

## Patient Participation Reporting Template 2014-2015

Practices are required to submit the patient participation report detailed below.

Please submit an electronic version of this report to [england.bgsw-primarycare@nhs.net](mailto:england.bgsw-primarycare@nhs.net) by **31<sup>st</sup> March 2015**

If you have any queries, please contact Harriet Gill – [england.bgsw-primarycare@nhs.net](mailto:england.bgsw-primarycare@nhs.net)

Practice details: Hilary Cottage Surgery

Practice code: L84053

**Stage one – validate that the patient group is representative**

Demonstrates that the PRG is representative by providing information on the practice profile:

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

Practice population profile	PRG profile	Difference
<b>Age</b>		
% 18 – 24 -      7.95%	% 18 – 24 -      0%	
% 25 – 34 -      10.24%	% 25 – 34 -      0%	

Practice population profile	PRG profile	Difference
% 35 – 44 - 13.01%	% 35 – 44 - 0.13%	
% 45 – 54 - 19.79%	% 45 – 54 - 0.17%	
% 55 – 64 - 17.79%	% 55 – 64 - 0.57%	
%65 – 74 - 17.39%	%65 – 74 - 0.39%	
%75 – 84 - 9.85%	%75 – 84 - 0.17%	
% Over 85 - 3.98%	% Over 85 - 0%	
<b>Ethnicity</b>		
<b>White</b>	<b>White</b>	
% British Group - 16.1%	% British Group - 0.19%	
% Irish - 0.1%	% Irish – 0%	
<b>Mixed</b>	<b>Mixed</b>	
% White & Black Caribbean - 0.02%	% White & Black Caribbean – 0%	
% White & Black African - 0.09%	% White & Black African – 0%	

Practice population profile		PRG profile		Difference
% White & Asian -	0.02%	% White & Asian – 0%		
<b>Asian or Asian British</b>		<b>Asian or Asian British</b>		
% Indian -	0.05%	<b>% Indian – 0%</b>		
% Pakistani -	0%	% Pakistani – 0%		
% Bangladeshi -	0.04%	% Bangladeshi – 0%		
<b>Black or Black British</b>		<b>Black or Black British</b>		
% Caribbean -	0%	% Caribbean – 0%		
% African -	0%	% African – 0%		
<b>Chinese or other ethnic Group</b>		<b>Chinese or other ethnic Group</b>		
% Chinese -	0.17%	% Chinese – 0%		
& Any Other -	0%	& Any Other – 0%		
<b>Gender</b>				
% Male -	48.36%	% Male -	0.08%	

Practice population profile	PRG profile	Difference
% Female - 51.64%	% Female - 0.28%	

<p><b>Differences between the practice population and members of the PRG</b></p> <p>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:</p>	<p>PPG membership is open to all practice patients that wish to participate and is publicised on our website and in the practice. Joining forms are given to all new patients as part of the registration pack.</p>
<p><b>Are there any specific characteristics of your practice population which means that other groups should be included in the PPG? Eg a large student population, significant number of Jobseekers, large numbers of nursing homes, or a LGBT community</b></p> <p><b>NO</b></p>	<p><b>If you have answered YES, please outline measures taken to include these specific groups and whether those measures were successful:</b></p>
<p><b>Is the group virtual or face-to-face?</b></p>	<p>Face to face</p>
<p><b>How many members are there on the PRG?</b></p>	<p>14</p>

<b>Step 2 – Review Patient Feedback</b>	
Outline the sources of feedback that were reviewed during the year:	<p>Results of GP National Patient Surveys ( MORI)</p> <p>Friends and Family Test responses</p> <p>Compliments and complaints analysis</p> <p>Issues raised direct to the PPG members by patients</p> <p>CQC Inspection 111114 – feedback from PPG chair about discussion with Lead Inspector. (final report not yet issued)</p>
How Frequently were these reviewed with your PRG	Documents circulated on receipt and items discussed at full meetings held quarterly.
<b>Priority Area 1</b>	
Describe the priority area:	<p><b>Urgent Same day GP Appointments</b></p> <p>To look to identify faster turnaround times for GPs to triage / call back patients for urgent, on the day appointments</p>
Why was this priority identified:	Analysis of surveys and patient feedback
What actions were taken to address this priority	More emergency GP appointment availability at peak times and after Bank Holidays. Face to face appointments available earlier in the day.
What were the results of the actions and what impact on patients and carers.	Continual review to meet current demand. Triage system more effective for dealing with the volume of calls.
How was this publicised.	On the practice website and in the practice.

