

Derbyshire & Nottinghamshire Area Team

2014/15 Patient Participation Enhanced Service REPORT

Practice Name: Castle Street Medical Centre

Practice Code: C81638

Signed on behalf of practice: Karen Bestwick

Date: 19/03/15

Signed on behalf of PPG: Grant Stothard

Date: 20/03/15

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

Does the Practice have a PPG? YES
Method of engagement with PPG: Face to Face
Number of members of PPG: 17

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	1487	1492	Practice	505	336	360	383	482	357	311	245
PPG	6	11	PPG	0	1	0	0	6	2	3	5

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	94.5%							
PPG	100%							

%	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice	2.5%	2.5%	0.5%							
PPG										

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 actively promotes membership through the Practice and also the local magazine publication.

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:

2. Review of patient feedback

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

Suggestion box, Complaints, Significant events, Healthwatch, Friends and Family test.

How frequently were these reviewed with the PRG?

Monthly as part of the Practice update section of the PPG meeting

3. Action plan priority areas and implementation

Priority area 1

Description of priority area:

Improve our care to carers.

- Identify carers and readcode them on the computer.
- Have an up to date carers pack for those carers who require the information.
- Promote the use of Vspa for carers, facilitating access to local services especially in the voluntary sector
- Consider the offer of healthchecks to carers within consultations with the GPs.
- Look to set up a carers support group

What actions were taken to address the priority?

Carers support representative was present during the flu fair to identify carers and give them up to date information. The Practice Care co-ordinator is working with the carers support group to look at setting up a carers support group. Vspa have attended a Practice meeting to promote its services to the Practice team. A Social Science student has done a work placement in the Practice contacting patients to identify carers.

Home warmth representative from Bolsover Council has given a talk to the PPG and promoted its warmth policy.

Result of actions and impact on patients and carers:

Feedback from carers is very positive specifically where patients have engaged with the Carers Association The use of V spa has resulted in patients receiving befriending services and also signposting them to other appropriate voluntary services.

How were these actions publicised?

Some of these initiatives have been publicised by the PPG chair in the local magazines publications and also the grass roots section of the Derbyshire Times.

Priority area 2

Description of priority area:

Improving the repeat medication review process.

What actions were taken to address the priority?

Meeting with the GPs. Proposal put to the PPG at the monthly meeting in January 2015. Meetings arranged with Medicine Management to help support the change. Community pharmacist offering of 1 day per fortnight agreed. Staff training to help support the medication review pre work.

Result of actions and impact on patients and carers:

The new process will be introduced from April 2015. The new process aims to improve the efficiency of the medication review process and the management of LTC's ensuring patients receive the correct investigations in a timely manner and see the appropriate healthcare professional at the correct interval. Where required, patients will receive a double appointment where complex poly pharmacy is involved.

How were these actions publicised?

The new process will be explained to patients at their annual review. The outcomes will also be published in the Practice newsletter.

Priority area 3

Description of priority area:

Increase the engagement of young people in improving their health and well being.

What actions were taken to address the priority?

A Practice open day has been in the planning for the previous 6 months. The date will be the 17th June 2015. The discussion around the engagement of young people has been paramount in the planning.

The PPG chair has engaged with all the local schools. The schools have all agreed to engage in a health living/ eating poster competition to promote the open day.

Representative from the schools will be invited to attend the open day.

Result of actions and impact on patients and carers:

Increased engagement of younger people with the practice . Hopefully increase young peoples awareness that engagement with health services is about being proactive not just somewhere to go when you are ill.

How were these actions publicised?

Through posters. Local magazine and the practice newsletter.

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):

Later Appointments

The Practice now offer GP appointments until 7.30pm on a Thursday evening and from 7.30am on a Monday morning to meet the needs of workers and carers. These appointments are bookable on line.

Increase telephone Capacity.

Additional investment resulted into two isdn lines allowing 4 channels for incoming and outgoing calls. This has increased capacity by 100% and significantly improved telephone access for patients.

Improve Confidentiality

Quotes were obtained for screens in the waiting room but were cost prohibitive. Staff trained to take confidential calls in the back office. An area marked around the front desk to ensure patients stand back from reception until their turn.

Promote PPG and Its work

Ongoing.

4. PPG Sign Off

Report signed off by PPG: YES

Date of sign off: 20/03/15

How has the practice engaged with the PPG:

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

A member of the PPG is a school governor and part of the school pastoral support. This enables the group to keep up to date with the current challenges faced by young people. A member of the group is a community nurse in our local community and she is able to represent the views and needs of the house bound and nursing home patients. We also have a member of the group who works with learning disability clients and patients with social housing problems. This diversity within the group helps inform discussions and ensures that we are mindful of the more under represented members of our practice population when planning takes place.

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

Yes the Practice is always open to feedback. Formal routes of feedback are received as identified above. Informal feedback is brought to the meeting from members of the PPG and is always welcomed by the Practice and acted upon.

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

A planning meeting was held and attended by 15 members of the PPG. The priority areas were unanimously agreed.

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

The patients have benefited from the action plan agreed at the beginning of 2014 ie the late night and early morning appointments and increased telephone capacity. The 2015 action plan is underway around carers, young people and medication reviews and benefits should be measurable and visible.

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

The Castle Street PPG is extremely proactive. As well as supporting the Practice, we are very active within the CCG Patient Reference Group and contribute immensely to the planning of local health services. This year we have linked with the other local PPGs to work together around local community initiatives.

Please submit completed report to the Area Team via email no later than 31 March 2015 to:

- Derbyshire practices: e.derbyshirenottinghamshire-gpderbys@nhs.net
- Nottinghamshire practices: e.derbyshirenottinghamshire-gpnotts@nhs.net