

Annex D: Standard Reporting Template

Thames Valley Area Team
2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: Dr Kearley, Dr Chivers & Partners

Practice Code: K84026

Signed on behalf of practice: Sangeeta Bahl

Date: 17/03/2015

Signed on behalf of PPG: Elaine Cohen

Date: 17/03/2015

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)- Face to face and email group											
Number of members of PPG: Total group including face to face attendees and email 59											
Detail the gender mix of practice population and PPG:				Detail of age mix of practice population and PPG:							
%	Male	Female									
Practice	5550	5670	%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
PRG	37	22	Practice	1785	1799	1998	1642	1540	1171	729	556
			PRG	0	0	0	0	1	58	0	0

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	2343	130	0	2575	30	48	108	3003
PPG	47	0	0	1 White American 5 White European	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	212	221	63	286	198	111	8	16	13	1855
PPG	2	1	0	0	2 Burmese	0	0	0	0	1 Black British

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:

Dr Kearley and partners invited patients who had expressed an interest (via the practice patient survey) in setting up a PPG to a meeting in January 2014. The meeting was well attended, but it was apparent that many of those attending had no understanding about what PPGs could do, but had come along because they wanted to support the practice.

In the first full year of operation, the PPG has sought to recruit any patients who had in interest in joining the group. The merger of the practices of Dr Kearley and Partners and Dr Chivers and Partners mid-year meant that the focus of the group shifted to bringing the two PPGs (at different stages of development) together.

This work has required some considerable time commitment from the PPG members, especially as the ethos of the group is to be patient-led. The consequence of this is that those who are able to dedicate sufficient time to establish and lead the PPG are mostly retired individuals who have sufficient time to dedicate to this task.

The group is gender-balanced, but recognises that more work needs to be done to engage a wider range of the practice population.

That being said, individuals on the PPG have direct experience of a range of services including:

- Carers
- End of life care
- Learning Disabilities
- Physical Disabilities
- Children
- Mental Health
- Dementia
- Older People

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:

We have a proportion of students (9%) that the health centre cares for. Unfortunately due to the large number of changes in the Practice we have not been able to concentrate on including them in our PPG, but we hope to have this as an action for next year. When new students join in September/October they will have to complete a registration form and we are looking at having a PPG information sheet/leaflet attached to this document to encourage students to join our group and have their say. We also will include the information that the PPG group will be collating for us on attached to all new registrations.

2. Review of patient feedback

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

The PPG contributed to the design of the practice survey, and the results were circulated to PPG members, as well as being published on the practice website.

The Friends and family test was started in September 2014, well ahead of the deadline of December 2014. Issues highlighted have been:

- Getting through on the phones- we now have more reception staff on the phones so this should improve this and we are also in the process of changing our phone system which will allow us to analyse phone queues and audits on how long patients are waiting etc which will help improve our service..
- Up to date magazines in the waiting room-unfortunately we do not have a budget for this and rely on staff bringing in their old magazines.
- Since the merger-the level of service has not been as good-we apologise to our patients if this is how they feel, we found after the merger that we were understaffed and we addressed this by employing 3 new receptionists, and they are still relatively new and learning the role. More training is currently being arranged for the reception staff. This will improve their knowledge and confidence.
- More information should be made available to patients in the waiting room- we will be purchasing a new leaflet stand shortly and hope that we can then provide more patient related leaflets.

The FFT test has highlighted that although we will always get complaints like those addressed above we also receive many compliments, which are in greater abundance than the complaints. Some of the comments are listed below:

- This is a wonderful Practice!
- Excellent reception and conversation.
- An exemplary Practice.
- I have always been extremely satisfied with the service you offer whether in person or on the phone. I have had all the support and attention which we have needed. We have been patients for many many years. I appreciate being able to “phone for a telephone consultation”.
- The receptionist on Saturday was so helpful, kind and thoughtful with a bright smile. I hope they are all like this.
- Brilliant speedy appointment system! You couldn't better it.
- Very nice new centre.
- Everybody who works at this surgery is always extremely efficient, helpful and friendly which is much appreciated. I am most grateful to be a patient at such an excellent Practice.
- Doctor listened to me and was very helpful and supportive.

- Always had good service and positive experience, good communication.

How frequently were these reviewed with the PPG?

The FFT results will be reviewed at the next meeting scheduled for May 2015 and quarterly thereafter.

