

Standard Reporting Template

Devon, Cornwall and Isles of Scilly Area Team
2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: Litchdon Medical Centre
Updated: Feb 2015

Practice Code: L83035

Signed on behalf of practice: Sharon Bates

Date: 16/02/15

Signed on behalf of PPG: Rosemary Haworth-Booth

Date: 19/02/15

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

Does the Practice have a PPG? YES

Method of engagement with PPG:

PPG notice board displayed in the practice waiting room, feedback forms to the PPG in the waiting room and a box for them to be placed in, they have their own PPG website and there is information about the group on the Practice website (with links to their site and vice versa), info about the PPG is put on the Practice facebook and twitter accounts, the TV screen in the waiting room has PPG contact information.

The PPG committee meet a minimum of every 3 months and Practice staff (inc GPs) attend.

PPG members come in to the Practice from time to time to meet patients.

Informal coffee mornings in the Practice.

The Chair of the PPG and the Practice Manager communicate regularly to keep each other up to date (face to face, telephone and email).

The PPG members are invited to Practice events when appropriate such as the recent opening of the extended dispensary within the Practice.

Have started a project with 2 other GP Practices in the same town for our 3 PPG's to meet and work together on some topics, such as recruitment, publicity, working with local colleges, health promotion sessions, engaging with the CCG etc.

Number of members of PPG: 10

Detail the gender mix of practice population and PPG:

%	Male	Female
Practice	7158	7325
PPG	8	2

Detail of age mix of practice population and PPG:

%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
Practice	2677	1306	1439	1699	2250	1982	1780	1350
PPG					1	3	4	2

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	14316			74	2	3	4	29
PPG	10							

	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice	8	5	1	8	28	3	1	1		
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:

Initially when the PPG was established, practice team members suggested patients who may be willing to be involved and the PPG was formed by invitation. Since then the PPG has advertised itself on the practice notice boards and the website. Practice staff and PPG members try to actively recruit new members on an ongoing basis.

Any patient who offers to join the PPG is welcomed by the Chair.

We continue to experience challenges with co-opting a representative proportion of the practice population to become regular PPG members.

We have started a project with the local college regarding engaging younger people.

We are also working with the Patients Association who are running a 6 month project in Devon & Cornwall to help support PPGs, have met with them and are specifically focussing on mechanisms for recruitment of new members and general engagement with the wider practice population. This is a piece of work we are doing locally with 2 other GP Practices in the same town and our PPG members are coming together to share this work where appropriate.

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:

2. Review of patient feedback

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

Summary of all patient:

- Complaints & compliments
- NHS Choice comments
- National GP access survey findings (IPSO Mori) received during the last year
- Anecdotal comments submitted to PPG members
- Friends and Family test since Dec 15

How frequently were these reviewed with the PRG?

Annually as a minimum; more frequently when appropriate

3. Action plan priority areas and implementation

Priority area 1
<p>Description of priority area:</p> <p>Length of telephone answer message with too many options to press.</p>
<p>What actions were taken to address the priority?</p> <p>Telephone message changed so that all calls go straight to reception and then the receptionist will deal with the issue or put the patient through to the relevant member of staff as required.</p>
<p>Result of actions and impact on patients and carers (including how publicised):</p> <p>Informal feedback from patients very positive, all said they like to speak to a person rather than listen to a long message first. A “you said, we did” poster put up in the waiting room so patients were aware we had listened to their comments and made changes.</p>

Priority area 2

Description of priority area:

Receptionist customer care training

What actions were taken to address the priority?

One of the members of the PPG is a trainer and he was invited in to the Practice to run a training session with the receptionists.

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

Informal feedback from patients is that they have seen an improvement in customer service.
Fewer complaints received in relation to receptionists and communication.

Priority area 3

Description of priority area:

The PPG wished to have a health promotion, disease awareness role within the practice.

What actions were taken to address the priority?

The PPG decided they would like to focus on pre-diabetes as their first patient awareness session. The Practice Diabetic Nurse developed a presentation with sample food portions and other interactive methods of communication. The PPG and the Practice set a date for an evening session 7-8pm to be held within the Practice. The PPG and the Practice advertised the event via posters, websites and facebook.

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

Unfortunately for the first session there was a poor turnout of attendees which was disappointing for the PPG. However the PPG is still keen to try again and we have looked at ways of improving it such as –
We are looking to work with 2 other GP Practices in the same town and share these sessions, so as to increase the potential audience numbers.
The Practice Nurses will target patients to invite to sessions.
We would advertise other sessions in the same way as before but in addition look at options for local radio, posters in local shops etc.

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):
For 2013-14 See Appendix 1; 2012-13 See Appendix 2

The PPG's own website is up and running, hosted by the Practice but run independently by the PPG.

4. PPG Sign Off

5.

Report signed off by PPG: YES

Date of sign off: 19/02/15

Has the report been published on the practice website? YES

How has the practice engaged with the PPG:

The practice has ensured that at least one GP and another member of the administrative staff have attended all meetings. They have contributed information about the way the practice operates and, in response to our request, suggested ways in which we might assist them, as well as responding to how we might like to see things done differently.

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

I am not aware of any practice staff directly or indirectly approaching those who might be seldom heard, such as those with mobility, hearing or sight problems, or those with mental health problems but, on the other hand, we have had a very poor take up of active membership for the PPG, despite continuing efforts toward recruitment, which suggests to me that most patients at this practice are more than happy with the way the surgery is run and the service they receive.

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

The practice makes it clear through various literature, the display screen in the surgery, and the surgery website, that they are keen to receive feedback. They also have a virtual Patient Representative Group.

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?

See comments given in the boxes above

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

No