<b>Priority Area 2</b>	
Describe the priority area:	<p><b>Improve Access to Services</b></p> <ul style="list-style-type: none"> <li>• Offer text reminder service with the aim of increasing access to appointments with same GP and reducing patients who do not attend.</li> <li>• Extend variety of appointments available for patients to book online.</li> </ul>
Why was this priority identified:	To improve access to services
What actions were taken to address this priority	<ul style="list-style-type: none"> <li>• SMS text messaging go-live March 2015</li> <li>• Extending the variety of appointments released for on-line booking – still ongoing and under review.</li> </ul>
What were the results of the actions and what impact on patients and carers.	<ul style="list-style-type: none"> <li>• SMS service – newly introduced - currently under review</li> <li>• Types of online appointment release -currently under review.</li> </ul>
How was this publicised.	On the practice website and in the practice.

<b>Priority Area 3</b>	
Describe the priority area:	<p><b>Patient engagement</b></p> <ul style="list-style-type: none"> <li>• The Practice together with the PPG will continue to raise the profile of the PPG and seek to encourage involvement from a cross representation of patients.</li> <li>• Production of regular Newsletters</li> </ul>
Why was this priority identified:	To raise the profile of the PPG and recruit additional members.
What actions were taken to address this priority	<p>The virtual and core elements of the historical PPG were disbanded and all members formed part of the main group to attend meetings held. A new chairman was appointed with some resignations and new patients joining the group.</p> <p>PPG joining forms included for all new patient registration packs</p> <p>PPG information displayed on the website and on the digital display in the waiting room. Joining forms also available from reception.</p> <p>Production of regular Newsletters - ongoing</p>
What were the results of the actions and what impact on patients and carers.	<p>Raised local awareness. Newsletters and articles in the local press is ongoing and will be published monthly in future. Two PPG members have agreed to lead on this going forward.</p>

How was this publicised.	On the practice website and in the practice.
<b>Progress on previous years</b>	
If you have participated in this scheme for more than one year, outline progress made on the issues raised in the previous year (s)	
<p>Year 1 <u>2012/2013</u></p> <ul style="list-style-type: none"> <li>○ All the action items for the Waiting Room have been completed.</li> <li>○ Information for support / groups available.</li> <li>○ Audible bleep on the digital Display Screen in waiting room – it was felt that the sound frequency of the beep had improved.</li> <li>○ GP Appointments – clinics running late - additional catch –up times allocated in the GP clinic is very effective and helps reduce delays and GPs running late. The duty doctor triage system is also works well. Patients not attending their appointments – text messaging should help address this problem which in the last year is on the increase.</li> <li>○ Patient engagement – Digital display installed in the waiting room.</li> <li>○ Medium to long term goals carried forward to 2013/2014</li> </ul> <p>Year 2 <u>2013/2014</u></p> <ul style="list-style-type: none"> <li>○ Car Parking –Ongoing problem experienced by many G.P. practices but staff are encouraged to use local Bowling club car park as much as possible.</li> <li>○ Improve Access to Services – Data now captured at point of new patient registration regarding consent to contact patient via SMS text messaging for appointment reminders. On-line service now available for booking of G.P. appointments with over 1000 patients registered for this service.</li> <li>○ Patient engagement – The Practice together with the Core PPG have continued to raise the profile of the group and seek to encourage involvement from a cross representation of patients. Articles were placed in local parish newsletters. Information regarding the PPG displayed on the visual display board.</li> <li>○ Medium to long term goals carried forward to 2014/2015</li> </ul>	



PPG Sign Off	
Has the report been signed off by the PPG	Yes
What date was this report signed off:	25/02/2015

How has the practice engaged with the PPG	
How has the practice made efforts to engage with seldom heard groups in the practice population?	
PPG membership is open to all and is publicised in the practice, on the practice website, and locally with newsletters in local magazines.	
Has the practice received patient and carer feedback from a variety of sources	
Yes	
How was the PPG involved the agreement of the priority areas and the resulting action plan?	
Discussed at face to face meeting 25/02/15	
How has the service offered to patients and carers improved as a result of the implementation of the action plan?	
<ul style="list-style-type: none"> <li>• Triage appointment system more effective for dealing with the volume of calls – improved access.</li> </ul>	

- SMS service – newly introduced – target DNAs and releasing appointments no longer required.
- Raising local awareness of services offered.

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

No

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**Role: Practice Manager**

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