3. Action plan priority areas and implementation

Priority area 1
<p>Description of priority area:</p> <p>Practice Merger and development of a single combined PPG</p> <p>Early in 2014 Dr Kearley and partners and Dr Chivers and partners agreed that they would merge their practices to form a larger, more efficient practice. The PPGs for each practice were at a different stage of development, but it was agreed that in order to support the practice(s) most effectively they should be consulted and brought together at an early stage.</p>
<p>What actions were taken to address the priority?</p> <p>The May meeting of the PPG focused on the merger and the consequences for patients and services. The practice produced an information leaflet available in hard copy and on the website. The PPG was supportive of the merger and offered to support the practice at the 'front of house' during the first week of merged working. Members of the PPG were present in the waiting area during the first week and provided patients with information and signposting. It also provided an opportunity to publicise the PPG.</p>
<p>Result of actions and impact on patients and carers (including how publicised):</p> <p>The impact of the practice merger has been seen as positive by patients. They have more choice of doctors and other services, and benefit from additional evening and Saturday morning surgeries.</p> <p>The practice may have had to deal with issues around the practice merger (IT systems in particular) but the support of the PPG meant that they practice management could focus on dealing with these issues without it affecting the patients in the waiting room.</p>

Priority area 2

Description of priority area:

Development of a programme of educational meetings on topical issues for patients.

What actions were taken to address the priority?

The PPG decided that they wanted to have meetings that focused on particular health and social care issues as well as face to face meetings with the practice.

At each meeting we have invited an external speaker, (or one of the GPs) to focus on a specific topic. Speakers have included:

- **Understanding PPGs:** Chair of an established PPG from another practice in Oxford
- **Diversity and Community Development in Oxford:** Development worker from Oxford City Council (on how to broaden representation)
- **Winter Health Issues:** One of our GPs on keeping well in the winter
- **Local activities for the elderly:** Community leader from Jericho Community Centre

Result of actions and impact on patients and carers (including how publicised):

- Short leaflet on PPGs inviting patients to sign up to our PPG.
- Section on PPGs in the practice leaflet

- Practice newsletter focusing on keeping well in winter. Included useful information on activities and services available in the local area, as well as information on dealing with common illness. Additional information was available on when to call a doctor and children's health.

This information is available in hard copy on the PPG table in the waiting area and on the practice website.

Feedback on the winter newsletter was generally positive. Particular praise was given to the health information and local contacts section. The next newsletter will include more of local information on community activity.

Priority area 3

Description of priority area:

Communications and use of the reception area

The practice operates from a new purpose-built surgery with a spacious, wood panelled waiting area. However the walls are covered with an array of small notices, many of which are unreadable from the seating area. There appears to be no systematic approach (for example by health topic). The PPG have made a range of suggestions on how this could be improved and look forward to taking this forward in the coming year. The practice has now purchased an A3 laminator and paper so we hope to be able to make the posters more visible.

What actions were taken to address the priority?

This topic has been discussed on several occasions by the PPG. However this has not been a priority for the Practice; we have however purchased an A3 laminator and paper and have started to make posters more visible to patients.

We will also recruit help from the PPG in sourcing a leaflet rack which will help make the waiting room tidier.

The PPG have made a range of suggestions on how this could be improved and look forward to taking this forward in the coming year. As well as having a more streamlined look, the PPG and the practice will use this as an opportunity to promote the PPG (with a dedicated notice board, as well as the PPG table) to increase and diversify the PPG membership.

Result of actions and impact on patients and carers (including how publicised):

This is an area that will continue to be developed in the coming year. The PPG table, which is in the reception area, currently has a short leaflet on the

PPG, but the panels next to it will be used as a 'recruiting centre' for the PPG. This will be supported by the development on a new leaflet about the PPG which will be given to all new patients.

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 newly merged PPG has been in operation since July 2014.

However a summary of activity for the whole of 2014 (initially just Dr Kearley and partners) can be found below.

Dr Kearley, Dr Chivers & Partners

**Patient Participation Group
Annual Report 2014/2015**

Introduction

The NHS Constitution states that 'the NHS will actively encourage feedback from the public, patients and staff, welcome it and use it to improve services'. To support this national policy direction general practices are encouraged (and from April 2015 will be required) to establish Patient Participation Groups (PPGs) to ensure that patients and carers are involved in decisions about the range, shape and quality of services provided by their practice.

In July 2014, two practices in the Jericho Health Centre merged. This Annual Report is therefore a mixture of activity undertaken by the PPG(s) for the practices before and after the merger. Since September the PPG is patient-led, and meeting agendas and notes are undertaken by the PPG.

Development of the PPG

Dr Kearley and partners invited patients who had expressed an interest (via the practice patient survey) in setting up a PPG to a meeting in January 2014.

The meeting was well attended, but it was apparent that many of those attending had no understanding about what PPGs could do, but had come along because they wanted to support the practice.

One of the patients with NHS management experience agreed to host informal networking meetings so that patients could get together and learn more about the potential of PPGs.

Governance

The PPG has selected a patient Chair, and she drafts the meeting agendas and chairs the meetings.

The Chair of the PPG has since been elected as vice-chair of the Oxfordshire Clinical Commissioning Group (OCCG) Oxford City Locality Forum, and another member of the group also participates as a member of the steering group of this forum. This enables the PPG to receive regular feedback from health and care related activities across the Oxford City and Oxfordshire area.

