

Annex C

**Arden, Herefordshire and Worcestershire Area Team
Patient Participation Enhanced Service 2014/15 – Reporting Template**

Practice Name: Wargrave House Surgery

Practice Code: M81066

Signed on behalf of practice: David Goodfellow Date: 10/02/15

Signed on behalf of PPG: Confirmed by email from 3 members Mr BW, Mr NP & Mrs CLD Date: 10/02/15

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

Does the Practice have a PPG? YES												
Method of engagement with PPG: Email												
Number of members of PPG: x 7												
Detail the gender mix of practice population and PPG: 9202				Detail of age mix of practice population and PPG:								
%	Male	Female		%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
Practice	4524	4678		Practice	1437	1012	1101	1165	1357	1199	1069	862
PPG	3	4		PPG	0	0	0	0	2	1	3	1

Annex C

Detail the ethnic background of your practice population and PPG:

	White				Mixed/ multiple ethnic groups			
	British	Irish	Gypsy or Irish traveller	Other white	White &black Caribbean	White &black African	White &Asian	Other mixed
Practice	2968	9	0	200	1	7	5	1
PPG	7	0	0	0	0	0	0	0

Ethnicity not recorded for 5456 patients

	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice	25	4	2	28	11	6	1	4	0	474
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:

Our PPG membership is offered to ALL patients including via:

New patient questionnaire, practice leaflet, website and patients in correspondence with the practice manager

GP suggestions for willing volunteers

Annex C

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:

N/A

2. Review of patient feedback

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

National Patient Survey https://gp-patient.co.uk/practices/M81066	- PPG
Friends and Family Test	- Practice
Patient complaints and thanks.	- Practice

How frequently were these reviewed with the PRG?

Once per year

Annex C

3. Action plan priority areas and implementation

Priority area 1
<p>Description of priority area:Improve the out of hour's experience. We have done this by setting up data sharing agreements with alternate providers.</p>
<p>What actions were taken to address the priority? Data sharing agreements in place with Taurus Healthcare providing 8-8 appointments seven days a week as part of the Prime Ministers Challenge fund. Date sharing agreements in place with 2Gether NHS Trust who provide primary care based mental health care and also support to carers of patients with dementia.</p>
<p>Result of actions and impact on patients and carers (including how publicised): Clinicians better informed when seeing patients as they have access to the primary care held medical record.</p> <p>Publicised on website and in waiting room</p>

Priority area 2

Annex C

<p>Description of priority area:Continuity of Care</p>
<p>What actions were taken to address the priority?</p> <p>We have made changes to the duty doctor days to improve appointment access We have made changes to the internal handling of repeat prescription requests with greater ownership by clinicians to improve continuity and safety.</p>
<p>Result of actions and impact on patients and carers (including how publicised):</p> <p>Improved continuity of care with greater involvement of the patients' usual doctor in their care.</p> <p>Publicised on website and in waiting room</p>
<p>Priority area 3</p>
<p>Description of priority area:Continue to work with Taurus on the 7 day Prime Minister's Challenge Fund Work</p>
<p>What actions were taken to address the priority?</p> <p>We host one of the hubs for this work and are actively encouraging patients to use this service for their routine healthcare needs</p>

Annex C

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

Regular use of this service by our patients out of hours.

Publicised on website and in waiting room

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 have completed building repair works to the flat roofs and windows.

We have recruited two new practice nurses and continue to train them.

We helped Taurus Healthcare successfully bid for funds from the Prime Minister's Challenge Fund.

We improved our recall process for chronic disease management by adding phonecalls to our pre-existing letter recalls. This has shown benefits with better attendance rates.

Annex C

4. PPG Sign Off

Report signed off by PPG: Yes

Date of sign off: 10/02/15

Has the report been published on the practice website? Yes

How has the practice engaged with the PPG:

- Email googlegroup forum

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

- New patient questionnaire, practice leaflet and website

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

- National Patient Survey and more recently Friends and Family Test

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?

- Greater sharing of medical record resulting in better informed clinicians.

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

- We have also recently consulted on an application to NHS England's Premises Improvement Grant fund

Please return this completed report template to the generic email box – england.ahwat-pc@nhs.net no later than 31st March 2015. No payments will be made to a practice under the terms of this ES if the report is not submitted by 31st March 2015.