

South (South West) Area Team
2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: Wellington Road Family Practice

Practice Code: L81642

Signed on behalf of practice: Dr Kate Mansfield

Date: 29th March 2015

Signed on behalf of PPG: Eric Millard

Date: 29th March 2015

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) Primarily email but also face to face meetings.																																					
Number of members of PPG: 8 (5 male and 3 female)																																					
<p>Detail the gender mix of practice population and PPG:</p> <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 10px;"> <thead> <tr> <th style="width: 20%;">%</th> <th style="width: 40%;">Male</th> <th style="width: 40%;">Female</th> </tr> </thead> <tbody> <tr> <td>Practice</td> <td>48%</td> <td>52%</td> </tr> <tr> <td>PRG</td> <td>62.5%</td> <td>37.4%</td> </tr> </tbody> </table>	%	Male	Female	Practice	48%	52%	PRG	62.5%	37.4%	<p>Detail of age mix of practice population and PPG:</p> <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 10px;"> <thead> <tr> <th style="width: 8%;">%</th> <th style="width: 8%;"><16</th> <th style="width: 8%;">17-24</th> <th style="width: 8%;">25-34</th> <th style="width: 8%;">35-44</th> <th style="width: 8%;">45-54</th> <th style="width: 8%;">55-64</th> <th style="width: 8%;">65-74</th> <th style="width: 8%;">> 75</th> </tr> </thead> <tbody> <tr> <td>Practice</td> <td>18%</td> <td>9%</td> <td>11%</td> <td>12%</td> <td>17%</td> <td>13%</td> <td>10%</td> <td>10%</td> </tr> <tr> <td>PRG</td> <td>0</td> <td>0</td> <td>25%</td> <td>0</td> <td>25%</td> <td>12.5%</td> <td>37.5%</td> <td>0</td> </tr> </tbody> </table>	%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75	Practice	18%	9%	11%	12%	17%	13%	10%	10%	PRG	0	0	25%	0	25%	12.5%	37.5%	0
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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	96%	<1%	<1%	1%	<1%	<1%	<1%	0
PRG	87.5%	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%	0	<1%	<1%	<1%	<1%	<1%	0	<1%	0
PRG	0	0	0	0	12.5%	0	0	0	0	0

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:

Invitations to all patients to join the PPG are displayed prominently in reception and in the waiting room as well as appearing on the practice website. Our patient survey sought interest in membership of the group – the majority of respondents did not want to join at this time. Clinicians have spoken to patients to encourage recruitment.

With a small practice list size and a relatively small PPG it is not possible to fully represent all groups. In addition to seeking a balance of gender and to reflect the age and ethnic demographic of the practice, the PPG membership also reflects a variety of other characteristics such as disability, employment, student, retired and full time parenting.

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:

PPG members' views about issues such as premises, communication and self management of health problems were sought and discussed at a face to face meeting as well as virtually. This process was used to generate a survey circulated to patients. The outcome of the survey and action plan has been shared with the PPG.

FFT data is reviewed by the practice and will be reviewed by the PPG.

Clinicians continually seek patient views during consultations. Comments and concerns made to staff are recorded. Suggestions are sought and recoded.

How frequently were these reviewed with the PRG? Ours is a new PPG and so to date there has only been one review cycle.

3. Action plan priority areas and implementation

Priority area 1
<p data-bbox="203 432 589 464">Description of priority area:</p> <p data-bbox="203 504 804 536">The Waiting Room was felt to be too small</p>
<p data-bbox="203 655 889 687">What actions were taken to address the priority?</p> <p data-bbox="203 727 1375 759">An application was made to the NHS England General Practice Infrastructure Fund</p>
<p data-bbox="203 841 1314 873">Result of actions and impact on patients and carers (including how publicised):</p> <p data-bbox="203 912 2040 983">The application has received support in principle and is subject to further review by NHS England – it is anticipated that work done in line with the application will be complete in 2015/16. This will further enhance the infrastructure of the practice.</p>

Priority area 2

Description of priority area:

Improvement of health information displays and information about the practice waiting system

What actions were taken to address the priority?

A folder containing a variety of health information has been put into the waiting room. There has been a review of the posters and other display material. Electronic information systems are being explored.

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

Better and more specific information available – improving patient's ability to self-manage health issues and raising awareness of voluntary sector provision.

Priority area 3

Description of priority area:

The survey showed that name badges for staff would be appreciated

What actions were taken to address the priority?

Name badges are on order

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

This will further improve relationships between staff and the practice population.

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):

First year of participation

4. PPG Sign Off

Report signed off by PPG: YES

Date of sign off: 29th March 2015

How has the practice engaged with the PPG:

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

PPG membership reflects a variety of other characteristics such as disability, employment, student, retired and full time parenting.

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

Surveys are done in hard copy and electronically.

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?

Some initial improvements have been made as above.

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

As the PPG is very new we look forward to further working together which will support the ongoing development of the practice.