

**Annex C**

**Arden, Herefordshire and Worcestershire Area Team  
Patient Participation Enhanced Service 2014/15 – Reporting Template**

Practice Name: WHITNASH MEDICAL CENTRE

Practice Code: M84064

Signed on behalf of practice: Dr Jenny Martin Date: 25/03/2015

Signed on behalf of PPG: Mr Barry Franklin (PRG Chair) Date: 25/03/2015

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

Does the Practice have a PPG? YES																																					
Method of engagement with PPG: Face to face, Email, Other (please specify)    Face to Face & email																																					
Number of members of PPG: 21																																					
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:15%;">%</th> <th style="width:35%;">Male</th> <th style="width:35%;">Female</th> </tr> </thead> <tbody> <tr> <td>Practice</td> <td>50.07%</td> <td>49.93%</td> </tr> <tr> <td>PPG</td> <td>52.3%</td> <td>47.7%</td> </tr> </tbody> </table>	%	Male	Female	Practice	50.07%	49.93%	PPG	52.3%	47.7%	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%;">&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>23.1</td> <td>12.01</td> <td>15.37</td> <td>14.22</td> <td>15.28</td> <td>10.75</td> <td>7.13</td> <td>8.23</td> </tr> <tr> <td>PPG</td> <td></td> <td></td> <td>9.5</td> <td>4.8</td> <td>28.6</td> <td>19.0</td> <td>19.0</td> <td>19.0</td> </tr> </tbody> </table>	%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75	Practice	23.1	12.01	15.37	14.22	15.28	10.75	7.13	8.23	PPG			9.5	4.8	28.6	19.0	19.0	19.0
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## Annex C

Detail the ethnic background of your practice population and PPG:

	White				Mixed/ multiple ethnic groups			
	British	Irish	Gypsy or Irish traveller	Other white	White &black Caribbean	White &black African	White &Asian	Other mixed
Practice	78.5%	1.39%		3.8%	0.07%	0.21%	0.18%	0.18%
PPG	86%			7%				

	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice	8.8%	0.14%		0.59%	1.02%	0.09%	0.12%	0.11%		
PPG	7%									

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 have tried to involve more patients to make the Patient reference Group as representative of our patient list as possible. Clinicians & staff verbally ask patients to become involved. We also email patients, display posters in the surgery, advertise PRG recruitment requests on our website & also include this within our newsletters.*

*Members of our PRG have assisted at our Flu Clinics & discussed the PRG with other patients.*

*Minutes & Meeting dates will be advertised on our website.*

## Annex C

Are there any specific characteristics of your practice population which means that other groups should be included in the PPG?  
eg. 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*  
*NHS Choices*  
*Comments & Suggestion forms*  
*Specific PRG feedback*

How frequently were these reviewed with the PRG?

*At each PRG meeting (Bi monthly)*

## Annex C

### 3. Action plan priority areas and implementation

Priority area 1
<p>Description of priority area:</p> <p><i>Improving patient access</i></p>
<p>What actions were taken to address the priority?</p> <ul style="list-style-type: none"> <li>• <i>The structure of Monday surgeries has been changed to include virtually all ‘on the day’ appointments</i></li> <li>• <i>Increased nursing hours</i></li> <li>• <i>Availability of Online Access to the appointments system for all 3 partners</i></li> <li>• <i>Additional Locum cover for Partners holidays</i></li> <li>• <i>Waiting times – keeping patients informed</i></li> </ul>
<p>Result of actions and impact on patients and carers (including how publicised):</p> <ul style="list-style-type: none"> <li>• <i>The alterations to Monday GP surgeries has given patients the increased capacity of approximately 30 ‘on the day’ appointments &amp; helped to ease post weekend demand for appointments</i></li> <li>• <i>We have increased our nurse appointments by 63 (10min appointments) per week, enabling patients with long term</i></li> </ul>

## Annex C

*conditions easier access to book their annual reviews & wider spread of appointments over the week*

- *Online Access was introduced during 2014; we have made available 93 appointments per week that patients can book through Vision Online. Our uptake for this facility has been very good with 16% of our patients registering for this service. PPG feedback on this has been very positive as it gives patients the ability to pre book appointments with the choice & flexibility to suit their home/work life.*
- *We have tried to use suitable locum cover for GP holidays to ensure continuity of appointment capacity & reduce the impact to patients caused by GPs annual leave.*
- *The practice took on board the issue around keeping patients informed when clinics are running late. Reception routinely report to the waiting room when delays are occurring & offer patients an explanation.*

