

Standard Reporting Template

NHS England (Wessex)
2015/2016 Patient Participation Enhanced Service – Reporting Template

Practice Name: Gudge Heath Lane Surgery

Practice Code: J82033

Signed on behalf of practice: Caroline Toone

Date:03.03.16

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) Email contact, Letter contact, Face to Face contact																																					
Number of members of PPG: 51																																					
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:40%;">Male</th> <th style="width:40%;">Female</th> </tr> </thead> <tbody> <tr> <td>Practice</td> <td>48.6</td> <td>51.6</td> </tr> <tr> <td>PRG</td> <td>66.6</td> <td>33.4</td> </tr> </tbody> </table>	%	Male	Female	Practice	48.6	51.6	PRG	66.6	33.4	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>18.5</td> <td>8.5</td> <td>12.5</td> <td>11.5</td> <td>14.5</td> <td>13.5</td> <td>12.5</td> <td>8.5</td> </tr> <tr> <td>PRG</td> <td>0</td> <td>0</td> <td>10</td> <td>28</td> <td>12</td> <td>18</td> <td>18</td> <td>14</td> </tr> </tbody> </table>	%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75	Practice	18.5	8.5	12.5	11.5	14.5	13.5	12.5	8.5	PRG	0	0	10	28	12	18	18	14
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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	3349	0	0	60	15	7	27	3
PRG	42	0	0	3	0	0	0	3

	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice	29	3	5	20	27	26	2	3	2	3
PRG	0	0	0	0	1	0	0	1	0	3

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 PPG and virtual PPG is advertised on our website, in our waiting room, in our quarterly newsletter, in the information pack we give to new patients registering, in new patient's registration appointment by the nurse or HCA. The PPG also promote the group with patients face to face.

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

2. Review of patient feedback

<p>Outline the sources of feedback that were reviewed during the year:</p> <p>The comments and complaints that we receive from patients throughout the year via different methods e.g. verbal, online or in writing. Feedback from NHS Choices website which we also received throughout the year. Friends and Family results and suggestions which are reviewed with all staff throughout the year.</p>
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<p>How frequently were these reviewed with the PRG?</p> <p>Every meeting, which are held three times a year.</p>

3. Action plan priority areas and implementation

Priority area 1

Description of priority area: Information sharing with patients.

The waiting room is full of information regarding many different subjects; however a need for more local information which could help to support our patients was deemed very important by the PPG.

What actions were taken to address the priority?

A notice board in the waiting room was given over to the PPG to fill with information that they felt would be relevant to our patients. The information was focused on local community services. As the board is controlled by the PPG it gives them the freedom to highlight any area of the community as they wish.

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

More information provided for patients highlighting local services on a range of subjects.
Encourages and engages other patients aside from the PPG to suggest and provide community information.
The Community Board was advertised on our website, in our newsletter and to our virtual group via email of meeting minutes.

Priority area 2

Description of priority area: Infection Control

Wall mounted automated soap dispensers were put up in each clinical room and each toilet in the practice. Wall mounted couch roll dispensers were also put up in each clinical room.

What actions were taken to address the priority?

Following on from the replacement of our treatment room floor last year we have carried on with our infection control focus as it is still a high priority for the whole practice.

The soap dispensers and couch roll dispensers were put up in the practice in order to help and encourage a high level of infection control not only by clinical staff but by patients too.

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

The installation of both types of dispensers is helping to reducing the spread of infectious diseases between patients attending the surgery.

The use of automated soap dispensers also highlights and educates patients and staff of the importance of hand washing.

We advertised on our website, in our newsletter and to our virtual PPG via email of meeting minutes.

Priority area 3

Description of priority area: Improvement to park areas

New parking signs were put up and pot holes were filled in.

What actions were taken to address the priority?

The car park can become busy and needed some maintenance repairs.

The pot holes down the side driveway where filled in.

A 'SLOW 3MPH' sign was placed on the side of the surgery to encourage drivers to be more careful as they entered the car park.

A 'Disabled Sign' was placed at the front of the disabled bay in order to discourage non-disabled patients from using it.

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

The signs have heightened awareness of drivers that use the surgery car park.

Disabled drivers are more aware of their designated parking bay.

We advertised on our website, in our newsletter and to our virtual PPG via email of meeting minutes.

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):

Our flu campaign was widely advertised via posters inside and outside of the practice building. We also advertised on our website, in our newsletter and by sending text messages to eligible patients. Following a letter from a local resident in the previous year regarding parking on our flu clinic days letters were sent to local residents in the practice area informing them in advance of the times and dates of the clinic.

Posters were also placed inside and outside of the building informing patients where to park and to respect the local residents by not parking across their driveways.

We now have six telephone lines coming into the practice instead of four. We also have a new queuing system in place on the telephones. This should mean that fewer patients will hear the engaged tone as they will now be able to wait in a short queue. We also have an answer machine where patients can cancel appointments which will enable us to offer those appointments to other patients. We have a results line which patients can contact between 10am-2pm. We have a specific line for insurance and report request. By taking these calls away from the queue patients needing appointments are dealt with quickly and more efficiently. Having more lines also enables the doctors to telephone patients more easily.