Annex C: Standard Reporting Template

Shropshire & Staffordshire Area Team

2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: BROSELEY MEDICAL PRACTICE

Practice Code: M82051

Signed on behalf of practice: C.M.Smith Date: 25.3.2015

Signed on behalf of PPG: J.Williams Date: 27.3.2015

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 | |
| Number of members of PPG: 11 | |
| Detail the gender mix of practice population and PPG:   |  |  |  | | --- | --- | --- | | % | Male | Female | | Practice | 2303 | 2343 | | PPG | 3 | 8 | | Detail of age mix of practice population and PPG:   |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | | % | <16 | 17-24 | 25-34 | 35-44 | 45-54 | 55-64 | 65-74 | > 75 | | Practice | 790 | 362 | 446 | 559 | 706 | 712 | 673 | 428 | | PPG | 2 |  |  |  |  | 2 | 4 | 3 | |
| 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 | 4620 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | | PPG | 11 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |  |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | |  | Asian/Asian British | | | | | Black/African/Caribbean/Black British | | | Other | | |  | Indian | Pakistani | Bangladeshi | Chinese | Other  Asian | African | Caribbean | Other Black | Arab | Any other | | Practice | 0 | 0 | 0 | 2 | 0 | 1 | 0 | 0 | 0 | 22 | | PPG | 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:  Both the practice and the current group members are conscious that the membership reflects the time that different groups are able to give to voluntary work rather than the population registered with the practice. Nor does it include all ethnic groups within the practice population, although, on a percentage basis it is still representative. We continue to encourage other patients to join us so that we can be more representative. Posters have been displayed at various locations in the town. It is also advertised in the waiting room on a poster and on the information TV screen. There are Patient Group information leaflets in the waiting room and they are given to all newly registered patients. The group would like to hear more from young people and ethnic minorities, however, we appreciate it is not always possible with such busy lives to attend meetings. If you would like to be more involved but would find attending meetings difficult please contact Mrs Christine Smith at the surgery and we will discuss how your views can be represented regularly in a way that is convenient to you. | |
| 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:  **Comments made by patients to the surgery and also to the PPG members (including the members themselves).** |
| How frequently were these reviewed with the PPG?  **At regular PPG meetings held approximately every 6-8 weeks**. |

1. Action plan priority areas and implementation

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| Priority area 1 |
| Description of priority area:  **To try and recruit new members to join the PPG.** |
| What actions were taken to address the priority?  **Information on how to join and who to contact is available in the waiting room on the TV information screen and through posters and leaflets. To try to attract different groups of the practice population, posters will also be put up in the local schools and playgroups wherever possible and the days/times of the meetings can be flexible to enable them to attend e.g. patients who work during the day.** |
| Result of actions and impact on patients and carers (including how publicised):  **Several new members have joined during 2014 including 2 young health champions who took a major part in a “Dementia awareness” event.** |

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| Priority area 2 |
| Description of priority area:  **To continue to offer access to same day appointments and reduce waiting times for non urgent appointments.** |
| What actions were taken to address the priority?  **Appointment systems are regularly reviewed. The practice applied for, and received, extra funding to cope with Winter pressures. Extra GP appointments and a Nurse led minor illness clinic throughout the Winter months was made available to patients.**  **Extra triage sessions are also added at busy times e.g. after a Bank holiday.** |
| Result of actions and impact on patients and carers (including how publicised):  **The practice has managed to continue to offer urgent same day appointments to all patients who need them and also the minor illness clinics and extra Nurse triage sessions have helped to reduce waiting times for non urgent GP appointments.** |

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| Priority area 3 |
| Description of priority area:  **Reports from patients to both the practice and members of the PPG regarding problems encountered with a local pharmacy.** |
| What actions were taken to address the priority?  **During the practice’s Care Quality Commission (CQC) inspection on 22nd October 2014 the Chair of the PPG reported several incidents to the CQC Inspector who informed the Practice Manager that in future they should be reported as “significant events” to the Clinical Commissioning Group (CCG).**  **Since the CQC visit, all incidents with the local pharmacy have been recorded as significant events through Datix to the CCG.**  **A CCG representative from the Medicines Management team visited the practice for more information and later visited the pharmacy to discuss the problems.** |
| Result of actions and impact on patients and carers:  **The service has improved.** |

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):

The PPG have organised annual events in the town the first being a “Broseley Alive Day” to encourage healthy living and last September (2014) they held a “Dementia Awareness” day when the 2 young champions also participated.

We have installed an “Information TV screen” which is updated regularly.

Patients are more aware of the different appointments that we offer e.g. Book on the day, urgent, late night etc. An explanation of the appointment system is in the waiting room.

Patient privacy has been improved by introducing music in the waiting room and a glass window across the reception desk is kept closed to ensure privacy when talking to patients on the telephone.

Many more patients have registered for online access to order prescriptions, book appointments and recently the ability to look at certain aspects of their medical records e.g. allergies, adverse reactions, immunisations etc.

All radiators in the waiting room and patient areas have been fitted with covers for safety.

All staff regularly participate in Blue Stream training (approved and funded by the CCG), and updates which include Customer service, Information Governance, Confidentiality, H & S. etc.

The PPG members have a rota to regularly check information posters and leaflets in the waiting areas and update them.

The patient toilets have been completely refurbished to comply with infection control standards.

The waiting areas and hallways have been completely refurbished and include washable flooring and seating and also higher seats and chairs with arms for patients with mobility problems.

New automatic doors were installed to help patients with disabilities and also parents with pushchairs.

1. PPG Sign Off

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| Report signed off by PPG: YES  Date of sign off: 27.3.2015  Has the report been published on the practice website? YES |
| How has the practice engaged with the PPG: regular meetings  How has the practice made efforts to engage with seldom heard groups in the practice population? Posters around the town and in schools and playgroups.  Was the PPG involved in the agreement of priority areas and the resulting action plan? YES  Do you have any other comments about the PPG or practice in relation to this area of work?  The practice strives to ensure that services to patients continually improve, including access, and also reducing A & E attendances and admissions, by regularly monitoring the appointment system to ensure that urgent cases are seen the same day.  The PPG are very active in promoting health and wellbeing and have organised two very successful events for the people of Broseley and surrounding areas. The first being a “Healthy Living” event in September 2013 and also a “Dementia Awareness” event in September 2014 where the 2 young champions played a major part by organising a Japanese tea party and also a “graffiti board” to help express feelings. There were many different organisations represented who provided information to patients, their carers and families. |