

Derbyshire & Nottinghamshire Area Team

2014/15 Patient Participation Enhanced Service REPORT

Practice Name: MUSTERS MEDICAL PRACTICE

Practice Code: c84090

Signed on behalf of practice Dr Richard Barnsley Date: 30.03.15

Signed on behalf of PPG: Mr Paul Midgley Date: 30.03.15

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

Detail the gender mix of practice population and PPG:

%	Male	Female
Practice	49.9%	50.1%
PPG	22%	78%

Detail of age mix of practice population and PPG:

%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
Practice	19	10	11	13	18	13	8	7
PPG	0	0	0	11	33	22	22	11

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	63	0.4	0	Negligible	0.2	Negligible	0.2	0.2
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	4	2.5	Negligible	0.5%	0.9%	0.4%	0.2	0.2	Negligible	18
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:

There is a section on our practice website inviting enquiries from patients interested in joining the group.

Members of the PPG were present at varying times, during the first two weeks that the new premises were open, to promote the group.

The regular newsletter contains a section on the PPG.

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:

Review of patient feedback

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

Feedback received through the website and feedback forms.

Friends and family test.

Complaints procedure.

How frequently were these reviewed with the PRG?

Correspondence is an agenda item at each meeting.

Complaints review carried out annually with members of the PPG present.

Action plan priority areas and implementation

Priority area 1

Description of priority area:

The move to new purpose built premises during this year was a major change. The aim was to involve the patients as much as possible and to make the transition as streamline as possible.

What actions were taken to address the priority?

The topic was discussed at each PPG meeting.

There were meetings attended by PPG members from each of the 5 practices relocating to decide on common aims. Joint newsletters were produced and made available at the practice prior to the move.

Members of the PPG made themselves available during the first 2 weeks of opening to orientate patients to the new building and answer questions.

Result of actions and impact on patients and carers:

As a result of the PPG and public meetings a Questions & Answers sheet was compiled. This was hopefully to answer some of the frequently asked questions.

How were these actions publicised?

A copy of this sheet was sent to the household of all registered patients along with details of bus routes and arrangements for the changeover.

Priority area 2

Description of priority area:

Review of complaints received in a 12 month period to see whether there are any trends, i.e. in the type of complaints and persons involved. Also to see whether there are any learning and development needs above and beyond those identified at the time of the complaint.

What actions were taken to address the priority?

The Practice has an In House Complaints Procedure.

The details of all complaints received were collated and discussed at a staff meeting; members of the PPG were invited to the meeting.

Result of actions and impact on patients and carers:

There had been 7 complaints received, 5 were clinical issues and 2 were organisational.

One complaint was concerning confidentiality. As a result an educational session for all the Practice staff was organised. Patients and carers should feel assured that all staff endeavour to maintain confidentiality.

How were these actions publicised?

Members of the PPG were invited to the meeting where the review presentation took place, two members were able to attend. This and the fact that all Practice staff – clinical and administration, were included shows a culture of openness and transparency.

