

Standard Reporting Template

NHS England (Wessex)
2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: PROVIDENCE SURGERY

Practice Code: J81634

Signed on behalf of practice: Christopher Hughes

Date: 30/03/15

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																																																					
Method of engagement with PPG: Face to face, Email, Other (please specify) Face to Face / Letter / E mail																																																					
Number of members of PPG: 8																																																					
Detail the gender mix of practice population and PPG:					Detail of age mix of practice population and PPG:																																																
<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 20%;">%</th> <th style="width: 40%;">Male</th> <th style="width: 40%;">Female</th> </tr> </thead> <tbody> <tr> <td>Practice</td> <td>56</td> <td>44</td> </tr> <tr> <td>PRG</td> <td>37.5</td> <td>62.5</td> </tr> </tbody> </table>			%	Male	Female	Practice	56	44	PRG	37.5	62.5	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 10%;">%</th> <th style="width: 10%;"><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%;">> 75</th> </tr> </thead> <tbody> <tr> <td>Practice</td> <td>17</td> <td>10</td> <td>21</td> <td>19</td> <td>15</td> <td>9</td> <td>5</td> <td>4</td> </tr> <tr> <td>PRG</td> <td></td> <td></td> <td>12.5</td> <td></td> <td>12.5</td> <td>25</td> <td>25</td> <td>25</td> </tr> </tbody> </table>								%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75	Practice	17	10	21	19	15	9	5	4	PRG			12.5		12.5	25	25	25							
%	Male	Female																																																			
Practice	56	44																																																			
PRG	37.5	62.5																																																			
%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75																																													
Practice	17	10	21	19	15	9	5	4																																													
PRG			12.5		12.5	25	25	25																																													
Detail the ethnic background of your practice population and PRG:																																																					
<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th rowspan="2"></th> <th colspan="4">White</th> <th colspan="4">Mixed/ multiple ethnic groups</th> </tr> <tr> <th>British</th> <th>Irish</th> <th>Gypsy or Irish traveller</th> <th>Other white</th> <th>White &black Caribbean</th> <th>White &black African</th> <th>White &Asian</th> <th>Other mixed</th> </tr> </thead> <tbody> <tr> <td>Practice</td> <td>43</td> <td>0.5</td> <td>0</td> <td>45</td> <td>1</td> <td>1</td> <td>0.5</td> <td>2</td> </tr> <tr> <td>PRG</td> <td>87.5</td> <td>0</td> <td>0</td> <td>12.5</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> </tr> </tbody> </table>												White				Mixed/ multiple ethnic groups				British	Irish	Gypsy or Irish traveller	Other white	White &black Caribbean	White &black African	White &Asian	Other mixed	Practice	43	0.5	0	45	1	1	0.5	2	PRG	87.5	0	0	12.5	0	0	0	0								
	White				Mixed/ multiple ethnic groups																																																
	British	Irish	Gypsy or Irish traveller	Other white	White &black Caribbean	White &black African	White &Asian	Other mixed																																													
Practice	43	0.5	0	45	1	1	0.5	2																																													
PRG	87.5	0	0	12.5	0	0	0	0																																													
<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th rowspan="2"></th> <th colspan="5">Asian/Asian British</th> <th colspan="3">Black/African/Caribbean/Black British</th> <th colspan="2">Other</th> </tr> <tr> <th>Indian</th> <th>Pakistani</th> <th>Bangladeshi</th> <th>Chinese</th> <th>Other Asian</th> <th>African</th> <th>Caribbean</th> <th>Other Black</th> <th>Arab</th> <th>Any other</th> </tr> </thead> <tbody> <tr> <td>Practice</td> <td>0.1</td> <td>0.1</td> <td>0.1</td> <td>0.5</td> <td>1</td> <td>1</td> <td>0.6</td> <td>1</td> <td>0.6</td> <td>2</td> </tr> <tr> <td>PRG</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> </tr> </tbody> </table>												Asian/Asian British					Black/African/Caribbean/Black British			Other		Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other	Practice	0.1	0.1	0.1	0.5	1	1	0.6	1	0.6	2	PRG	0	0	0	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	0.1	0.1	0.1	0.5	1	1	0.6	1	0.6	2																																											
PRG	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:

The Providence PPG is advertised to all patients as follows:

- A poster is displayed in the reception area, inviting patients to be involved
- A supply of forms are freely available at reception
- Information is given out to all new patients when registering at the Practice
- Periodically, leaflets are included with prescriptions
- Information is displayed on the website

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

- NO – Providence Surgery is all-embracing and has a broad spectrum of patients with information available to all. However, this will be reviewed periodically.