*Publicised: PRG meetings, website, waiting room literature, newsletter.*

## Annex C

Priority area 2
<p>Description of priority area:</p> <p><i>A&amp;E attendances</i>  <i>We have one of the highest A&amp; E attendances in SWCCG</i></p>
<p>What actions were taken to address the priority?</p> <ul style="list-style-type: none"> <li>• <i>Leaflet drafted &amp; distributed to patients on an opportunistic basis</i></li> <li>• <i>Waiting Room – Patient education materials &amp; displays</i></li> <li>• <i>Website updated with appropriate use of Out of Hour services &amp; use of support video</i></li> <li>• <i>Write individually to frequent or inappropriate attenders with advise/leaflet on Out of hours Services</i></li> </ul>
<p>Result of actions and impact on patients and carers (including how publicised):</p> <p><i>Analysis of A&amp;E attendances, comparing 2013/2014 with 2014/205 showed a minimal reduction (100 patients) in attendances, however, these were in fact 'in hours' encounters so the above actions had some positive effect.</i>  <i>Discussion with SWCCG during their Practice visit endorsed the above actions &amp; advised they were above &amp; beyond many other practices; however this still has to be an area of ongoing actions &amp; revised patient education continuing.</i>  <i>Feedback was given via our PPG meetings &amp; our PPG are happy to help further with this campaign &amp; indeed suggested a topic evening with a talk for patients from Warwickshire Ambulance service.</i></p> <p><i>Publicised: PRG meetings, website, waiting room literature, newsletter</i></p>

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## Annex C

Priority area 3
<p>Description of priority area:</p> <p><i>Increase patient awareness of key medical conditions eg Dementia</i></p>
<p>What actions were taken to address the priority?</p> <p><i>This was a specific area of interest with our PPG who identified Alzheimer's &amp; dementia as a priority area for increased patient &amp; practice awareness</i></p> <ul style="list-style-type: none"> <li>• <i>PPG representative attended training 'Living with Dementia'</i></li> <li>• <i>Alzheimer &amp; Dementia are readily available in the waiting room</i></li> <li>• <i>Themed notice board for displaying information regarding key areas</i></li> <li>• <i>Topic/discussion evening organised</i></li> </ul>
<p>Result of actions and impact on patients and carers (including how publicised):</p> <ul style="list-style-type: none"> <li>• <i>Increased access to patient education/support materials via PPG member</i></li> <li>• <i>Specialist individual advice available to our patients from PPG member who has been trained.</i></li> <li>• <i>Access to Dementia Research Campaign</i></li> </ul> <p><i>Because of the success of our topic evening &amp; popularity with our patients we will continue with these &amp; expand to other key medical areas</i></p> <p><i>Publicised: PRG meetings, website, waiting room literature, newsletter</i></p>

## Annex C

### 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):

**2011/2012 The following were implemented & completed:**

- Installation of automatic doors
- New seating & redecoration
- Low height reception counter
- Improved reading material in waiting room to include a daily newspaper

**2012/2013 The following were implemented & completed:**

- Self-check in system plus support for patient use
- Calling screen information updated
- Patient questionnaire for diabetic patients
- Art club to display work in waiting room
- More information for patients regarding GP Registrars
- Telephone consultations introduced

**2013/2014 The following were implemented & completed:**

- Customer service training for reception staff
- More information for patients regarding the structure & functions of the SWCCG



## Annex C

### 4. PPG Sign Off

Report signed off by PPG: *YES*

Date of sign off: *25<sup>th</sup> March 2015*

Has the report been published on the practice website? *YES*

How has the practice engaged with the PPG:

*Since the inception of the PPG the practice has always fully engaged the group*

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

*The practice advertises the PRG in the waiting area & on the practice website. PPG members & GPs/practice staff may approach patients on an individual basis, especially those in seldom heard patient groups*

Has the practice received patient and carer feedback from a variety of sources?

*Friends & Family Test*

*NHS Choices*

*Comments & Suggestion forms*

*Specific PRG feedback*

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

*Yes our priority areas and action plan was developed as a result of surveys & discussions at our PRG meetings*

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

*Made steps towards improving patient access*

*Started topic evenings which we aim to continue*

## Annex C

*Conducted a patient awareness campaign regarding the alternatives to A&E attendances*  
Do you have any other comments about the PPG or practice in relation to this area of work?

*The Practice has 2 representatives on the PPG Arden Clinical Commissioning Group who update the practice & the rest of our PRG on a regular basis & who were also part of a subcommittee dealing with NHS England Local Area Teams response to the Council's new local plan & its effect on GP surgeries.*

*Agenda items included in this year's PRG meetings included:*

- *Oversubscribed GP surgeries*
- *CQC*
- *Over 75s Named GPs*
- *Flu Clinics*
- *Friends & Family Test*
- *Patient Online Access*
- *Dementia Research*
- *SW Joint Commissioning of Care*
- *Diabetes discussion evening*
- *Improved patient experience*

Please return this completed report template to the generic email box – [england.ahwat-pc@nhs.net](mailto:england.ahwat-pc@nhs.net) no later than 31<sup>st</sup> March 2015. No payments will be made to a practice under the terms of this ES if the report is not submitted by 31<sup>st</sup> March 2015.