**Derbyshire & Nottinghamshire Area Team**

2014/15 Patient Participation Enhanced Service REPORT

Practice Name: Oakwood Surgery

Practice Code: C 84016

Signed on behalf of practice: Mrs R Reavill (PM) Date: 30.03.2015

Signed on behalf of PPG: Mr S Ormerod Date: 30.03.2015

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: 14 (excluding GPs and the Quality Supervisor) |

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| Detail the gender mix of practice population and PPG:   |  |  |  | | --- | --- | --- | | % | Male | Female | | Practice | 49.20% | 50.71% | | PPG | 57.14% | 42.85% | | 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% | 9% | 12% | 12% | 15% | 14% | 12% | 9% | | PPG | 0 | 0 | 0 | 0 | 7% | 29% | 43% | 21% | |
| 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 | 59.0% | 0.1% | 0.% | 0.8% | 0.1% | 0.1% | 0.1% | 0.1% | | 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 | 0.1% | 0.1% | 0% | 0.1% | 0.1% | % | 0.1% | 0.1% | 0% | 0.1% | | 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 | | 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. | |
| 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 (also available on line)  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 PRG?*  Three times in the past year but an update on the Friends and Family Test will be provided at each PPG meeting. |

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

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| Priority area 1 | |
| *Description of priority area:*  Customer care | |
| *What actions were taken to address the priority?*  To make small but necessary improvements on how we communicate with our patients. This was addressed very quickly. Having said this, it is an area of continual importance and when needed, improvements are made as soon as possible. | |
| *Result of actions and impact on patients and carers:*  We have had feedback from patients that they have noticed a positive change, which in turn encourages staff to do better still.  *How were these actions publicised?*  We have a patient’s comment’s board in a waiting room in the surgery, where positive feedback is displayed. We also placed this on our website. | |
| Priority area 2 |
| *Description of priority area:*  Continuity of care |
| *What actions were taken to address the priority?*  Follow-up appointments to be conducted by the same GP, where-ever possible. The practice has a process in place to support this.  We have also subscribed to providing a named GP for all patients who are 75 years old and above. |
| *Result of actions and impact on patients and carers:*  Patients are appreciative of this, because seeing the same clinician facilitates easier and ‘smoother’ consultations (not having to cover the same ground twice) for both the clinician and for the patient and can provide better outcomes.  *How were these actions publicised?*  Displayed on our website |
| Priority area 3 |
| *Description of priority area*:  Space for disabled persons in the waiting rooms |
| *What actions were taken to address the priority?*  A row of chairs (closest to the reception desks) was removed in the 2 downstairs waiting rooms |
| *Result of actions and impact on patients and carers:*  This provided more space for not only disabled persons in wheelchairs or motorised scooters but also for people who have pushchairs  It also allows for room, for the above-named, to manoeuvre back out of the waiting rooms  Patients have told us that they are appreciative of this action, via our patient questionnaire  *How were these actions publicised?*  It was part of our patient survey, patients where asked about their thoughts on this improvement  Also publicised 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 have greatly improved our website.

We continue to promote access via systemonline for booking appointments and requesting repeat prescriptions.

We’ve increased promotional material, to include wider services such as Jigsaw, giving people the opportunity to stay within their homes for as long as possible.

We have been successful in recruiting a new GP (Starting in May 2015) as well as a new Health Care Assistant, relieving pressure on 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 has approved 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 pts 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 Nurse 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: 30.03.2015 |
| How has the practice engaged with the PPG:  *How has the practice made efforts to engage with seldom heard groups in the practice population?*   |  | | --- | | We advertise and provide information in the following areas: | | Practice brochure. | | Our website. | | Notices in the Surgery.  Articles in our local free 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 by the PPG (also available on line)  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 improved customer care, gives patients more confidence in us a service provider. It also projects an improved professional impression.  By doing what we can to provide continuity of care, is an enormous plus, especially for the patient.  By providing more physical space in the waiting room at the reception desk as well as at the prescriptions desk, has provided easier into and out of the building but also in a small way, improved confidentiality.  *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. |

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