

Standard Reporting Template – Patient Participation DES 2014/15

Surrey & Sussex Area Team

Practice Name Dr Peter Draper & partners Fordbridge Medical Centre

Practice Code H81057

Signed on behalf of practice Christine Priestley

Date 30th March 2015

Signed on behalf of PPG

Date

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

Does the Practice have a PPG? YES / NO	YES
Method of engagement with PPG: Face to face, Email, Other (please specify)	Face to face, email, and correspondence email
Number of members of PPG:	13

Detail the gender mix of practice, population and PPG:			Detail of age mix of practice population and PPG:							
	Male	Female	<16	17-24	25-34	35-44	45-54	55-64	65-74	>75
Practice	3347	3397	1173	708	762	849	1160	770	652	580
PPG	6	7		1	0	1	2	5	4	0

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								
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	3						1			

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:

All patients are invited to join the PPG by information leaflets given with repeat prescriptions, newsletter and in face to face consultations also it is advertised on the practice website. Despite this there has not been a good response to joining the group. We have 3 carers who have enrolled for the PPG group but it would be nice to have a wider circle of patients. We have collected names and email addresses of patients who expressed an interest in joining the group, however only a thirteen have responded to our letters posted to them and email requests to maintain correspondence with the surgery.

The surgery will continue to canvas patients for a larger profile of patients to build on the small group we have.

Are there any specific characteristics of your practice population which means that other groups should be included in the PPG? e.g. large student population, significant number of jobseekers, large numbers of nursing homes or a LGBT community? YES/NO

No

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

N/A

2. Review of patient feedback

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

Patient letters and comments sent to surgery
Email correspondence
Telephone calls by patients and PPG who were unable to correspond by email or who wanted informal chats about the surgery
NHS Choice Website
I want great care website
NHS Patient survey
Patient comments and complaints
Practice Website

How frequently were these reviewed with the PRG?

Quarterly and as required with patients by email
Information leaflets and Royal mail

3. Action plan priority areas and implementation

Priority area 1
Description of priority area:
Patients unaware of services run by surgery
What actions were taken to address the priority:
<p>The surgery had previously worked on this area via patient information leaflets and the surgery website. It was decided to improve this by advertising the services by:</p> <p>Information posted on large Notice display in Waiting room. Leaflets given with all repeat prescriptions on new services i.e. Electronic Prescribing, Flu clinics, Health checks, Carers registration Forms. Leaflets in waiting rooms advising patients of clinics and services run by the surgery. Practice Website updated with all clinics and services run by surgery and how to access them Patient Newsletter Patient Carers display in waiting room</p>
Result of actions and impact on patients and carers (including how publicised):
<p>Patients now have a good source of information how to use the facilities of the surgery, however the surgery is actively monitoring this area to ensure patients are still kept well informed of surgery activity</p> <p>All clinics are well attended</p>

Priority area 2

Description of priority area:

Promotion of new Electronic Prescription Service when it was introduced at the end of 2014
Notices and information leaflets given to all patients to promote this new service. Patients can now access their own nominated pharmacy for electronic prescribing, eliminating the need for paper prescriptions.

What actions were taken to address the priority:

All surgery staff including GP's, Nurses Reception and Admin staff trained on new EPS system. This training was attended by all local pharmacies at the surgery to ensure all staff aware of requirements and how the system worked for both parties.

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

The implementation of this is fairly recent; however it has been well received by most patients. Those who do not wish to partake in this scheme are still able to receive paper copies. Those who have decided to partake in the electronic system appear to prefer it as it reduces the time they have to take to come to the surgery.

As it is in its early stage this is being monitored by the surgery.

Priority area 3

Description of priority area:

Appointments. Patients feel that it would be beneficial for more appointments on the day and less locums.

What actions were taken to address the priority:

Surgery has worked with CCG to monitor appointment system. The surgery employs two regular locums for sickness, holiday and maternity cover. Both are very popular GP's, as one was a retired partner and who is in regular attendance at the surgery to cover absence and the second GP has now been employed as a partner. The appointments system has been reviewed to employ more GP's when demand is at its highest, we have also made more telephone appointments available for patients who may not always require to see a GP, but require intervention and reassurance by this communication. It is not possible to run an efficient surgery without the assistance of our two regular locums GP's who cover holiday and sickness. The surgery has addressed the importance of maintaining the use of regular gp's and the same regular locums where possible

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

The revision of the appointment system would appear to be very popular with patients who are happy that they are able to speak to a GP often on the same day and allows reassurance to the patients. This reassurance and quite often an appointment if required can reduce visits to the walk in centre and A & E as they have been able to gain easier access to a GP.

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)

Free text
<p>New Automated telephone system introduced 2012/13.</p> <p>The telephone system has been well received. Patients are divided as to whether they like the system. Over 50% of callers use the system and those that use it do not want it changed.</p> <p>Parking redesigned including the addition of a disabled bay at the front of the surgery.</p> <p>Parking is restricted due to the size of our car park. The front car park has been re marked to allow parking for 5 normal cars and 2 disabled bays. There is ample parking in the local roads and a multi-story car parking less than a 3 minute walk from the surgery.</p> <p>Booking appointments up to 6 weeks in advance 2013/2014</p> <p>The surgery has worked with Surrey CCG to improve access for patients. The surgery now offers the ability to book online or by the automated telephone system up to 2 weeks in advance. It also offers the ability to book more than 8 weeks in advance over the telephone in person at the surgery.</p>

4. PPG Sign Off

Report signed off by PPG: YES / NO	YES
Date of sign off:	30 03 2015
How has the practice engaged with the PPG:	YES
How has the practice made efforts to engage with seldom heard groups in the practice population?	Posters, Website and Patient information leaflets
Has the practice received patient and carer feedback from a variety of sources?	YES
Was the PPG involved in the agreement of priority area 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?	There is an overall improvement.
Do you have any other comments about the PPG or practice in relation to this area of work?	Improvement is ongoing