

2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: UPWELL STREET SURGERY

Practice Code: C88027

Signed on behalf of practice: Marie Tindall Date: 26 March 2015

Signed on behalf of PPG: Date:

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

Does the Practice have a PPG? YES										
Method of engagement with PPG: Face to face, Email, Letter										
Number of members of PPG: 11										
Detail the gender mix of practice population and PPG:					Detail of age mix of practice population and PPG:					
%	Male	Female								
Practice	49.74	50.26	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
PRG	54.5	45.5	31.12	10.78	15.48	13.29	10.13	8.10	4.72	6.35
			18.2			18.2	36.3	18.2	27.3	

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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	37%			19%	1%	0.5%	1.5%	
PRG	90.9%							

	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice	1%	33%			3%	1%	3%		2%	
PRG	9.1%									

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 have canvassed patients via the website and by advertising in the practice, also have contacted patients who have indicated an interest in the patient group work on feedback questionnaires. We have also raised the possibility of joining the patient group with individuals on a face to face basis., for example when contacting the practice with a query,

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
YES

If you have answered yes, please outline measures taken to include those specific groups and whether those measures were successful:
Over the past 12 months we have increased our participation in the LES for Care Homes and therefore intend to contact the care homes and their carers to encourage input to the Patient Group. We are also to work with the lead GP for Learning Difficulties to identify patients and carers who again may be interested in being part of the group.

We have approached community leaders for the Slovak community to try to identify a patient from this community who may be interested in joining our patient group. To date we have not had any success but will work towards encouraging input from this part of the community through local community initiatives which are developing in the area aimed at Roma Slovak

2. Review of patient feedback

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

We have encouraged feedback from patient group members through open discussion at patient group meetings
Encouraging feedback from patients via an open door policy for patients to make any comments on the service to the practice manager
Signage in surgery
Questionnaire and Friends and Family test
Through comments and feedback passed on by clinicians
Through the comments and complaints procedure
Website communication

How frequently were these reviewed with the PRG?

At meetings held during the year (3)

3 Action plan priority areas and implementation

Priority area 1

Description of priority area:

Promote the services of the practice to patients

What actions were taken to address the priority?

Promotion of online services – prescriptions, appointments and summary care records via messages on prescriptions, signage in surgery and

on the website

Ensuring the website is kept up to date and includes up to date and accurate information on the services available in the practice

Result of actions and impact on patients and carers (including how publicised):

The practice continues to promote the online access services to patients – However take up has been relatively slow despite continued publication of the services

Positive response from patients to health care initiatives – for example flu programme, care planning

Priority area 2

Description of priority area:

To increase the access to appointments within the practice

What actions were taken to address the priority?

Increased the availability of clinical consulting facilities within the practice

Continued and increased our input to being a training practice

Continued and developed other community services available at surgery

Result of actions and impact on patients and carers (including how publicised):

Provision of health lifestyle coaching within the practice on a weekly basis following GP referral with appointments available within the practice. Diabetic nurse clinic

Training practice – Facilities to support placements for 2 registrars (long term placements) and Foundation Year 2 trainees (2)
Resulting in additional appointments available for patients

Increase number of appointments available to patients – by increasing clinical time and provision of specific clinics (for winter pressures , care planning)

Priority area 3

Description of priority area:

Updating patients on developments in primary care

What actions were taken to address the priority?

Updating members at patient group meetings on the development of the Provider Company, CQC, changes to how Primary Care services are to be funded and development of services within Primary care

To introduce a quarterly newsletter available within the surgery (paper copy) and on the website for patients – to include articles on developments within primary care, funding of services, new services, feedback

Result of actions and impact on patients and carers (including how publicised):

Friends and family test results to be published on website (in early April for period January – March 2015) with comments

Positive response from patients to services on offer within the practice

Group Members were encouraged by the developments within the surgery (more clinical appointments) and additional services

Members have indicated they would be pleased to participate in meetings or being interviewed as part of a CQC inspection

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):

Much of the progress has been around the increase of services and support to patients (for example care planning), the promotion of the services on offer – and introducing more mechanisms of communication with patients, for example, SMS texting (reminding patients of appointments, inviting patients to make appointments for reviews etc), the improved level of information available on the website, and the promotion of online services to patients.

In response to patients the practice has looked to ensure the car park has clearly marked spaces with dedicated disable parking facilities highlighted and improved signage in the car park, along with increasing/enhancing the external lighting

The practice is also undertaking an internal refurbishment/redecoration programme to enhance the practice

3. PPG Sign Off

Report signed off by PPG: YES/

Date of sign off: Issued to members. to be formally signed off at April meeting

How has the practice engaged with the PPG:

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

Yes – by meeting with community representative of Roma/slovak local population, actively participating with City Wide groups supporting minority communities in Sheffield.

Actively seeking membership to the Patient Group from all groups. Using interpreters to gain patient feedback from patients where English is not the first language

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

Yes – through questionnaire, friends and family test, face to face feedback, communication by letter and through feedback and complaints process.

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?

By continuous development and reacting to patient feedback along with promoting and delivering health care initiatives relevant to the practice patient population (for example Care planning, reviews for chronic illnesses,

