

Patient Participation Group Report March 2015

Schedule M

Hertfordshire and South Midlands Area Team
2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: Shephall Way Surgery

Practice Code: E82056

Signed on behalf of practice: Mrs Manjit Phugura

Date: 05/03/2015

Signed on behalf of PPG: Mr Mike Polack

Date: 24/03/2015

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

Does the Practice have a PPG? YES													
Method of engagement with PPG: Face to face, Email,													
Number of members of PPG: 15													
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	3978	3910		Practice	1595	740	1086	979	1246	908	620	714
	PPG	4	11		PPG	0	0	3	0	2	1	1	8

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	4523	34	0	204	62	25	28	38
PPG	14	1	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	54	8	16	24	68	158	37	17	0	10
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:

The PPG is small and does not reflect the patient population however recruitment has been encouraged with;

- promotion flyers on a dedicated PPG notice board which is given a prominent position in the waiting room
- Information and invitations to join the PPG on our Practice website
- face to face promotion in the Practice

The Practice has endeavoured to set up a virtual group for those patients unable to attend meetings ie. have other demands such as long work hours; caring responsibilities; housebound; however there has been little interest. The Practice and the PPG will continue to encourage recruitment with the aim to have a core group truly representative of the practice 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

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

Our practice has a broad spectrum of patients.

2. Review of patient feedback

(Component 2 – 30% of payment)

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

GP Patient survey, Friends and Family responses received so far, patient feedback comments forms, complaints in a general form, feedback/comments from PRG.

How frequently were these reviewed with the PRG?

We hold regular PRG meetings and information is shared through e-mail.

3. Action plan priority areas and implementation

(Component 3 – 30% of payment)

Priority area 1
<p>Description of priority area:</p> <p>PPG involvement in health promotion. Look at targeted promotion, choosing a different health area each month. Use this opportunity to promote the PPG as well and encourage recruitment</p>
<p>What actions were taken to address the priority?</p> <p>Agree promotion and the role of PPG in promotions. Targeted promotions on the Practice website, notice board in the patient waiting room, leaflets and electronic patient screen in waiting room. PPG involved in promotions days.</p>
<p>Result of actions and impact on patients and carers (including how publicised):</p> <p>Lead from practice appointed who has produced a schedule of key health promotion areas for 2015 synchronised with any National Health Promotion events which has been agreed by PPG. Have a dedicated notice board in the waiting room to display posters and provide flyers and leaflets requested to promote the health area of the month to raise awareness. Involve PPG in the promotion of these key health areas. Invite relevant third parties to present to PPG.</p>

Priority area 2

Description of priority area:

Facilitate and promote on-line registration for appointment and prescription requests on-line. This was highlighted as a need following the 2014 patient survey and it was agreed work should continue on this.

What actions were taken to address the priority?

Promote on-line appointment registration on the Practice website, on notice board in the patient waiting room, leaflets and electronic patient screen in waiting room. Continue to include information in new patient registration packs and on any correspondence to patients. Will be publicised further by the PPG during face to face promotions days.

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

Increase in on-line registered patients and consequently patients booking appointments on-line and on-line repeat prescriptions and so added convenience to our patients. Continue to raise awareness with posters in waiting room, message on patient call board in waiting room and the Practice Website. PPG will also raise awareness at health promotion events.

Priority area 3

Description of priority area:

A BP monitor in the waiting room to improve blood pressure screening.

What actions were taken to address the priority?

Model being sourced and on-site demonstrations to be arranged. This is a long term, high cost piece of equipment so requires thorough research and it is important to have a user-friendly model that meets the needs of the patient population with a robust maintenance contract.

Funding of equipment discussed. PPG fed back ideas on placement of equipment and privacy. Information sought from other practices and discussed with PPG.

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

It is anticipated this equipment will be in place during 2015 and PRG have agreed to be involved in promotion

4. Progress on previous years

(Component 4 – 40% of payment)

If you have participated in this scheme for more than one year, outline progress made on issues raised in the previous year(s):

Our Patient Participation Group has been active in providing feedback. Targets have been agreed each year; actions and deadlines set resulting in the improvements listed below. We discussed if it was possible to make a change or whether we were prevented to do so due to legislation, guidelines or lack of space in the current surgery.

This has resulted in;

- Installation of a new high tech telephone system installation
- Promotion and increase in number of patients with on-line registration
- Promotion and increase in number of patients using on-line repeat medication requesting
- Reconfigured incoming call queuing facility on telephone system following feedback from PPG and patients
- Promote services offered by the Practice, such as influenza vaccinations, to encourage participation

Although our PPG is small there are a number of dedicated members. The PPG is keen to encourage recruitment to the PPG, especially recruitments of underrepresented groups. The PPG will continue to raise awareness of the work of the PPG and encourage recruitment to the PPG during health promotion events mentioned above and further request information on how patients would like to be involved.

5. PPG Sign Off

Report signed off by PPG: YES

Date of sign off: 24/03/2015

Has the report been published on the practice website? YES

Please insert web-link to your report: www.shephallwaysurgery.co.uk

How has the practice engaged with the PPG:

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

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? Yes, please see above

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

Although our PPG is small there are a number of dedicated members. The PPG is keen to encourage recruitment to the PPG, especially recruitments of underrepresented groups. Please let reception know if you are a registered patient with the practice and interested in joining the PPG.