

Derbyshire & Nottinghamshire Area Team

2014/15 Patient Participation Enhanced Service REPORT

Practice Name: Sherrington Park Medical Practice

Practice Code: C84682

Signed on behalf of practice: Audrey Watkiss

Date: 19/3/15

Signed on behalf of PPG: Ursula Holdsworth

Date: 19/3/15

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
Number of members of PPG:

Detail the gender mix of practice population and PPG:

%	Male	Female
Practice	51.4	48.5
PPG	16.6	83.

Detail of age mix of practice population and PPG:

%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
Practice	17.1	7.0	17.7	17.6	16.8	10.3	7.44	5.8
PPG						16.6	49.8	33.2

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	50.4	0.38	0	1.89	0.63	0.04	1.89	0.50
PPG	100							

%	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice	1.06	0.84	0.07	0.04	0.36	0.55	0.63	0.24	0	16.25
PPG										

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:

The practice has met to discuss who would be most suitable to be approached to be part of the PRG during the past year as members have declined to participate for another year. Taking into consideration if they were in employment, were caring for someone or had someone caring for them, had a disability or lived in a care or residential home we have campaigned for new members through word of mouth, posters in the waiting room and information on the practice website.

Also as the GPs and practice nurses have an in depth knowledge of the practice population they have also been involved in recruitment .Following a continued recruitment drive the current members were the only patients who wished to be part of the patient participation group.

Our practice area has a high number of working professionals, who when approached explained they did not have sufficient time available to participate in the patient reference group. A couple of the members are carers themselves. We did understand that the group was not representative of the wider practice population but agreed we would develop a mechanism to enable patients to feed in their views to the group. We advertise in our surgery and in the practice leaflet. We regularly update our website to keep our patients informed about forthcoming relevant information such as staff changes. We encourage those with internet access / email accounts to inform the surgery of their details

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, as explained above recruitment is on-going.

2. Review of patient feedback

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

Patient annual survey 'Improving Practice Questionnaire', also feedback from NHS Choices and the suggestion box on reception

How frequently were these reviewed with the PRG?

Annually

3. Action plan priority areas and implementation

Priority area 1
<p><i>Description of priority area:</i></p> <p>Telephone access at peak times i.e. 8.30 in the morning when the caller has difficulty getting through due to demand.</p>
<p><i>What actions were taken to address the priority?</i></p> <p>Currently there are 2 incoming lines which are manned by 2 receptionists. The practice has agreed to obtain further information from the telephone suppliers to ascertain what options are available to support the current provision. For example an automated system.</p>
<p><i>Result of actions and impact on patients and carers:</i></p> <p>It is hoped with a quicker more efficient answering system; this would alleviate waiting times on the telephone and facilitate better sign posting of patients according to need/urgency.</p> <p><i>How were these actions publicised?</i></p> <p>Once implemented, this will be evident to all users</p>

Priority area 2

Description of priority area:

Availability of social and community as well as health services locally.

What actions were taken to address the priority?

The practice will research all sectors to identify what services are available in the surrounding area

Result of actions and impact on patients and carers:

Raising awareness of all community healthcare, voluntary groups, social care, and support groups etc.

How were these actions publicised?

Once compiled there will be an information booklet in the practice. A dedicated page will be created on the website, with a copy of the booklet and appropriate links

Priority area 3

Description of priority area:

Better engagement with the practice population to ensure a more diverse representation of ages, sex and ethnicity and the wider practice population.

What actions were taken to address the priority?

The following actions will be taken to support the above priority:

- As the GP's and practice nurses have an in depth knowledge of the practice population they will actively be involved in recruitment
- Continued information is available both on the website and in the practice
- We will do a targeted recruitment drive during the summer months, engaging with local support groups.

Result of actions and impact on patients and carers:

This should give patients a platform to enable better representation of the patient's views and facilitate patient focused needs in developing future plans for healthcare provision.

How were these actions publicised?

On the website and within the practice

The report has been published on the Sherrington Park Medical Practice website, www.sherringtonpark.co.uk the questionnaire results and report have also been displayed in the waiting area.

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):

“You said We did The outcome was”

ACTION PLAN 2014/15

1. **You said.....A patient questionnaire specifically focused on Reception for in depth analysis**
This questionnaire was developed and analysis carried out by the PRG. The findings were positive with no further action needed
2. **You saidPatient Reference Group (PRG) information adding to the website.**
This was added in April 2014, with details of how to contact the group and feed in any issues
3. **You said..... An ‘information station’ in the waiting room regarding the PRG**
A poster was displayed in the waiting area with contact details of the group chair who would give further information on the group membership and purpose.

ACTION PLAN 2013/14

1. **You said.....Longer opening hours:**
As the practice is open for 10 hours per day with extended hours on a Tuesday it was felt to be untenable to resolve given the current constraints of general practice.
2. **You said.....Text reminder for appointments:**
This is now set up and reminders are sent for appointments and ‘did not attend’
3. **You said.....Longer appointments if needed:**
A notice is displayed in the waiting room informing patients the facility of booking a double appointment. This would also be added to the practice website.

4. PPG Sign Off

Report signed off by PPG: YES

Date of sign off: 19/3/15

How has the practice engaged with the PPG:

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

As the practice demographic has a majority of White British and the remaining patients are very low in number it has proved difficult to engage with specific small minority groups other than on the website and information in the new patient leaflet and in the reception area.

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

Patients are asked if they are carers or are being cared for at their new patient check and given support details if needed. Patients who are already registered, who are identified as becoming carers, or being cared for, are again given support information and feedback to the clinician if they have any concerns

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

The priority areas and the action plan were led and decided by the PRG

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

The action plan will be implemented from April 2015, therefore the result is unavailable at the time of writing this report

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

No

Please submit completed report to the Area Team via email no later than 31 March 2015 to:

- Derbyshire practices: e.derbyshirenotttinghamshire-gpderbys@nhs.net
- Nottinghamshire practices: e.derbyshirenotttinghamshire-gpnotts@nhs.net