

## Patient Participation Reporting Template 2014-2015

Practices are required to submit the patient participation report detailed below.

Please submit an electronic version of this report to [england.bgswareateamprimarycareBewley@nhs.net](mailto:england.bgswareateamprimarycareBewley@nhs.net) by 17<sup>th</sup> April 2015

If you have any queries, please contact Harriet Gill – [england.bgswareateamprimarycareBewley@nhs.net](mailto:england.bgswareateamprimarycareBewley@nhs.net)

Practice details: St Marys Surgery

Practice code: L81122

**Stage one – validate that the patient group is representative**

Demonstrates that the PRG is representative by providing information on the practice profile:

<b>Does the Practice have a PPG YES/NO</b>	<b>YES</b>
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Practice population profile	PRG profile	Difference
<b>Age</b>		
% 18 – 24 - 365	% 18 – 24 - 9	
% 25 – 34 - 297	% 25 – 34 - 15	

Practice population profile	PRG profile	Difference
% 35 – 44 - 633	% 35 – 44 - 24	
% 45 – 54 - 766	% 45 – 54 - 18	
% 55 – 64 - 747	% 55 – 64 - 14	
%65 – 74 - 682	%65 – 74 - 13	
%75 – 84 - 366	%75 – 84 - 9	
% Over 85 - 209	% Over 85 -	
Ethnicity		
White	White	
% British Group - 99.8	% British Group - 100	
% Irish -	% Irish -	
Mixed	Mixed	
% White & Black Caribbean -	% White & Black Caribbean -	
% White & Black African -	% White & Black African -	

Practice population profile	PRG profile	Difference
% White & Asian -	% White & Asian -	
<b>Asian or Asian British</b>	<b>Asian or Asian British</b>	
% Indian -	% Indian -	
% Pakistani -	% Pakistani -	
% Bangladeshi -	% Bangladeshi -	
<b>Black or Black British</b>	<b>Black or Black British</b>	
% Caribbean -	% Caribbean -	
% African -	% African -	
<b>Chinese or other ethnic Group</b>	<b>Chinese or other ethnic Group</b>	
% Chinese -	% Chinese -	
& Any Other -	& Any Other -	
<b>Gender</b>		
% Male - 49%	% Male - 46	

Practice population profile	PRG profile	Difference
% Female - 51%	% Female - 54	

<p><b>Differences between the practice population and members of the PRG</b></p> <p>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:</p>	<p>The receptionists have canvassed all patients who attended the surgery, We also have a link on the website for patients to register. There are also slips on reception for patients to complete. We have also contacted the local nursing homes and residential homes for the elderly and also patients with learning difficulties</p>
<p><b>Are there any specific characteristics of your practice population which means that other groups should be included in the PPG? Eg a large student population, significant number of Jobseekers, large numbers of nursing homes, or a LGBT community</b></p> <p><b>YES</b></p>	<p><b>If you have answered YES, please outline measures taken to include these specific groups and whether those measures were successful:</b></p> <p>The practice has a large nursing/residential home population as well as a home for young physically and mentally disabled residents who a significant number have learning disabilities. See details below of how we have engaged with the homes ( how has the practice engaged with the PPG)</p>
<p><b>Is the group virtual or face-to-face?</b></p>	<p>Virtual</p>
<p><b>How many members are there on the PRG?</b></p>	<p>102</p>

<b>Step 2 – Review Patient Feedback</b>	
Outline the sources of feedback that were reviewed during the year:	Feedback has been received by email, verbally as well as via the patient suggestion box in the waiting room, we have also received feedback for the IPSO Mori Patient survey and the Friends and family feedback
How Frequently were these reviewed with your PRG	Once
<b>Priority Area 1</b>	
Describe the priority area:	Card machine for payment of prescriptions and other non NHS services
Why was this priority identified:	Numerous requests/comments from patients
What actions were taken to address this priority	The practice looked into the costs, and although this has a cost to the practice, it was felt that the practice should implement this as a service to patients.
What were the results of the actions and what impact on patients and carers.	The impact on patients has been positive and well received. It now means that patients and or carers do not need to ensure that they have available cash
How was this publicised.	Village newsletters as well as posters in the waiting room

