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

Practice Name: The Revel Surgery

Practice Code: M84031

Signed on behalf of practice:_____ Date: 20th March 2015

Signed on behalf of PPG:_____ Date: 26th March 2015

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

Does the Practice have a PPG? **YES** / NO

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

Number of members of PPG: **13**

Detail the gender mix of practice population and PPG:

%	Male	Female
Practice	**2844**	**2950**
PPG	**4**	**9**

Detail of age mix of practice population and PPG:

%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
Practice	**1165**	**409**	**648**	**740**	**978**	**744**	**630**	**480**
PPG	**0**	**0**	**1**	**0**	**0**	**5**	**3**	**4**

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	5175	6	0	34	3	5	0	12
PPG	13	0	0	0	0	0	0	0

	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice	24	5	0	4	129	12	3	8	0	360
PPG	0	0	0	0	0	0	0	0	0	0

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 compared the demographics of its patient participation group to that of its practice population and found that the relatively young and patients without long term conditions are under-represented.

The practice has taken steps to try and rectify this to ensure that the patient participation group is a representation of its registered patients by advertising the group on the practice website, noticeboards and regularly in the practice newsletter in an attempt to recruit new members. The practice has specifically advertised for new members from categories of patients currently under represented including patients aged less than 55 years and from ethnic minorities. The practice asks all newly registered patients if they would like to join the PPG.

The PPG and practice staff have explored ways to enhance communication with all stakeholders and recently has recruited two new members. The practice has also initiated requesting newly registered patients if they would be willing to join a virtual group. This has resulted in 5 patients expressing an interest which the PPG will explore how to manage.

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

If you have answered yes, please outline measures taken to include those specific groups and whether those measures were successful:

The practice has two nursing homes based within the practice area. Currently one of the homes is represented by a PPG member, the other has been invited to send a representative to the meetings.

2. Review of patient feedback

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

The practice receives feedback in a variety of formats including, praise, suggestions, moan and complaints forms available in the waiting rooms. Friends and Family Test available on the reception desk and NHS Choices. The practice also welcomes verbal feedback which is documented.

How frequently were these reviewed with the PRG?

The PPG discuss on a quarterly basis the outcome of any results.

3. Action plan priority areas and implementation

Priority area 1
Description of priority area: **Expansion of PPG group**
What actions were taken to address the priority? **The group acknowledged that the PPG has a responsibility to try to encourage representatives of minority groups; this includes ethnical groups and also age groups or groups such as carers' etc.** **Suggestions included:-** **Asking parish councils** **Asking patients why they are not a member** **Scout Group** **Youth Group Leader** **Pharmacy Counter Assistant – To ask patients** **Health Visitor and Midwife** **Virtual Groups.** **It was suggested the group could create a leaflet to hand to patients.**
Result of actions and impact on patients and carers (including how publicised):

Two new members have joined the group in response to the PPG actively recruiting. Five newly registered patients have shown an interest in joining a virtual group and this will be carried forward to the next meeting to discuss who this should be implemented.

Posters have been placed on the notice board in the Army Service Dependants Surgery waiting room to encourage patients from this area to become involved.

The leaflet is still in development and will be presented at the next PPG meeting.

Practice to welcome new members in the next practice newsletter.

Priority area 2
Description of priority area: **Encouragement of Feedback**
What actions were taken to address the priority? **Encourage patients to provide feedback through various pathways.**
Result of actions and impact on patients and carers (including how publicised): **The practice requested patients to provide feedback via the variety of pathways available as described in point 2. The practice advertised this via the practice newsletter and notes sent with patient prescriptions. The PPG have also been encouraging patients to participate. As a result the quantity of responses received on NHS Choices has increased by 31 comments which we are pleased to report primarily patients are extremely happy with the service the practice provides.**

Priority area 3
Description of priority area: **Online Access**
What actions were taken to address the priority? **The practice has made available to patients the ability to book doctor appointments and order repeat prescriptions online. Access to medical records online will also be made available before 31st March 2015.**
Result of actions and impact on patients and carers (including how publicised): **Practice staff have been encouraging patients to sign up for online access, this has resulted in 45% patients having access to appointments, repeat prescriptions and medical records.** **All advance bookable appointments available to the reception staff are also available to patients.** **There has been a steady increase in the number of patients using the online repeat prescription.** **All services have been advertised in the practice newsletter. Reception staff encourage patients who book appointments via the telephone or face to face (if appropriate) to use the online facilities.**

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):

Website Awareness	Practice continues to encourage patients to use website. Further development of website planned for 2015-2016
Online Appointments/Repeat Prescriptions	Significant increase in the number of patients signed up to use facilities. Practice/PPG to continue to encourage patients to use facilities.
Nurse Online Appointments	Online provider unable to clarify if or when alternative appointment online booking will be available. To continue to book nurse appointments via telephone and face to face until available.
Skype	Practice requested patient participation for trial on asthmatic patients with no uptake. To be place in diary for future development.
Facebook	Practice staff currently working on project and should be finalised in October 2015.

4. PPG Sign Off

Report signed off by PPG: YES/NO Date of sign off: Has the report been published on the practice website? **YES**
How has the practice engaged with the PPG: How has the practice made efforts to engage with seldom heard groups in the practice population? Has the practice received patient and carer feedback from a variety of sources? Was the PPG involved in the agreement of priority areas and the resulting action plan? How has the service offered to patients and carers improved as a result of the implementation of the action plan? Do you have any other comments about the PPG or practice in relation to this area of work? **The practice and PPG have worked extremely hard to encourage patients from a variety of stakeholders to join the PPG. We have been successful in gaining two new members and five via a virtual group.** **Feedback has been encouraging and the practice shares the results with both the practice team and the PPG.** **The priority areas have been a direct result from items raised within the PPG meetings.** **The results show an increase in PPG members, an increase in patients signed up for online access plus an increase in patient feedback, this has been encouraging.** **The practice would like to thank the practice team for supporting the implementation of the action points and the PPG for their continued support and opinions.**