

2014/15

Patient Participation Enhanced Service – Reporting Template

Practice Name: St George's Medical Centre

Practice Code: N85012

Signed on behalf of practice: Miss Melissa Howard

Date: 31st March 2015

Signed on behalf of PPG: Mrs Milly Wright

Date: 31st March 2015

1. Develop/Maintain a Patient Participation Group (PPG)

Does the Practice have a PPG? Yes

Method of engagement with PPG: Face to face, Email, website and practice newsletters.

Number of members of PPG: 7 members within the Patient Participations Steering Group (PPSG) and 938 members of the virtual group.

Detail the gender mix of practice population and PPG:

%	Male	Female
Practice	48.76%	51.24%
PPG	45.84%	54.16%

Detail of age mix of practice population and PPG:

%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
Practice	19.6%	9%	12%	12.9%	15%	13.6%	10%	7.9%
PPG	9%	9%	19.7%	20.9%	15.6%	12.3%	10%	3.5%

Detail the ethnic background of your practice population and PPG:

	White			
	British	Irish	Gypsy or Irish traveller	Other white
Practice	45.6%	0.45%	0%	3.28%
PPG	71%	1.05%	0%	7.11%

	Mixed/ multiple ethnic groups			
	White &black Caribbean	White &black African	White &Asian	Other mixed
Practice	0.1%	0.1%	0.04%	0.06%
PPG	0.02%	0.02%	0.01%	0.01%

	Black/African/Caribbean/Black British			Other	
	African	Caribbean	Other Black	Arab	Any other
Practice	0.05%	0.02%	0.02%	0.01%	0.04%
PPG	0.02%	0.01%	0.02%	0.01%	0.02%

	Asian/Asian British				
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian
Practice	0.07%	0.02%	0.04%	0.64%	0.55%
PPG	0.01%	0.01%	0.04%	0.12%	1.18%

2. Review of patient feedback

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:

All newly registered patients are invited to join the PPG regardless of their background, age, gender and ethnicity. The group is also publicised on leaflets, the practice website and on the PPG notice board.

Are there any specific characteristics of your practice population which means that other groups should be included in the PPG?

No

Sources of feedback reviewed during the year:

- ⇒ Patients are able to email the PPSG directly via an NHS.net email address.
- ⇒ Comments made to PPSG members are shared with the practice at both informal and formal meetings.
- ⇒ Patient surveys and questionnaires are discussed and produced in collaboration with the PPSG.
- ⇒ PPSG member's feedback information from CCG led meetings and patient experience forums throughout the year.

How frequently were these reviewed with the PPG?

Patient feedback is regularly discussed during both informal and formal meetings.

3. Action plan priority areas and implementation

Priority area 1
<p>Description of priority area:</p> <p>Appointment System Review</p>
<p>What actions were taken to address the priority?</p> <ul style="list-style-type: none">⇒ Collating and reviewing patient experience and feedback when available⇒ Appointment system questionnaire developed in collaboration with PPSG
<p>Result of actions and impact:</p> <ul style="list-style-type: none">⇒ The appointment system is a regular item for discussion on PPSG meeting agendas to discuss feedback and any underlying issues.⇒ The appointment system is continually reviewed internally and any significant changes that affect the process are publicised within the practice building and on the practice website⇒ Appointment system questionnaire results will be discussed and shared with practice population in the coming weeks.

Priority area 2

Description of priority area:

Patient engagement

What actions were taken to address the priority?

- ⇒ Discussions between the practice and PPSG on how we, as a collective, can engage patients more.
- ⇒ PPG representation at CCG forums
- ⇒ Patient friendly letters and publications are produced following discussion with the PPSG.

Result of actions and impact:

- ⇒ Significant increase in the number of patients registered on the virtual group (119 to 938)
- ⇒ Improved communication with virtual group
- ⇒ Our PPG continues to be represented on the CCG member forums
- ⇒ Patient friendly letters and publications are easy read and jargon-free to encourage patient engagement
- ⇒ Discussions on how we can continue to improve patient engagement is on our agenda for the coming year.

Priority area 3

Description of priority area:

Improving communication with patient population

What actions were taken to address the priority?

- ⇒ Quarterly newsletter
- ⇒ Update practice website
- ⇒ Reviewing publications and letters templates to ensure they are easy read and jargon-free
- ⇒ Future additional engagement through facebook

Result of actions and impact:

- ⇒ Improved communication with the practice population
- ⇒ Virtual group has increased from 119 members to 938 in 12 months
- ⇒ Practice newsletter continues to be constructed on a quarterly basis with both the PPSG and practice manager
- ⇒ Practice outreach and information letters
 - Summary Care Record letter
 - Care.Data
 - Over 75s letter
 - Patient access invitation letters

Progress on previous years

The practice would like to thank the PPSG and wider virtual group for their on-going support and dedication.

Over the past four years the team have achieved the following:

- ✓ Production of quarterly newsletters
- ✓ Assisting the practice at flu clinics
- ✓ Producing various items of literature to promote and advertise the group to patients potentially interested in joining the PPSG and/or virtual group.
- ✓ Developing several patient surveys, discussing the findings and supporting changes.
- ✓ Sharing ideas and best practice with other PPG groups
- ✓ Reviewing specific topics and policies such as end of life care, care.data, electronic prescription services and research
- ✓ Representation on the CCG patient forum
- ✓ Setting up and maintaining a virtual group
- ✓ Meeting with the Care Quality Commission to discuss patient engagement and the role the PPSG play in the practice
- ✓ Involvement in local and national petitions related to healthcare/NHS

4. PPG Sign Off

Report signed off by PPG: Yes

Date of sign off: 31st March 2015

How has the practice engaged with the PPG:

The practice has regular communication with the PPG through meetings, emails, newsletters, leaflets and by telephone.

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

The practice and PPSG will continue to afford effort to engage all patients including patients in seldom heard groups. This coming year the team is looking to increase engagement within the virtual group.

**Has the practice received patient and carer feedback from a variety of sources?
Was the PPG involved in the agreement of priority areas and the resulting action plan?**

Patient and carer feedback is only discussed with the PPSG when expressed consent to do so has been received.

In March, all paper and online feedback forms were amended to allow patients to either provide or withhold consent to their comments being shared and discussed anonymously. This will mean that the practice may have more opportunities to discuss patient feedback with the PPSG.

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

Overall patient engagement and communication has improved immensely. We look forward to reviewing the appointment system survey results in the coming weeks and reporting our findings and if needed, changes to the practice population.

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

The practice would like to thank all patients who are involved in shaping the services and care we provide. All patient feedback is welcome as the practice is keen to know what has gone well and not so well so that lessons can be learnt and changes can be made.