

NHS England South Yorkshire and Bassetlaw Area Team
2014/15 Patient Participation Enhanced Service – Report

Practice Name: The Medical Centre

Practice Code: C86025

Signed on behalf of practice:



Date: March 2015

Signed on behalf of PPG:



Date: March 2015

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

Does the Practice have a PPG? YES / NO YES																																					
Method of engagement with PPG: Face to face, Email, Other (please specify) FACE TO FACE and VIRTUAL																																					
Number of members of PPG: Total list size = 7474 PPG members = 15																																					
<p>Detail the gender mix of practice population and PPG:</p> <table border="1" style="width: 100%; border-collapse: collapse; text-align: center;"> <tr> <th style="width: 20%;">%</th> <th style="width: 40%;">Male</th> <th style="width: 40%;">Female</th> </tr> <tr> <td>Practice</td> <td>50</td> <td>50</td> </tr> <tr> <td>PRG</td> <td>13</td> <td>87</td> </tr> </table>	%	Male	Female	Practice	50	50	PRG	13	87	<p>Detail of age mix of practice population and PPG:</p> <table border="1" style="width: 100%; border-collapse: collapse; text-align: center;"> <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> <tr> <td>Practice</td> <td>16</td> <td>11</td> <td>14</td> <td>12</td> <td>15</td> <td>13</td> <td>11</td> <td>8</td> </tr> <tr> <td>PRG</td> <td>0</td> <td>7</td> <td>7</td> <td>0</td> <td>20</td> <td>7</td> <td>33</td> <td>26</td> </tr> </table>	%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75	Practice	16	11	14	12	15	13	11	8	PRG	0	7	7	0	20	7	33	26
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Detail the ethnic background of your practice population and PRG:

Total	White				Mixed/ multiple ethnic groups			
	British	Irish	Gypsy or Irish traveller	Other white	White &black Caribbean	White &black African	White &Asian	Other mixed
Practice	3390	8	1	99	22	24	17	2
PRG	13	1	0	0	0	0	0	0

Total	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice	32	52	4	24	52	29	5	7	1	3649
PRG	0	1	0	0	0	0	0	0	0	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 practice has created a Patient Participation Group notice board in the main reception/waiting room area which gives full details of the group and encourages all patients to join. The practice does not hold historic data related to the protected characteristics. This is collected from new patients joining the practice and the data above reflects the current data held by the practice.

Website – Google translate therefore giving access to non-English speaking patients

Surveys are carried out annually as well as the Friends and Family Test which is now implemented

Promote PPG meetings by advertising on our website, newsletters, notice boards

Waiting room call boards

Notes on prescription slips of upcoming meetings

Quarterly newsletters

The practice booklet has details

The programme is published 12 months in advance to enable patients to pop in and engage with specific topics

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

The Medical Centre encourages **ALL** patients to join our Patient Participation Group, there are no groups of concerns which we feel we do not relate to. All information is captured on our website, in quarterly newsletters and on our designated PPG notice board within the main reception area.

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

Our ethnicity breakdown shows patients of many different backgrounds. Some of patients are EU migrant workers and we are making every effort to engage and encourage their involvement in the PPG. We are promoting the virtual group in order to assist with this and quarterly information will be circulated to these members in their preferred format with Google translate being offered on our website.

2. Review of patient feedback

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

Friends and Family test reports which have been received since February 2015 are taken to the group for information and discussion
Complaints, concerns and compliments are taken to the group with complainants invited to attend and discuss any problems they

feel they had which allows the PPG to have input into any resolutions.

Practice survey is carried out for one month and the information is collated and a report produced and delivered to the PPG for information and discussion. The PPG design the questionnaire and agree the relevant questions (we ensure these are approved by the Doncaster CCG Patient Engagement Lead).

NHS choices comments are brought the PPG and discussed along with recommendations for the practice response. Any system changes required are discussed with the group, taken to partnership meetings for approval and actioned within the practice.

Feedback from PPG meetings is taken to partnership and practice meetings to ensure robust communication and engagement throughout partners, managers, staff and patients.

How frequently were these reviewed with the PRG? Agenda item at every PPG meeting and we send members to the Doncaster wide group to ensure full engagement and to assist development of PPG's throughout Doncaster.

