

**Shropshire and Staffordshire Area Team  
2016/17 Patient Participation Enhanced Service – Reporting Template**

**Practice Name:** Keele Practice

**Practice Code:** M83670

**Signed on behalf of practice:**

**Date:** 29 March 2017

**Signed on behalf of PPG:**

**Date:**

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

<b>Does the Practice have a PPG?</b> YES																																					
<b>Method of engagement with PPG:</b> Face to face meetings, and by email																																					
<b>Number of members of PPG:</b>																																					
<b>Detail the gender mix of practice population and PPG:</b> <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 10px;"> <thead> <tr> <th style="width: 20%;">%</th> <th style="width: 30%;">Male</th> <th style="width: 30%;">Female</th> </tr> </thead> <tbody> <tr> <td>Practice</td> <td></td> <td>2</td> </tr> <tr> <td>PRG</td> <td>4</td> <td>5</td> </tr> </tbody> </table>	%	Male	Female	Practice		2	PRG	4	5	<b>Detail of age mix of practice population and PPG:</b> <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 10px;"> <thead> <tr> <th style="width: 10%;">%</th> <th style="width: 10%;">&lt;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%;">&gt; 75</th> </tr> </thead> <tbody> <tr> <td>Practice</td> <td></td> <td></td> <td></td> <td></td> <td>2</td> <td></td> <td></td> <td></td> </tr> <tr> <td>PRG</td> <td></td> <td></td> <td>1</td> <td>1</td> <td></td> <td></td> <td>7</td> <td></td> </tr> </tbody> </table>	%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75	Practice					2				PRG			1	1			7	
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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
<b>Practice</b>	2							
<b>PRG</b>	9							

	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
<b>Practice</b>										
<b>PRG</b>										

**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 practice has posters displayed in the patient areas requesting people to join the group, and also on the website. The practice has struggled to recruit students into the Group, so a representative from the Student Support Group at Keele University joined the group to represent the students. One representative is an ex-student of the university, one is a former lecturer at the university and one is a retired member of the university staff. One of the practices long-standing members left the practice and therefore PPG as she moved home which was out of the area

**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?**

**YES**

**If you have answered yes, please outline measures taken to include those specific groups and whether those measures were successful:**

The group has tried to recruit more representatives from the student population and to date only one is in the group, and has not been very successful, as few students seem to be interested in joining the group. Students have been personally asked if they would like to join the group but have refused, but the practice does continue to attempt to recruit more in this patient population. A representative from the student support department is also a member of the group to give the students perspective on items discussed

## **2. Review of patient feedback**

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

Discussions within the group of things that would be relevant to patients. Patient satisfaction survey. Friends and Family Test.

**How frequently were these reviewed with the PRG?**

At the three monthly meetings, or via email where appropriate

### 3. Action plan priority areas and implementation

#### Priority area 1

##### **Description of priority area:**

##### **New Health Centre**

A new Health Centre is being built by the university, and the existing one will be demolished. It is due to open between June and September 2018.

##### **What actions were taken to address the priority?**

Meetings took place between the practice and the PPG, and also the university, practice and PPG. This enabled the patients to give their opinions and thoughts on the building. There was no allocated parking space for patients initially, and after discussions 9-10 patient parking spaces will be available by the entrance to the new health centre. These will include disabled parking. The proposed layout was also discussed, and the reason why the layout was so important was fed back to the university.

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

The patients and practice thought that the final layout would work to ensure that patients could be given the best possible service. E.g. the dispensary will be next to the reception, so that in busier times the dispensary staff will be able to assist the reception staff to deal with patients more quickly. There will now be patient allocated parking, so that patients do not have to pay on the general car park, and are able to park nearer to the practice

## Priority area 2

### Description of priority area:

**To reduce A&E attendances**, and encourage patients to attend the practice, pharmacy or walk-in-centre instead

### What actions were taken to address the priority?

This has been actively promoted by the practice, by word of mouth, on the Facebook page, and via signs around the practice and at the student registration.

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

Patients are aware of the alternative to going immediately to A&E. This information is displayed in 5 different languages around the practice, and leaflets are given to student patients when they register

### Priority area 3

**Description of priority area:**

To encourage more patients to use online services. The NHS target for 2016/17 was 10% of patients should be registered, this will rise to 20% next year.

**What actions were taken to address the priority?**

This was discussed with the group, as it seemed that unusually the students seem more reluctant to use the online booking/repeat prescription ordering system. This has been promoted on the practice Facebook page. The auto-arrivals board was turned off during March, so that when patients checked in at the desk, they could be asked individually if they would like to register for this service. The 10% was achieved by 31 March 2017

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

When the patients saw a demonstration of the App, they were very impressed and keen to register for this service. The one to one promotions will commence again in October with the new intake of patients. The patients that did start to use this service were very impressed with the ease of use, especially when used via the phone App

## 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):

### Feedback from the report on Year 2015-2016

#### **Pharmacy/Dispensary service**

The pharmacy was opened on campus in August 2015. A large majority of students use this pharmacy. The dispensary at the practice has therefore been drastically reduced but remains open. The patients sometimes find it difficult to obtain a prescription when the pharmacy is closed, as the opening hours there are less than the practices.

#### **Health Centre parking**

The increase in parking spaces on the car park made parking much easier for patients and staff

#### **Accurate patient survey results**

The PPG supported the practice in its annual survey again by speaking to patients and distributing the surveys. The 2015/16 survey was too short and only audited clinicians and not the service. In 2016/17 a Mori Poll survey was used, but this was found to be too long, and the patients got bored with this, therefore although the survey results were very impressive, more questions went unanswered this year.

