

Standard Reporting Template

Devon, Cornwall and Isles of Scilly Area Team
 2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: Newcombes surgery, Crediton

Practice Code: L83127

Signed on behalf of practice: John D W Young (Practice Manager)

Date: 2nd February 2015

Signed on behalf of PPG: Mrs L Denner (Chair)

Date: 2nd February 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: Primarily face to face but the majority of members also receive e-mail information											
Number of members of PPG:25											
Detail the gender mix of practice population and PPG:				Detail of age mix of practice population and PPG:							
%	Male	Female									
Practice	48	52	%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
PRG	44	56	Practice	20	9	10	12	14	13	12	10
			PRG	-	-	8	12	8	28	16	28

Detail the ethnic background of your practice population and PRG: Data is incomplete to be accurate.

	White				Mixed/ multiple ethnic groups			
	British	Irish	Gypsy or Irish traveller	Other white	White &black Caribbean	White &black African	White &Asian	Other mixed
Practice								
PRG								

	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice										
PRG										

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:

We continue to advertise the Group on our website, local press, face book and in house. Recently written to homes and youth groups to encourage engagement and try to make the group more representative of the practice population.

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

We have written to the local nursing, care and learning disabilities homes inviting them to send a representative. Two did attend our recent Annual meeting so hopefully we can encourage more to attend or give their views.

2. Review of patient feedback

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

We currently have not undertaken a specific local survey concentrating on developing the group and relying on regular meetings to update the group on surgery issues and listen to their suggestions and feedback.

How frequently were these reviewed with the PRG?

Meetings with the group are held every two months. In additions to discussions with the group we are now looking at the Friends and Family survey which started in December 2014. This has an additional question for the surgery asking if you could change one thing what would it be? The results have been and will continue to be discussed with the group.

3. Action plan priority areas and implementation

Priority area 1

Description of priority area:

Promote and encourage membership and participation in the group.

What actions were taken to address the priority?

Publicity in local press, surgery website, face book page set up by the group, surgery e-mail bounce backs and prescription counterfoils. Written to local youth group, school contacts and local nursing and residential homes. Looking to have a stall at local market to promote the group.

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

To date minimal response but the current members are committed to promote and encourage participation.

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):

Issues raised in 2013 – 14

Telephone Triage and Appointment system in general, DNA's, Music, TV Screen and Blood Pressure Machine.

Telephone triage was reduced and a sit & wait clinic introduced so that patients could be seen by a GP on the day if needed. This continues to work well and is liked by the majority of patients.

DNA's continue to be an issue although has reduced since SMS text message reminders were sent 24 hours before an appointment. Text messages are also sent when a patient Did Not Attend.

Music continues to be an issue as always, due to patient's tastes being different but it is regularly reviewed.

TV screen have been considered but finance is a primary concern.

Blood Pressure machine raises Health & Safety issues if screened off as well as reducing the space in the waiting room.

These will continue to be reviewed in the light of future surgery development.

4 PPG Sign Off

Report signed off by PPG: YES

Date of sign off: 2nd February 2015