

Annex D: Standard Reporting Template

Thames Valley Area Team
2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: WALLINGFORD MEDICAL PRACTICE

Practice Code: K84037

Signed on behalf of practice: Janet Newman Date: 11th March 2015

Signed on behalf of PPG: Valerie Wolsey Date: 17th March 2015

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

Does the Practice have a PPG? YES since 2010
Method of engagement with PPG: Face to face, E-Mail, Newsletters, Patient Group Notice Board in waiting room, link to Patient Group via practice website
Number of members of PPG: Variable but over 100 members with a very active core group of approximately <u>7</u> members including the PPG Chair person

Detail the gender mix of practice population and PPG:

%	Male	Female
Practice	49%	51%
PRG	25%	75%

Detail of age mix of practice population and PPG:

%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
Practice	3420	1166	1822	2456	2486	1912	1677	1532
PRG	0	0	This	breakd own	Is not	availab le		

Comment [EJF1]: I think we could provide this easily enough

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	456	2	1	1036	5			11
PRG	8							

	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice	3	1	1			1	1	2		1
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:

The Group has made contact with various organisations such as local schools, mother & toddler groups, careers groups, age concern, to try and encourage a wide representation of the patient population. It has proved very difficult to engage particularly with the young, and mothers with young children, due to their time constraints and busy lives. However, there has been some recent success, with the newest member of the Core Group is a younger mother with children under 5. The Core Group continues to prioritise their efforts to widen the representation. .

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:

Friends & Family Test; CQC Questionnaires and inspections x 2

Training assessment visits; GP Clarity appraisal forms, mori survey; patient survey; regular feedback from PPG via monthly meetings. NHS Choices site.

How frequently were these reviewed with the PRG? Practice Manager and core group meet on a monthly basis.

3. Action plan priority areas and implementation

Priority area 1

Description of priority area: Access to appointments.

What actions were taken to address the priority?

It was agreed that patient education was the key, as notwithstanding any measures that the practice took unless patients knew and understood the new systems they would not make any significant difference.

The Patient group was particularly concerned at the waste of appointments by DNAs and wished to undertake a focused piece of work on this publicising the number of DNAs on their notice board and pointing out the impact this had on preventing other patients accessing those appointments.

The Practice has a very fair and equitable appointment system in place which offers access to all appointments equally whether it be booked by telephone, in person, or on-line via our Vision-on-line system. There is no restriction on numbers of appointments offered to any one method.

We have heavily promoted our on-line booking system to patients informing them via e-mail (we hold at least 8,000 e-mail addresses of our patients), on our website and via the waiting room and through our PPG. Our IT manager offers one to one instruction to patients on how to use the on-line services either by telephone or in person.

At our Open day in April last year, jointly organised by the PPG and ourselves, we held workshops in our meeting room throughout the day on this topic.

We held a specific meeting on a Saturday morning in the summer, again jointly organised by the PPG and ourselves on the

question of access which was very well attended.

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

There has been a marked increase in the number of patients using on-line booking. More patients come to the surgery first thing in the morning to book appointments in person.

The feedback from the patient meeting was extremely positive in that many patients commented on how helpful it had been to understand the systems better and also the restrictions and reasons behind why things are done the way they are.

[Janet – I am not aware that this happened and suggest it should come out. This was publicised on the PPG notice board in the waiting room. The PPG fed back to their members]

Resulting from the meeting, two members of the core group worked on improving the instructions for patients to register for online booking. They wanted to make them clearer for patients, especially for any who are not regular computer users. After testing them, they passed them on to the IT manager. This is an ongoing project and we would intend to revisit it when we move on to the website as part of our work on communication and education.

Priority area 2

Description of priority area: Communication and Education

What actions were taken to address the priority?

