Annex D: Standard Reporting Template

[Name] Area Team

2015/16 Patient Participation Enhanced Service – Reporting Template

Practice Name: FROME VALLEY MEDICAL PRACTICE

Practice Code: L81014

Signed on behalf of practice: Dr P Buckley, GP Lead Date: 11-March-2016

Signed on behalf of PPG: Fiona Goodchild, Secretarial and Admin Support Date: 24-March-2016

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: | |
| Detail the gender mix of practice population and PPG:   |  |  |  | | --- | --- | --- | | % | Male | Female | | Practice | 7240 | 7414 | | PRG | 12 | 40 | |  |  |  | | Detail of age mix of practice population and PPG:   |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | | % | <16 | 17-24 | 25-34 | 35-44 | 45-54 | 55-64 | 65-74 | > 75 | | Practice | 274 | 1313 | 1372 | 1671 | 2359 | 1765 | 1694 | 1728 | | PRG | 0 | 4 | 0 | 10 | 11 | 9 | 9 | 9 | |
| 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 | 8751 | 0 | 18 | 1540 | 27 | 14 | 46 | 9 | | PRG | 28 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |  |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | |  | Asian/Asian British | | | | | Black/African/Caribbean/Black British | | | Other | | |  | Indian | Pakistani | Bangladeshi | Chinese | Other  Asian | African | Caribbean | Other Black | Arab | Any other | | Practice |  |  |  | 1 |  |  |  |  |  |  | | PRG |  |  |  | 1 |  |  |  |  |  |  | | |
| 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 recruited 4 x 6th formers to the PPG and also gained a number of members by asking people who attended the surgery whether they would like to join the PPG or the PRG (email group). We have currently increased the size of the PPG (including PRG) from 24 to 35. We recognise that many people cannot spare the time to attend meetings and therefore most of the growth has come in the PRG (email 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? YES/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:  PPG & Carers Survey  Carers Questionnaire  Survey of Surgery Information |
| How frequently were these reviewed with the PRG? |

1. Action plan priority areas and implementation

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| Priority area 1 |
| Description of priority area: The provision of information within the practice waiting area.  The PPG wanted to review how information is provided within the waiting area and recommend some changes. This coincides with planned redecoration of the waiting area so was a good time to review what was working and what wasn’t. |
| What actions were taken to address the priority?  Members of the PPG walked around the area taking photos and making notes. They then visited three other surgeries for comparison purposes. A Powerpoint presentation showing photos of ours and other surgeries was produced and shown to the full PPG group and to the practice staff. Using the recommendations from the presentation the PPG then worked with the Practice Manager to determine what changes should be made. |
| Result of actions and impact on patients and carers (including how publicised):  Redecoration has taken place, new monitors have been installed and the replacement of noticeboards and leaflets is imminent. It is planned that the monitors and the newsletter will publicise the changes once the work is complete. |

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| Priority area 2 |
| Description of priority area:  The PPG wanted to find a way of improving access for Young People to the GPs |
| What actions were taken to address the priority?  We recruited 4 6th Formers from Winterbourne Academy to the PPG and brainstormed possible ways in which we might make the practice more accessible. It was felt that electronic communications were the best starting point and a sub–group was formed to develop a website area specifically for Young People encompassing:   * Consent * Mental Health * Sexual Health * Addictions * Immunisations * Pregnancy and Abortion * Young Carers   All the content was prepared by the members of the sub-group and presented to the full PPG, who were delighted with the amount of work that had been done. |
| Result of actions and impact on patients and carers (including how publicised):  The transformation from documents onto the website is now in progress and it is envisaged that it will launch in the next couple of months. It has been agreed with the Head of 6th Form at Winterbourne Academy that we can publicise it through them and we will obviously also use the monitors in the surgery and the newsletter as well as the local press. |

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| Priority area 3 |
| Description of priority area: Following the success in increasing the number of Carers registered in the previous year the group wanted to continue the focus on Carers by finding out what Carers thought of the support they received from the practice and whether there would be any room for improvement. |
| What actions were taken to address the priority?  A questionnaire was developed which would give us a profile of the Carers and would give them the opportunity to make their views known about the service they receive. The survey was posted to all carers registered at the practice. The survey was anonymous but we also enclosed a slip for them to complete if they wanted to speak to someone about their situation.  When receiving the responses back it was identified that a significant number of people were former Carers that had not been taken off the register. Procedures are now being put in place when a death is notified to reclassify Carers. The number of Carers registered will therefore decrease. |
| Result of actions and impact on patients and carers (including how publicised):  The survey results are currently being collated and will be publicised later in the year. |

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 height of the reception desk was reduced in one area. It has now been decided to reduce the height of the desk across a wider area following the work which has taken place this year comparing us with other surgeries.

The number of Carers registered at the practice had increased from 227 to 248, as at the last report. We repeated the Carer’s survey prior to sending out the Questionnaire to ensure that as many Carers as possible were registered and to give us the best chance of getting good results from the Questionnaire responses. The number of Carers registered went up to 370, and has subsequently increased again to 412.

1. PPG Sign Off

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| Report signed off by PPG: YES/NO  Date of sign off: |
| How has the practice engaged with the PPG:  How has the practice made efforts to engage with seldom heard groups in the practice population?  Has the practice received patient and carer feedback from a variety of sources?  Was the PPG involved in the agreement of priority areas and the resulting action plan?  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? |