

Derbyshire & Nottinghamshire Area Team

2014/15 Patient Participation Enhanced Service REPORT

Practice Name: SHIRES HEALTH CARE

Practice Code: C81033

Signed on behalf of practice:

Date: 10.3.15.

Signed on behalf of PPG:

Date: 10.3.15.

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 and virtual
Number of members of PPG: 10

Detail the gender mix of practice population and PPG:

%	Male	Female
Practice		
PPG	3	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	3135	1675	2146	1802	2327	1745	1461	1304
PPG				1	3	3	3	

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	15000			841				154
PPG	9							

%	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice										
PPG										

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 repeatedly invited members of the Eastern European Community to our PPG meetings. Two people expressed an interest in joining the group, but have not attended when invited to PPG meetings.

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 - Over 800 patients from Eastern Europe

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

We have repeatedly invited members of the Eastern European Community to our PPG meetings. Two people expressed an interest in joining the group, but have not attended when invited to PPG meetings.

2. Review of patient feedback

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

Friends and Family Test
Healthwatch Feedback
Local Events – market place stall, local school.

How frequently were these reviewed with the PRG?

This scheme was introduced in December and results have been reported back to the PPG in January. This will now become a standing item on the PPG agenda. The PPG meetings are held every 6 weeks.

There has been one source of feedback from Healthwatch (February 2015) which will be discussed with the PPG in March 2015.

3. Action plan priority areas and implementation

Priority area 1
<p><i>Description of priority area:</i></p> <p>Telephone Access</p>
<p><i>What actions were taken to address the priority?</i></p> <p>A new telephone system has been introduced at the practice with additional line capacity. At the start of each morning (8am to 8.30am), there will be four members of staff answering the telephone to ease the 8am rush.</p>
<p><i>Result of actions and impact on patients and carers:</i></p> <p>Improved telephone access to the practice at the busiest time of the day.</p> <p><i>How were these actions publicised?</i></p> <p>On the practice website – on noticeboard in surgery.</p>

Priority area 2

Description of priority area:

Access to appointments

What actions were taken to address the priority?

The practice is continuously looking at access to appointments. The practice has employed an additional part-time GP and during holidays and busy times.

Result of actions and impact on patients and carers:

Additional appointments available for patients.

How were these actions publicised?

Notice in surgery. Additional online appointments and pre-bookable appointments available to patients.

Priority area 3

Description of priority area:

Continuity of Care

What actions were taken to address the priority?

There are posters in the reception and entrance porch with details of which days /times each Doctor works. The practice has also introduced telephone consultations. If the GP requested is not available for a face to face appointment they could be offered a telephone consultation, if appropriate.

Result of actions and impact on patients and carers:

Improved continuity of care by offering telephone consultations if GP of choice is not available for a face to face consultation.

How were these actions publicised?

Jayex board in reception advises patients of the availability of telephone consultations. Information on practice website about telephone consultations.

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):

Telephone Access – we have introduced a new telephone system and has increased the number of staff answering the phone/dealing with patients during the morning rush.

In October 2014 the practice appointed an additional part-time GP to help with the demand for appointments. During the summer months the practice employed locum GP's to cover GP holidays.

4. PPG Sign Off

Report signed off by PPG: YES

Date of sign off: 10.3.15.

How has the practice engaged with the PPG:

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

We have tried to engage with the Eastern European Community, but have not had any success.

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

Friends and Family test

Healthwatch

General feedback from patients directly to members of the PPG

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

Yes

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

Quicker telephone access with signposting to the most appropriate clinician.

Recording of all calls – if there are any problems these can be identified.

Information available to patients about the number of calls taken each day at the practice.

Do you have any other comments about the PPG or practice in relation to this area of work?

The practice always finds time to discuss patient concerns. The PPG are updated on any changes/new initiatives taking place at the practice.

Please submit completed report to the Area Team via email no later than 31 March 2015 to:

- Derbyshire practices: e.derbyshirenottinghamshire-gpderbys@nhs.net
- Nottinghamshire practices: e.derbyshirenottinghamshire-gpnotts@nhs.net