Annex D: Standard Reporting Template

Kent and Medway Area Team

2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: **OLD SCHOOL SURGERY**

Practice Code: **G82790**

Signed on behalf of practice: Dr *D S Kinnersley* (Principal GP) Date: 25.3.15

Signed on behalf of PPG: Mrs *Tara Peacock (PPG Chairman)* Date: 8.4.15

1. Prerequisite of Enhanced Service – Develop/Maintain a Patient Participation Group (PPG)

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| Does the Practice have a PPG? **YES** | |
| Method of engagement with PPG: **Face to face, Email**, with Monthly meetings and email communication | |
| Number of members of PPG: **13** | |
| Detail the gender mix of practice population and PPG:   |  |  |  | | --- | --- | --- | | % | Male | Female | | Practice | 2783 | 2790 | | PRG | 2 | 11 | | Detail of age mix of practice population and PPG:   |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | | % | <16 | 17-24 | 25-34 | 35-44 | 45-54 | 55-64 | 65-74 | > 75 | | Practice | 1120 | 500 | 572 | 718 | 886 | 691 | 597 | 451 | | PRG | 0 | 0 | 0 | 2 | 2 | 3 | 4 | 2 | |
| 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 | 4355 | 7 | 6 | 294 | 1 | 3 | 7 | 23 | | PRG | 13 |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | |  | Asian/Asian British | | | | | Black/African/Caribbean/Black British | | | Other | | |  | Indian | Pakistani | Bangladeshi | Chinese | Other  Asian | African | Caribbean | Other Black | Arab | Any other | | Practice | 14 | 5 | 0 | 16 | 13 | 5 | 1 | 1 | 0 | 13 | | PRG | 0 | 0 | 0 | 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 have advertised the presence of the PPG around the villages, at the school, childrens’ centre, village hall and its groups etc, as well as in the Surgery and on the Surgery website to try and advertise to all community groups of all ages and backgrounds. | |
| 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: | |

1. Review of patient feedback

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| Outline the sources of feedback that were reviewed during the year:  Verbal feedback as well as via NHS Choices website comments.  Letters of thanks etc.  Local community facebook forum has discussions regarding local health services and we have had very positive feedback on this.  Questionnaire conducted with patients from both surgery sites July 2014 looking at dispensing service at both surgery sites.  December 2014 started “Friends & family test” |
| **How frequently were these reviewed with the PRG?**  At monthly meetings |

1. Action plan priority areas and implementation

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| Priority area 1 |
| **Description of priority area**: Demand for use of online repeat prescription ordering not well enough advertised, only aware of its when performed questionnaire. |
| **What actions were taken to address the priority**? Posters made advertising this service availability and process, well displayed in Reception area and on doors to waiting room area |
| **Result of actions and impact on patients and carers (including how publicised**):  Posters placed advising of this new service availability and how to set it up in Reception and doors to waiting room so easily seen.  This has resulted in an increased number of patients using this service and finding it very useful. |

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| Priority area 2 |
| Description of priority area: Health promotion |
| What actions were taken to address the priority?  PPG members attended a Saturday morning Flu clinic in October 2014 and had a table with access for patients to be weighed and have BP tests. Advice leaflets given etc. |
| Result of actions and impact on patients and carers (including how publicised):  This was publicised at the Surgery and was felt to have been a productive exercise with good feedback from patients present. |

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| Priority area 3 |
| Description of priority area: |
| What actions were taken to address the priority? |
| Result of actions and impact on patients and carers (including how publicised): |

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):

This is our first year. We set up the PPG in June 2014 and are looking to organise a patient questionnaire with questions originating from the PPG to try and look at areas that we have not previously done. We are still trying to increase our numbers and the representation within our group.

Generally satisfaction rates are high within the practice and patient’s feedback very positive as demonstrated in questionnaires and on NHS Choices as well as verbally, the new “Friends & Family Test” and letters of thanks we receive, but we would very much like to have better representation within the group in terms of male:female, the younger age group and a greater ethnic diversity.

1. PPG Sign Off

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| Report signed off by PPG: YES  Date of sign off: 18.3.15 |
| **How has the practice engaged with the PPG:**  Presence of Practice Manager and another member of staff at all monthly meetings. Regular liaison via email as needed. Communication between Chairperson and Practice Manager readily available and open.  **How has the practice made efforts to engage with seldom heard groups in the practice population?**  The Practice has a very good relationship with all of its patients, as it is a small Practice and so benefits from this in this way. They are easily able to ask particular patients who might represent a particular group what their opinions are. Also the practice has regular contact with patients as they dispense to the majority, and so see them monthly for collection. They adopt an open friendly attitude to feedback at all times and this is very obvious to patients both in their demeanour and in advertised posters asking for feedback.  **Has the practice received patient and carer feedback from a variety of sources?**  Practice very open to communication on all levels, verbally, via letter correspondence, surgery website, NHS Choices website and responds appropriately and promptly.  **Was the PPG involved in the agreement of priority areas and the resulting action plan?**  Following the questionnaire last summer and discussion of its conclusions at the PPG, it was advised that the Practice needed to advertise the availability of on line ordering for repeat prescriptions. The PPG were keen to engage in health promotion following some enquiries from patients, this was discussed at the September meeting and a session organised for a October flu clinic at Old School Surgery.  **How has the service offered to patients and carers improved as a result of the implementation of the action plan?**  There are now posters advertising clearly the availability of this service and apparently the uptake has improved since.  The Health promotion exercise was very positively received.  **Do you have any other comments about the PPG or practice in relation to this area of work?** |