

### Patient Participation Reporting Template 2014-2015

**Stage one – validate that the patient group is representative**

Demonstrates that the PRG is representative by providing information on the practice profile:

<b>Does the Practice have a PPG YES/NO</b>	<b>YES</b>
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Practice population profile	PRG profile	Difference
<b>Age</b>		
% 18 – 24 – 7.16%	% 18 – 24 – 0%	7.16%
% 25 – 34 – 10.26%	% 25 – 34 – 1.72%	8.54%
% 35 – 44 – 13.48%	% 35 – 44 – 6.89%	6.59%
% 45 – 54 – 15.83%	% 45 – 54 – 20.68%	4.85%
% 55 – 64 – 12.67%	% 55 – 64 – 17.254%	4.57%
%65 – 74 -10.79%	%65 – 74 -36.20%	25.41%
%75 – 84 - 5.27%	%75 – 84 -15.51%	10.24%

Practice population profile	PRG profile	Difference
% Over 85 – 1.86%	% Over 85 – 0%	1.86%
<b>Ethnicity</b>		
<b>White</b>	<b>White</b>	
% British Group – 42.12%	% British Group – 93.10%	50.98%
% Irish – 0.13%	% Irish – 0%	0.13%
<b>Mixed</b>	<b>Mixed</b>	
% White & Black Caribbean – 0.17%	% White & Black Caribbean – 0%	0.17%
% White & Black African – 0.12%	% White & Black African – 0%	0.12%
% White & Asian – 0.21%	% White & Asian – 0%	0.21%
<b>Asian or Asian British</b>	<b>Asian or Asian British</b>	
% Indian – 0.12%	% Indian – 0%	<b>0.12%</b>
% Pakistani – 0.05%	% Pakistani – 0%	0.05%
% Bangladeshi – 0.27%	% Bangladeshi – 0%	0.27%

Practice population profile	PRG profile	Difference
<b>Black or Black British</b>	<b>Black or Black British</b>	
% Caribbean – 0.11%	% Caribbean – 0%	0.11%
% African – 0.14%	% African – 0%	0.14%
<b>Chinese or other ethnic Group</b>	<b>Chinese or other ethnic Group</b>	
% Chinese – 0.05%	% Chinese – 0%	0.05%
& Any Other – 0.25%	& Any Other – 1.72%	1.47%
<b>Gender</b>		
% Male – 49.10%	% Male – 36.20%	12.9%
% Female – 50.89%	% Female – 63.79%	12.9%

<p><b>Differences between the practice population and members of the PRG</b></p> <p>Describe steps taken to ensure that the PPG is representative of the practice population in terms of gender, age and ethnic background and other</p>	<p>We continue to promote the PRG on our Website and internally. We have a notice board in reception with pictures of representatives that meet quarterly. A review of 2014 has been produced and is on the notice board and our website. We continue to promote the group at information evenings.</p>
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members of the practice population:	
<p><b>Are there any specific characteristics of your practice population which means that other groups should be included in the PPG? Eg a large student population, significant number of Jobseekers, large numbers of nursing homes, or a LGBT community</b></p> <p><b>NO</b></p>	<p><b>If you have answered YES, please outline measures taken to include these specific groups and whether those measures were successful:</b></p>
<p><b>Is the group virtual or face-to-face?</b></p>	<p>Virtual and face to face 11 members meet up quarterly Sub group meetings are also held when we are planning information evenings</p>
<p><b>How many members are there on the PRG?</b></p>	<p>58</p>

<b>Step 2 – Review Patient Feedback</b>	
<p>Outline the sources of feedback that were reviewed during the year:</p>	<p>During 2014/15 we have considered information from the following sources:</p> <ul style="list-style-type: none"> <li>• Practice Patient Survey</li> <li>• Verbal feedback at the conclusion of Patient Information Evenings</li> <li>• Appointment Survey conducted by the PRG</li> <li>• More recently, via the Friends &amp; Family cards completed by patients</li> </ul>

<p>How Frequently were these reviewed with your PRG</p>	<p>Depending on the source, feedback is added to PRG quarterly meeting agenda.</p>
<p><b>Priority Area 1</b></p>	
<p>Describe the priority area:</p>	<p>Improvement to patient access to appointments, particularly via the telephone.</p>
<p>Why was this priority identified:</p>	<p>Following feedback from the 2013/14 Patient Survey, it was clear that access by telephone was becoming more difficult.</p> <p>The survey also identified that patients were less aware of the option to book online or to have a telephone consultation.</p> <p>The availability of appointments was a concern to many patients.</p>
<p>What actions were taken to address this priority</p>	<p>The Practice researched how other surgeries operate their telephone systems, and discussed with our provider how we could increase the number of incoming lines to the Practice.</p> <p>The Practice also researched how best to implement an interactive voice response (IVR) to help direct patients to the best person to take their call.</p> <p>The Practice doubled the number of available lines in to the Practice, from 2 to 4.</p>

