

Annex D: Standard Reporting Template

Wessex Area Team 2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: The Esplanade Surgery

Practice Code: J84005

Signed on behalf of practice:  Date: 19th March 2015

Signed on behalf of PPG:  24/3/15 Date: March 2015

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, Post, Notice in waiting room, occasional telephone contact.									
Number of members of PPG: 18 (email group = 25)									
Detail the gender mix of practice population and PPG:					Detail of age mix of practice population and PPG:				
%	Male	Female							
Practice	49%	51%							
PRG	35%	65%							
Email group	40%	60%							
%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75	
Practice	17%	9%	10%	13%	15%	13%	13%	11%	
PRG	0	0	6%			35%	53%	6%	
Email group		4%	20%	12%	4%	16%	40%	4%	

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	72%	0.26%			0.24%	0.18%	0.4%	0
PRG	79%	0			0	0	0	

21% declined to give ethnicity

Email group:79% W/British. 4.3% African 16.7% declined

	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice	0.01%	0.02%	0.12%	0.34%		0.12%	0.08%			6.72%
PRG	0	0	0	0		0	0			0

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 constantly try to recruit new members. This is done by advertisement in waiting room, personal invite from Doctors and staff and other PPG members. There are also notices leaflets newsletters as well as occasional surveys to increase awareness of the PPG. We email the reference group allowing their views to be expressed with out the need to attend face to face meetings. The PPG have identified the under 50s age group as one that is under represented. We have recently managed to recruit some younger members to our email group. We have increased advertising in the under 25s drop in clinic. Our email reference group was designed to try to engage with our younger population. It allows ideas to be expressed without the need to attend face to face PPG meetings. This patient reference group allows ideas to be expressed by those who are housebound patients, or by any patients who feel the PP group is not for them but they do have computer access, as well as encouraging engagement with our younger population.***

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***
We have a very general mix of age and no specific characteristics.

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:

Review of previous: *Review of Patient survey & annual report from year end April 2014*

Input from complaints where appropriate.

The Friends and Family test.

Patient conversation plus emails from the patient reference group.

Letter, email, face to face, suggestion box. These were located throughout the surgery waiting areas.

Any comment from drop boxes.

Ideas generated by GP Partners at practice meetings.

Ideas generated by staff at general staff meetings or ad hoc.

How frequently were these reviewed with the PRG? *Four meetings were held this year.*

Dates of:

21st August 2014

25th September 2014

13th November 2015

29th January 2015-03-16

We are also able to email some of the group for ideas or they in turn suggest ideas etc for future discussion, via email or telephone, especially if they cannot attend the meetings.

The PPG identified that the younger patients are under represented and consideration was given to survey the drop in clinic held weekly for the under 25s (this is currently in progress)

Priority area 1

Description of priority area:

The Friends and Family test.

- 1. Understand what the test represents***
- 2. How it is implemented***
- 3. Collected information to be used for feedback to the PPG***

What actions were taken to address the priority?

A presentation was made to the PPG about FFT and its role.

The group discussed how best to collect the data, eg paper, or electronic method, also the physical positioning of the recording device (IPAD) in the waiting room.

We discussed how the data generated could be used to feed back into the group to help identify priority areas.

To promote and facilitate the uptake of the FFT some PPG members made themselves available in the waiting room during some surgeries like the flu clinic to help collect data and also help increase the awareness of the Patient participation group.

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

- 1. Increased awareness and active promotion of the PPG amongst patients.***
- 2. Facilitated some informal face to face feedback between the PPG and the patients***
- 3. Increase in patients taking part in the FFT***

Priority area 2

Description of priority area:

The PPG would like the opportunity to feed back their concerns about local needs beyond the level of the partnership

What actions were taken to address the priority?

A meeting was held with Health Watch representative Joanna Smith. She presented her role and the function of Health Watch. The PPG were able to question and feedback their concerns regarding local issues. Health Watch are planning to use this information to feedback at government level, and to help develop a survey for 2015 to look into patients concerns around the need for urgent care access provision and collaborative working in the locality.

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

***Agreement to continue active involvement of other agencies at future meetings, this would involve promoting guest speakers at meetings.
Maintain information sharing with PPG and update, with regard to federating and collaborative working amongst other GP practices on the IOW.
Overall impact will be to ensure that the health care needs of the community are designed to tailor fit.***

Priority area 3

Description of priority area:

To have increased access to Nurse led clinics + more consultation rooms with disabled access.

What actions were taken to address the priority?

Building Plans were submitted, approved, and funding has been secured. Building work has commenced which will create an extra consulting room with ground floor access.

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

The New consulting room will facilitate easier physical access for patients and allow development of the proposed nurse led clinics. The waiting room and the local paper will be used to advertise this. As well as the room being offered by reception staff at the point of appointment booking.

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):

1. Promote on line booking - ***Online Booking is now available and the uptake is increasing.***
2. Emergency access in locality - ***The surgery continues to be part of the discussions on collaborative/ federating working, this has occurred at the local level as well as of the Island as a whole. Awaiting implementation of new shared software system, island wide this year which will greatly expedite local emergency access provision and shared home visits.***
3. Patients with Long Term Conditions surveyed. - ***Completed***
4. Home visits by other GPs surgeries ***Work in progress IOW group set up to look into this continues.***
5. Some nurse clinic re-organisation – ***Work in progress – dependant on new consulting room provision***
6. Website and email facility – ***Work in progress, ongoing***
7. Phlebotomy survey - ***Complete results presented at North East locality meeting by the surgery representative.***

8. Report signed off by PPG: YES

Date of sign off:

How has the practice engaged with the PPG: ***At each face to face meeting the Practice Manager (Mrs Janice George) and the lead GP (Dr Spencer Fox) have attended to facilitate the event. All members of staff are aware of the existence of the Patient participation group, and are involved with practice discussions regarding the outcomes from the meetings.***

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

By information in the waiting room, the practice booklet, newsletters, website, NHS choices website and promotion of our email reference group as detailed earlier.

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

Yes, verbal, written comments, and emails.

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

Yes as detailed earlier.

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

Once building work has been completed we feel access for less physically able patients and carers will be much improved, due to additional ground floor consultation space. This will allow rapid development of an increase in nurse led clinics which was a PPG priority.

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

We continue to listen to the collective voice of our PPG and use the information to shape our local and wider provision of health care.

The existing PPG group are cohesive and dedicated to helping us shape future needs and services of our registered population.