

# Derbyshire & Nottinghamshire Area Team

## 2014/15 Patient Participation Enhanced Service REPORT

Practice Name: Wollaton Park Medical Centre

Practice Code: C84122

Signed on behalf of practice: Claire Glover

Date: 24/03/2015

Signed on behalf of PPG: Yesmean Khalil

Date: 24/03/2015

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

Does the Practice have a PPG? **YES**

Method of engagement with PPG: Face to face, Email, Other (please specify)

**We have both a group that meet bi monthly and also a virtual group which we communicate via email.**

**We hold bimonthly meetings as well as communicate via email to ensure engagement with PPG members who are unable to attend meetings.**

Number of members of PPG: **33 members.**

**Numbers attending meetings = 8**

**Virtual group = 25**

Detail the gender mix of practice population and PPG:

%	Male	Female
Practice	<b>48%</b>	<b>52%</b>
PPG	<b>25%</b>	<b>75%</b>

Detail of age mix of practice population and PPG:

%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
Practice	<b>6%</b>	<b>10%</b>	<b>18%</b>	<b>25%</b>	<b>18%</b>	<b>10%</b>	<b>9%</b>	<b>4%</b>
<b>PPG</b>	<b>0</b>	<b>0</b>	<b>3%</b>	<b>18%</b>	<b>24%</b>	<b>34%</b>	<b>21%</b>	

Detail the ethnic background of your practice population and PRG:

%	White				Mixed/ multiple ethnic groups			
	British	Irish	Gypsy or Irish traveller	Other white	White & black Caribbean	White & black African	White & Asian	Other mixed
Practice	<b>37%</b>				<b>1%</b>	<b>1%</b>	<b>3%</b>	
<b>PPG</b>	<b>82%</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>	<b>6%</b>	<b>9%</b>	<b>3%</b>

%	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice	<b>4%</b>	<b>5%</b>	<b>3%</b>	<b>1.3%</b>		<b>1%</b>	<b>1%</b>			
<b>PPG</b>	<b>3%</b>	<b>6%</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>	<b>6%</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>	<b>3%</b>

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:

**The practice has tried to recruit a cross section of the practice population by emailing patients, recruiting from reception and the GPs speaking to patients when in the consulting room. Our PPG representatives have also agreed to do a coffee morning early May to try and recruit more members to the group and explain what the PPG do.**

**The practice has a continuous recruitment drive seeking to improve the representation of our practice population on the PPG. We have regular email communication with our population who have provided email contacts details, the practice team including our reception staff, practice nurses and our GPs actively speak to patients during consultations and contact. Information about the PPG is displayed in our reception and on our website and the PPG members are planning a coffee morning in May to raise the profile and role of the PPG and how people can get involved.**

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:*

**We have both a suggestion box and complaint box on reception, where patients can put suggestions or complaints they wish to make about the practices and these are reviewed regularly by the practice team as well as the PPG. We have actively been asking patients to fill in their friends and family forms both through the practice website, on reception and via MJOG text and regular reports prepared and presented to the practice team and the PPG to review.**

**The practice welcomes and actively encourages feedback from its patients.**

*How frequently were these reviewed with the PRG?*

**The suggestion and complaints box are reviewed monthly and presented as a regular agenda item at the practice team meeting and addressed appropriately.**

**With the establishment of the PRG in October 2014 we have now agreed and signed off the constitution and terms of reference with regular bimonthly meetings timetabled for the coming year at which all practice population feedback will be reviewed and appropriate action taken.**

### **3. Action plan priority areas and implementation**

#### **Priority area 1**

*Description of priority area:*

- 1. Look at how we can increase the membership of the group**
- 2. Encourage feedback and participation from the members of PRG.**
- 3. Identification of practice population needs and areas to improve quality and standard of provision to meet diverse needs.**
- 4. Improve diversity of PRG**

*What actions were taken to address the priority?*

1. **Face to face meetings were put in place in addition to email communication and the selection of a Chair and Vice Chair took place to run the meetings. The face to face meetings have improved the membership of the group considerably and we now feel we have a truly active representative group who are willing to support and help the practice.**
2. **The establishment of a bimonthly face to face meeting hasn't detracted from the members who can only be virtual members of the group due to family/work commitments as regular emails are sent to the group asking for feedback and contributions on issues.**
3. **The PRG members have drafted a work plan to identify practice population needs.**
4. **As well as leaflets, website and email communication the PRG have planned a coffee morning to raise its profile and increase representation from a cross section of the practice population.**

*Result of actions and impact on patients and carers:*

**We now have an active group who are actively engaged and putting together action plans to improve recruitment and diversity of the group as well as identifying needs and priorities of our practice population. This will ensure that information is produced in accessible and acceptable formats and the practice is more inclusive and responsive to diverse needs of patients and carers. We anticipate the coffee mornings to encourage wider diverse members to join the group and discuss with patients attending the surgery the work they are currently involved in at the practice on behalf of patients. This face to face contact seeks to breakdown barriers and encourage involvement. It is also an opportunity for patients to raise questions and concerns with PRG members to bring to the next meeting with the practice.**

