

Patient Reference Group DES

Annex D: Standard Reporting Template

Taken from; GMS Contract 2014/15, Guidance and Audit requirements, NHS England Gateway reference: 01347

NHS England East Anglia Area Team
2014/15 Patient Participation Enhanced Service Reporting Template

Practice Name: **Heathgate Medical Practice**

Practice Code: **D82078**

Signed on behalf of practice:  **23/3/2015**

Signed on behalf of PPG/PRG: PRG member – Ed Mendelsohn **25/3/2015**
(Hard copy signature held)

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

Does the Practice have a PPG? YES / NO	Yes
Method of engagement with PPG: Face to face, Email, Other (please specify)	Face to face plus some virtual contact
Number of members of PPG:	25

Gender Mix

	Male	Female
Practice	49%	51%
PPG	59%	41%

Age Mix

%	Under16	17 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75+
Practice	17%	9%	8%	12%	15%	14%	13%	12%
PPG	0	0	0%	2%	16%	8%	42%	32%

Ethnicity

We have an ethnicity statuses recorded for 1,149 of our 8,630 registered patients.

Of these, 1,090 are White British (95%). The other 5% (59 patients) are split between all other groups. The 59 people include 27 people who have declined to provide their status.

Of the 25 patients in the patient reference group, we have recorded ethnicities for 8 of these patients (32%). Of these 8, seven are White British (88%) and 1 Asian (12%).

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:

Membership of the Patient Reference Group is voluntary and open to all patients that are registered with the Practice.

We are not discriminatory and have an 'open door' policy of accepting all ages, gender, age and ethnic backgrounds.

As illustrated by the figures above, our patient base is predominately White British as is the ethnicity of PRG members.

We have not declined membership of the group to anyone.

Our Practice area covers 80 square miles and a number of parishes. We have representation from the majority of the parishes that we cover.

22% of our overall patient population use our branch surgery for healthcare services and 26% of our PRG membership is registered with the Rockland Branch Surgery.

We strive to attract a younger membership and have promoted this in Practice with patients that we feel may bring views and opinions to the group. We have also sent flyers to the local High School for a teenage representation.

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 (Lesbian Gay Bisexual Transgender) community? YES/NO

No – we do have an older population at our branch site and this is reflected in the age of the PRG members.

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:

We first discussed the sources of feedback at our PRG meeting on 14th May 2014 when, as covered in the minutes of the meeting, the members decided that they would still prefer to undertake some form of patient survey to obtain feedback to then base our action plan on.

A postcard campaign was suggested by the PRG members where four postcards were designed to each ask two questions. Each post card carried the same opening question:

Overall, please indicate how satisfied you are with the service you received today.

The four post cards then carried a second question based around one of the following four areas:

1. Our opening times
2. How to access urgent medical care when we are closed
3. What other medical services we could offer
4. The earliest and latest appointment times we offer

Draft postcards were produced and shared virtually with PRG members for their feedback, from which amendments were made.

The final versions were printed professionally and then passed out to patients in the surgery for 6 weeks from 14th July 2014.

The results of the survey were collated and these were then used as the source feedback to create the action plan.

The results (source) were circulated before the PRG on 4th November and discussed in full at that meeting.

Note to NHS England East Anglia Area Team

The full results and analysis of the 239 cards returned is outlined in the separate accompanying report, which is published concurrently with this return. It also includes a summary of the DES requirements, the action plan agreed and details of implementation.

How frequently were these reviewed with the PPG?

The concept of the postcard campaign was created and discussed at the PRG meeting on 14th May 2014. The minutes of this meeting are published on our website.

As advised above, the final design of the postcards was discussed virtually with the PRG and their comments used to create the final versions.

The results were circulated electronically and discussed in full at the PRG on 4th November 2014.

3. Action plan priority areas and implementation

Priority area 1
<p>Description of priority area:</p> <p>Clarification of our opening times. The post card surveys suggested patients were confused about our opening times.</p>
<p>What actions were taken to address the priority?</p> <p>Our website has a designated page for opening times and these are now also carried in the rolling news banner on the home page.</p> <p>All entrances to the surgery have new clearer signage of our opening times.</p> <p>At our Rockland St Mary Surgery, which is open part time, the answer phone message when we are closed is clearer about the next opening times and how to access healthcare during the period of closure.</p> <p>We have also increased the prominence of our extended opening hours in our Practice leaflet.</p>
<p>Result of actions and impact on patients and carers (including how publicised):</p> <p>Opening times are much clearer and visible both inside and outside the surgery.</p>
Priority area 2
<p>Description of priority area:</p> <p>Clearer details of the services we offer in Practice. The post card survey suggested patients would like us to consider providing services that we already offer, such as a minor injury clinic and minor surgery to avoid having to travel to the hospital.</p>
<p>What actions were taken to address the priority?</p> <p>We have improved the section in our Practice leaflet on the range of services we offer in surgery and also made this clearer on our website.</p>
<p>Result of actions and impact on patients and carers (including how publicised):</p> <p>Patients now have a clearer understanding of the services we offer.</p>

Priority area 3

Description of priority area:

The post card feedback suggested that patients were not clear how to access urgent medical care when the surgery is closed.

The third action agreed with the PRG was to increase awareness around the NHS 111 service both on our website and in local parish newsletters.

What actions were taken to address the priority?

The NHS logo has greater prominence on our website with a message in the rolling news banner. Details of the 111 service also now appear on the opening times page of the web site and the wording in our Practice leaflet is clearer around accessing this service.

We have also had articles on the NHS 111 service published in three prominent local parish newsletters, which cover 80% of our Practice population area as well as coverage in our own Practice newsletter.

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

Patients should be more aware of the NHS 111 service, which unless there is a true medical emergency requiring 999 support, should be one of their considerations for out of hours care.

We are promoting the 111 service as best we can through both public and private routes that we have access to.

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):

2013 – update on action plans

Introductions and handovers to our new GP Partners continue following the reduction in clinical sessions of one of our long standing GP Partners.

Extended hours are now offered in the evening as well as early mornings

We have been unable to become a local centre for hearing aid batteries for the local hospital as one of our neighbouring Practices in the area already offers this.

We have encouraged the commissioners to offer additional physiotherapy services from our Practice – an additional day is now offered.

Family Planning Services – we continue to encourage the CCG to commission inter-practice referrals between local Practices for coil fittings.

2012 – update on action plans

We have continued to allow patients to order repeat medication by the telephone, which is important for a rural Practice.

We purchased new equipment to clear the Practice car park in bad weather.

We still have signage on consultation room doors to encourage patients to telephone the surgery for blood results.

We replaced the waiting room chairs in both surgeries.

Front line staff had Customer Service training.

We reintroduced a regular Practice newsletter.

4. PPG Sign Off

Report signed off by PPG: YES/NO **Yes**

Date of sign off: **25/3/2015**

How has the practice engaged with the PPG:

PRG meetings during the year and consultation by E Mail with the group between meetings.

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

Promoted the group on line, posters and flyers. The Practice encouraged members to promote the PRG with members of other organisations to which they belong.

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

Yes – 239 patients provided the source feedback used in the creation of the action plan.

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

Yes – consultation at the 4th November 2014 PRG meeting.

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

Many of the action plans were about awareness of the services, opening times and how to access healthcare. The Practice has made improvements in all these areas and so patients should be much clearer on each matter.

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

Members value the opportunity to discuss matters direct with the Practice team and as well as the PRG DES, they have consulted on Extended Hours, Out of Area Registration and how to communicate the Named GP for over 75 year old patients.

The Partners value the contribution and support of our PRG. Thankyou.