Standard Reporting Template

NHS England (Wessex)

2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: Brook House Surgery

Practice Code: J 82213

Signed on behalf of practice: Mrs Angie Brebner Date: 03 March 2015

Signed on behalf of PPG: Dr Roly Simpson Date: 03 March 2015

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

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| Does the Practice have a PPG? YES / NO Yes, however the group has slightly fallen by the wayside due to illness of the organiser and one members husband who was also a member of the group was ill and sadly passed away. | |
| Method of engagement with PPG: Face to face, Email, Other (please specify) Face to Face and Letters | |
| Number of members of PPG: 3 | |
| Detail the gender mix of practice population and PPG:   |  |  |  | | --- | --- | --- | | % | Male | Female | | Practice | 2256 | 2224 | | PRG | 1 | 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 | 1031 | 463 | 370 | 674 | 600 | 497 | 231 | 224 | | PRG |  |  |  |  |  | 1 | 2 |  | |
| 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 | 1762 | 8 |  | 173 | 13 | 35 | 15 |  | | PRG | 3 |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | |  | Asian/Asian British | | | | | Black/African/Caribbean/Black British | | | Other | | |  | Indian | Pakistani | Bangladeshi | Chinese | Other  Asian | African | Caribbean | Other Black | Arab | Any other | | Practice | 76 | 16 | 30 | 5 | 40 | 14 | 39 | 3 |  |  | | PRG |  |  |  |  |  |  |  |  |  |  | | |
| 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 patients regardless of their age, ethnicity or gender are invited to participate via the practice internet and posters/leaflets that are displayed within the practice. | |
| 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/NO  No  If you have answered yes, please outline measures taken to include those specific groups and whether those measures were successful: | |

1. Review of patient feedback

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| Outline the sources of feedback that were reviewed during the year:   1. Patients wanted a better understanding of the new telephone triage system. 2. The website is not the best 3. Newsletters to be introduced for patients |
| How frequently were these reviewed with the PRG? It was intended that the group meet bi-monthly, however due to circumstances beyond our control this was unfortunately not achieved. |

1. Action plan priority areas and implementation

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| Priority area 1 |
| Description of priority area:  Triage Appointments and explanation of how they will work. |
| What actions were taken to address the priority?  Posters were displayed within the practice and verbal explanation given to the patient when they called the surgery requesting same day or urgent appointments |
| Result of actions and impact on patients and carers (including how publicised):  Patients are now used to the new Triage Appointment System and actually ask for a call back at times. The service is well utilised. We are going live with the Electronic prescribing in May 2015. This will also save the patient time and will free up some of the telephone lines for patients wishing to speak to a receptionist.  The On-Line Access will be switched on in March 2015. Patients will then have access to be able to book appointments, order repeat prescriptions and view some aspects of their medical records. |

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| Priority area 2 |
| Description of priority area:  Website was not the Best |
| What actions were taken to address the priority?  The website has since been updated and is now more user friendly. Since the arrival of the new Practice Manager the information is monitored and updated accordingly. |
| Result of actions and impact on patients and carers (including how publicised): |

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| Priority area 3 |
| Description of priority area:  Patient Newsletters |
| What actions were taken to address the priority?  The newsletter has been re-introduced since the arrival of the new Practice Manager. Copies have been posted out to all housebound patients. The newsletter is made available in the reception and has also been published on the Practice Website |
| Result of actions and impact on patients and carers (including how publicised):  Displayed in the waiting areas and published on the practice website. |

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 issues raised have not been of a significant nature.

1. PPG Sign Off

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| Report signed off by PPG: NO  Date of sign off: |
| How has the practice engaged with the PPG:  Yes, however the group has slightly fallen by the wayside due to illness of the organiser and one members husband who was also a member of the group was ill and sadly passed away.  How has the practice made efforts to engage with seldom heard groups in the practice population?  Information advertised on the Website. Posters displayed in the waiting rooms. Face to face requests made to patients by clinicians and reception staff.  Has the practice received patient and carer feedback from a variety of sources?  Feedback is always welcome and does not have to be made by members of the PPG. All patients, carers and family members are welcome to give feedback.  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?  Better communication and keeping patients informed of changes improves the service to all involved.  Do you have any other comments about the PPG or practice in relation to this area of work?  The PPG can be time consuming and getting people to participate has proved to be difficult. |