

Annex C

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

Practice Name: Priory Gate

Practice Code: M86012

Signed on behalf of practice: Glenn Walker- Practice Manager _____ Date: 31 March 2015

Signed on behalf of PPG: Joan Spencer _____ Date: 31 March 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) Primarily Face to face – exploring other options												
Number of members of PPG: Currently 7 – recruiting for more												
Detail the gender mix of practice population and PPG:				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	51%	49%		21%	9%	16%	13%	12%	9%	7%	13%
	PPG	14%	86%							57%	14%	29%

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	55%			15%				
PPG	100%							

	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice	12%	6%	3%					9%		
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: The Ethnic background and breakdown is an educated assessment based on the Senior Partners knowledge of the Practice Population.

Clearly the group does not reflect the practice population and we have had a meeting with Carla Elkin, Patient Experience/ Public Involvement Manager at NHS Coventry and Rugby CCG and we have identified steps that can be taken to assist with the expansion of the group. This will be explored further at our next meeting in April 2015.

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? YES

If you have answered yes, please outline measures taken to include those specific groups and whether those measures were successful: As mentioned above over 40% of the Practice population is non British heritage. We are starting to work with Carla Elkin to assist in this area.

2. Review of patient feedback

Outline the sources of feedback that were reviewed during the year: Over the months of December to March we have been collating 'Friends and Family' feedback and have collected over 350 responses.

How frequently were these reviewed with the PRG? The responses were fully reviewed by the Group in March 2015 and actions will be agreed in the April meeting.

Annex C

3. Action plan priority areas and implementation

Priority area 1
Description of priority area: on line appointments / telephone triage
What actions were taken to address the priority? – When sessions are added for doctors a number are made available for on-line bookings and patients are utilising this facility. The on-call doctor handles all requests for emergency same day appointments to determine if the patient needs to be seen immediately. If the doctor determines this is required they can book the patient in to an 'extra' slot.
Result of actions and impact on patients and carers (including how publicised): On line appointments can now be booked up to 7 weeks in advance. The triage is a good method of ensuring those patients assessed as needing an early appointment can be seen promptly.

Annex C

Annex C

Priority area 2
Description of priority area: Reception Standards
What actions were taken to address the priority? A small number of new reception staff have started in the year and training undertaken with the (now retired) practice manager.
Result of actions and impact on patients and carers (including how publicised): Friends and Family test has attracted comments on the quality of reception standards. New practice manager will review this and seek wider feedback as to any performance challenges.

Annex C

Priority area 3
Description of priority area: Text reminders for appointments
What actions were taken to address the priority? Discussed with PPG and they did not feel this was a priority area at present but asked to review in future and to look at again in conjunction with the DNA rate.
Result of actions and impact on patients and carers (including how publicised): Matter to be discussed at April 2015 meeting. Practice Manager will provide information on DNA rate for the group.

Annex C

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):

The Practice has occupied in the current building since December 2011. Some of the early work with group involved assisting with 'settling' in to the new building.

A revised telephony system was introduced to ensure patients did not receive an engaged tone when they phoned – this is up and running and working effectively.

On-line prescriptions are now available and this was discussed and reviewed previously by the group. The Practice now actively uses Electronic Prescribing and is encouraging regular patients to use this service.

Annex C

4. PPG Sign Off

Report signed off by PPG: YES

Date of sign off: 31 March 2015

Has the report been published on the practice website? YES

How has the practice engaged with the PPG: New Practice Manager held an introduction meeting with the group in March 2015 with the aim of identifying the best methods of communicating with the group and the wider patient population. A further meeting will take place in April 2015.

How has the practice made efforts to engage with seldom heard groups in the practice population? The practice is working with Carla Elkin, Patient Experience/ Public Involvement Manager at NHS Coventry and Rugby CCG to devise plans to widen the level of engagement with seldom heard groups.

Has the practice received patient and carer feedback from a variety of sources? A patient survey was undertaken in 2014 and a Friends and Family Recommendation feedback was introduced in December 2014.

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? Action plan identified areas requiring focus and the highest priority area being where most attention was placed particularly telephone triage. We will ask specific questions on this in the next patient survey.

Do you have any other comments about the PPG or practice in relation to this area of work? The Practice has a noticeboard in the shared reception area that will be utilised to promote the activities of the group.

Annex C

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.