

Annex C: Standard Reporting Template

Schedule M

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

Practice Name: Midway Surgery

Practice Code: E82055

Signed on behalf of practice: K Braden

Date: 17th March 2015

Signed on behalf of PPG: L Mackay

Date: 17th 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: Email via website, General information on website PPG pages, posters, surveys											
Number of members of PPG: 71											
Detail the gender mix of practice population and PPG:					Detail of age mix of practice population and PPG:						
%	Male	Female									
Practice	49	51	%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
PPG	40	60	Practice	20	9	12	15	14	12	9	9
			PPG	1	4	2	6	16	27	27	16

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	93	2	Less than 1%	0	Less than 1%	Less than 1%	Less than 1%	0
PPG	83	2	0	0	0	0	2	0

	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice	1	1	1	1	1	Less than 1%	Less than 1%	Less than 1%	0	0
PPG	3	1	0	0	0	4	1	0	0	2

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:

- Advertised the group on the Practice website
- Advertised the group on the Practice Plasma screens in waiting room
- Attached slips about the group and how to join with prescriptions and letters
- Gave each doctor and nurse forms to hand to their patients in their consulting rooms
- During flu season forms were left in all waiting rooms for patients to pick up
- Receptionists also handed out forms to patients
- Using so many different methods we hope to reach all ages, genders and ethnic groups and have a PPG that realistically reflects our patient population
- We made additional effort to contact minority groups with letters and emails to try to ensure that the group was a fair reflection of our practice profile as above
- The profile of the group largely matches that of our practice as a whole, we would have liked to have had more representation from certain groups; however every possible effort had been made through all the actions mentioned above to encourage different groups to join.

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? **YES/NO**

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

We have a large number of patients in nursing homes, although online participation has not always been possible GPs visiting these pts have been talking to the patients and home staff about the surgery and how they find it and asking for suggestions and feedback, although this has all been informal we have included the feedback in our priority areas and we knew this was an important group of patients for us to be listening too.

2. Review of patient feedback

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

- Last patient survey
- Nursing patient survey
- Friends and Family test comments
- Feedback gained at homes and in consultations
- Feedback to Practice Manager
- Feedback to Reception team
- Complaints

How frequently were these reviewed with the PRG? We posted feedback from surveys on our website and also on our plasma screen; we use the email facility on our website to email the PPG members. This year we have sent out a general update and asked for feedback from the PPG members, we also asked for feedback about the priority areas that were being raised by the group and also by the wider practice population who may not have become formal PPG members. The consensus was that the group were happy with the 3 priority areas.

3. Action plan priority areas and implementation

Priority area 1
<p data-bbox="203 475 589 507">Description of priority area:</p> <p data-bbox="203 547 611 579">Improving support for Carers</p>
<p data-bbox="203 699 887 730">What actions were taken to address the priority?</p> <p data-bbox="203 770 2022 879">Two Carers Champions have been put in place in the surgery to be a focal point for everything related to carers. They have been on several training courses and to events and have learnt a lot about the help and support that Carers need. They are contacting carers individually and telling them where they can find support as well as offering them health checks.</p>
<p data-bbox="203 997 1312 1029">Result of actions and impact on patients and carers (including how publicised):</p> <p data-bbox="203 1069 2033 1209">The impact on Carers has been great; we are carrying out health checks every week now and sending them information in the post about local organisations and support groups. We now have a carer's noticeboard in the waiting room and a dedicated leaflet stand for Carers. The two ladies that have taken on this role are passionate about it. We have put all of the information on our website also.</p>

Priority area 2

Description of priority area:

Improving access to the building particularly for those in wheelchairs, on crutches, with buggy's and those who do not have the strength to use the current doors

What actions were taken to address the priority?

The doors have been replaced by automatic doors and we are also hoping to get a metal hand rail in place on the slope up to the doors for people to hold on to.

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

This has made a huge difference to our patients, in particular the elderly, those with young children and those in a wheelchair. Previously these patients struggled at the main entrance to the surgery and this access has now been vastly improved.

Priority area 3

Description of priority area:

Introduce phlebotomy clinics as we are a long way from St Albans Hospital, pts have been complaining about the service there, particularly those having fasting bloods. It is a long way away and expensive to park and the wait is very long. The PPG feedback was that that they would love the Practice to run its own Phlebotomy clinics.

What actions were taken to address the priority?

The Practice now runs two phlebotomy clinics a week and we take around 150-200 bloods per month now at the practice.

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

Many patients that previously were 'hard to reach' patients in regard to our clinics are now coming to them because they can have their bloods taken at the surgery. This has great health benefits for them. It also less stressful and less expensive and more convenient for patients to come to the surgery. Those who are having fasting bloods have told us that they are particularly happy about the service.

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 area of phlebotomy has been highlighted in every patient survey that we have undertaken and therefore to initiate the clinics as detailed above was major progress and we are receiving excellent feedback.

4. PPG Sign Off

Report signed off by PPG: YES

Date of sign off: 17th March 2015

Has the report been published on the practice website? YES

How has the practice engaged with the PPG:

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

As detailed above we have written to minority groups asking them to join the group and have actively gone into to nursing homes to seek feedback.

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

Yes, we have received feedback via the Friends and Family Test, PPG emails, Complaints procedure, and as detailed via our carer's champions.

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?

The access to the building is greatly improved due to the large investment in the front doors so patients feel confident that they come to the Practice and enter the building easily if they are infirmed, with a pushchair or in a wheelchair which was not the case previously. Patients in wheelchairs had complained that they found it very hard to enter the building and often could not leave without the assistance of a receptionist/carer. This was also feedback received from carers about how hard they were finding it to get patients in and out of the building. In addition the service that we now offer for Phlebotomy has been an over whelming success and our patients are extremely positive about it. The fact that we now offer this service has improved uptake of our many clinics for example our diabetic clinic as many pts would not go to the hospital to get their blood taken. Now they can do this quickly and easily in a comfortable place without long waits or financial cost. This has certainly improved the health of our patients as hard to reach patients are now attending clinics.

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

No

Please return this completed report template to england.enhancedservices-athsm@nhs.net no later than 31st March 2015. **No payments will be made to a practice under the terms of this DES if the report is not submitted by 31st March 2015.**