Annex D: Standard Reporting Template

Kent and Medway Area Team

2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: Hamstreet Surgery

Practice Code: G82186

Signed on behalf of practice: Penny Maitland Date: 10 March 2015

Signed on behalf of PPG: Kim Manley (Chair) Date: 10 March 2015

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

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| Does the Practice have a PPG? YES | |
| Method of engagement with PPG: Face to face, Email, Other (please specify) Face to face and email | |
| Number of members of PPG: 109 | |
| Detail the gender mix of practice population and PPG:   |  |  |  | | --- | --- | --- | | % | Male | Female | | Practice | 3346 | 3406 | | PRG | 51 | 58 | | Detail of age mix of practice population and PPG:   |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | | % | <16 | 17-24 | 25-34 | 35-44 | 45-54 | 55-64 | 65-74 | > 75 | | Practice | 18.3 | 7.7 | 9.5 | 11.5 | 16.2 | 14 | 14 | 8.6 | | PRG | 0 | 2.7 | 3.7 | 7.3 | 18.3 | 19.3 | 34 | 14.7 | |
| 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 | 94% |  |  | 3% |  |  |  | 1% | | PRG | 99% |  |  | 1% |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | |  | Asian/Asian British | | | | | Black/African/Caribbean/Black British | | | Other | | |  | Indian | Pakistani | Bangladeshi | Chinese | Other  Asian | African | Caribbean | Other Black | Arab | Any other | | Practice |  |  |  |  | 1% |  |  |  |  | 1% | | 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:  **We have proportional representation of gender within the PPG.**  **We have targeted the younger population by writing to them directly, inviting them to attend our PPG meetings and encouraged them to become part of the Virtual PPG.**  **We have a small minority of ethnic groups not currently represented and the receptionists target them with a letter of invitation at the point of registration.** | |
| 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:  **At every meeting of the PPG we have an Agenda Item – Claims, Concerns and Issues which gives everyone an opportunity for discussion of any points raised. The Chairlady is also in the process of compiling a FAQ list, to be emailed to the Virtual Group and be publicised in the patient leaflet when a patient registers, as well as being posted on the website and on the in-house notice board.**  **Feedback from the Friends and Family Test is being monitored and any issues raised discussed.** |
| How frequently were these reviewed with the PRG? **At every meeting which are held every two months**. |

1. Action plan priority areas and implementation

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| Priority area 1 | |
| Description of priority area:  **Quality and Equity of Care** | |
| What actions were taken to address the priority?  **The Chairlady suggested that as an alternative to continuing with an annual survey she would be happy to collate information using a tool called “Claims, Concerns and Issues” from each meeting. This would enable not just on-going celebration of achievements of the practice but also proactive action around any concerns and issues. The three questions that guide the exercise are:**  **What positive statements would you like to make about the practice?**  **What concerns do you have about the practice?**  **What questions would any reasonable person be asking about the practice?**  **Any comments received via the Friends and Family Test would also be brought to the meetings.** | |
| Result of actions and impact on patients and carers (including how publicised):  **The above exercise has been carried out at each meeting and highlighted lots and questions which needed to be answered as well as good and not so good issues that have been discussed.**  **The minutes of the meetings are emailed to our larger Virtual PPG and posted on our in-house noticeboard.**  **The Chairlady will be compiling a FAQ list for publication on our website, it will also be included within the patient leaflet for all new patients registering, sent to the Virtual PPG and posted on our in-house noticeboard.** | |
| Priority area 2 |
| Description of priority area:  **Interacting with Self Help Groups and Voluntary Agencies**  **In last year’s survey 11% of patients expressed an interest in contributing to Dementia support groups and 20% of patients were interested in contributing to Long Term Conditions support groups** |
| What actions were taken to address the priority?  **A member of the PPG agreed to look into finding a list of local support groups. Healthwatch have supplied a list of local support groups for circulation to all members of the PPG and Virtual PPG. The list is also available in the Important Information folder in the surgery waiting room and also available on the website, and PPG Noticeboard.** |
| Result of actions and impact on patients and carers (including how publicised):  **It is hoped that patients wishing to become involved with either of the above support groups would be able to access the information available. Our aim is to offer help to the vulnerable and isolated through patient support**. |

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| Priority area 3 |
| Description of priority area:  **Sharing Information** |
| What actions were taken to address the priority?  **Speakers have been asked to attend the meeting, representation from the ACCG have given a talk.**  **Healthwatch have been approached and agreed to attend in the future.**  **A Strategic Overview of the Hamstreet Surgery business plan has been prepared to give patients a better understanding of Strategies, Plans and Actions.**  **To advertise services in a newsletter and make available to local Parish Councils** |
| Result of actions and impact on patients and carers (including how publicised):  **A powerpoint presentation has been forwarded to all members of the PPG and Virtual PPG and put in the “Important Information” folder in the surgery waiting room.**  **A Newsletter has been prepared for circulation. We hope to reach a wider range of patients and carers to make them aware of the services and support available within the local rural network (Hamstreet, Tenterden and Woodchurch).** |

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):

**The PPG has progressed significantly over the last few months with lots of ideas of how to provide a good quality and equitable services for all patients.**

**We have highlighted ways of advertising services to try and reach as many patients as possible, in particular the isolated and vulnerable.**

**Newsletters were a popular way to advertise changes and services available and in 2013 it was agreed to put a Newsletter on the website, as well as advertising in-house. We have further extended this by approaching Parish Councils to put on their notice boards and Parish Magazines which they have agreed to do.**

**The 2014 Survey identified that 11% of patients were interested in contributing to Dementia support groups and 20% were interested in contributing towards Long Term Conditions support groups. We have addressed this by advertising the latest list of Ashford Support Groups, supplied by Healthwatch which will be updated on a six monthly basis.**

1. PPG Sign Off

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| Report signed off by PPG: **YES**  Date of sign off: **10 March 2015** |
| How has the practice engaged with the PPG: **Fully engaged**  How has the practice made efforts to engage with seldom heard groups in the practice population? **Direct contact has been made to invite members of groups under represented at the PPG’s, to attend the bi-monthly meetings.**  Has the practice received patient and carer feedback from a variety of sources? **Yes, Members involved in village life bring comments/ views back to the meetings.**  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? **More patients are aware and accessing services available, especially the weekend walk-in urgent care clinics.**  Do you have any other comments about the PPG or practice in relation to this area of work? **It has been a pleasure to engage fully with the PPG and Hamstreet Surgery and work on the three priority areas. The meetings are always well attended and all members actively participate with enthusiasm.** |