Standard Reporting Template

Devon, Cornwall and Isles of Scilly Area Team

2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: HOLSWORTHY DOCTORS

Practice Code: L83069

Signed on behalf of practice: Jane Wells Date: 18th March 2015

Signed on behalf of PPG: David Thomas Date: 18th March 2015

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

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| Does the Practice have a PPG? YES ~~/ NO~~ | |
| Method of engagement with PPG: Face to face, Email, Other (please specify). Face to face, email and letters (where requested) | |
| Number of members of PPG: 17 in core PPG , 40 in virtual PPG | |
| Detail the gender mix of practice population and PPG:   |  |  |  | | --- | --- | --- | | % | Male | Female | | Practice | 49% | 51% | | PRG | 44% | 56% | | Detail of age mix of practice population and PPG:   |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | | % | <16 | 17-24 | 25-34 | 35-44 | 45-54 | 55-64 | 65-74 | > 75 | | Practice | 17.25% | 8.08% | 8.98% | 9.63% | 14.99% | 15.2% | 14.9% | 10.97% | | PRG | 0 | 0 | 2% | 3% | 13% | 17% | 37% | 29% | |
| 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% | 0% | 0% | 1% | 0% | 0% | 0% | 0% | | PRG | 100% | 0% | 0% | 0% | 0% | 0% | 0% | 0% |  |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | |  | Asian/Asian British | | | | | Black/African/Caribbean/Black British | | | Other | | |  | Indian | Pakistani | Bangladeshi | Chinese | Other  Asian | African | Caribbean | Other Black | Arab | Any other | | Practice | 0% | 0% | 0% | 0% | 0% | 0% | 0% | 0% | 0% | 0% | | 0% | 0% | 0% | 0% | 0% | 0% | 0% | 0% | 0% | 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:  We monitor our PPG make-up to ensure it continues to reflect our patient population demographics.  We advertise our PPG as widely as possible locally with some targeted advertising in schools or children’s centres and residential homes to ensure a mix of ages. The Doctors at the practice also identify patients who may be interested in joining the PPG and a formal invitation is made. | |
| 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/~~NO~~  If you have answered yes, please outline measures taken to include those specific groups and whether those measures were successful:  We have a large Elderly population. We do have a range of ages represented on our PPG, with 66% being over 65y, including representation from the local Day Centre and the Hospice. | |

1. Review of patient feedback

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| Outline the sources of feedback that were reviewed during the year:  Survey, Friends & Family Test, Patient complaints & compliments and Patient Comments from feedback box in reception. |
| How frequently were these reviewed with the PPG?  Quarterly |

1. Action plan priority areas and implementation

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| Priority area 1 |
| Description of priority area:  Access to on-the day appointments |
| What actions were taken to address the priority?   * Redesigned nursing appointments to maximise the availability of our nursing team for on the day appointments. * Incorporated GP appointments into the Minor Illness Clinic increasing the number of Minor Illness on-the-day appointments * Reviewed and amended the mix of appointments (on-the-day and book in advance) offered by GPs |
| Result of actions and impact on patients and carers (including how publicised):  Patients find it easier to book on the day appointments (evidenced by the practice having empty appointments at the end of the day).  Publicity includes our monthly newsletter, our patient feedback noticeboard in practice, website, local press and media-screen in practice. |

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| Priority area 2 |
| Description of priority area:  Transport to the Practice. A number of transport options to the practice have been ceased resulting in problems for some patients to travel to the practice. |
| What actions were taken to address the priority?   * Increase the number of telephone appointments for GPs and introduce telephone appointments for Nurses and Nurse Practitioners. * Advertise the transport options available. * Advertise that prescriptions can be requested by post, fax or email or online and patients do not need to physically come to reception to hand the request in. * Continue to advertise our online services (appointment booking and repeat prescription requests) * Advertise the pharmacy delivery service. |
| Result of actions and impact on patients and carers (including how publicised):  Increased use of telephone appointments and online services (thereby decreasing the need to travel to the practice for patients and their carers), increased awareness of transport options should patients need to attend the practice.  Publicity includes our monthly newsletter, our patient feedback noticeboard in practice, website, local press and media-screen in practice. |

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| Priority area 3 |
| Description of priority area:  Problems with Access to Out of Hours (OOH) doctors. There is a local Treatment Centre in Stratton, however cover is provided Serco not Devon Doctors and therefore patients are routinely sent to Devon Doctor centres further away. |
| What actions were taken to address the priority?  Invited Devon Doctors (OOH provider) to PPG meeting to discuss problems with group.  Devon Doctors approached Serco to develop a more formal arrangement so that patients are offered the closest treatment centre be it in Devon or Cornwall. |
| Result of actions and impact on patients and carers (including how publicised):  Patients and their carers now have to option to attend Stratton Treatment Centre resulting in a much shorter journey to access GP appointments OOH.  Publicity includes our monthly newsletter, our patient feedback noticeboard in practice, website, local press and media-screen in practice. |

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):

***Access to on the day appointments***  
We continue to work on access to on the day appointments; we introduced Nurse Practitioners in 2013-14 and have increased the number of Minor Illness appointments offered in practice this year.

***Patient Communications***

We have appointed a Patient Communications Administrator who is responsible for our newsletter, media screen, web site and patient handbook ensuring that patients are provided with information about the services in a consistent and timely manner.

1. PPG Sign Off

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| Report signed off by PPG: YES~~/NO~~  Date of sign off: 18th March 2015 |
| ***How has the practice engaged with the PPG:***  Quarterly meetings attended by PPG members and a Doctor and the practice manager from the practice.  ***How has the practice made efforts to engage with seldom heard groups in the practice population?***  We recruited patients for the Patient Group in a number of ways:  • Advert cards printed to accompany prescriptions and new patient packs and placed in the practice reception  • Posters displayed in the practice, in the waiting rooms and consultation rooms, and displayed in the wider community; in local shops, residential and nursing homes, post offices, local children's centre, libraries and village halls.  • A supply of leaflets advertising the Patient Group distributed to local Primary Schools  ***Has the practice received patient and carer feedback from a variety of sources?***  Survey, Friends & Family Test, Patient complaints & compliments and Patient Comments from feedback box in reception. PPG members also collect feedback from service users to be discussed at quarterly PPG meetings.  ***Was the PPG involved in the agreement of priority areas and the resulting action plan?***  Priority Areas were, in some case, identified by members of the PPG, and based on this feedback agreed to be a priority area for the practice.  Other Priority Areas were identified as being ‘themes’ in patient feedback from a variety of sources, again discussed at the PPG meetings.  ***How has the service offered to patients and carers improved as a result of the implementation of the action plan?***  Better access to appointments, patients are better informed about the options for contacting and travelling to the practice and better access to OOH treatment centres.  ***Do you have any other comments about the PPG or practice in relation to this area of work?***  Our patient group is a valued asset of the practice, we have an excellent working relationship and turnover is low on the patient group.  The group is able to have robust discussion with the practice and is not afraid to give constructive criticism of the practice and services provided. |