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| **New Islington Medical Practice** |
| **PPG End of Year Report 2014/2015** |
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| **Prepared by Dawn Wilson, Practice Manager / CQC Registered Manager** |
| **3/31/2015** |
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Annex D: Standard Reporting Template

**NHS Greater Manchester**

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

Practice Name: New Islington Medical Practice

Practice Code: P84064

Signed on behalf of practice: Date: 24.03.2015

Signed on behalf of PPG: Date: 24.03.2015 

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, PPG Meetings | |
| Number of members of PPG: 12 | |
| Detail the gender mix of practice population and PPG:   |  |  |  | | --- | --- | --- | | % | Male | Female | | Practice | 2227 | 1725 | | PRG | 7 | 5 | | Detail of age mix of practice population and PPG:   |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | | % | <16 | 17-24 | 25-34 | 35-44 | 45-54 | 55-64 | 65-74 | > 75 | | Practice | 547 | 373 | 1085 | 555 | 505 | 385 | 385 | 162 | | PRG |  |  | 1 | 3 | 2 | 2 | 2 | 1 | |
| 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 | 870 |  |  | 703 |  |  |  | 1188 | | PRG | 12 |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | |  | Asian/Asian British | | | | | Black/African/Caribbean/Black British | | | Other | | |  | Indian | Pakistani | Bangladeshi | Chinese | Asian | African | Caribbean | Black | Arab | Any other | | Practice |  |  |  |  | 57 |  |  | 69 |  |  | | PRG |  |  |  |  |  |  |  |  |  |  | | |
| 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 practice has tried to ensure the group reflects the views of registered patients by:   * Conducting a search of our patient population in relation to age, sex, ethnicity, learning disability, housebound, elderly etc * Encouraging patients when they attend the surgery - in the waiting room and during consultations * By encouraging current members to also engage with other patients within the community * We will continue to compare the membership of the PPG to the search results * A representative cross section of practice population is reviewed at regular intervals * We consistently review the membership of the group and target the unrepresented groups   The group have been actively encouraged to support and assist in the preparation of a practice newsletter.  We are also looking at placing a message regarding the engagement of additional members and are also in the process of updating and designing new posters to be put up in our reception areas.  The membership of the group is still low however our list size is growing and we hope to build on our current members in the future. | |
| 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  If you have answered yes, please outline measures taken to include those specific groups and whether those measures were successful:  No - We have no specific characteristics of our practice population. | |

1. Review of patient feedback

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| Outline the sources of feedback that were reviewed during the year:  The main focus of the group was:   * Friends and Family Test, Practice Engagement Lead, Suggestion Box, PPG Agendas * Carers information – advertisement of carers support & information available to carers |
| How frequently were these reviewed with the PRG?  During 2014 / 2015 the practice held four PPG meetings.  From 1st April 2015 these will take place on a monthly basis. |

