

Annex D: Standard Reporting Template

Thames Valley Area Team
2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: Hollow Way Medical Centre

Practice Code: K84048

Signed on behalf of practice: Christine Robinson

Date: 30 March 2015

Signed on behalf of PPG: David Hurn and Kate Meats

Date: 26 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: Face to face, Email, Other (please specify) Previously e-mail, but we have now developed a face to face group																																					
Number of members of PPG: 23																																					
Detail the gender mix of practice population and PPG: <table border="1" style="margin-left: 20px; border-collapse: collapse; width: 100%;"> <thead> <tr> <th style="width: 20%;">%</th> <th style="width: 40%;">Male</th> <th style="width: 40%;">Female</th> </tr> </thead> <tbody> <tr> <td>Practice</td> <td style="text-align: center;">4232</td> <td style="text-align: center;">4047</td> </tr> <tr> <td>PRG</td> <td style="text-align: center;">9</td> <td style="text-align: center;">14</td> </tr> </tbody> </table>	%	Male	Female	Practice	4232	4047	PRG	9	14	Detail of age mix of practice population and PPG: <table border="1" style="margin-left: 20px; border-collapse: collapse; width: 100%;"> <thead> <tr> <th style="width: 10%;">%</th> <th style="width: 10%;"><16</th> <th style="width: 10%;">17-24</th> <th style="width: 10%;">25-34</th> <th style="width: 10%;">35-44</th> <th style="width: 10%;">45-54</th> <th style="width: 10%;">55-64</th> <th style="width: 10%;">65-74</th> <th style="width: 10%;">> 75</th> </tr> </thead> <tbody> <tr> <td>Practice</td> <td style="text-align: center;">1662</td> <td style="text-align: center;">950</td> <td style="text-align: center;">1739</td> <td style="text-align: center;">1244</td> <td style="text-align: center;">944</td> <td style="text-align: center;">785</td> <td style="text-align: center;">460</td> <td style="text-align: center;">495</td> </tr> <tr> <td>PRG</td> <td style="text-align: center;">0</td> <td style="text-align: center;">0</td> <td style="text-align: center;">0</td> <td style="text-align: center;">6</td> <td style="text-align: center;">4</td> <td style="text-align: center;">10</td> <td style="text-align: center;">2</td> <td style="text-align: center;">1</td> </tr> </tbody> </table>	%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75	Practice	1662	950	1739	1244	944	785	460	495	PRG	0	0	0	6	4	10	2	1
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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	3951	164	0	1254	99	69	71	87
PRG	18			2	1		1	

	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice	205	412	66	145	143	318	112	78	15	1090
PRG		1								

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:

Posters, leaflets, personal invitations, varying times of meetings. The practice is intending to forge links with local schools and will invite some young people to join the PPG.

PPG member talked to patients in the waiting room about the group and handed out leaflets.

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:

Practice patient survey results, Friends and Family, Care Quality Commission report.

How frequently were these reviewed with the PRG?

Information sent to virtual group, discussed at 2 face to face groups, CQC spoke to patient group member as part of CQC visit in July 2014. Copies of reports posted on dedicated PPG section of practice website.

3. Action plan priority areas and implementation

Priority area 1

Description of priority area: **To develop a face to face Patient Participation Group**

We have had a virtual group since 2010 which has been mainly involved with developing our patient surveys. We wanted to develop a more pro-active group of patients who could work with the practice in advising and participating in taking forward improvements, and making suggestions for priorities.

What actions were taken to address the priority?

Leaflets distributed, advertised on website, personal approaches, emails to current virtual group. Meetings held with Nigel Carter, Community Development Worker for PPG and with Michael Leech, Chairman of Oxford city PPG Forum, and Elaine Cohen re their experiences of developing a face to face PPG. Michael Leech and Elaine Cohen attended our first face to face meeting, and liaised with PPG members afterwards with further advice and suggestions.

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

We have now held three meetings of our PPG – October 2014, January and March 2015. We have developed a dedicated section on our practice website for the PPG. This includes information about the group, notes of meetings, results of surveys, links to other members etc. One of our PPG members has handed out leaflets advertising the group in the waiting room. Dedicated e-mail address for the group set up and run by one of the members hollowwaymedicalpatientgroup@gmail.com

One of our PPG members has attended the Oxford City Locality Patient Group.

Priority area 2

Description of priority area: **Review of waiting areas**

What actions were taken to address the priority?

Members of our PPG looked at the facilities, layout, welcome etc. in our two waiting rooms, and made suggestions for improvement.

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

Review of blood pressure area in ground floor waiting room – layout changed, more posters, advertising to make patients more aware of its presence and function. Instructions changed by PPG member to diagram format to make more user-friendly. Suggestion to use TV screen in first floor waiting room to show health related presentations – further information/costings currently being sought. Review of posters and suggestion of changing art displays provided by local schools. Separate noticeboard for Carers and for Older Patients set up. All these actions have been highlighted and circulated in notes of PPG meetings and are on the Patient Group area of the website.

Priority area 3

Description of priority area: **Review of information for new patients**

What actions were taken to address the priority? **PRG looked at information currently given to patients when they register with the practice. This was discussed at our meeting in March 2015.**

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

Suggestions made to look at establishing a shared patient and practice narrative. Marketing consultant PPG member is due to meet with GPs to take this forward.

**Information to be added to new patient pack re Patient Participation Group
More information from new patient pack to be available directly on website.
Website address to be included on all information sheets.**

All actions included in PPG notes on Patient Group section of website.

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):

Action taken on previous issues:

2012/13

Automated telephone queuing system installed – messages changed regularly to provide information for patients on services

New patient check in system installed with additional language options

Privacy at reception – sign installed requesting patients to stand back from the desk

Redesign of website – more modern user-friendly design with additional information and links. Also now includes Google

Translate and option to increase size of text

2013/14

Additional telephone appointments added for GPs

Duty Doctor system now in use in the afternoons as well as the mornings ensuring patients can speak to/see a GP on the same day if necessary

All newly registered patients given log in details for making appointments/ordering repeat prescriptions online/viewing medical records

Encouraging patients to see same GP for chronic conditions

Electronic prescribing now in place so patients can go straight to pharmacy to pick up their medication

4. PPG Sign Off

Report signed off by PPG: **YES**

Date of sign off: 26th March 2015

How has the practice engaged with the PPG: **By e-mail and face to face meetings**

How has the practice made efforts to engage with seldom heard groups in the practice population? **Personal approach in the waiting room by PPG member to give patients information about the PPG, posters, website, personal approaches by GPs/nurses etc.**

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?
See action taken on priorities above. Also there are plans to hold future medical topic meetings at the practice on health topics suggested by patients.

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

The PPG is very keen to expand the group and to encourage representation from more areas of the practice population. We are in the process of having further discussions about other ways of doing this.

David Hurn and Kate Meats – PPG members