The Core Group suggested that the practice should focus on the TV screen initially as this is a discrete area of work. The intention is then to move on to the website as the other main means of communication and education. Much of the content of a revised TV screen could easily be reused on the website and in practice booklet, notice board, newsletters and educational activities

We originally only had the Jayex ticker tape style information and calling board in the waiting room. The Partners invested in a new TV screen for displaying patient health information combined with a clear and significantly more readable patient calling system.

The feedback from patients regarding the new system has been very mixed. The reaction to the patient calling part of the system has been very positive and is universally well liked by the patients.

However the feedback on the information part of the screen has been primarily negative This has been an agenda item for several months on our monthly core group meeting with the PPG. The key concerns are that the information on display is too much, often in too small a font and wrong background colour making it difficult to read.

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

The core group was tasked with informing the practice what they wanted to see on the screen and how they would like it configured and would set up a small working group to work with the practice IT Manager to facilitate the change.

However this task has been delayed at present as the PPG has concerns that their input on the screen content would impact on the patient calling part of the screen which could lead to severe operational difficulties during surgery time. We will be revisiting this task in the future in order to clarify how we can improve the on-screen information without impacting on the patient calling system

Plans have been made for a First Aid course for adults and a Save- a- Baby course for new parents.

Priority area 3

Description of priority area: Reaching Young People

What actions were taken to address the priority?

The PPG has been working closely with a member from Benson Practice Panel who have close links with a member of the Youth Parliament at Wallingford School. The School has recently appointed a school nurse with whom the PPG will be making contact. A mother with a young child has joined the Core Group and she will be researching the needs of young carers in the school and what help is available to them. Another new member of the Core Group has contacts with the Children's Centre in Wallingford and we shall be seeking ways that we can help parents of young children.

Early in the year, the Open Day activities were particularly aimed at young people. We organised a poster competition to publicise the event and the winner's photo receiving her prize from the Mayor appeared in the local press

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

This will be an ongoing project.

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):

There has been a significant improvement in the relationship of the PPG and the Practice. The PPG became ambassadors for the practice in the wider community.

There has been significant improvement in the feedback both from the PPG members and in the general patient population about the reception team. We have much more complimentary feedback on their helpfulness, courtesy and politeness.

The issue of GP participation in the relationship of the practice and PPG has been addressed as our new-to-be Senior Partner Dr Charlie Hughes now attends the monthly core group meeting with the Practice Manager.

Members of the PPG actively attend NAPP meetings and events and participate in the SELF forum.

4. PPG Sign Off

Report signed off by PPG: YES/NO

Date of sign off:

How has the practice engaged with the PPG:

Throughout the year the PPG Core group and the practice manager have met on a monthly basis; when possible (since January 2015) a partner has also attended those meetings.

We have actioned all PPG requests to send out information to our patients with e-mail addresses registered which now amounts to some 8000.

We have supported the PPG's excellent carers group and funded this.

We had an excellent open day in April last year which was a great success for patients and staff alike. In addition to the positive impact on our own Practice, we are aware of at least two other Practices nearby who are duplicating our model of the Open Day. We have held a small number of open meetings throughout the year on topics requested by the PPG.

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

We have in conjunction with the PPG identified groups of patients that are not regularly represented on the PPG and signposted methods of engaging with those groups.

Has the practice received patient and carer feedback from a variety of sources? YES this is answered earlier in the questionnaire

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

YES the Core Group agreed the three priority areas. The PPG Core Group also maintains an ongoing list of priorities and actions which is shared with the Practice Manager and used as a basis for discussion each month.

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

YES we believe there is greater satisfaction with the appointment system and other areas of focus

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

The PPG Core Group is extremely satisfied with the clinical services they receive from the practice and this view has been echoed by the wider patient community through the annual survey.

The PPG is sensitive to the day-to-day working priorities of the partners and staff at the Practice, but is keen to develop a more useful working relationship in order to help the Practice. The involvement of the new senior partner with the PPG Core Group has been much appreciated, although the core contact must clearly be with the Practice Manager.

The PPG welcomes joint working with the Practice, and a precedent for this has already been set in previous patient surveys.

