**Derbyshire & Nottinghamshire Area Team**

2015/16 Patient Participation Enhanced Service REPORT

Practice Name: Oakwood Surgery

Practice Code: C 84016

Signed on behalf of practice: Mrs R Reavill (PM) Date: 23.03.2016

Signed on behalf of PPG: Mrs S Ormerod Date: 23.03.2016

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

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| Does the Practice have a PPG? YES |
| Method of engagement with PPG: Face to face & E-mail |
| Number of members of PPG: 13 (excluding GPs and the Quality Supervisor) |

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| Detail the gender mix of practice population and PPG:   |  |  |  | | --- | --- | --- | | % | Male | Female | | Practice | 49.32% | 50.68% | | PPG | 61.54% | 38.46% | | Detail of age mix of practice population and PPG:   |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | | % | <16 | 17-24 | 25-34 | 35-44 | 45-54 | 55-64 | 65-74 | > 75 | | Practice | 18% | 8% | 12% | 12% | 15% | 13% | 13% | 9% | | PPG | 0 | 0 | 0 | 0 | 15% | 15% | 54% | 16% | |
| Detail the ethnic background of your practice population and PPG: (Please note, not all patients choose to state their ethnicity)   |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | | % | White | | | | Mixed/ multiple ethnic groups | | | | |  | British | Irish | Gypsy or Irish traveller | Other white | White &black Caribbean | White &black African | White &Asian | Other mixed | | Practice | 16.3.0% | 0.1% | 0.% | 0.1% | 0.1% | 0.1% | 0.% | 0.% | | PPG | 100% | 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 | 0.2% | 0.1% | 0% | 0.2% | 0.2% | 0.2% | 0.1% | 0.1% | 0% | 0.% | | PPG | 0% | 0% | 0% | 0% | 0% | 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:   |  | | --- | | We advertise and provide information in the following areas: | | Practice brochure | | Our website | | Notices in the Surgery  Articles in our local free newsletter   * PPG Newsletter | | In addition to the above, we recruit by: | | Word of mouth and | | Personal invitation |   To improve access and thus support our quest for a broad spread of members, we have varied our meeting times and continue to adopt an open and welcoming attitude to prospective members.  We also produce our own PPG newsletter. | |
| 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:* | |

1. **Review of patient feedback**

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| *Outline the sources of feedback that were reviewed during the year:*  We have conducted a patient survey, devised by the PPG  We are participating in the Friends and Family Test (also available on line)  We have an informal compliments system (‘’Have we gone the extra mile’’ leaflet)  We also have a formal complaints procedure  We also have a suggestions box in one of the waiting rooms. |
| *How frequently were these reviewed with the PPG?*  Regularly in the past year but an update on the Friends and Family Test is provided at each PPG meeting. |

1. **Action plan priority areas and implementation**

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| Priority area 1 | |
| *Description of priority area:*  Carers should be a focus with appropriate information easily available | |
| *What actions were taken to address the priority?*  The practice updated their own ‘Carer’s Leaflet’, together with one of the PPG members, who is himself a carer. These leaflets are available to the public in the surgery’s waiting rooms. After a staff training event: ‘’To Raise Awareness about Dementia’’, the ‘’Forget-me-not Dementia Support Group’s’’ sign-posting details, were added to the leaflet too. The leaflet will be made available on the surgery’s website very shortly, to provide support contact details, to a wider audience. The PPG’s practice survey included a survey question on how many patients were carers and were the carers they surveyed, interested in accessing support. | |
| *Result of actions and impact on patients and carers:*  On a positive note: Of the leaflets the practice produces and publishes, this is the one leaflet that goes the quickest.  However on a less positive note: When patients who said they were carers, during the PPG survey, the vast majority were not interested in accessing additional help. We found this a contradiction and could not explain why.  *How were these actions publicised?*  The leaflets are in themselves publicity. We also displayed this on our website. | |
| Priority area 2 |
| *Description of priority area:*  Highlighting the choice of Choosing the Right Care, so that patients can benefit from good care, when demand is high. |
| *What actions were taken to address the priority?*  There is a constant supply of ‘’Choosing the Right Care’’ leaflets (available in Polish too) in the waiting rooms as well as posters, highlighting the options available, particularly after surgery opening times and at weekends. The PPG also published the ‘’Choosing Well’’ options in their Practice Newsletter. |
| *Result of actions and impact on patients and carers:*  Oakwood Surgery has had a decrease of 5% in Unplanned Admissions, over a recent 12 month period. Although perhaps not entirely due to publicity, this will have helped to make a difference.  *How were these actions publicised?*  Displayed on our website |
| Priority area 3 |
| *Description of priority area*:  Raising awareness of the importance and value, of patients sharing their GP records with other clinicians, involved in their care. |
| *What actions were taken to address the priority?*  Posters and leaflets were created to raise awareness. Additionally, a ‘’Caring by Sharing – supporting your healthcare at all times’’ news item was placed on the surgery’s website. |
| *Result of actions and impact on patients and carers:*  Patients are more informed and can make an appropriate decision about sharing their GP record, ensuring the correct and safe decisions about their care, are made in a timeous manner.  *How were these actions publicised?*  Displayed on our website |

