

# Standard Reporting Template

NHS England (Wessex)  
2016/2017 Patient Participation– Reporting Template

Practice Name: Gudge Heath Lane Surgery

Practice Code: J82033

Signed on behalf of practice: Caroline Toone

Date: 7.3.17

## 1. 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: 45                                                                                                                                                                                                                                                                                                                                                                                              |      |        |        |          |       |       |       |      |      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |   |     |       |       |       |       |       |       |      |          |      |   |      |      |    |      |      |     |     |   |   |   |    |   |    |    |    |
| <p>Detail the gender mix of practice population and PPG:</p> <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>48.7</td> <td>51.3</td> </tr> <tr> <td>PRG</td> <td>31.2</td> <td>48.8</td> </tr> </tbody> </table> | %    | Male   | Female | Practice | 48.7  | 51.3  | PRG   | 31.2 | 48.8 | <p>Detail of age mix of practice population and PPG:</p> <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 10px;"> <thead> <tr> <th style="width: 10%;">%</th> <th style="width: 10%;">&lt;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%;">&gt; 75</th> </tr> </thead> <tbody> <tr> <td>Practice</td> <td>18.5</td> <td>8</td> <td>12.7</td> <td>11.5</td> <td>15</td> <td>13.8</td> <td>12.6</td> <td>7.9</td> </tr> <tr> <td>PRG</td> <td>0</td> <td>0</td> <td>7</td> <td>25</td> <td>8</td> <td>18</td> <td>26</td> <td>16</td> </tr> </tbody> </table> | % | <16 | 17-24 | 25-34 | 35-44 | 45-54 | 55-64 | 65-74 | > 75 | Practice | 18.5 | 8 | 12.7 | 11.5 | 15 | 13.8 | 12.6 | 7.9 | PRG | 0 | 0 | 7 | 25 | 8 | 18 | 26 | 16 |
| %                                                                                                                                                                                                                                                                                                                                                                                                                         | Male | Female |        |          |       |       |       |      |      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |   |     |       |       |       |       |       |       |      |          |      |   |      |      |    |      |      |     |     |   |   |   |    |   |    |    |    |
| Practice                                                                                                                                                                                                                                                                                                                                                                                                                  | 48.7 | 51.3   |        |          |       |       |       |      |      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |   |     |       |       |       |       |       |       |      |          |      |   |      |      |    |      |      |     |     |   |   |   |    |   |    |    |    |
| PRG                                                                                                                                                                                                                                                                                                                                                                                                                       | 31.2 | 48.8   |        |          |       |       |       |      |      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |   |     |       |       |       |       |       |       |      |          |      |   |      |      |    |      |      |     |     |   |   |   |    |   |    |    |    |
| %                                                                                                                                                                                                                                                                                                                                                                                                                         | <16  | 17-24  | 25-34  | 35-44    | 45-54 | 55-64 | 65-74 | > 75 |      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |   |     |       |       |       |       |       |       |      |          |      |   |      |      |    |      |      |     |     |   |   |   |    |   |    |    |    |
| Practice                                                                                                                                                                                                                                                                                                                                                                                                                  | 18.5 | 8      | 12.7   | 11.5     | 15    | 13.8  | 12.6  | 7.9  |      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |   |     |       |       |       |       |       |       |      |          |      |   |      |      |    |      |      |     |     |   |   |   |    |   |    |    |    |
| PRG                                                                                                                                                                                                                                                                                                                                                                                                                       | 0    | 0      | 7      | 25       | 8     | 18    | 26    | 16   |      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |   |     |       |       |       |       |       |       |      |          |      |   |      |      |    |      |      |     |     |   |   |   |    |   |    |    |    |

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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 | 5890    | 13    | 1                        | 281         | 15                            | 13                   | 29           | 18          |
| PRG      | 36      | 0     | 0                        | 0           | 0                             | 0                    | 0            | 5           |

|          | Asian/Asian British |           |             |         |             | Black/African/Caribbean/Black British |           |             | Other |           |
|----------|---------------------|-----------|-------------|---------|-------------|---------------------------------------|-----------|-------------|-------|-----------|
|          | Indian              | Pakistani | Bangladeshi | Chinese | Other Asian | African                               | Caribbean | Other Black | Arab  | Any other |
| Practice | 44                  | 6         | 9           | 24      | 38          | 13                                    | 1         | 14          | 3     | 33        |
| PRG      | 0                   | 0         | 0           | 0       | 1           | 0                                     | 0         | 1           | 0     | 0         |

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. Email will be sent to all pts with a registered email address to advertise 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:

## 2. Review of patient feedback

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

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.  
We also conducted a patient survey in the surgery throughout the month of August in 2016.

How frequently were these reviewed with the PRG?

Every meeting, which are held three times a year.

### 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?

The PPG decided that they would like to highlight alcohol issues as they felt this was a subject that was not covered widely enough. Information and statistics we place up on the community board in a colourful eye catching campaign. The PPG felt it was important that this information stayed up over the Christmas and New Year period. Local information of where to go for help with issues relating to the display was also provided.

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

More information provided for patients highlighting local services on the specific subject of alcohol.  
Encourages and engages other patients aside from the PPG to suggest and provide community information.  
The Community Board subject of alcohol 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

The toilets in the waiting room area have been decorated.

What actions were taken to address the priority?

Both toilets in the waiting room area have been painted. They have both had new floors fitted in them. All taps have been replaced and the toilet pan has been replaced in the disabled toilet.

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

The toilets are more pleasant for patient to use and also now adhere to our high standards of infection control.

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

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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):

| Priority area 3                                                                                                                                                                                                                                                                                           |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>Description of priority area: Improvement for hard of hearing patients</p> <p>A hearing loop is now in place at reception.</p>                                                                                                                                                                         |
| <p>What actions were taken to address the priority?</p> <p>We now have a portable hearing loop in the surgery. It is situated at reception but can be moved to any part of the surgery when necessary.</p>                                                                                                |
| <p>Result of actions and impact on patients and carers (including how publicised):</p> <p>Patients with hearing issues can now access all our services more comfortably.</p> <p>We advertised the hearing loop on our website, in our newsletter and to our virtual PPG via email of meeting minutes.</p> |

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 a 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 engaged with a patient survey this year to see if patients were happy with the services we provide and what they thought we could improve. PPG members came to sit in the waiting room throughout the month of August to encourage patients to complete the survey. The survey was also available on our website.

We have decided to close reception between 1pm and 2pm each day. We do not lock the front door and we have an emergency line for patients to call if they are having a medical emergency. We have taken this step to allow our staff to complete handovers more effectively and to ensure essential training is completed.