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:

Process:

- Patients complete a form and hand to reception
- Completed forms are then passed to the Administration Supervisor who acts as the co-ordinator along with the Operations Manager.
- Operations Manager then contacts the Patient by e mail & letter, enclosing a copy of the constitution and stamped addressed letter inviting feedback

In addition to this, the co-ordinator has developed good customer relations with patients, over many years and operates an 'open-door' policy. A patient may not want to be part of the PPG but may want to offer suggestions for improvement. These suggestions are then cascaded to the group for consideration.

How frequently were these reviewed with the PRG?

- The Administration Supervisor contacted the members to share feedback from others for their opinion. This was organised opportunistically (face to face) and formally by telephone as the preferred method of correspondence as not all patients have an email facility.

3. Action plan priority areas and implementation

Priority area 1
<p>Description of priority area:</p> <p>Providence Surgery is located in 12 Walpole Road and since April 2013 has a Branch Surgery in Strouden Park Medical Centre which is based in 2a Bradpole Road. Both Surgeries serve areas of deprivation accompanied with a demographic of high drug and alcohol users especially, Providence Surgery. One of the main drivers for providence surgery was to increase security within the Surgery because it was sometimes felt that there was not enough surveillance in the waiting room.</p>
<p>What actions were taken to address the priority?</p> <ul style="list-style-type: none">• Discussion with Partner GP and Operations Manager• Operations Manager contact Security Company to obtain quote for installation of electronic doors within Waiting Room and CCTV throughout the building including reception.• 6 month window to undertake works
<p>Result of actions and impact on patients and carers (including how publicised):</p> <ul style="list-style-type: none">• Work completed in December 2014

Priority area 2

Description of priority area:

Feedback received from the Strouden PPG suggested improvements could be made to the Building and maybe “install a lift” and improve the decor.

What actions were taken to address the priority?

- Initial discussion with senior partner
- Information has been cascaded to the Operations Manager who will take this forward with CCG for support with Improvement grants to assist with the refurbishment of the Strouden Surgery. Operations Manager will apply via the Wessex Improvement Grant Scheme.

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

- NHS England agreed to fund 66% of the cost towards refurbishment works on 23/03/15 for Strouden Park Medical Centre. This did not include installation of a lift but will prove essential for updating the Building in line with CQC standards but more so improving the layout to assist our patients and aesthetically result in the building being more presentable.

Priority area 3

Description of priority area:

Facility for online booking of appointments. This area for improvement was discussed face to face with a member of the PPG and it was explained that this priority was already in place and was indeed advertised on the website and in-house. The current PPG were very happy with the text reminder service and hoped that this could be improved upon or expanded with more online facilities.

What actions were taken to address the priority?

This patient was delighted to be given his password to facilitate online booking but it was noted that improvements in patient awareness were required:

- Website to be reviewed
- In-house advertising improved by purchase of new notice boards for display in waiting room but space is restricted
- Development of power point presentation to be developed in waiting area

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

- A more streamlined, modern, convenient and efficient service for patients will be developed over time.

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):

Progress on the first year is as follows

1. New Security doors installed in Providence
2. New Security Doors installed in Providence
3. £30,000 worth of money invested in Strouden Park Medical Centre since 2013
4. Wessex Improvement Grant applied for and won by Operations Manager for further improvements to Building at Strouden Park Medical Centre.

4. PPG Sign Off

Report signed off by PPG: YES

Date of sign off: 30/03/15

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? Yes

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

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?
Within the PPG meetings, publicised in the waiting rooms and now on the website.

Do you have any other comments about the PPG or practice in relation to this area of work?
None