

Derbyshire & Nottinghamshire Area Team

2014/15 Patient Participation Enhanced Service REPORT

Practice Name: MILLVIEW SURGERY

Practice Code: C84106

Signed on behalf of practice: Kerry Walker

Date:

Signed on behalf of PPG: Julie Williams

Date:

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

Does the Practice have a PPG? YES / NO
Method of engagement with PPG: Face to face, Email, Other (please specify) Face to Face – The PPG members meet once a month but also have regular and frequent e-mail contact.
Number of members of PPG: 7 members on the executive committee.

Detail the gender mix of practice population and PPG:

Number	Male	Female
Practice	3945	4185
PPG	3	4

Detail of age mix of practice population and PPG:

Number	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
Practice	1451	731	1140	943	1137	999	908	821
PPG				2		1	4	

Detail the ethnic background of your practice population and PRG:

Number	White				Mixed/ multiple ethnic groups			
	British	Irish	Gypsy or Irish traveller	Other white	White &black Caribbean	White &black African	White &Asian	Other mixed
Practice	4946	11	0	133	7	10	4	18
PPG	7							

Number	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice	41	9	14	19	14	7	2	4	0	0
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:

The PPG regularly undertake promotional events to try to recruit new PPG representatives. Although the group is not fully representative of the practice population, this is not despite efforts from the members to attract a wider age/ethnic group.

Active measures are currently underway to advertise the group to the Eastern European population.

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/NO

We have a large population of patients aged over 80 and a large Eastern European population.

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

The PPG is being advertised is polish, Czech and Lithuanian. This is currently on-going.

2. Review of patient feedback

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

- Patient Survey
- Suggestion Box
- Complaints

How frequently were these reviewed with the PRG?

- The patient survey is carried out and reviewed annually.
- The suggestion box comments are reviewed every 3months.
- Complaints are reviewed by the Practice whenever one is raised.

3. Action plan priority areas and implementation

Priority area 1
<p><i>Description of priority area:</i></p> <p>Improving patient's health and well-being. Encouraging self-care especially in line with the CCG's integrated health and social care plan.</p>
<p><i>What actions were taken to address the priority?</i></p> <p>The PPG is arranging a patient well-being event to be held at the surgery. This event will help patients to be aware of healthy eating and exercise. The PPG regularly put on self-care campaigns to encourage patients to take control of their own health and well-being.</p>
<p><i>Result of actions and impact on patients and carers:</i></p> <p>The results are on-going. It is hoped that the patient well-being event will be well attended, and that it will encourage patients to be more aware of the implications of self-help, healthy eating and exercise. Hopefully they will find that this helps them have more control of their own health, reducing risks of serious health conditions.</p> <p><i>How were these actions publicised?</i></p> <p>Full use is made of patient information screens, noticeboards, and the practice website and newsletters.</p>

Priority area 2

Description of priority area:

Correct Patient Choice in particular to reduce inappropriate A&E attendances.

What actions were taken to address the priority?

Several promotional events have taken place within the Practice encouraging patients to make the right choice when medical advice is needed. The PPG have developed an annual campaign to promote accessing the variety of services available within the local community as an alternative to using A&E.

Result of actions and impact on patients and carers:

The results of these promotional events have been that there was a reduction in the number of A&E attendances. Millview Surgery's right choice campaign has been used by other practices in the area and the CCG Practice Liaison Manager is using our campaign across the CCG.

How were these actions publicised?

Full use is made of patient information screens, noticeboards, and the practice website and newsletters.

Priority area 3

Description of priority area:

Promotion of Online Services

What actions were taken to address the priority?

Leaflets, flyers and posters were developed to promote this service to patients.

Result of actions and impact on patients and carers:

More patients have signed up to use the online service resulting in them being able to book appointments online and order their prescriptions online.

How were these actions publicised?

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):

2013 - 2014 actions were:-

1. Education of patients regarding how to access suitable services when the surgery is closed. This as mentioned is an on-going area for the PPG.
2. To achieve full representation on the PPG – again as mentioned this is an on-going area for the PPG.

4. PPG Sign Off

Report signed off by PPG: YES / NO

Date of sign off: 26.02.2015

How has the practice engaged with the PPG:

There is practice attendance at each full PPG Executive Committee meeting, normally by the administration staff and the Nurse Practitioner, but in addition, when required by the agenda topics, a GP will also attend the meetings.

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

The PPG regularly undertake events within the Surgery to promote the PPG. The PPG are planning to produce PPG information in other languages to engage with patients from other ethnic groups. The PPG attends and assists with the annual flu vaccination clinics held in a local community centre.

Has the practice received patient and carer feedback from a variety of sources?

As previously mentioned the PPG receive feedback from patients via patient surveys and suggestion box comments.

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?

As a result of the action plan, more patients are aware of the PPG, resulting in new members.

Patients are now more aware of where to attend if clinical attention is needed when the Surgery is closed due to the regular PPG right choice campaigns which has seen a reduction in the number of patients from the practice attending A&E according to CCG figures. This has especially been so immediately following a campaign, hence the need for repeated campaigns to remind patients of the choice of services and the importance of using them appropriately.

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

The PPG work very well with the staff of Millview Surgery. There is a good working relationship between the surgery and the PPG.

Please submit completed report to the Area Team via email no later than 31 March 2015 to:

- Derbyshire practices: e.derbyshirenottinghamshire-gpderbys@nhs.net
- Nottinghamshire practices: e.derbyshirenottinghamshire-gpnotts@nhs.net