<b>Priority Area 2</b>	
Describe the priority area:	New automatic front doors
Why was this priority identified:	Feedback from patients, particularly the elderly, disabled and mums with pushchairs. The old front doors were wooden and required the user to manually push or pull the door open.
What actions were taken to address this priority	New automatic aluminium doors have been installed. They have an automatic sensor outside which opens the door as someone walks up to it. The main door is also wider than the original door, allowing for better access for wheelchairs and pushchairs.
What were the results of the actions and what impact on patients and carers.	The doors have been the talk of the village!, They have enabled easier access to the building for disabled and for mums with pushchairs, as well as easier access for the elderly.
How was this publicised.	Details of the doors have appeared in the village newsletter as well as posters within the surgery

<b>Priority Area 3</b>	
Describe the priority area:	Choose & Book referrals – offering patients a choice of hospital further away if they had a shorted waiting time
Why was this priority identified:	Patients were asked in a survey how far they would be willing to travel if they could get an

	appointment in a shorter time than the local hospitals. The feedback received was that the majority of patients would be happy to travel up to 40 miles
What actions were taken to address this priority	Secretaries routinely include a hospital choice of up to 40 miles away on the C&B letter
What were the results of the actions and what impact on patients and carers.	For those patients who had transport this was a positive addition to the referral process
How was this publicised.	Hospital choice offered on the paperwork the patients received. There were also local hospitals and a private hospital choice included.
<b>Progress on previous years</b>	
If you have participated in this scheme for more than one year, outline progress made on the issues raised in the previous year (s)	
<p>Year 1 (2013-14) - Use of Text messaging for appointments and results. Unfortunately this has not taken place as EMIS have had problems with the text messaging service and withdrew the service as patients were receiving multiple messages.</p> <p>C&amp;B appointments – the secretaries have widened their search for hospitals with lower waiting times and are offering the choice of hospitals up to 40 miles away. This has been well received by the patients who have been offered the choice of Dursley for dermatology appointments</p> <p>Receptionists changed their script and are now asking who the patient normally sees, before making appointments which is helping with continuity of care.</p> <p>Year 2 (2012-13) Patients reported issues at busy times getting through on the telephones – we added 2 extra lines for outgoing calls so that the incoming lines were not used for clinicians wanting to make telephone consultations.</p> <p>Extended hours – there was feedback that patients didn't always know when we were open on Saturdays. This information although on the surgeries website was not always seen by patients so we now include the village newsletters in our distribution of this information as well</p> <p>Advertising on the Jayex patient notice board within the surgery</p>	

Year 3 (2011-12) was used for setting up and registering patients for the PPG

PPG Sign Off	
Has the report been signed off by the PPG	Yes
What date was this report signed off:	March 2015 – emailed out to the PPG members and also copies in waiting room

How has the practice engaged with the PPG
<p>How has the practice made efforts to engage with seldom heard groups in the practice population?</p> <p>Whilst reviewing our membership of our PPG, we were aware that we didn't appear to have any representatives from any of our nursing or residential homes. So we wrote to the managers of all the care/residential homes and asked them to speak to their residents and to see if any of them wished to be part of the PPG, A signup sheet was sent, along with a suggestions/feedback sheet and also a form for the home to sign if no one wanted to be part of the group</p>
<p>Has the practice received patient and carer feedback from a variety of sources</p> <p>Yes, we have received feedback from our suggestion box located in the waiting room, we are also collecting feedback via the Friends and Family Ipad. We have received feedback from patients by email, and also letters/cards and word of mouth with members of staff or associated staff</p>
<p>How was the PPG involved the agreement of the priority areas and the resulting action plan?</p>

The PPG / patients were canvassed for suggestions via Email for feedback and then priority areas were selected according to how each area fitted with the practice own areas of work.

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

Access to the surgery is now easier for patients/carers, the disabled and mothers with buggies via the new automated front doors.  
The surgery phone lines are now manned by more staff at busy times, so patients will usually have their calls answered in a timely fashion, so that they do not have to phone again

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

No

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**Role: Practice Manager**

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