practice	4506				Practice	1335	886	901	1008	1453	1236	1164	1056
PPG	14				PPG	0	1	0	3	8	12	16	1

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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	40	-	-	-	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:

The PPG is advertised widely in the practice, i.e. posters and leaflets and on the practice website. All new patient registrations are provided with a PPG joiner leaflet and encouraged to join.

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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**

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

The practice is signed up to the Local Enhanced Service for Care Homes and is responsible for the medical care of residents in 5 local homes.

The managers of each of the homes were contacted to raise awareness of the PPG for their patients. In particular on line participation for their residents due to difficulties some patients may have attending meetings.

1. Review of patient feedback

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

- **GP National Patient Survey**
- **Complaints received**
- **Comments on NHS Choices**
- **Friends and Family Test results**
- **CQC inspection comment cards**
- **“Have your say” in-house feedback forms**

How frequently were these reviewed with the PRG? **At the 6 monthly meetings.**

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Action plan priority areas and implementation

Priority area 1
<p>Description of priority area:</p> <p>Improved access to services within the practice.</p>
<p>What actions were taken to address the priority?</p> <ul style="list-style-type: none">• Implementation of a new telephone system.• Working with the PPG to agree an automated system to filter calls to the appropriate services, ensuring the system is user friendly.
<p>Result of actions and impact on patients and carers (including how publicised):</p> <ul style="list-style-type: none">• Ease of access for patients to specific services in-house.• Publication of new telephone system on website, in surgery via notice boards and in patient newsletter.

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Priority area 2

Description of priority area:

Improved patient knowledge of services available and ways of accessing these.

What actions were taken to address the priority?

The PPG highlighted areas of the service that they felt patients were unaware of, e.g. on-line prescription services; the role of the nurse practitioner; accessing specific doctors.

A patient guide to services was produced in partnership with the PPG covering the highlighted areas. The leaflet was made available in surgery, on the practice website and advertised in the patient newsletter.

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

The leaflet helped inform patients of some areas of the service that they may not have been aware of and improved their knowledge of the service and access to services.

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Priority area 3

Description of priority area:

Increase the age mix of the PPG population.

What actions were taken to address the priority?

A campaign was run to target the underrepresented ages of the PPG. This involved targeting patients who attended the baby and family planning clinic by displaying promotional materials in the areas of the surgery where these clinics are held and also including PPG joiners leaflets in clinic invitation letters sent to the patients.

It was also identified that patients in the 5 care homes were not well represented in the PPG. The managers of each of the homes were contacted to raise awareness of the PPG for their patients. In particular on line participation for their residents due to difficulties some patients may have attending meetings.

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

Increased membership of the PPG including a wider representation from younger and minority groups within the practice population.

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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):

<ul style="list-style-type: none">• Ability to get through to the practice by phone	-	Increase in staff reception hours which has improved responsiveness.
<ul style="list-style-type: none">• Ordering repeat prescriptions on-line	-	In-house promotion was carried out and ongoing advertising to raise patient awareness continues this also includes attaching information slips to repeat prescriptions highlighting the service.
<ul style="list-style-type: none">• Booking appointments on-line	-	This is on-going. We are continuing to work with our website provider to develop this service.
<ul style="list-style-type: none">• Texting appointment reminders	-	This is an existing service. We ran a campaign to highlight the importance of patients providing the practice with up-to-date contact information and this is on-going. The campaign particularly focuses on mobile numbers and e-mail addresses and obtaining the correct consent for preferred ways of contacting the patient.

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2. PPG Sign Off

Report signed off by PPG: **YES**

Date of sign off: **27/03/15**

Has the report been published on the practice website? **YES**

How has the practice engaged with the PPG:

On line and in evening face to face meetings.

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

YES – specific targeting of clinics, direct patient contact in care home, information sent with clinic invitation letters.

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

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?

- **Improved access by telephone due to new system and increased staffing of reception**
- **Improved knowledge of services offered to enable patients to utilise to maximum effect**

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

At our first face to face PPG meeting the PPG members were keen to offer their services to work in partnership to develop telephone access in a user friendly manner and to facilitate the broadening of PPG membership by themselves encouraging participation from others in different age / demographic bands.

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.