Although no specific 'champions' have been selected, members of the PPG have expressed an interest in the following areas:

- Carers
- End of life care
- Learning Disabilities
- Children
- Mental Health
- Older People

Several members have participated in consultations hosted by OCCG, including musculo-skeletal services and dignity in care.

Activity and Meetings in the first year

The PPG has hosted six formal meetings in the past 13 months. (January, May, July, September and November in 2014, and February 2015). Four of the meetings were in the evening and two were held in the afternoon. A list of the meetings can be found at the end of this report.

The evening meetings were attended by an average of 15 people and the afternoon meetings were attended by an average of 6 people.

The meetings aim to be informative and educational about topical health and care issues as well as to discuss issues concerning the practice itself.

Speakers have included:

- Chair of an established PPG from another practice in Oxford
- Development worker from Oxford City Council (on how to broaden representation)
- One of our GPs on keeping well in the winter
- Community leader from Jericho Community Centre

Practice Merger

One of the main issues for the practice this year has been the merger of two practices within the Jericho Health Centre. Although this is beneficial for patients, it has caused the practice management significant additional workload.

The PPG was engaged once the merger was agreed, and have played a supportive role. Members of the PPG were present in the waiting area during the first week of the merger and provided patients with information and signposting.

Winter Newsletter

Although the attendance at the afternoon meeting in November was small, it enabled an excellent discussion on how to keep well during the winter months, and the subsequent production of a practice newsletter. The newsletter contained information on common health conditions and straightforward ideas on keeping well in addition to some key local services.

Key Issues and Challenges

Those attending the PPG meetings are very supportive of the practice and the services it provides. There is a general recognition of the high quality service that the practice provides and the excellent access to appointments (unlike other practices in the area.)

However there are two recurring themes that come up at every meeting that still need attention.

1. Diversity of the PPG

The PPG is conscious that although there is a gender balance amongst its members, it has insufficient representation from younger people and minority groups. This is a common problem for practices, and in recognising that many groups are not able or willing to come to meetings we need to find a solution to understanding the viewpoints of these groups.

2. Communications

The practice has been through significant change during 2014, partly as a result of the merger, but also because of staff changes (GPs leaving, new practice management, maternity leave etc).

The PPG have been supportive of the change, and the group is regularly updated by the practice at each meeting. However, the changes in personnel and systems need to be shared to a wider audience. The information about changes can mostly be found on the website, but many people do not use the website on a regular basis, or indeed have access to the internet. For a while the PPG heading on the website was lacking in content, this has now been remedied.

The practice operates from a new purpose-built surgery. However the walls are covered with an array of small notices, many of which are unreadable from the seating area. There appears to be no systematic approach (for example by health topic). . The PPG have made a range of suggestions on how this could be improved and look forward to taking this forward in the coming year. The practice has now purchased an A3 laminator and paper so we hope to be able to make the posters more visible.

Conclusions

During 2014 the PPG has made good progress. The group has a committed chair and core group of members. They have supported the practice through a period of considerable change, and look forward to continued dialogue with the practice in 2015.

The practice and the PPG need to work collaboratively on seeking the views of a wider range of patients and on shaping practice developments in accordance with these views.

APPENDIX

Meetings

20th January (evening meeting)

12 patients

Initial meeting

26th Feb Informal meeting (morning meeting)

Main topic: Representation – need a wider range of patients, web site and social media use proposed, especially for those not able/willing to attend meetings

7th May (evening meeting)

14 patients

Guest speaker from another established PPG

Practice merger announced

Website and social media discussed

Beginning of July – two practices merged

PPG members in the waiting room for the first week

30th July (evening meeting)

15 patients

Merger update and thanks to PPG for their support.

Chair confirmed. Agreement on different types of meeting – some business planning meetings and others to be topic based.

Communications and notice boards

General discussion on politics and the NHS and inspection visits by the CQC

23rd September (afternoon business meeting)

5 patients

Practice nurses

Practice website

Newsletter proposed

Planning for future meetings

17th November (afternoon meeting) – Winter

7 patients

Guest speaker from Oxford City Council – to discuss how we could improve the diversity of our PPG

Discussion with Dr Chivers on keeping well during the winter

Following the meeting winter newsletter produced.

11th February 2015 (evening meeting)

15 patients

Key topics discussed:

IT systems, including on-line appointments

Notices and notice boards in the reception and communication service changes

Guest speaker from Alive & Kicking at Jericho Community Centre. Discussion promoting good health for the elderly, and on how the area has changed over the years and the effect of the reduction in social housing in the area.

PPG Sign Off

Report signed off by PPG: YES

Date of sign off: ...17/03/2015.....

How has the practice engaged with the PPG:

How has the practice made efforts to engage with seldom heard groups in the practice population?

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?

Please see annual report written by PPG chair, attached here and as included in the above section:

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