**Arden, Herefordshire and Worcestershire Area Team**

**Patient Participation Enhanced Service 2014/15 – Reporting Template**

Practice Name: Westfield Surgery

Practice Code: M81003

Signed on behalf of practice: Chris Williams Date: 12/03/2015

Signed on behalf of PPG: Mr William Pridie Date: 13/3/2015

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

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| Does the Practice have a PPG? YES | |
| Method of engagement with PPG: Face to face, Email, Other (please specify) - Email | |
| Number of members of PPG: 15 | |
| Detail the gender mix of practice population and PPG:   |  |  |  | | --- | --- | --- | | % | Male | Female | | Practice | 4608 | 4644 | | PPG | 8 | 7 | | Detail of age mix of practice population and PPG:   |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | | % | <16 | 17-24 | 25-34 | 35-44 | 45-54 | 55-64 | 65-74 | > 75 | | Practice | 1682 | 781 | 1084 | 1051 | 1254 | 1214 | 1164 | 1022 | | PPG |  | 1 | 2 | 3 | 2 | 3 | 2 | 2 | |
| 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 | 4089 | 6 |  | 3 | 8 | 3 | 5 | 4 | | PPG | 15 |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | |  | Asian/Asian British | | | | | Black/African/Caribbean/Black British | | | Other | | |  | Indian | Pakistani | Bangladeshi | Chinese | Other  Asian | African | Caribbean | Other Black | Arab | Any other | | Practice | 16 |  |  | 9 | 14 | 3 | 1 |  |  | 56 | | PPG |  |  |  |  |  |  |  |  |  |  |   Please note – not all patients are categorised. | |
| 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:  Practice universally invites all to participate in the patient group – via posters / website etc – without discrimination. | |
| 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: | |

1. **Review of patient feedback**

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| Outline the sources of feedback that were reviewed during the year:  Patient Survey  Patient Suggestions  Patient Complaints  CQC Report |
| How frequently were these reviewed with the PRG?  Once – feedback post survey |

1. **Action plan priority areas and implementation**

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| Priority area 1 |
| Description of priority area:  **Telephone access to surgery / repeat prescriptions.**  Development plan for new dedicated prescription line and recruitment of more staff time. |
| What actions were taken to address the priority?  Creation of dedicated repeat prescription ordering direct line.  Recruitment of extra staff hours during periods of high demand – Mondays / Tuesdays  Advertisement of website as an alternative method of repeat prescription ordering. |
| Result of actions and impact on patients and carers (including how publicised):  More accessibility for ordering repeat prescriptions via telephone.  Less impact on normal surgery number to contact reception.  Publicised through surgery newsletter and waiting room television information screen / posters |

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| Priority area 2 |
| Description of priority area:  **Aim to improve access to nursing services.** |
| What actions were taken to address the priority?  Analysis of demand / supply of practice nurse / health care assistant services.  Recruitment of new Health Care Assistant to alleviate pressure and improve patient access, in particular for the high demand for blood tests, which were highlighted as an area of concern. |
| Result of actions and impact on patients and carers (including how publicised):  Increased HCA hours has led to improved access to appointments and has freed up practice nurse time also. |

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| Priority area 3 |
| Description of priority area:  **Patient access to GP appointments – acknowledged via evidence the challenge for patients in able to book both routine GP appointments and urgent access on the day. Practice to review the structure of GP appointments.** |
| What actions were taken to address the priority?  Duty GP each day was changed to become only “urgent on the day” appointments / telephone consultations. This enabled extra routine book ahead appointments to be added to other GPs each day. |
| Result of actions and impact on patients and carers (including how publicised):  Have clarified the process for staff and patients and has enabled more book ahead appointments to be created, as well as managing the requests for urgent “on the day” patient needs. |

**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):

2013-14

* New telephone system launched to enhance patient access to the surgery
* TV information screen / automatic patient check in purchased
* Patient waiting room re-decoration
* Practice Nurse consulting rooms – improved flooring for infection control
* Baby Changing facilities
* Improved number of telephone consultations created for patient use

1. **PPG Sign Off**

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| Report signed off by PPG: YES  Date of sign off: 13/3/2015  Has the report been published on the practice website? YES |
| How has the practice engaged with the PPG:  Online group  How has the practice made efforts to engage with seldom heard groups in the practice population?  Website / television advice in waiting room / Flu Day questionnaires  Has the practice received patient and carer feedback from a variety of sources?  Yes – the practice actively encourages carer identification and feedback via waiting room advertisement / flu day questionnaires. The practice has for the last 2 years been “highly commended” by Herefordshire Carers Support for the work in this area.  Was the PPG involved in the agreement of priority areas and the resulting action plan?  These areas were identified in the patient survey and forwarded to the PPG for comment / agreement on the plan of action. Any responses helped shape the action plan.  How has the service offered to patients and carers improved as a result of the implementation of the action plan?  Better telephone access to repeat prescriptions / reception  Clearer identification of GP access and types of appointments available  Improved access to nursing service areas such as blood tests / BP checks / NHS Health checks  Do you have any other comments about the PPG or practice in relation to this area of work?  PPG responses noted :   * There are still challenges for parking and disabled access to the surgery, including the steep path. * It was felt that a better way of the PPG working would be a face to face system rather than just online – this would improve engagement and feed back and the practice will look to this in the next year. |

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 31st March 2015. No payments will be made to a practice under the terms of this ES if the report is not submitted by 31st March 2015.