1. Action plan priority areas and implementation

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| Priority area 1 | |
| Description of priority area:  **GP Appointments / Waiting Time / Opening Times** | |
| What actions were taken to address the priority?  The practice to ensure that patients are fully aware at all times of our various access routes and appointment options  To look at designing an information sheet to be available within Reception for patients.  All staff to be fully informed and take a proactive approach in ensuring this information is relayed to our patients  It is difficult to advertise in the format of posters within the practice due to the limited space available (wall / floor)  To review our website structure.  The Group understood that recruitment of GPs was an ongoing problem nationally. All agreed that they preferred to see own GP wherever possible although fully understood that locums were required at times. We discussed additional appointment sessions which the practice had added during periods of high demand on the service which were staffed with regular locum GPs in order to ensure continuity of care for our patients wherever possible. | |
| Result of actions and impact on patients and carers (including how publicised):  Locum to work 2-3 extra sessions a week.  We agreed that it was important that carers were also able to be seen on the same day / at a convenient time for them  The practice currently opens at 8:45 am – we are in the process of changing this to 8:30am in order that the practice is more accessible to our patients.  The group felt that the practice was proactive and responsive in their approach. | |
| Priority area 2 |
| Description of priority area:  **Friends & Family Test Feedback / Patient / Practice Communication / Carers / Dementia Friends** |
| What actions were taken to address the priority?  Both new and existing patients are being encouraged to provide feedback. The practice also has a “Practice Engagement Lead” as well as two members of staff who have been nominated as “Friends and Family Test Champions”.  Patients are encouraged to sign up to “Patient Access” - all practice staff routinely ask patients for contact numbers, email addresses in order that we can then text message appointment reminders etc.  Carers – members were generally happy with the way in which the practice dealt with informing carers of the support and help available. One member is a Dementia Friend’s Champion and has offered to support the practice in this area as well as assisting in the deliverance of training for all members of the practice team. |
| Result of actions and impact on patients and carers (including how publicised):  . We receive possible feedback on a regular basis regarding our website.  . We have alerts on our clinical system regarding vulnerable patients, carers etc and care plans in place  . Practice to continue advertising carers information and any updates  . Practice to look at having regular carers meetings to support our carers and health checks  . Regular information posted to carers as it becomes available  . Leaflets for carers of patients with dementia made available in reception waiting areas |

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| Priority area 3 |
| Description of priority area:  **PPG Engagement** |
| What actions were taken to address the priority?  To implement a “virtual group” and actively encourage a wide selection of our patients to participate in this area. |
| Result of actions and impact on patients and carers (including how publicised):  The PPG to continually develop into an active group and meet to formulate a joint Practice - PPG Action Plan for 2015 / 2016 on the basis of patient suggestions covering a wide variety of topics. |

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):

In previous years the practice did not have a PPG in place.

Following implementation of the group the number of members still remains at a low level. However the members involved are encouraged to contribute to the group / running of the practice and we feel that by increasing the frequency of our meetings to monthly from 2015 / 2016 onwards this is going to be the start of a successful venture for the practice. We look forward to not only working with our current members but would also like to engage a wider audience to enable the practice to go from strength to strength.

The practice wishes to have an active group in place and aims to:

* meet face to face on a monthly basis
* consult on a wide variety of subjects

FFT has played an important role for us since implementation in December 2014 by helping us to improve continuity of care.

Text messaging of appointment reminders was introduced and which works well.

Text messaging regarding blood results has been well received which has resulted in clearer understanding for our patients.blood tests are received and reported on.

Electronic prescribing is also in place.

Staff training also plays an important part – our actions demonstrate improvement via patient feedback

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1. PPG Sign Off

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| Report signed off by PPG: YES  Date of sign off: 24.03.2015 |
| How has the practice engaged with the PPG: via face to face, email, verbal  How has the practice made efforts to engage with seldom heard groups in the practice population?  The practice has tried to ensure the group reflects the views of registered patients:   * By talking to patients when they attend the surgery- in the waiting room and during consultations * By Practice Engagement Lead * FFT Champions * By reviewing the membership from time to time and targeting under represented groups   Has the practice received patient and carer feedback from a variety of sources?  As detailed above.  Members were satisfied with the amount of effort / procedures the practice has in place for informing carers of support & help available, although we agreed that this was an area which we would focus on further in 2015/2016. One of the group members is a “Dementia Friends Champion” and has kindly offered to support the practice in arranging training for all practice staff in this area. We also agreed that we would look to implement a programme of meetings in relation to not only carers but also for other group namely, long term conditions etc.  Was the PPG involved in the agreement of priority areas and the resulting action plan?  Yes  It is imperative that members are involved each step of the way as in the case in any business for it to be a successful venture especially in these ever changing / demanding times.  How has the service offered to patients and carers improved as a result of the implementation of the action plan?  Yes  Do you have any other comments about the PPG or practice in relation to this area of work?  As mentioned earlier we wish to have an active group in place and look forward to working with our existing members whilst at the same time recruiting additional ones as well as implementing a “virtual group” as we are keen to be a part of the local community and working with our patients of all ages and ethnic minority groups. |