

Patient Participation Reporting Template 2014-2015

Practices are required to submit the patient participation report detailed below.

Please submit an electronic version of this report to england.bgs-primcare@nhs.net by **31st March 2015**

If you have any queries, please contact Harriet Gill – england.bgs-primcare@nhs.net

Practice details: Dr. Andrew, Edwards, Hayes & Cleary

Practice code: L84021

Stage one – validate that the patient group is representative

Demonstrates that the PRG is representative by providing information on the practice profile:

Does the Practice have a PPG YES/NO	YES <input type="checkbox"/>	NO <input type="checkbox"/>
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Practice population profile	PRG profile	Difference
Age		
% 18 – 24 - 9.5%	% 18 – 24 0%	-9.5%
% 25 – 34 - 11.6%	% 25 – 34 - 8.3%	-3.3%

Practice population profile	PRG profile	Difference
% 35 – 44 - 14.9%	% 35 – 44 – 8.3%	-6.6%
% 45 – 54 - 19.6%	% 45 – 54 - 16.7%	-2.9%
% 55 – 64 - 17%	% 55 – 64 - 16.7%	-0.3%
%65 – 74 – 16.4%	%65 – 74 - 41.6%	+25.2%
%75 – 84 - 8.1%	%75 – 84 - 0%	-8.1%
% Over 85 - 2.9%	% Over 85 - 8.3%	+5.4%
Ethnicity		
White	White	
% British Group -	% British Group -	
% Irish -	% Irish -	
Mixed	Mixed	
% White & Black Caribbean -	% White & Black Caribbean -	
% White & Black African -	% White & Black African -	

Practice population profile	PRG profile	Difference
% White & Asian -	% White & Asian -	
Asian or Asian British	Asian or Asian British	
% Indian -	% Indian -	
% Pakistani -	% Pakistani -	
% Bangladeshi -	% Bangladeshi -	
Black or Black British	Black or Black British	
% Caribbean -	% Caribbean -	
% African -	% African -	
Chinese or other ethnic Group	Chinese or other ethnic Group	
% Chinese -	% Chinese -	
& Any Other -	& Any Other -	
Gender		
% Male - 49.1%	% Male - 41.7%	-7.4%

Practice population profile	PRG profile	Difference
% Female – 50.9%	% Female - 58.3%	+7.6%

<p>Differences between the practice population and members of the PRG</p> <p>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:</p>	<p>General appeals for younger members of the group have not been successful. We have put a specific plea in our newsletter for people under 40 years of age to join the group. Members of the group do also have links with other organisations in the community. We do not routinely record ethnicity, and our practice population is overwhelmingly white and of UK origin.</p>
<p>Are there any specific characteristics of your practice population which means that other groups should be included in the PPG? Eg a large student population, significant number of Jobseekers, large numbers of nursing homes, or a LGBT community</p> <p>YES <input type="radio"/> NO <input checked="" type="radio"/></p>	<p>If you have answered YES, please outline measures taken to include these specific groups and whether those measures were successful:</p>
<p>Is the group virtual or face-to-face?</p>	<p>Both – we have a core group that attends meetings and a further 3 members who are involved as an add-on email group</p>
<p>How many members are there on the PRG?</p>	<p>9 members on the core group and a further 3 members in the virtual group.</p>

Step 2 – Review Patient Feedback	
Outline the sources of feedback that were reviewed during the year	Comments made through the year by patients, and those made via the Friends and Family Test
How Frequently were these reviewed with your PRG	Annually
Priority Area 1	
Describe the priority area:	Car Parking
Why was this priority identified:	There is limited car parking available at both our sites, but it is not sufficient for demand. There have been comments made about safety and issues for local residents.
What actions were taken to address this priority	<p>Bream:</p> <p>The designated car parking for the surgery is at the Community Centre around the corner. There are notices asking patients to use the Community Centre but these will be reworded to try to make them more effective.</p> <p>Yorkley:</p> <p>The Recreation Centre is currently being rebuilt and will have a car park. Once the work is completed we will discuss with the committee whether it can be made available for surgery use.</p>
What were the results of the actions and what impact on patients and carers.	Too soon to say

How was this publicised.	If agreed with the recreation centre it will be publicised in the surgery and on the website at that point.
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Priority Area 2	
Describe the priory area:	Making phlebotomy appointments available to be booked on-line
Why was this priority identified:	Comments from patients, PPG members and Friends and Family Test
What actions were taken to address this priority	These appointments can now be booked via our on-line service
What were the results of the actions and what impact on patients and carers.	Too soon to say
How was this publicised.	On the Practice website

Priority Area 3	
Describe the priory area:	Self-check in screens for patients
Why was this priority identified:	Comments from staff, Friends and Family Test comments, and a suggestion made in a previous PPG survey

What actions were taken to address this priority	Screens have been ordered
What were the results of the actions and what impact on patients and carers.	Screens have not yet arrived
How was this publicised.	Will be publicised on the practice website when they are available.
Progress on previous years	
If you have participated in this scheme for more than one year, outline progress made on the issues raised in the previous year (s)	
<p>Year 1 Newsletters are now produced regularly, we have a virtual arm to our PPG and notice boards are undergoing a rethink</p> <p>Year 2 We have not yet activated the text message system as we are in the process of sorting out consents. Nurse appointments have not been made available on-line as patients could easily book with the wrong nurse and for an incorrect appointment length. We are still looking at making smear appointments bookable on-line.</p> <p>Year 3 Current year – see above.</p>	

PPG Sign Off	
Has the report been signed off by the PPG	Yes
What date was this report signed off:	23 rd March 2015

How has the practice engaged with the PPG
<p>How has the practice made efforts to engage with seldom heard groups in the practice population? We have links via the PPG to schools, voluntary organisations and the local council.</p>
<p>Has the practice received patient and carer feedback from a variety of sources. We have used feedback from patient comments throughout the year (in person and via the telephone) and the Friends and Family test (paper and on-line) and staff members with family connections to the surgery.</p>
<p>How was the PPG involved the agreement of the priority areas and the resulting action plan? A meeting was held to discuss the comments we had received and decide what we should focus on.</p>
<p>How has the service offered to patients and carers improved as a result of the implementation of the action plan? Too soon to say on most of the actions but the intention is:</p> <ul style="list-style-type: none"> • Access to the surgery will be easier • On-line phlebotomy appointments will make it easier for patients to book the appointments, and reduce the calls/visits to the surgery to make these appointments • Self-check in will make it quicker for patients to book in and free up receptionists for dealing with other patients and phone calls.

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

It is difficult to get people to join the PPG as everyone seems to have so many calls upon their time.

We cover a large number of communities and it is difficult to get representatives from all of them.

We are reluctant to have too many retired people on the group as this would make the group less representative.

Name of Individual Completing this Document: Barbara Martin

Role: Practice Manager

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