

Annex C

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

Practice Name: The Marches Surgery

Practice Code: M81016

Signed on behalf of practice: Dr Carolyn Knight Date: 24.3.2015

Signed on behalf of PPG: Mr Robert Bowden Date: 27.3.2015

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) - Post																																					
Number of members of PPG: 72																																					
Detail the gender mix of practice population and PPG: <table border="1" style="width:100%; border-collapse: collapse; margin-top: 10px;"> <thead> <tr> <th style="width:15%;">%</th> <th style="width:35%;">Male</th> <th style="width:35%;">Female</th> </tr> </thead> <tbody> <tr> <td>Practice</td> <td align="center">49.3%</td> <td align="center">50.7%</td> </tr> <tr> <td>PPG</td> <td align="center">32.9%</td> <td align="center">67.1%</td> </tr> </tbody> </table>	%	Male	Female	Practice	49.3%	50.7%	PPG	32.9%	67.1%	Detail of age mix of practice population and PPG: <table border="1" style="width:100%; border-collapse: collapse; margin-top: 10px;"> <thead> <tr> <th style="width:10%;">%</th> <th style="width:10%;"><u><16</u></th> <th style="width:10%;"><u>17-24</u></th> <th style="width:10%;"><u>25-34</u></th> <th style="width:10%;"><u>35-44</u></th> <th style="width:10%;"><u>45-54</u></th> <th style="width:10%;"><u>55-64</u></th> <th style="width:10%;"><u>65-74</u></th> <th style="width:10%;"><u>> 75</u></th> </tr> </thead> <tbody> <tr> <td>Practice</td> <td align="center">18%</td> <td align="center">8.6%</td> <td align="center">10.5%</td> <td align="center">10.7%</td> <td align="center">13.8%</td> <td align="center">13.7%</td> <td align="center">13.7%</td> <td align="center">11%</td> </tr> <tr> <td>PPG</td> <td align="center">0</td> <td align="center">0</td> <td align="center">4.2%</td> <td align="center">4.2%</td> <td align="center">5.6%</td> <td align="center">12.5%</td> <td align="center">47.2%</td> <td align="center">26.3%</td> </tr> </tbody> </table>	%	<u><16</u>	<u>17-24</u>	<u>25-34</u>	<u>35-44</u>	<u>45-54</u>	<u>55-64</u>	<u>65-74</u>	<u>> 75</u>	Practice	18%	8.6%	10.5%	10.7%	13.8%	13.7%	13.7%	11%	PPG	0	0	4.2%	4.2%	5.6%	12.5%	47.2%	26.3%
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Detail the ethnic background of your practice population and PPG :

NB Figures are based on the 4629 patients for whom the practice has ethnicity 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	4018	26	0	26	5	2	7	15
PPG	66	0	0	2	0	0	1	0

	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice	4	1	0	9	3	4	1	1	0	32
PPG	0	0	0	0	2	0	0	0	0	1

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:

- Posters and leaflets advertising the group are displayed in the reception areas at our Leominster and Bodenham practices.
- Leaflets are included in our registration packs so that all new patients are aware of the group and have the opportunity to join.
- GPs recruit members opportunistically when seeing patients on home visits or when patients attend for routine reviews such as learning difficulties or mental health reviews.
- Receptionists are encouraged to promote the group to patients.
- Information about our PPG together with an online joiner form is available on the practice website via a link on the home page

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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:

2. Review of patient feedback

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

- 2013/14 Patient Survey
- CQC Inspection Report
- Family and Friends Test
- Patient Suggestions and Complaints

How frequently were these reviewed with the PPG?

At meetings held in May 2014 and March 2015.

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3. Action plan priority areas and implementation

Priority area 1
<p><i>Description of priority area:</i></p> <p>To raise the profile of carers within the practice and to further improve support / services offered to this group.</p>
<p><i>What actions were taken to address the priority?</i></p> <ul style="list-style-type: none"> • Additional noticeboard in dedicated Carers' Corner for display of information. • In-house event during Carers Week to which all carers registered with the practice were personally invited • Herefordshire Carers and St Michael's Hospice stands at Flu Clinic day • Practice signed up to the Herefordshire Carers' Charter in August 2014 • Action plan developed by our Carers' Lead to help ensure that carers have a voice, access to respite, a life of their own and physical and emotional support and training. A copy of the charter and our action plan is available on the practice website and in our waiting rooms. • Carers awareness training session delivered by Herefordshire Carers to practice staff in May 2014
<p><i>Result of actions and impact on patients and carers (including how publicised):</i></p> <ul style="list-style-type: none"> • Increase in number of carers on practice register and on the Herefordshire Carers register. Publicised via article in practice newsletter. • GP Practice Award 2014 awarded to the practice by Herefordshire Carers in November 2014 in recognition of its work with carers. Publicised in county newspaper and via practice newsletter.

