

Derbyshire & Nottinghamshire Area Team

2014/15 Patient Participation Enhanced Service REPORT

Practice Name: EVELYN MEDICAL CENTRE

Practice Code: C81092

Signed on behalf of practice: Catherine Forrest

Date: 09/03/2015

Signed on behalf of PPG: Shirley Parkin

Date:09/03/2015

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 – E-mail
Number of members of PPG: 33

Detail the gender mix of practice population and PPG:

%	Male	Female
Practice	49%	51%
PPG	29%	71%

Detail of age mix of practice population and PPG:

%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
Practice	15%	7%	7%	10%	17%	15%	15%	14%
PPG					9%	21%	31%	39%

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	98.5%	0.05%		0.5%			0.1%	0.5%
PPG	100%							

%	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice	0.09%	0.01%		0.06%	0.13%	0.06%				
PPG										

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:

Most of our practice population is over 45 and the under 16's are all small children and not teenagers. To encourage new members we send out flyers and also advertise in the local parish magazines in each of the villages, we have recently got new members on board. We try to make the meetings interesting by having a guest speaker at each meeting which usually comprises of a new service in the area or something that will benefit our patients. We advertise this well in advance and widely to give all our patients the opportunity of coming to the meeting. We have posters up in both of our surgeries as well as a leaflet that they can take with them. Patients now have access to register as a member for the PPG on our website and we also advertise what is happening at the PPG in advance.

Our meetings are held at 6.45pm and we liaise with other organisations in the area to ensure that we don't coincide with other meetings in our area.

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:

Dispensary - After a few comments made about our dispensary, mainly about not being able to get hold of medication, our Dispensary Manager gave a talk about the day to day running of the dispensary and also the difficulties of obtaining some medications from the wholesalers. The group welcomed the talk and were also given the opportunity of asking questions.

Services that are in the area - We now try and have a guest speaker at each of our PPG meetings to discuss services in the area. The Voluntary service came to discuss various services that were on offer, patient experience came along to one of our meetings, deaf and hearing support service. The PPG get involved in discussions and ask questions and are good at giving feedback. The deaf and hearing support services also brought in equipment to show the group that they can get.

A discussion took place at the last meeting about if we should do anything for the PPG Awareness week in June. We also discussed about doing an open evening for online patient access and showing patients how to access it and also enable them to register. Although we do promote this at each of our meetings and also have posters up.

How frequently were these reviewed with the PRG?

We review everything at each meeting and revisit items too to ensure we are keeping patients full informed.

3. Action plan priority areas and implementation

Priority area 1
<i>Description of priority area:</i> Dispensary and comments made by patients on not being able to obtain certain medications straight away.
<i>What actions were taken to address the priority?</i> I arranged for our Dispensary Manager to attend the meeting and discuss the day in the life of Dispensary Manager. This brought up issues about manufacturing and not the dispensary itself.
<i>Result of actions and impact on patients and carers:</i> This gave patients the chance to see the problems of sometimes obtaining medications from wholesalers and also to answer their questions on dispensary issues and stock. Feedback from the group was good and they felt that they had been informed well and understood why problems sometimes occur. <i>How were these actions publicised?</i> Verbally to patients. Also we have a newsletter published 4 times a year with information
Priority area 2
<i>Description of priority area:</i> Agreement to have a guest speaker at the meetings whether that be new services we have in the area or if patients want to know about any aspect of work that a member of staff does.

What actions were taken to address the priority?

We have had a few guest speakers we had Neil Moulden from Voluntary Services to discuss the wrap around support service.
Amanda Brikmanis from Patient Experience
Dispensary Manager – A day in the Life of a Dispensary Manager
Janet Millard from Deaf and Hearing Support Services discussing the service and what they can offer our patients and also different types of equipment that could help our patients

Result of actions and impact on patients and carers:

The group have found this to be very informative and also gives them chance to ask questions of the services from a patient perspective rather than a professional. The guest speakers have been well received and it has been a two way process with information given and also conversations between patients and also the speaker.

How were these actions publicised?

Posters, flyers and also via the service themselves.

Priority area 3

Description of priority area:

Invitation to members to join the PPG locality network group due to a member moving out of the area.

What actions were taken to address the priority?

I asked the group if anyone was interested in representing our PPG at the Locality Network PPG group which are held in Bakewell.

I have had interest from 2 people so far.

Result of actions and impact on patients and carers:

I have had interest from 2 people so far to get dates of the meetings and send these to the interested people

How were these actions publicised?

At the meeting

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):

2012/2013 Survey results action plan.

1. The practice will make a change to the repeat medication calls to be taken after 10.00am and widely publicise this to patients to keep them fully informed. This has been completed and is working well. Keeping morning calls for appointments only.
2. The provision of the TV was one of the recommendation's this is now in place in the waiting room. It also has subtitles which has given positive feedback from our patients.
3. We have been actively promoting the internet for both repeat medication and online appointments. This is working well and feedback from patients is good.
4. We are continuing to develop our facebook page and at present have had 56 likes. This will be looked at more during 2014/2015 to see if it is working.
5. We are getting magazine donations brought in for the surgery through the poster advertising.

2013/2014 Getting more members on board.

1. The group has expanded since last year and in 2014/2015 we have 33 active members
2. We had a survey on how likely patients were to recommend us .The survey took place between 3rd October - 21st November and 109 out of 117 surveys were taken from patients attending appointments. 71.56% said they were extremely likely to recommend us 19.27% said they were likely to recommend us 1.83% neither likely or unlikely 1.83% extremely unlikely 3.67 didn't have any opinion either way Reason given for not recommending us was having to wait too long for their appointment

4. PPG Sign Off

Report signed off by PPG: YES

Date of sign off: 09/03/2015

How has the practice engaged with the PPG:

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

Through the practice and the members of the group and also by widening the information provided so it attracts more members from all areas of the practice population.

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

We have had a couple of responses from Health Watch Derbyshire from our patients. We also have feedback on NHS choices and also via patient surveys and from our comment cards left.

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?

The Practice over the years has worked with and supported the group in engaging with our wider population. As we are a rural community our PPG members pass on information to other patients to inform them of what is happening. If we were to do something more drastic then we would do a full public consultation with all our patients.

Do you have any other comments about the PPG or practice in relation to this area of work? None at present

Please submit completed report to the Area Team via email no later than 31 March 2015 to:

- Derbyshire practices: e.derbyshirenotttinghamshire-gpderbys@nhs.net
- Nottinghamshire practices: e.derbyshirenotttinghamshire-gpnotts@nhs.net