

Standard Reporting Template

NHS England (Wessex)
2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: Mulberry Surgery

Practice Code: J82183

Signed on behalf of practice: Emma Wiltshire

Date: 27.03.15

Signed on behalf of PPG:

Date:

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

Does the Practice have a PPG? **YES** / NO

Method of engagement with PPG: Face to face, Email, Other (please specify): We have a virtual PPG and liaise via email

Number of members of PPG: 20

Detail the gender mix of practice population and PPG:

%	Male	Female
Practice	3128	2931
PRG	7	13

Detail of age mix of practice population and PPG:

%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
Practice	968	584	932	844	904	788	550	489
PRG				4	3	8	3	2

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	860	17		4	16	12	23	20
PRG	19							

	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice	112	116	28	19	33	27	7	5		23
PRG				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:

Over the years that the PPG has been in active in both surgeries, it has been difficult to recruit patients. Unfortunately not all age and ethnic groups are represented but we have both male and female members.

We are actively still trying to recruit to our group and patients can join by filling in the form on our website or completing a form in the surgery.

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:

2. Review of patient feedback

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

Friends and Family Comments
Review of Extended Hours provision

How frequently were these reviewed with the PRG?

Not as frequently as we would have liked due to the merging of Mulberry House and St Denys surgeries, which has brought it's challenges. This will be reviewed and agreed with the PPG from the new financial year.

3. Action plan priority areas and implementation

Priority area 1
<p>Description of priority area:</p> <p>Extended Hours Appointments</p>
<p>What actions were taken to address the priority?</p> <p>We have experienced some difficulty in providing extended hours at St Denys Surgery due to the retirement of the partner there and not yet being able to recruit a replacement. This has meant staffing the surgery with locums who are not able to provide the hours we need.</p> <p>Due to this we have decided to gather feedback from the PPG and our patients regarding extended hours and we will be conducting an audit on the usage of extended hours at both of our surgeries to ensure we are providing the appropriate sessions for our patients.</p>
<p>Result of actions and impact on patients and carers (including how publicised):</p> <p>Ongoing review to ensure that we are providing accessible appointments for our patients. Results of the audit to be shared and published in time.</p>

Priority area 2

Description of priority area:

Clinical Care

What actions were taken to address the priority?

Use the feedback gathered from the Friends and Family test to inform clinicians of how patients view the service provided

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

Feedback to be shared at the monthly GP/Nurse meetings and also shared with the PPG

Priority area 3

Description of priority area:

Recruitment of replacement Partner

What actions were taken to address the priority?

A lot of patients at our St Denys Surgery have been upset by the departure of our long standing GP. Unfortunately there is difficulty at the moment in recruiting a replacement. We have advertised through the BMJ, the LMC have the vacancy on our website and we also have the vacancy on our website.

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

Lack of continuity for patients as they are having to see more than one GP who doesn't have the same relationship with them as Dr Dickson did. We are moving towards using regular locums each week to ensure there is some continuity. We will also keep patients updated through our practice newsletter.

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):

Practice to actively promote the website for online booking of appointments and repeat prescription requests

The receptionists at Mulberry House have been actively informing patients of the service and we will be ensuring that this is mentioned in all future newsletters.

Provision of information to patients

We have a check in screen installed at Mulberry House which informs patients of how many people are in front of them when they check in. We also have a patient information screen that is going to be installed at Mulberry House in the waiting room and will look at whether we can replicate this at St Denys.

4. PPG Sign Off

Report signed off by PPG: YES/NO

Date of sign off: 30.3.15

How has the practice engaged with the PPG: Via email

How has the practice made efforts to engage with seldom heard groups in the practice population? Try to encourage more people to sign up through the website and actively getting the receptionists to invite patients to join.

Has the practice received patient and carer feedback from a variety of sources? Via the website, emails, NHS Choices and comment cards in surgery

Was the PPG involved in the agreement of priority areas and the resulting action plan? The surgery decided on the priorities and these have been agreed by the group

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

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

Thank you for copying me in on your report. The main things I would like to feedback are that (as you have recognised in your report), it would be good to get a slightly more representative membership of the PPG - i.e. more males, younger ages more represented and more members from ethnic minorities).

Thank you Emma for sending me the PPG Report. I have had a read through and it all sounds good. I too was saddened to hear of Dr. Dicksons retirement, rightly deserved and I wish him well.

I read that you have a Practise Newsletter- how do I go about reading this. Do I need to subscribe or is it easily forwarded to me. I also read about a Friends and Family test. What is this, I don't think I've heard of it?

Read and have nothing to add to the report.