

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.bgswh-primarycare@nhs.net by **31st March 2015**

If you have any queries, please contact Harriet Gill – england.bgswh-primarycare@nhs.net

Practice details:

Practice code:

Stage one – validate that the patient group is representative

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

Does the Practice have a PPG YES/NO	YES
--	------------

Practice population profile	PRG profile	Difference
Age		
% 18 – 24 -	% 18 – 24 -	
% 25 – 34 -	% 25 – 34 -	

Practice population profile	PRG profile	Difference
% 35 – 44 -	% 35 – 44 -	
% 45 – 54 -	% 45 – 54 -	
% 55 – 64 -	% 55 – 64 -	
%65 – 74 -	%65 – 74 -	
%75 – 84 -	%75 – 84 -	
% Over 85 -	% Over 85 -	
Ethnicity		
White	White	
% British Group -	% British Group -	
% 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 -	
Asian or Asian British	Asian or Asian British	
% Indian -	% Indian -	
% Pakistani -	% Pakistani -	
% Bangladeshi -	% Bangladeshi -	
Black or Black British	Black or Black British	
% Caribbean -	% Caribbean -	
% African -	% African -	
Chinese or other ethnic Group	Chinese or other ethnic Group	
% Chinese -	% Chinese -	
& Any Other -	& Any Other -	
Gender		
% Male -	% Male -	

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

<p>Differences between the practice population and members of the PRG</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>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</p> <p>YES <input type="radio"/> NO <input checked="" type="checkbox"/></p>	<p>If you have answered YES, please outline measures taken to include these specific groups and whether those measures were successful:</p>
<p>Is the group virtual or face-to-face?</p>	<p>Virtual</p>
<p>How many members are there on the PRG?</p>	<p>15 members plus Lead GP and Practice Manager</p>

Step 2 – Review Patient Feedback	
Outline the sources of feedback that were reviewed during the year:	Friends and Family Test Access Survey Patient Feedback (at desk)
How Frequently were these reviewed with your PRG	Initially annually, but the frequency may increase as the PRG develops
Priority Area 1	
Describe the priority area:	Car Parking
Why was this priority identified:	Historical problem generating negative feedback from patients and staff alike
What actions were taken to address this priority	Ongoing communication with the landlord, NHS Property Services as they have responsibility for the car park.
What were the results of the actions and what impact on patients and carers.	Landlord is investigating a solution to the problem. They are looking at implementing Parking Eye to manage the car park. The vPRG feedback generally is that it should be free for as long as patients need access, but it is acceptable for parking charges for anything else, ie shopping in Stroud. We, as tenants, are awaiting the outcome of the proposal
How was this publicised.	As it has yet to be formally agreed, and has an impact on the whole of the site not just this practice, it has not been publicised. Once agreed we will publicise through the practice website and within the practice waiting area.

Priority Area 2	
Describe the priority area:	Signage
Why was this priority identified:	Dr Pamela Swindell retired last year as senior partner. There are multiple signs throughout the practice and building which identifies the practice with Dr Swindell's name. Two new partners have now joined the practice however the signage does not reflect this. Patients need clear and up-to-date information.
What actions were taken to address this priority	The present senior partner, Dr John Salter, liaised with the landlord to request signage upgrade. We have obtained a quote from a local company and the landlord has this month verbally agreed to the upgrade.
What were the results of the actions and what impact on patients and carers.	We are awaiting formal agreement from the Landlord and timescales of when the work will be undertaken.
How was this publicised.	Once formalised, this action will be publicised through the practice website.

Priority Area 3	
Describe the priority area:	Practice On-line Services
Why was this priority identified:	It was identified through a recent Patient Access Survey that we need to publicise and promote our online services to our patients as awareness was low.

Year 3

The car parking has been a historical problem at the practice and for the site as a whole. We do hope that our persistent communication with the landlord asking them to address this problem has finally been acknowledged and that, if the Parking Eye is implemented, it will improve the site for the benefit of not just our patients, but all service users.

PPG Sign Off

Has the report been signed off by the PPG

Yes

What date was this report signed off:

8th April 2015

How has the practice engaged with the PPG

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

Attempting to promote the virtual PRG to parents during baby clinic – this is a difficult group to reach due to time constraints and family commitments.

<p>Has the practice received patient and carer feedback from a variety of sources</p> <p>Yes, we use survey, FFT and general feedback from patients at front desk plus the virtual PRG</p>
<p>How was the PPG involved the agreement of the priority areas and the resulting action plan?</p> <p>Email exchange of reports and surveys with vPRG providing feedback which was used to formulate an action plan</p>
<p>How has the service offered to patients and carers improved as a result of the implementation of the action plan?</p> <p>Improved engagement with our patients – whilst our vPRG is relatively small, we are hoping the number of members will increase over the coming years</p> <p>Improved communication – both to patients, through the vPRG and through posters and website</p>

We believe that once the Priority areas have been formalised and actioned, visiting the practice will be a more positive and pleasant experience for patients

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

Name of Individual Completing this Document: Sarah Bryant

Role: Practice Manager

Email Address sarah.bryant@nhs.net