

Thames Valley Area Team
2014/15 Patient Participation Group Report

Practice Name: **Dr Allan and Partners**

Practice Code: **K82078**

Signed on behalf of practice: xxxxxxxxxxxxxxxxxxxx

Date: **30/03/2015**

Signed on behalf of PPG: xxxxxxxxxxxxxxxxxxxx

Date: **30/03/2015**

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) Face to face and email.																																					
Number of members of PPG: 11 face to face and 251 emails.																																					
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: 20%;">%</th> <th style="width: 30%;">Male</th> <th style="width: 30%;">Female</th> </tr> </thead> <tbody> <tr> <td>Practice</td> <td style="text-align: center;">4259</td> <td style="text-align: center;">4524</td> </tr> <tr> <td>PRG (face to face group)</td> <td style="text-align: center;">4</td> <td style="text-align: center;">7</td> </tr> </tbody> </table>	%	Male	Female	Practice	4259	4524	PRG (face to face group)	4	7	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%;"><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> </thead> <tbody> <tr> <td>Practice</td> <td style="text-align: center;">1883</td> <td style="text-align: center;">746</td> <td style="text-align: center;">678</td> <td style="text-align: center;">1056</td> <td style="text-align: center;">1521</td> <td style="text-align: center;">1123</td> <td style="text-align: center;">938</td> <td style="text-align: center;">838</td> </tr> <tr> <td>PRG (face to face group)</td> <td style="text-align: center;">0</td> <td style="text-align: center;">0</td> <td style="text-align: center;">1</td> <td style="text-align: center;">2</td> <td style="text-align: center;">3</td> <td style="text-align: center;">3</td> <td style="text-align: center;">2</td> <td style="text-align: center;">0</td> </tr> </tbody> </table>	%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75	Practice	1883	746	678	1056	1521	1123	938	838	PRG (face to face group)	0	0	1	2	3	3	2	0
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Detail the ethnic background of your practice population and PRG:

NB: Of the ethnicities recorded, please see the below numbers:

	White				Mixed/ multiple ethnic groups			
	British	Irish	Gypsy or Irish traveller	Other white	White &black Caribbean	White &black African	White &Asian	Other mixed
Practice	1093	11	0	16	17	10	59	32
PRG	8			1				

	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice	467	64	13	38	91	16	4	4	0	NK
PRG	2									

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 population is mainly white British and this is reflected in the patient group. On all new patient registration forms, we encourage all new patients to become a member of the patient group. We also advertise this on our practice website, on our television screen and on posters within the practice waiting area. This way, we are trying to target ALL patients and give them the opportunity to join the group.

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: **N/A.**

2. Review of patient feedback

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

Friends and Family Test questionnaire, feedback from patient group, general comments/letters from patients to the practice manager throughout the year.

How frequently were these reviewed with the PRG? **Two meetings with members of the patient group.**

3. Action plan priority areas and implementation

Priority area 1
<p>Description of priority area: Appointment demand and extended hours.</p>
<p>What actions were taken to address the priority?</p> <p>Each GP secretary examined the volume of telephone calls from 8.30am – 10.30am and the type of appointment being requested by the patient during a 2 week period. This was carried out in May 2014, September 2014 and January 2015.</p> <p>At Practice level, we reviewed the ‘extended hours’ offered to patients and agreed to continue with the current hours provided. Feedback from patients continues to be positive. Seeking medical attention when the surgery closed is advertised within the surgery and on the Practice website and we continue to educate the patients on the other resources available such as the minor illness and minor injuries clinic at Wycombe General Hospital.</p>
<p>Result of actions and impact on patients and carers (including how publicised):</p> <p>When reviewing the telephone call ‘tally’ results, we noticed that our current surgery templates continue to provide our patients with a sufficient number of appointments. On a Monday, the practice runs an ‘on the day’ clinic which previously ran from 10am – 11.am. To cater for the growing demand, we brought this service forward by half an hour which now runs from 9.30am – 11am. We have also introduced ‘summer/winter’ templates after monitoring the seasonal demand. The split for the prebookable appointments vs the ‘book on the day’ appointments has been changed slightly offering 2 more ‘book on the day’ appointments with each GP on the winter template to cater for the seasonal demand. All appointment availability is advertised on the Practice website and within the practice.</p>

Priority area 2

Description of priority area: **Patient Access.**

What actions were taken to address the priority?

On all new patient registration forms, we now offer all new patients the chance to receive communications via text message or via email. We also have forms on our practice website and within the practice to sign up for online prescriptions, booking appointments online and allowing patients to view their own personal data such as allergies, immunisations and repeat medication. The patient obtains a individual password for access from the IT lead who monitors the services closely.

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

Patient Access has vastly improved the way in which patients can access appointments and request prescriptions. They can now order prescriptions or make appointments online from home, work or on the move rather than having to pick up the phone to talk to a secretary.

Priority area 3

Description of priority area: **Practice Booklet**

What actions were taken to address the priority?

As there have been some changes within the practice over the last year, the practice booklet is currently being updated with more information for patients. This will also be available to download from the practice website. It will include GP info, working hours, calendar of any events that patients might be interested in, outside healthcare services, additional clinics & health awareness sessions and other general practice information.

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

Patients will be more aware of accessibility to the practice and to any other outside services. The booklet will be available at reception and online.

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):

- **Letter to patients informing them of the change of GP. The practice accepted the comments made from patients and took them on board. The changes within the practice developed very quickly and the Practice's main priority was to get a replacement to ensure that we could continue to provide a good service to our patients.**
- **Carpark repainting of lines and railing for patients.**
- **Staff training for admin team after an 8/10 rating from patient feedback.**
- **Redecoration of staff toilets after patient feedback.**

4. PPG Sign Off

Report signed off by PPG: **Yes**

Date of sign off: **30/03/2015**

How has the practice engaged with the PPG:

How has the practice made efforts to engage with seldom heard groups in the practice population? **As mentioned earlier in the report, on all new patient registration forms, we encourage all new patients to become a member of the patient group. We also advertise this on our practice website, on our television screen and on posters within the practice waiting area. This way, we are trying to target ALL patients and give them the opportunity to join the group.**

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

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

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

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

Going forward, the practice will continue to aim to encourage new members from a more diverse range of backgrounds, ethnicities and ages.