**The Chair and Vice Chair have also been very supportive in offering advice to the practice in relation to the Friends and Family survey.**

*How were these actions publicised?*

**In the practice via posters and website**

## Priority area 2

*Description of priority area:*

**Improve feedback from the Friends and Family Survey**

*What actions were taken to address the priority?*

**The members gave advice to the practice on how to communicate the survey to the patients and ways of gaining feedback.**

**They have also been interested in the results and have requested details which are sent off by the practice the NHS England. They have also requested for the next PRG meeting the list of comments made on the survey.**

**Members have also offered to promote the Friends and Family Test at the coffee mornings to encourage people to complete the forms.**

*Result of actions and impact on patients and carers:*

1. **Improved communication with the patients on gaining feedback on the survey.**
2. **Increase numbers of people completing the Family and Friends Test survey.**
3. **Contribution by members in the interpretation/analysis of results with suggestions and recommendations**
4. **Report**

*How were these actions publicised?*

**Feedback posted on the website. The practice is also looking at doing a newsletter for the members coffee morning in May with a view to producing a regular PRG newsletter.**  
**Reports submitted to NHS England and Nottingham City CCG**

### Priority area 3

*Description of priority area:*

**On line access**

*What actions were taken to address the priority?*

**Discussions took place with the members on how best to communicate with the patients regarding the on line access requirements by the practice by the 31<sup>st</sup> March.**

*Result of actions and impact on patients and carers:*

**The feedback from the members was very useful in guiding us to improving the way we communicate the on line access to all patients. It was useful for us to understand the best approach for patients who first language was not English**

**We are pleased this year that we have extended the group to include face to face meetings rather than it being just a virtual group.**

**We have amended the constitution and terms of reference and now have a virtual group of some 33 members with a smaller group of 8/9 members who meet face to face and are actively involved in growing the PRG and giving feedback to the practice on a range of issues including those above.**

**To have a group which is meeting regularly has enabled the practice to move forward to having a coffee mornings and using a range of formats to promote the PRG more widely amongst the practice population and involve them more in the practice issues.**

**We have a wide agenda for next year which includes improving uptake of screening and immunisations programmes, looking at how to improve access for the practice populations including identifying, addressing specific needs of diverse groups and monitoring and addressing key issues including complaints, missed appointments and use of out of hour's services.**

#### 4. PPG Sign Off

Report signed off by PPG: YES

Date of sign off: 24/03/2015

How has the practice engaged with the PPG:

**The practice engages with PPG both via email and also administration of the PPG bimonthly meetings and we have an assigned GP lead for the PPG.**

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

**We continue to use our website and email but recognise this may not be the best form of communication to engage seldom heard and diverse groups and as such the PRG is planning a range of face to face opportunities to identify the needs of our seldom heard and diverse groups starting with a coffee morning in early May in the surgery to promote the work of the PRG and begin to break down barriers and start conversations.**

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

**Yes the practice actively encourages feedback from all the population with regards to its services via email, suggestion box and complaint/comments box in reception and also the Friends and Family Test is beginning to provide invaluable insights.**

**The practice re-ran the patient survey that it had done the year before to see if it had improved on the areas that had been identified in the previous report. The results of the survey were similar to the previous year in that the patients still found it difficult to book a appointment at a time most convenient to them. There were issues about patients having to phone up for use urgent appointments on the day when it was just a regular appointment they needed. As we have no**

**improved our booking system which was what was requested on last year's survey, there has now been positive feedback about being able to book in advance.**

**Our friends and family test result showed that in March 2015 94% of patients would recommend our surgery to others which is an increase of 9% on the previous year's survey.**

**The GP triage system has also been well received by patients who necessarily don't need to come into the surgery.**

**We have also increased our reception staff so patient access is easier and this was a problem that was identified on the survey last year.**

*Was the PPG involved in the agreement of priority areas and the resulting action plan?*

**Yes the areas were all discussed with the members of the PPG and they have been actively involved in taking forward 3 priority areas for the Practice this year. As the member numbers have grown this year we are hoping that next year we will see more involvement from the members.**

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

**We have included the suggestions made by the members in our friends and family survey, on line access and looked at other areas of interest the group have suggested for next year.**

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

**No. We are hoping for more engagement from the patients at the coffee morning in May where we can explain the work of the members of the PRG and this will inform the development of the PPG and ultimate improvements in the practice to benefit patients and carers**

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

- Derbyshire practices: [e.derbyshirenotttinghamshire-gpderbys@nhs.net](mailto:e.derbyshirenotttinghamshire-gpderbys@nhs.net)
- Nottinghamshire practices: [e.derbyshirenotttinghamshire-gpnotts@nhs.net](mailto:e.derbyshirenotttinghamshire-gpnotts@nhs.net)