	<p>Staffing levels have been increased so that at peak times there are more people available to take calls.</p> <p>Training was put in place for the staff who were new to taking calls.</p> <p>The IVR was developed and added to the system, which now enables patients to be transferred directly to the cancellation line, or the enquiries line.</p> <p>The IVR also enables the Practice to encourage patients to contact Pharmacy where appropriate and confirms to patients at what time results are available for collection.</p> <p>Reception staff are encouraged to offer online appointment registration.</p> <p>The GP's have provided guidance about what they are able to deal with via telephone appointments.</p> <p>A new full time GP has been employed by the Practice.</p>
<p>What were the results of the actions and what impact on patients and carers.</p>	<p>We have received overwhelmingly positive support for the changes which have been made. The PRG plan to run a follow up survey in May 2015 to measure the increased level of satisfaction amongst patients.</p> <p>The number of patients who book appointments online has increased.</p> <p>The addition of a new GP has improved the waiting time for available routine appointments.</p>

<p>How was this publicised.</p>	<p>The changes to the telephone system were advertised on posters within the Practice and also on our website.</p> <p>Details of our new GP have been advertised within the Practice and on our website.</p>
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<b>Priority Area 2</b>	
<p>Describe the priority area:</p>	<p>Patient Education</p>
<p>Why was this priority identified:</p>	<p>The PRG felt that with the increased pressure on GP services, and the demand for information, it would be helpful to provide dedicated information evenings for patients to attend. This allows patients to hear more about a topic they may have concerns about and ask questions in an informal setting.</p>
<p>What actions were taken to address this priority</p>	<p>The PRG identified a range of topics that would be suitable for a talk and the GP's volunteered to speak on their chosen subjects, supported by the PRG who provide information from appropriately linked charities or support groups</p> <p>We have successfully hosted several Patient Information Evenings and due to their popularity, have planned to continue with these at least twice yearly.</p>
<p>What were the results of the actions and what impact on patients and carers.</p>	<p>The Practice GP's have presented information directly to the patients, which has been very well received.</p>

How was this publicised.	<p>The Information Evenings are advertised via posters within the surgery and locally, in shops, cafes and meeting venues.</p> <p>The PRG also emailed local businesses and local interest groups to invite them to attend.</p> <p>We have also publicised the evenings via Twitter and text patients to invite them too.</p>

<b>Priority Area 3</b>	
Describe the priority area:	Patient Communication at the Practice
Why was this priority identified:	The Practice and PRG felt we could do more to engage with patients whilst they are here at the surgery.
What actions were taken to address this priority	<p>The carers notice board has been moved to a more prominent location.</p> <p>A new PRG notice board has been set up.</p> <p>We have researched, sourced and fitted a new digital screen to provide information to patient's waiting in our main waiting area.</p> <p>Alzheimer's Support host a drop in service fortnightly for concerned patients, relatives or carers.</p>



	The nursing notice board is changed monthly to reflect seasonal topics.
What were the results of the actions and what impact on patients and carers.	<p>We have improved the variety of information available to patients.</p> <p>We have provided a regular source of information from Alzheimer's Support.</p>
How was this publicised.	<p>Alzheimer's Support have a large poster within the Practice where the date of the next drop in session is noted.</p> <p>The notice boards and Patient Information Screen are readily visible to patients visiting the Practice.</p>
<b>Progress on previous years</b>	
If you have participated in this scheme for more than one year, outline progress made on the issues raised in the previous year (s)	
<p>Year 1</p> <ul style="list-style-type: none"> <li>The PRG was set up in August 2011.</li> </ul> <p>Year 2</p> <p>2012</p> <ul style="list-style-type: none"> <li>We improved access for wheelchairs and pushchairs by installing automatic doors to the entrance to the Practice.</li> <li>We introduced telephone consultations with GP's.</li> </ul>	

<p>Year 3 2013</p> <ul style="list-style-type: none"> <li>• Patient awareness of the automated check in screen had increased significantly with use of the screen now routine.</li> <li>• Congestion in the main waiting area was improved by revised seating arrangements and use of a barrier at the reception desk.</li> </ul>

PPG Sign Off	
Has the report been signed off by the PPG	Yes
What date was this report signed off:	30.03.2015

How has the practice engaged with the PPG
<p>How has the practice made efforts to engage with seldom heard groups in the practice population?</p> <p>The Practice continues to promote the PRG within the Practice, by posters and the use of a notice board in the main reception waiting area. We specifically invite patients from groups with low representation to join the PRG. We also promote the group at information evenings verbally and by distributing leaflets.</p>
<p>Has the practice received patient and carer feedback from a variety of sources</p>

As stated above, during 2014/15 we have considered information from the following sources:

- Practice Patient Survey
- Verbal feedback at the conclusion of Patient Information Evenings
- Appointment Survey conducted by the PRG
- More recently, via the Friends & Family cards completed by patients

How was the PPG involved the agreement of the priority areas and the resulting action plan?

The priority areas were discussed and agreed by consensus at the PRG quarterly meeting at the start of the year. Once the topics are set and action points are decided, the topics are carried through from agenda to agenda to ensure continuity and follow up. Where appropriate, the PRG set up sub-committees to deal with specific areas.

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

We are constantly striving to improve the service and facilities offered to patients here at the Practice and the Action Plan helps us highlight those areas where we can make a difference. We have improved access, knowledge and communication for patients and carers as a result of the work done with the PRG in 2014/15.

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

The PRG are a valuable addition to the Practice and we are delighted to work with them to improve the Practice for all who use it.

<b>Name of Individual Completing this Document:</b> Cheryl Attrill
<b>Role:</b> Reception Manager