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Priority area 2

Description of priority area:

Lack of car parking at the main surgery in Leominster

What actions were taken to address the priority?

- We introduced a flu clinic day for the 2014/15 flu vaccination season. Due to the issues surrounding lack of parking at the surgery in Leominster, we held the clinic at a site away from the main surgery which has better parking facilities / access to public transport. The clinic was well received by patients and we plan to hold another one in 2015.
- Bid submitted to support development of new premises under New Primary Care Infrastructure funding initiative

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

- Parking problems historically experienced by patients attending flu clinics at the surgery mitigated by change of venue. Many positive comments re ease of access to flu clinic venue received from patients and members of the PPG. Report on flu clinic day to be included in practice newsletter.
- Outcome of bid awaited. We will keep patients informed of any news received in relation to our bid.

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Priority area 3

Description of priority area:

Raising awareness re online access to services for patients

What actions were taken to address the priority?

- Posters in the waiting room advertising online access
- Application forms in new patient packs
- Electronic application forms on practice website
- Members of the practice team informing patients about online access
- Practice booklet updated to include details of how to register for online services

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

The fact that 948 patients are now registered to use online services was discussed at the PPG meeting held on 16 March 2015. It will also be publicised in the next edition of the practice newsletter.

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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):

- Increased **use of the surgery website** has been encouraged through posters in our reception areas and signposting from reception staff and script desk clerks.
- There has been an increase in the number of patients using our **online booking and repeat prescription ordering facilities** as a result of publicity (posters in waiting room, discussion at PPG meetings, information leaflets in new patient packs) and signposting by receptionists and clinicians.
- More noticeboards and leaflet holders have been put up in the waiting room at Leominster so that we are better able to display information that may be of assistance to patients.

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4. PPG Sign Off

Report signed off by PPG: YES

Date of sign off: 27 March 2015

Has the report been published on the practice website? YES

How has the practice engaged with the PPG?

We engage with the PPG using a variety of communication methods designed to facilitate a response from as broad a range of patients as possible. Some patients are keen to attend meetings at the practice whilst others prefer, or are only able to, be part of a virtual group with whom we communicate via email, letter or telephone.

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

Via posters and leaflets in our waiting rooms and in our new patient registration packs. Our clinicians have also spoken to patients opportunistically e.g. on home visits, at our flu clinic day and at our Carers Week event.

Has the practice received patient and carer feedback from a variety of sources?

We have received feedback via the practice website, Herefordshire Carers Support group, NHS Choices, CQC inspection and the recently introduced Family and Friends Test.

Was the PPG involved in the agreement of priority areas and the resulting action plan?

Yes. We held a PPG meeting in May 2014 at which we identified three priority areas for 2014/15 based on the results of the 2013/14 survey. An action plan relating to these three priority areas was also agreed.

How has the service offered to patients and carers improved as a result of the implementation of the action plan?

We have increased the number of patients on our carers register and provided better access to information for carers by adding links on the practice website and developing the Carers' Corner in our waiting room. We have created additional consultation capacity through the introduction of GP telephone consultation slots. This has been beneficial for patients who do not require a face to face consultation with a GP and who may find it difficult to come to the surgery. Raising awareness of the practice's online facilities (booking

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appointments, ordering prescriptions, summary information – medications, immunisations, allergies and adverse reactions) has increased patients' ability to contact the surgery / obtain information outside core opening hours.

Do you have any other comments about the PPG or practice in relation to this area of work?

We would like to encourage members of seldom heard groups such as Young Carers and those aged 55 or below to join the PPG.

Please return this completed report template to the generic email box – england.ahwat-pc@nhs.net no later than 31st March 2015. No payments will be made to a practice under the terms of this ES if the report is not submitted by 31st March 2015.