3. Action plan priority areas and implementation – These are the priority areas agreed by the practice, Patient Group and NHS England from last year's group meetings and year-end report. The 3 priority areas agreed for the year going forward are within an action plan at the end of this report.

Priority area 1

Description of priority area:

The practice will obtain a practice email system whereby patients can communicate electronically with the practice. This will increase patient convenience and will free up the telephone system and may create appointments.

The implementation of FFT within the practice for all patients including house bound (visits)

What actions were taken to address the priority?

IT providers were contacted and the email address was put in place.

The email address is published on newsletters, practice website and on notice boards.

Signed up with [iwantgreatcare](#) (link)
All clinicians promote FFT and distribute to patients
Survey box within reception area
Link on website to [iwantgreatcare](#)

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

The email address was published by putting up notices within waiting areas, on newsletters, repeat prescriptions and on our practice website. This facility has proved very successful enabling patients to contact the practice giving them a paper trail around any queries they have and not having to telephone therefore releasing the lines for patients wanting to ring for appointments and other clinical queries. Emails received to the practice address are on average 50 per month which is a significant amount and rising all the time.

Results published within practice newsletter quarterly
Published on practice website
Impact is to be monitored and will feed into future action planning within the practice

Priority area 2

Description of priority area:

Produce patient survey in other languages

Practice premises due to limited space to continue providing patients with

What actions were taken to address the priority?

Google translate was incorporated into our practice website and the survey is available on the site. Notices were put up in the practice in English, Polish and Urdu (most common languages within the practice) offering any literature to be produced should

patients require it in an alternative language.

Discussions with NHS commissioners to identify the best solution for our patients

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

A better understanding from disparate groups within the practice population

Practice website (as above)

Newsletters

Notices within the practice

Priority area 3

Description of priority area:

What actions were taken to address the priority?

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

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 Medical Centre has had a Patient Participation Group for the past 16 years. Over the years the issues raised and progress made is as follows:

Involvements in the improvements in the PMS contracts especially the development of nurse led services which has enabled the practice to train and develop their nurse team to perform approximately 70% of the work load within the practice. All developments in this sensitive area were fully involved by our PPG members and they were totally supportive of their progression. This work continues today.

Services delivered around Local Enhanced Services and Direct Enhanced Services bringing greater services into the practice and delivering greater patient care.

Patient satisfaction surveys commenced in year two which they have designed amended and managed throughout the years. This continues to be a valuable source of information gathering today.

The Practice Annual Report has been produced every year which has been presented and discussed with PPG members which incorporates the PPG report. This allows the PPG to see the activity of the practice during the previous year, such as GP appointments, nurse appointments and waiting times. The annual report also incorporates the practice action plan for developing services and the results of the previous year action plan so that patients are both involved proactively looking at future development and sharing in the success of past action.

These group meetings highlighted the need to alternative telephone systems, better appointment booking systems; they were involved in the review of the practice procedures for repeat prescribing and worked with the practice on streamlining these to improve patient care. The group is proactively involved in annually reviewing and prioritising the programme for the forthcoming year ensuring appropriate topics and speakers are in place with relevant information to disseminate to the practice population. The practice is a member of NAPPA and the newsletters are circulated to members and available within the practice waiting areas.

4. PPG Sign Off

Report signed off by PPG: **YES/NO**

Date of sign off: 12th March 2015

How has the practice engaged with the PPG:

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? Practice survey, NHS choices, FFT,

Was the PPG involved in the agreement of priority areas and the resulting action plan? The PPG members are proactively involved in areas of the action plan.

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

The service to patients within the practice has been enhanced as a result of the action plan and all previous action plans developed. Communication has been strengthened as a result of a practice email address being put in place and the ability to provided non-English speaking patients with material in a language of their choice.

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

The practice continues to develop and encourage PPG membership and their proactive involvement along with participating with Doncaster wide PPG development.

Priority area 1 2015/16

Description of priority area: **Review appointment system and the effective use of clinicians time**

What actions were taken to address the priority?

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

Priority area 2 2015/16

Description of priority area: **Design, develop and publish a patient group leaflet to promote the group encouraging new membership with all area groups**

What actions were taken to address the priority?

This section will be completed with updates when they are available

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

Priority area 3 2015/16

Description of priority area: **Continue to promote the Doncaster wide patient participation and engagement**

What actions were taken to address the priority?

This section will be completed with updates when they are available

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