**Derbyshire & Nottinghamshire Area Team**

2014/15 Patient Participation Enhanced Service REPORT

Practice Name: Sandy Lane Surgery

Practice Code: C84637

Signed on behalf of practice: Jill Towns Date: 30th March 2015

Signed on behalf of PPG: Robert Tranter Date: *28th 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, Display Screen, Formal Meetings, In attendance at clinics* |
| Number of members of PPG: *6* |

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| Detail the gender mix of practice population and PPG:   |  |  |  | | --- | --- | --- | | % | Male | Female | | Practice | 50.7 | 49.3 | | PPG | 50 | 50 | | Detail of age mix of practice population and PPG:   |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | | % | <16 | 17-24 | 25-34 | 35-44 | 45-54 | 55-64 | 65-74 | > 75 | | Practice | 22.2 | 22.7 | \* | \* | \* | \* | \* | \* | | PPG | 0 | 0 | \* | \* | \* | \* | 100 | \* | |
| 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 | 5433 |  |  | 188 |  |  |  |  | | PPG | 9 |  |  | 0 |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | | % | Asian/Asian British | | | | | Black/African/Caribbean/Black British | | | Other | | |  | Indian | Pakistani | Bangladeshi | Chinese | Other  Asian | African | Caribbean | Other Black | Arab | Any other | | Practice |  |  |  |  |  |  |  |  |  | 443 | | PPG |  |  |  |  |  |  |  |  |  | 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 an active recruitment campaign and keeps the desire to be representative of the Practice patient profile in the foreground of its efforts. The PPG group has recently lost two of its youngest members which have compounded the older age group figure.* | |
| 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?  *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*: PPG Patient Survey and Friends and Family Feed back |
| *How frequently were these reviewed with the PRG?* Formal agenda items at PPG meetings every 2 months |

1. **Action plan priority areas and implementation**

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| Priority area 1 |
| *Description of priority area:* Re-design Patient Survey and develop it to be in-line with Friends and Family Test. |
| *What actions were taken to address the priority?*  A sub-group re-designed the Patient Survey. The Friends & Family Test has been put out to a professional company and has now been fully implemented with a review of responses included at each PPG meeting. |
| *Result of actions and impact on patients and carers:* More responses from patients giving better patient data. Improvements in surgery waiting times, better information when surgeries are running late. Increased appointment availability – late night and Saturdays  *How were these actions publicised?* PPG Newsletter, website, surgery display. signs |

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| Priority area 2 |
| *Description of priority area:* Improve representative grouping of PPG |
| *What actions were taken to address the priority?* We have attempted to recruit new members by advertising via website, newsletter, surgery display screen, poster, word of mouth and letter to new patients. |
| *Result of actions and impact on patients and carers:* Recruitment, at any level, remains difficultand has despite continued effort has failed to produce any results. Due to two members moving away and one resigning due to work commitments we are now smaller in size than at the beginning of the year.  *How were these actions publicised? W*ebsite, newsletter, surgery display screen, poster, word of mouth and letter to new patients. |
| Priority area 3 |
| *Description of priority area*: Increase PPG profile within the Surgery |
| *What actions were taken to address the priority?* The Newsletter, now in full colour, continues to be published and distributed on a quarterly basis with copies available in the surgery, local pharmacy and Community Action Centre. The PPG Surgery Noticeboard has been re-vamped. The content of the Surgery display screens have been up-dated. The letter to new patients has been re-written. Plans are underway to hold a coffee morning with a speaker from Diabetes UK. Tuition sessions for helping patients to access SystmOnline |
| *Result of actions and impact on patients and carers:* It is very difficult to quantify the results of these actions in a quantitative sense, however, the actions have taken place and with still half of the year to run the qualitative indicators are good.  *How were these actions publicised? W*ebsite, newsletter, surgery display screen and posters |

**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 PPG group has focussed on these three areas as carry over items from a much larger development plan from last year. The scale of development is smaller, yet represents a continued ambitious plan for a group which is experiencing a shrinking in size.

Progress is still very much on-going with attendance at clinics, PPG public event and SystmOnline training still to be completed. The group has achieved more than 50% of its defined tasks related to the three priority areas.

The development plan requires a review to bring in line with this reporting process instead of the current end of September year.

1. **PPG Sign Off**

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| Report signed off by PPG: NO  Date of sign off: To be signed off at the April 2015 Meeting of the PPG |
| How has the practice engaged with the PPG: Attendance at meetings, support at all Surgery levels  *How has the practice made efforts to engage with seldom heard groups in the practice population?*  Translation of letters  *Has the practice received patient and carer feedback from a variety of sources?* The new Friends and Family Test has resulted in a greatly increase level of patient feedback. This has also been recently enhanced by a CQC inspection with additional patient feedback being an integral part of the inspection process  *Was the PPG involved in the agreement of priority areas and the resulting action plan?* The PPG are the instigators of this process  *How has the service offered to patients and carers improved as a result of the implementation of the action plan?*  There has been a considerably higher degree of favourable patient feedback indicating that the Practice satisfaction level is good. Surgery times have been reviewed to include some Saturday appointments, more minor surgery appointments have been added and waiting times reduced.  *Do you have any other comments about the PPG or practice in relation to this area of work?*  The PPG have continued to develop their level of involvement, commitment and quality in all aspects of the work undertaken. The Surgery clinical and support staff fully recognise and appreciate the support received from the PPG |

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| **Please submit completed report to the Area Team via email no later than 31 March 2015 to:**   * Derbyshire practices: [e.derbyshirenottinghamshire-gpderbys@nhs.net](mailto:e.derbyshirenottinghamshire-gpderbys@nhs.net) * Nottinghamshire practices: [e.derbyshirenottinghamshire-gpnotts@nhs.net](mailto:e.derbyshirenottinghamshire-gpnotts@nhs.net) |