Thames Valley Area Team

2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: Donnington Medical Partnership

Practice Code: K84004

Signed on behalf of practice: Alan Mordue (Practice Manager) Date: 24th March 2015

Signed on behalf of PPG: Jean Minshull (Chair) Date:24th 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 | |
| Method of engagement with PPG: Face to face, Email, Other (please specify) Mainly face to face | |
| Number of members of PPG: 21 | |
| Detail the gender mix of practice population and PPG:   |  |  |  | | --- | --- | --- | | % | Male | Female | | Practice | 50.6 | 49.4 | | PPG | 8 | 13 | | Detail of age mix of practice population and PPG:   |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | | % | <16 | 17-24 | 25-34 | 35-44 | 45-54 | 55-64 | 65-74 | > 75 | | Practice | 20 | 9 | 17 | 15 | 14 | 10 | 8 | 7 | | PPG |  |  |  |  |  |  |  |  | |
| Detail the ethnic background of your practice population and PPG: 15% are not known or not recorded   |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | |  | White | | | | Mixed/ multiple ethnic groups | | | | |  | British | Irish | Gypsy or Irish traveller | Other white | White &black Caribbean | White &black African | White &Asian | Other mixed | | Practice | 57.1 | 1.1 |  | 9.4 | 0.4 | 0.8 | 0.6 | 0.7 | | PPG | 19 | 0 | 0 | 2.0 | 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 | 2.5 | 3.7 | 1.0 | 0.8 | 2.0 | 2.3 | 0.4 | 0.2 |  | 2.0 | | PPG | 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 PPG has struggled to attract any interest and participation. This is despite the best efforts of a new patient chairperson who has been energetic in her efforts to engage with new patient representatives. Those who have volunteered have tended to be from a more mature group, often retired. We now have a more structured approach to engagement with patients and the surgery that will become even more effective with wider participation.** | |
| 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  **The patient list is diverse and there is a need for different patients to become engaged.**  If you have answered yes, please outline measures taken to include those specific groups and whether those measures were successful:  **The PPG is promoted within the surgery and on the website. The PPG chair has promoted the PPG to a diverse range of patients during surgery hours by engaging directly with them in the waiting rooms. Meetings have been held at lunchtimes, evenings and weekends to provide greater access ability for different patient cohorts.**  **The local mosque has been approached directly to encourage participation.**  **This activity is part of a plan to increase awareness of the role and successes of the PPG.** | |

1. **Review of patient feedback**

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| Outline the sources of feedback that were reviewed during the year:  **Priorities for 2015 were established with the aid of a practice survey in March 2014 and were clarified and reviewed by the PPG using direct contributions from members, compliments and complaints and more recently the Friends and Family Test results that have been shared with the PPG.** |
| How frequently were these reviewed with the PRG?  **Priorities and feedback were reviewed at each PPG meeting in July, September, November, January and March** |

1. Action plan priority areas and implementation

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| Priority area 1 |
| Description of priority area:  **Effective engagement and communication with all patient groups** |
| What actions were taken to address the priority?  **Specific actions to improve communication include:**   * **Creation of anew practice email address to encourage and facilitate patient feedback** * **Creation of a new, more user friendly practice website** * **Promotion of new and existing the on-line services at both surgeries using posters, prescription messages, website and screen messages** * **Extended use of text service for initiatives such as Friends and Family Test** * **Improvements and changes to the automated telephone answering service** |
| Result of actions and impact on patients and carers (including how publicised):  As a result of the changes:   * **We are receiving more direct email communication from patients and carers** * **The website is easier to navigate** * **Online services have been extended** * **Responses to Friends and Family Test questions are providing a rich source of feedback that will be used to determine the priorities for the coming year** * **Telephone messages are shorter and patient satisfaction improved** |

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| Priority area 2 |
| Description of priority area:  **Improve access to GPs and other clinical services including nurses and phlebotomists.**  **Access to clinicians was highlighted as a continuing priority for patients and especially with an anticipated growth in patient numbers.** |
| What actions were taken to address the priority?  **The partners of Donnington Medical Partnership recognised the growth early and took the decision to invest in more doctor and nurse time as well as administrative staff. An additional partner and two salaried doctors have been appointed in the last year.** |
| Result of actions and impact on patients and carers (including how publicised):  **The last year has been one of significant change within the practice during which time the number of patients has grown by 10%. The doctor and nurse provision has kept pace with that change and the result is that waiting times for routine GP appointments remain better than the average and even lower than last year although there were 462 (11%) more consultations in February 2015 than the previous year. Patients who need to see a GP urgently can always get an appointment on the same day.**  **The results have been shared with the PPG and will be promoted within the surgery and on the website.** |

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| Priority area 3 |
| Description of priority area:  **Patient physical patient environment that provides easy access in appropriate condition** |
| What actions were taken to address the priority?  **The main actions have been:**   * **The lighting at Donnington Health Centre has been upgraded in the waiting areas and at the entrance to the premises** * **The carpet at Donnington Health Centre has been replaced with modern wood effect vinyl** * **Automated doors have been provided to the main entrance of Donnington Health Centre to provide much improved access for all patient groups.** * **The public areas at Richards Medical Centre have been decorated.** |
| Result of actions and impact on patients and carers (including how publicised):  **The investment in the physical environment is apparent to all and the response from patients has been overwhelmingly positive. In particular, access for the elderly, disabled and mothers with young children is vastly improved. The waiting areas feel brighter and more pleasant.** |

**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 participated in previous years when very similar issues and priorities have been identified. 2013-14 has been marked by significant progress in all areas.**

1. **PPG Sign Off**

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| Report signed off by PPG: **YES**  Date of sign off**: 24.3.15** |
| The Practice has been extremely supportive of the PPG. The Practice Manager meets monthly with the PPG Chair and is proactive in the sharing of appropriate information. The Practice Manager attends every PPG meeting and also provides administrative support to the PPG. If we can expand the membership to ensure that it is representative of the wide range of patient groups the PPG can become even more effective in contributing to enhancing the quality of patient care services.  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?** |