

Standard Reporting Template

NHS England (Wessex)
2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: Rowlands Castle Surgery

Practice Code: J82005

Signed on behalf of practice: Janine Leake

Date:

Signed on behalf of PPG: Tony Harland-Jones

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, Other (please specify) Virtual PPG – email throughout year and one face to face meeting
Number of members of PPG: 91

Detail the gender mix of practice population and PPG:

%	Male	Female
Practice	48.5%	51.5%
PRG	48%	52%

Detail of age mix of practice population and PPG:

%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
Practice	16%	7%	8%	11%	17%	15%	14%	11%
PRG	0	3%	1%	8%	15%	19%	38%	16%

Detail the ethnic background of your practice population and PRG: Population 3,979 – Ethnicity recorded on 2,542

	White				Mixed/ multiple ethnic groups			
	British	Irish	Gypsy or Irish traveller	Other white	White & black Caribbean	White & black African	White & Asian	Other mixed
Practice	99.27% (5,523)	0.19% (5)					0.04%(1)	
PRG	98% (89)						1% (1)	

	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice				0.23% (6)						0.27% (7)
PRG				1% (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 actively recruited throughout the year with posters in waiting area and on our website. We have made an extra effort to give out application forms during health visitor / maternity clinics and generally to younger people coming into surgery. Engaging the younger generation has been difficult but understandable. Patients over 45 use the services more. Patients 65 and over often have more time to commit to a patient group. Every patient has had the opportunity to join the

group and all are welcome.

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:

2. Review of patient feedback

Outline the sources of feedback that were reviewed during the year:
GP Survey / Friends & Family Test results / NHS Choices feedback.

How frequently were these reviewed with the PRG?

GP Survey Results – Poster in reception telling patients how to access the survey and face to face with those that attended meeting on 10th February 2015.

Friends and Family Test started in December 2014 and December results reviewed at meeting. We intend to share this data quarterly from now on.

NHS Choices feedback - Links sent throughout year as comments received.

3. Action plan priority areas and implementation

Priority area 1
Description of priority area: Increase reception/admin staff hours – approximately 16 hours.
What actions were taken to address the priority? After meeting this was discussed with Partners who agreed to the additional hours. At time of writing this report we are collating applications. We hope to have a new member of staff in place by the end of May 2015.
Result of actions and impact on patients and carers (including how publicised): It is expected that additional reception / admin hours will: * allow patients to access the surgery faster by telephone. * reduce queues.

Priority area 2

Description of priority area:

Improvements to patient confidentiality. Trial setting up a telephone in an upstairs office to take direct outside line calls.

What actions were taken to address the priority?

Once our new member of staff has been recruited and trained, set up a telephone in an upstairs office to take direct outside line calls.

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

This will allow staff to talk more openly with patients without fear of being heard by other patients. Therefore patient confidentiality is protected.

Priority area 3

Description of priority area:

Set up new PPG that meet regularly every 2 or 3 months / sign post local voluntary groups.

What actions were taken to address the priority?

**Once the new PPG is formed we will give them a large noticeboard in the waiting area to promote local voluntary and self-support groups. They will also have their own page on our new website.
A patient who agreed to chair the new group has designed a new recruitment form with information on what would be expected from the new members.**

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

**It is hoped that the new PPG will be more involved with the surgery and its patients. Promoting more feedback and using that information to develop improvements.
Patients will benefit from learning what voluntary organisations are available locally.
We already promote the Good Neighbours organisation and there are lots of other health and exercise programmes designed to keep people healthy and active. Alongside numerous support groups.**

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):

Extract from minutes:

Discussed last year's action points:

- 1) The newsletter and article in the Rowlands Castle Magazine were very popular. The group enjoyed the personal feature about the doctors and thought future articles should include more good news/success stories.**
- 2) Changes to the appointment system allowing more pre bookable appointments later in the day had proved popular with patients with young children or working.**
- 3) 24 hour availability appointments were not available online but had been very useful for receptionists on those busy days when book on day appointments fill up quickly.**
- 4) The website has taken longer than anticipated but the finished website was worth the wait.**

4. PPG Sign Off

Report signed off by PPG: **YES**

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?

Yes - we have been actively recruiting throughout the year to include all ages and conditions.

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

Yes – NHS Choices, in writing, face to face.

Was the PPG involved in the agreement of priority areas and the resulting action plan?

Yes – The PPG members present at the meeting were asked their views and agreement to the final priority areas approved. The minutes were then sent to all 91 members of the virtual group to ask their agreement.

How has the service offered to patients and carers improved as a result of the implementation of the action plan?

We hope to improve communication with patients, support patients (in particular carers and those suffering with long-term conditions) and actively seek feedback to improve services more thoroughly throughout the year.

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

Our virtual PPG has worked very well in the 3 years since it formed but we are very happy that one of our patients has agreed to help us set up a more formal group that will regularly meet to guide our services.