**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):

We continue to seek to make improvements for patients to access the surgery and our services.

We continue to improve our website.

We continue to promote access via systemonline for booking appointments and requesting repeat prescriptions, as well patient’s Summary Care Records

We continue to update and improve our promotional material; particular attention has been paid to the value of carers.

We have been successful in recruiting two new GPs (they will join us in August 2016), who have been registrars with our practice, as well as a new Health Care Assistant, relieving pressure for demand for appointments.

The practice continues to receive an allocation of Registrars. Because they run their own surgeries, this also helps with the demand for appointments.

The practice continues to approve the publishing of a PPG newsletter, where it addresses local issues, promotes the services of the practice, helps patients to use the right OOH services the first time (to relieve pressure on A&E), encourage patients to attend or cancel their appointments (so as not to waste precious appointments) to publicise the aims and ambitions of the PPG and to recruit PPG members.

Health Care Assistants continue to increase their skills, freeing up time for Practice Nurses and in turn for GPs too.

We are very proud of improvements that have been made in customer care. It will remain an important focus.

1. **PPG Sign Off**

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| Report signed off by PPG: YES  Date of sign off: 23.03.2016 |
| How has the practice engaged with the PPG:  *How has the practice made efforts to engage with seldom heard groups in the practice population?*   |  | | --- | | We advertise and provide information in the following areas: | | Practice brochure. | | Our website. | | Notices in the Surgery.  Articles in our local free newsletter and in the PPG newsletter. | | In addition to the above, we recruit by: | | Word of mouth and | | Personal invitation |   To improve access and thus support our quest for a broad spread of members, we have varied our meeting days and times and continue to adopt an open and welcoming attitude to prospective members.  We have also produced our own PPG newsletter, this past year.  *Has the practice received patient and carer feedback from a variety of sources?*  Yes –  We have conducted a patient survey, devised and executed by the PPG  We are participating in the Friends and Family Test (also available on line)  We have an informal compliments system (‘’Have we gone the extra mile’’ leaflet)  We also have a formal complaints procedure  *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?*  By providing more information to carers about where to access support, gives them the ability to look after themselves better, in order to continue to look after the person/s they care for well.  By highlighting the different options available to patients for choosing the right care, not only helps the patients to make the right the decision the first time but ultimately helps makes appropriate services available, for patients when they need them.  By raising awareness of the importance of making GP record’s available, means that all health workers outside of a GP Practice such as a hospital, walk-in centres, and out of hour’s services, have the information they need to provide patients with the best possible care.  *Do you have any other comments about the PPG or practice in relation to this area of work?*  They are very enthusiastic and dedicated to seek and make improvements where needed and keep the practice and the staff on their toes, to achieve the same. The practice is very grateful for their part and contribution.  We are very proud to have received a rating of ‘Good’ from the CQC in March 2016. The PPG chair, was actively involved in the CQC presentation on the day of the inspection in January 2016, as well as being interviewed by one of the inspectors. |

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| **Please submit completed report to the Area Team via email no later than 31 March 2016 to:**   * Derbyshire practices: [e.derbyshirenottinghamshire-gpderbys@nhs.net](mailto:e.derbyshirenottinghamshire-gpderbys@nhs.net) * Nottinghamshire practices: [e.derbyshirenottinghamshire-gpnotts@nhs.net](mailto:e.derbyshirenottinghamshire-gpnotts@nhs.net) |