**Essex Area Team**

**2014/15 Patient Participation Enhanced Service – Reporting Template**

Practice Name: OAKLANDS SURGERY

Practice Code: F81096

Signed on behalf of practice: Sue Warren Date: 3rd March 2015

Signed on behalf of PPG: Chris Clark Date:29.1.15

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

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| Does the Practice have a PPG? YES – Established 2005 | |
| Method of engagement with PPG: Face to face, Email, Other (please specify) Face to face every 3 months plus a Virtual Patient Group – as and when required. | |
| Number of members of PPG: **Face to face membership = 8 members. Virtual Patient Group: 58** | |
| Detail the gender mix of practice population and PPG:   |  |  |  | | --- | --- | --- | | % | Male | Female | | Practice | 5105 | 5491 | | PRG |  | 8 | | Detail of age mix of practice population and PPG:   |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | | % | <16 | 17-24 | 25-34 | 35-44 | 45-54 | 55-64 | 65-74 | > 75 | | Practice | 1991 | 483 | 1251 | 1132 | 1394 | 1350 | 1457 | 1084 | | PRG |  |  |  |  |  | 2 | 4 | 2 | |
| 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 | 8119 | 12 | 11 | 52 | 25 | 2 | 4 | 1149 | | PRG | 8 |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | |  | Asian/Asian British | | | | | Black/African/Caribbean/Black British | | | Other | | |  | Indian | Pakistani | Bangladeshi | Chinese | Other  Asian | African | Caribbean | Other Black | Arab | Any other | | Practice | 20 | 3 | 8 |  | 17 | 11 | 5 | 5 |  | 42 | | PRG |  |  |  |  |  |  |  |  |  |  | | |
| 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:  Oaklands Surgery continues to find it hard to engage with the practice population. There are posters advertising the PPG in Reception, on the Practice website which is updated on a regular basis. Patients are invited to join the group – either on a face to face basis or via the Virtual Patient Group. | |
| 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: | |

1. Review of patient feedback

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| Outline the sources of feedback that were reviewed during the year:  Patient feedback is gathered via the ‘Comments’ box located in reception and complaints and concerns are brought to the group on a regular basis. An action plan is reviewed on a regular basis, approximately every 6 months, however, various topics are covered at every PG meeting. The practice, along with all GPs and healthcare providers in the country, are gathering feedback via the Friends and Family test. There are 2 questions which need to be completed “How likely are you to recommend our GP practice to friends and family if they needed similar care or treatment? Patients are invited to respond to the question by choosing one of six options, ranging from ‘extremely likely’ to ‘extremely unlikely’.  There is also a follow up question as to why they gave that answer. Feedback is collated on a monthly basis and the Department of Health will analyse the figures, which will be published both nationally and locally. The Practice Manager will also analyse these figures and feedback information to the Patient Group in coming months. |
| How frequently were these reviewed with the PRG?  6 monthly or as and when appropriate. |

1. Action plan priority areas and implementation

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| Priority area 1 |
| Description of priority area:  Trouble with the telephone system. |
| What actions were taken to address the priority?  The practice is actively trying to improve the telephone system. A new telephone system has been commissioned and the Practice is awaiting a commencement date. |
| Result of actions and impact on patients and carers (including how publicised):  Awaiting new telephone system. Impact on the patients and carers will be beneficial. |

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| Priority area 2 |
| Description of priority area:  Booking an appointment with a doctor or nurse on the day |
| What actions were taken to address the priority?  Recruitment of new staff. Recruitment of 2 new lady GPs. An increase in the amount of routine appointments made available.  More appointments available for on-line booking and a triage system are now in place. |
| Result of actions and impact on patients and carers (including how publicised):  Appointment problems are easing. A gradual improvement will be seen over the coming months. |

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| Priority area 3 |
| Description of priority area:  A proportion of patients did not know that the practice had a patient participation group and that information can be gained from the NHS Choices Website and Practice Website. |
| What actions were taken to address the priority?  Patient Group is continually being advertised, in reception, on the Practice website, NHS Choices.  Signs up in reception advertising NHS Choices and Practice Website. |
| Result of actions and impact on patients and carers (including how publicised):  Patient Group representation is still poor. |

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):

Oaklands Surgery has participated in the PPG scheme for a number of years.

Good progress has been made on recruitment of GPs, however, there are ongoing problems with the telephone system and appointments. A new telephone system has been commissioned which should help to improve access once it has been installed.

1. PPG Sign Off

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| Report signed off by PPG: YES  Date of sign off: 15th January 2015 |
| How has the practice engaged with the PPG: Through face to face and email, posters, advertisements.  How has the practice made efforts to engage with seldom heard groups in the practice population? Yes  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? Do you have any other comments about the PPG or practice in relation to this area of work?- |