

Standard Reporting Template

Bristol, North Somerset, Somerset and South Gloucestershire Area Team 2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: **St Mary Street Surgery**

Practice Code: L81103

Signed on behalf of practice: **Dr Angela Kerr**

Date: 19/03/2015

Signed on behalf of PPG: **Mrs Carina Cobb**

Date: 26/03/2015

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

Does the Practice have a PPG and/or PRG? YES																																					
Method of engagement with PPG and/or PRG: Face to face, Email, Other (please specify). Virtual Forum (email)																																					
Number of members of PPG and/or PRG: 74																																					
Detail the gender mix of practice population and PPG and/or PRG: <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 10px;"> <thead> <tr> <th style="width: 20%;">%</th> <th style="width: 30%;">Male</th> <th style="width: 30%;">Female</th> </tr> </thead> <tbody> <tr> <td>Practice</td> <td>49</td> <td>51</td> </tr> <tr> <td>PPG</td> <td>39</td> <td>61</td> </tr> </tbody> </table>	%	Male	Female	Practice	49	51	PPG	39	61	Detail of age mix of practice population and PPG and/or PRG: <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 10px;"> <thead> <tr> <th style="width: 10%;">%</th> <th style="width: 10%;"><16</th> <th style="width: 10%;">17-24</th> <th style="width: 10%;">25-34</th> <th style="width: 10%;">35-44</th> <th style="width: 10%;">45-54</th> <th style="width: 10%;">55-64</th> <th style="width: 10%;">65-74</th> <th style="width: 10%;">> 75</th> </tr> </thead> <tbody> <tr> <td>Practice</td> <td>17</td> <td>9</td> <td>9</td> <td>11</td> <td>16</td> <td>12</td> <td>13</td> <td>13</td> </tr> <tr> <td>PPG</td> <td>6</td> <td>4</td> <td>13</td> <td>24</td> <td>21</td> <td>9</td> <td>20</td> <td>10</td> </tr> </tbody> </table>	%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75	Practice	17	9	9	11	16	12	13	13	PPG	6	4	13	24	21	9	20	10
%	Male	Female																																			
Practice	49	51																																			
PPG	39	61																																			
%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75																													
Practice	17	9	9	11	16	12	13	13																													
PPG	6	4	13	24	21	9	20	10																													

--	--

Detail the ethnic background of your practice population and PPG and/or 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								
PRG	X							

	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice										
PRG										

Describe steps taken to ensure that the PPG and/or PRG is representative of the practice population in terms of gender, age and ethnic background and other members of the practice population:

We specifically targeted under-represented groups such as teenagers, carers and people with chronic medical conditions. This was done by advertising in the practice, targeting by the reception staff and explanation by the practice manager at local groups e.g. Thornbury Stroke Support Group.

Are there any specific characteristics of your practice population which means that other groups should be included in the PPG and/or PRG? e.g. a large student population, significant number of jobseekers, large numbers of nursing homes, or a LGBT community? YES/NO

We have a high number of older people and therefore ensured the reception staff targeted this population when initially recruiting for the PPG. We also have a high number of registered carers and people with chronic medical conditions

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

Practice Manager attended local groups e.g. Thornbury Stroke Support group and advertised our PPG

2. Review of patient feedback

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

GP Patient Survey (conducted by Ipsos MORI). Review of patient complaints and suggestions. A local survey of the PPG asking for feedback

How frequently were these reviewed with the PPG and/or PRG?

Yearly

3. Action plan priority areas and implementation

Priority Area 1

Description of priority area:

90% of our patients book their appointments on the telephone. However 42% found getting through on the phone 'not very easy' or 'not easy at all'. Consequently we made answering the telephone a priority area.

What actions were taken to address the priority?

1. Re-training of reception staff. Aim to answer telephone promptly even if dealing with another query, to ensure patients not left 'hanging' on the telephone too long
2. Increase the number of telephone lines – it became apparent that the lines sometimes are engaged due to doctors phoning out and increasing the number of lines may help this priority area

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

Not yet re-surveyed

Priority Area 2

Description of priority area:

Our patients used to be able to attend our surgery for minor injuries (e.g. stitches/sprains). Unfortunately this service had its funding withdrawn. The nearest minor injuries unit is 8 miles away in Yate. Access to a minor injuries service was identified as a high priority area by the PPG

What actions were taken to address the priority?

We have committed to deliver a minor injuries service for the forthcoming year. At present we are awaiting a decision from NHS England as to whether they will commission the service.

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

Not yet started

Priority Area 3

Description of priority area:

We have an open waiting room/reception area. 95% of patients surveyed stated that other patients could hear what they were saying at the reception desk. This represents a breach in confidentiality. Improvement in the reception area was identified as a high priority area.

What actions were taken to address the priority?

We are applying for funding to do building works to improve our entrance/reception area. This should also enhance access to the building

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

Not yet instigated

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):

N/A

4. PPG Sign Off

Report signed off by PPG and/or PRG: YES

Date of sign off: 26/03/2015

How has the practice engaged with the PPG and/or PRG:

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?